



Almost every industry, product, service and worker across Canada is regulated in some way or another. Telecommunications sector is no exception.

March 2022

CRTC Service Regulations
Annual General Meeting
New Faster Internet 400
AMP Security FREE Camera

Hay Communications is not a federal agency like Canada Post or Revenue Canada, but our services are federally regulated. More specifically the CRTC regulates Canadian broadcasting and telecommunications activities in order to protect consumer rights, and the Canadian Telecom and broadcast industry.

Hay provides FOUR services that the CRTC regulates: [Television](#), [Internet](#), [Telephone](#) and [Mobility](#).

The goal of this article is not to get into specific detail of regulations - that would be tedious. Rather to provide some interesting information about how the regulation of services we provide AFFECTS YOU.

First, the CRTC regulates provider retail rates of services that are considered necessary to Canadians. They also regulate the business practices of providers and the quality of service provided.

The CRTC regulations determine how you can cancel or switch your TV, Internet, telephone and mobile services without any notice or penalty. While this may be different for some providers if you are in a contract beyond an initial service period. [Hay does not require a contract for TV, Internet or Telephone services.](#)

[Television](#) - Canadian content rules affect all TV channels including those that originate in the U.S. By ensuring a level of content being broadcast is developed in Canada, the CRTC and subscribers are supporting Canadian industry and artists.

Hay distributes specific CRTC mandated TV channels referred to as 9(1)(h) signals and also French and other diverse signals, protecting the needs of these communities.

The CRTC is responsible for “Skinny Basic” TV channel packages and for regulations that REQUIRE providers to allow small theme packages and channels on a stand-alone basis. [Although Hay is an exempt distributor, due to our small size, you can see our channel packages follow these regulations.](#)

Through regular license renewals, the CRTC ensures broadcasting meets the needs and interests of the public including access to high-quality news. It also ensures all licensed broadcasters fulfill their social responsibility to produce local programming that reflects local communities. [Hay also helps with this effort by bringing you Channel ONE, with weekly local news and events.](#)

[Internet](#) - In 2010 the CRTC set new minimum speeds for internet service.

The mandate is often called “Closing the Digital Divide”. Targets set by the CRTC for broadband offered by a provider, are a minimum of 50 Mbps download and 10 Mbps upload. Many grant and funding programs have been launched to improve the speeds in identified underserved areas across Canada. [In response Hay launched Internet 100 at a very cost effective rate that surpassed these minimum requirements.](#)

The CRTC has also implemented and enforce anti-spam legislation to reduce the harmful effects of spam and related threats within Canada. Violators have received large fines for breaking these laws.

[Telephone](#) - While telephone service has been around for more than a hundred years. The CRTC has had a

cont'd

Join us for our
VIRTUAL
**Annual Meeting
& Election of
Directors**

Annual Members Meeting
Wednesday April 13th
Meeting - 7:30 p.m.

There will be **TWO Director positions open**. Both of the current members have indicated their desire to stand for re-election.

If you are a member and are interested in becoming a candidate, email hay@hay.net to request a nomination form digitally or by mail.

Completed Director nomination forms must be filed at the Zurich office of the co-operative no later than, 4:00 pm, **March 25th, 2022**. You can call 519-236-4333 if you need assistance.

The 2022 Annual meeting will be held virtually. More details about this will follow or you can go to www.hay.net/agm to watch for more information.

To take part in the meeting we need your email address. Please email hay@hay.net and ask to have it added to the contact information on your account.

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*Where facilities exist. Speeds are up to 400 Mbps download x 400 Mbps upload on a fibre connection, 400 Mbps download x 20 Mbps upload on coax. Internet speeds are dependant on computer set-up and inside wiring.

significant role in ensuring access to phone service is maintained throughout Canada at reasonable rates. The CRTC also helps ensure the quality of telephone services by regularly updating service provider requirements to address modern telecom problems. A good example of this is the National Do Not Call List.

Mobility - Although wireless telephony services are relatively new in comparison, the CRTC regulates common features like the public alert system, and accessibility.

Since 2013 the CRTC has been protecting the rights of Canadian mobility consumers through the Wireless Code of Conduct. This regulation has been instrumental in reducing 3 year contracts and improving the transparency of cellular contracts for consumers. The CRTC requires the practice of clear, plainly written advertising and contract terms, all in the best interest of the consumer. **Hay has always strived to practice understandable, clearly written pricing and advertising.**

The Telecom world is a multi-faceted one that changes constantly. In order to seek fairness for consumers, the CRTC strives to keep the playing field equal and foster competition in the marketplace. It also closely monitors providers and ensures that consumers can get help when they believe their rights have been violated.

Hay has abided by the regulations since offering telephone in the early 1900's. We continue to work within this framework to bring you honest information and a quality product with true CO-OPERATIVE values.

<https://crtc.gc.ca/>

CRTC - Canadian Radio-Television & Telecommunications Commission

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