



Your Rights as a Wireless Consumer

The CRTC's Wireless Code comes into effect on 2 December 2013. The Wireless Code establishes basic rights for all wireless consumers and puts new requirements on service providers. The Wireless Code significantly limits cancellation fees and requires your service provider to unlock phones, to offer a trial period for wireless contracts, and to set default caps on data charges to help you avoid bill shock.

Do you know your rights? This checklist will help you to understand the most important things that the Code does for you. For more information, visit the CRTC's website at www.crtc.gc.ca/, where you can find the Wireless Code, which explains all of your rights as a wireless consumer in greater detail.

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

- to cancel your contract at no cost after a maximum of two years
- to cancel your contract and return your phone at no cost, within 15 days and specific usage limits, if you are unhappy with your service
- to have your phone unlocked without penalty
- 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 limit your data overage charges to \$50 a month and your data roaming charges to \$100 a month
- to pay no extra charges for a service described as "unlimited"
- to refuse a change to the key terms and conditions of your contract, including the services in your contract, the price for those services, and the duration of your contract

Your contract must

- use in plain language and clearly describe the services you will receive
- include information on when and why you may be charged extra

Do you pay before you use your wireless service? If so, you use prepaid services, and you have the right

- to cancel your contract at no cost after a maximum of two years
- to cancel your contract and return your phone at no cost, within 15 days and specific usage limits, if you are unhappy with your service
- to have your phone unlocked without penalty
- 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 seven-day grace period in order to "top up" your prepaid card account and retain your balance

Your contract must

- use plain language
- clearly describe the conditions that apply to your prepaid balance and how you can check your balance

Are you a person with a disability? If so, you have the right to a copy of your contract in an alternative format at no charge and to a longer (30-day) trial period to ensure that the service and phone meet your needs.

Is your service provider respecting your rights? If you are unsure, you have the right to complain. 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 81088, Ottawa ON K1P 1B1
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