



CCTS
COMMISSION FOR COMPLAINTS
FOR TELECOM-TELEVISION SERVICES

Compliance Report Card 2024

Public Awareness

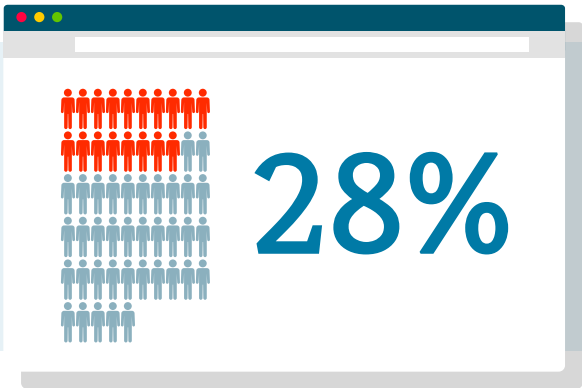
PSP Compliance with Public Awareness Requirements

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) must promote awareness of the CCTS to their 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, 2024.



Non-compliant PSPs

18 of the 65 PSPs audited were found to be non-compliant with all aspects of the CCTS Public Awareness plan, with no CCTS information on their websites.



Searchability

9 out of 21 PSP websites with a search function did **not** meet the search requirements of keywords that return a link to the customer complaints page.



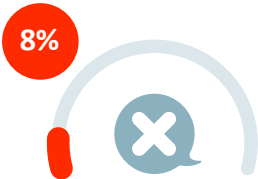
Easy to find

23 out of 47 PSP websites did **not** meet the requirement that PSP websites clearly label or make it easy to find information about the CCTS.



Customer bills

Only 1 of the top 25 PSPs was **non-compliant** and required changes to their customer bills.



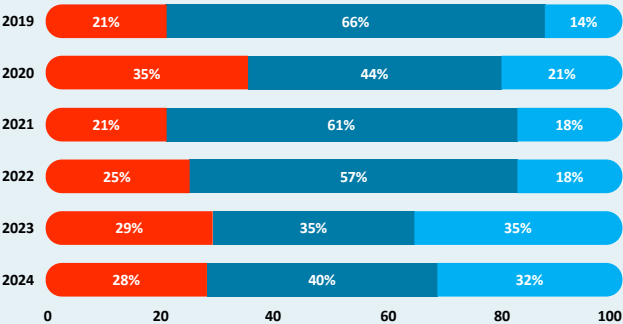
Failure to rectify

5 of 65 audited PSPs remain **non-compliant** after the CCTS audited their website and notified the PSPs of the results: iTeraTEL Communications, Caztel Communications, Netflix Communications, Securenet Information Service, and TeleMart.

Non-compliant service providers

This year, there was a slight decrease in overall website compliance. In 2024, 32% were fully compliant, compared to 35% in 2023.

● Non-compliant ● Some compliance issues ● Fully compliant



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