

Compliance Report Card 2025

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 have unresolved disputes after trying to resolve them 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](#) (PA Plan);
- identify any instances of non-compliance; and
- engage PSPs with public awareness 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 Fall 2025.

22%



Non-compliant PSPs

8 of the 37 PSPs (22%) audited were found to be non-compliant with all of the website requirements of the CCTS Public Awareness plan, as there was no CCTS information on their websites.

More than one complaints page

12 out of the top 24 PSPs (50%) have more than one website on how to resolve complaints but do not all provide information about the CCTS. As a result, customers may not find out about the CCTS when looking for information about resolving their concern with their provider.

50%



50%



Searchability

12 out of 24 PSP websites (50%) with a search function did **not** meet the search requirements of keywords that return a link to the customer complaint page where information about the CCTS is made available.

65%



Easy to find

28 out of 37 PSP websites (65%) did **not** meet the requirement that PSP websites clearly label or make it easy to find information about the CCTS.

8%



Customer bills

Only 2 of the top 24 PSPs (8%) were non-compliant and required changes to their customer bills.

11%



Failure to rectify

4 out of 37 audited PSPs (11%) remain non-compliant after the CCTS audited their website and notified the PSPs of the results. The following PSPs failed to respond or rectify their non-compliance: **Netflix Communications, Poynt360, Telemart and TNext. All other providers are now fully compliant following CCTS engagement.**

Non-compliant service providers

Overall website compliance remained similar to previous years. In 2025, 32% of provider websites were fully compliant compared to 32% fully compliant in 2024 and 35% in 2023.

● Non-compliant ● Some compliance issues ● Fully compliant

