



CCTS
COMMISSION FOR COMPLAINTS
FOR TELECOM-TELEVISION SERVICES
Let's talk solutions

Compliance Report Card 2023

Public Awareness

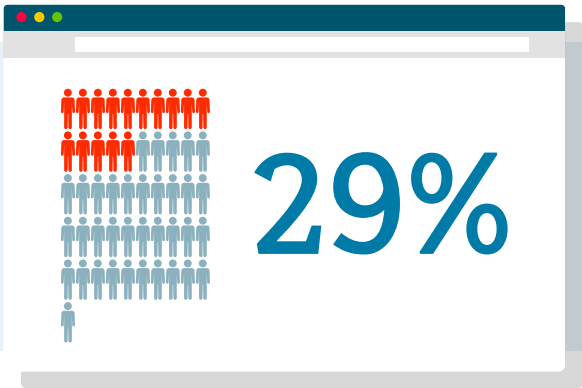
PSP Compliance with Public Awareness Requirements

Canadians need to be aware of, or be able to easily find out about the CCTS when they need assistance in resolving disputes with their telecom and TV service providers. Participating Service Providers (PSPs) have to promote awareness about the CCTS to its customers as one of their CCTS participation requirements.

To ensure PSP compliance, the CCTS conducts a review each year to:

- assess compliance with the PSP Public Awareness Plan
- identify any instances of non-compliance, and,
- engage PSPs with non-compliance issues to ensure they are addressed in a timely manner.

This report card highlights our findings regarding PSP compliance with the CCTS Public Awareness Plan from January 1 to December 31, 2023.



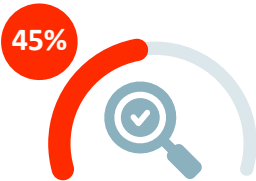
Non-compliant PSPs

15 of the 51 PSPs audited were found to be non-compliant and had no CCTS information on their websites.



Searchability

15 out of 29 PSP websites with a search function did **not** meet the search requirements and failed to result the customer complaint page on their website.



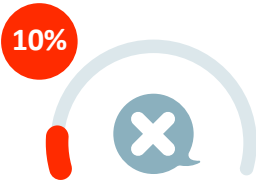
Easy to find

23 out of 51 PSP websites were fully non-compliant with 1b: PSP websites **not** clearly labelled or easy to find information about the CCTS.



Customer bills

8% of the top 25 PSPs were non-compliant and required changes to their customer bills.

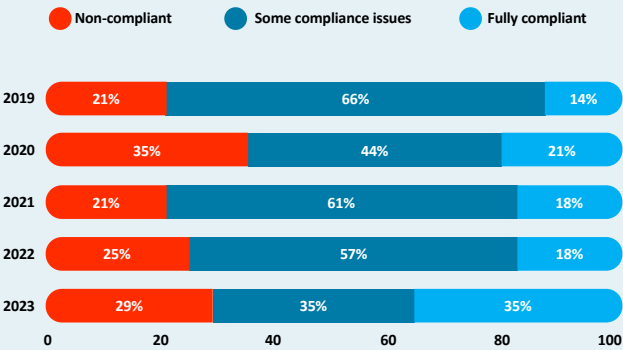


Failure to rectify

5 of 51 audited PSPs remain non-compliant and failed to respond or rectify their non-compliance. These providers include: Cybernet Communications, Easyvoice Telecom, Max ISP, Quantum Xpress Computers, Total Cable Services

Non-compliant service providers

Overall, there is an increase in PSP compliance with website requirements. In 2019, only 14% of the PSPs were fully compliant. In 2023, 35% were fully compliant.



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Public Awareness Requirements for Participating Service Providers

1

Website

2

**Customer
Notification by PSPs**

3

**Customer Bill
Messages**

4

White Pages



52%



Non-compliant

45%



Non-compliant



**8% of the top 25 PSPs audited
were non-compliant with the
documentation requirements**



Procedural Code Compliance

for Participating Service Providers

To ensure compliance with the Procedural Code, Participating Service Providers (PSPs) must:

- Refrain from asking customers to withdraw their CCTS complaints;
- Refrain from threatening customers who file CCTS complaints with legal action, service disconnection, charging fees;
- Respond to the CCTS after receiving a complaint and explain whether a complaint has been resolved with mutual agreement from the customer;
- Respond to and provide required information about an unresolved complaint;
- Cooperate in good faith with the CCTS complaints process which includes providing all requested documentation; and,
- Implement all resolutions and the CCTS' Investigation Findings which are binding on PSPs.

Complaint Accepted

1



Triage

Major non-compliance

PSP threatens customer after filing complaint:

PSP disconnects service, charges fees or takes legal action

PSP tells customer to withdraw the complaint

2



Initial Referral

Non-compliance

PSP does not follow objections process (merit-based, late, and/or incomplete)

PSP does not respond at Initial Referral

PSP incorrectly submits resolved response (and matter is not resolved)

PSP does not provide supporting documentation when a complaint is unresolved

PSP does not suspend collections activity for disputed charges

3



Conciliation

4



Investigation

Non-compliance

PSP does not provide documents and/or does not provide them in a timely manner

5



Case Review

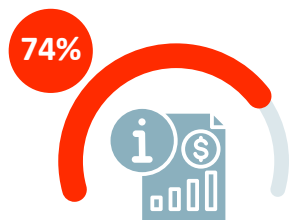
Complaint Concluded

Major non-compliance: PSP does not implement resolution or Investigation Findings

Compliance Report Card 2023

Financial Requirements

To ensure that the CCTS can provide customers with free and effective complaint resolution services, the CCTS requires Participating Service Providers (PSPs) to comply with two financial requirements:



Disclosure of financial information to the CCTS

74% of PSPs provided the required financial information from 2018 – 2023.



Payment of CCTS fees

30 service providers owed the CCTS outstanding fees for more than 3 months.

Compliance Report Card 2023

Procedural Code

The CCTS monitors all Participating Service Providers (PSPs) to ensure they comply with the complaints process. This report highlights observed non-compliance in 2023 and notably:

Issue 1: Failure to implement CCTS resolutions and Investigation Findings

11

11 PSPs failed to implement resolutions or Investigation Findings, as required.

9 of 11 PSPs rectified the issue

2 of 11 PSPs unable to rectify breaches due to business closures

Issue 2: Refrain from asking customers to withdraw their complaint or threatening customers after complaint submission

2

2 incidents of PSPs threatening customers after submitting complaints to the CCTS.

1 PSP disconnected a customer due to CCTS complaint

1 new PSP asked customer to withdraw their CCTS complaint



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