

Appendix 2 to Telecom Regulatory Policy CRTC 2017-200

Your Rights as a Wireless Consumer

The CRTC's Wireless Code establishes basic rights for all wireless consumers.

This checklist will help you to understand how the Code works for you. For more information, visit the CRTC's website at www.crtc.gc.ca.

Many of these rights apply now and more rights will begin to apply as of **1 December 2017**.

Do you pay a bill *after* you use your wireless service? If so, you have the right

- to cancel your contract at no cost after a maximum of two years
- to be the only person to consent to additional charges on a shared or family plan, unless you authorize another user to do so
- to limit your data overage charges to \$50 a month and your data roaming charges to \$100 a month for your entire account, regardless of the number of devices or users associated with the account
- to refuse a change to the key terms and conditions of your contract, including the voice, text, and data services in your contract, the price for those services, and the duration of your contract
- to have your service suspended at no cost if your phone is lost or stolen
- to receive a Critical Information Summary, which explains your contract in under two pages
- to receive a notification when you are roaming in a different country, telling you what the rates are for voice services, text messages, and data usage
- to a contract that uses plain language and clearly describes the services you will receive, and includes information on when and why you may be charged extra

Starting on 1 December 2017, you will also have the right

- to have your phone unlocked by your service provider immediately upon request, at no charge, and newly purchased phones from your service provider must be provided to you unlocked
- to cancel your contract and return your phone at no cost, within 15 calendar days if you have not used more than half of the usage specified in your monthly plan limits, if you are unhappy with your service

Do you pay *before* you use your wireless service? If so, you have the right

- to cancel your contract at no cost after a maximum of two years
- to have your service suspended at no cost if your phone is lost or stolen
- to receive a notification when you are roaming in a different country, telling you what the rates are for voice services, text messages, and data usage
- to a minimum grace period of seven calendar days in order to “top up” and retain your prepaid balance
- to a contract that uses plain language, and clearly describes the conditions that apply to your prepaid balance and how you can check your balance

Starting on 1 December 2017, you also have the right

- to have your phone unlocked by your service provider immediately upon request, at no charge, and newly purchased phones from your service provider must be provided to you unlocked
- to cancel your contract and return your phone at no cost, within calendar 15 days and if you have not used more than half of the usage specified in your monthly plan limits, if you are unhappy with your service

Are you a person with a disability? If so, you have the right to a copy of your contract, privacy policy, fair use policy, and Critical Information Summary in an alternative format at no charge and to a longer trial period (30 calendar days) to ensure that the service and phone meet your needs.

Have a complaint about your wireless service? First, try to resolve the issue with your service provider. If you are still unsatisfied, contact the Commissioner for Complaints for Telecommunications Services Inc.

Mail: P.O. Box 56067 Minto Place RO, Ottawa ON K1R 7Z1

Website: www.ccts-cprst.ca

Toll-free: 1-888-221-1687

TTY: 1-877-782-2384

Email: response@ccts-cprst.ca

Fax: 1-877-782-2924