

Compliance Report Card 2025

Procedural Code

The CCTS monitors PSP compliance with the complaint-handling process throughout the year. This report highlights some of the PSPs' non-compliance observed from August 1, 2025 to January 31, 2026 at the mid-point of the CCTS's fiscal year. The CCTS will report on the full year of compliance activity in our next [Annual Report](#).

Provider failure to implement CCTS resolutions and Investigation Findings

10

Ten instances where a PSP failed to implement resolutions or Investigation Findings, as required.

9 instances were rectified by the PSP after follow-up by the CCTS

1 instance where the PSP is currently engaging with the CCTS to address non-compliance

Easy Voice Telecom terminated for failure to implement a total of six Investigation Findings

2

Two instances in this reporting period (plus another four previous instances) where Easy Voice failed to implement Investigation Findings, as required.

Easy Voice participation in the CCTS was terminated due to non-compliance. The termination of participation puts EasyVoice in violation of the [Canadian Radio-television and Telecommunications Commission's](#) (CRTC) regulatory requirement to participate in the CCTS and thus, the CCTS referred EasyVoice to the CRTC.