



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Report to the Governor in Council

*Status of telecommunications
service complaints in Canada*

April 2008

Canada





Conseil de la radiodiffusion et des
télécommunications canadiennes

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APR 03 2008

The Honourable Jim Prentice, P.C., M.P.
Minister of Industry
5th Floor, West Tower, C.D. Howe Bldg.
235 Queen St.
Ottawa, Ontario K1A 0H5

Dear Minister Prentice:

I have the honour of presenting to you, in accordance with *Order requiring the CRTC to report to the Governor in Council on consumer complaints*, P.C. 2007-533, 4 April 2007, a report by the Canadian Radio-television and Telecommunications Commission outlining the status of telecommunications service complaints in Canada. This report covers the period of 31 January 2007 to 29 February 2008.

Sincerely,

Konrad von Finckenstein, Q.C.

c.c. : The Hon. Josée Verner, Minister of Canadian Heritage, Status of Women
and Official Languages

Canada 

Executive Summary

Pursuant to Order in Council P.C. 2007-533, this report to the Governor in Council outlines the status of telecommunications service complaints in Canada.

In July 2007, ten telecommunications service providers (TSPs) formed a telecommunications consumer agency, the Commissioner for Complaints for Telecommunications Services Inc. (CCTS). Three additional TSPs enrolled in the CCTS after its inception. The thirteen TSP members of the CCTS account for almost 90% of the total telecommunications revenues in Canada. The CCTS is an independent consumer agency with a mandate to facilitate the resolution of telecommunications service complaints.

Both the CRTC and the CCTS received telecommunications service complaints during the period covered in this report. From 31 January 2007 to 29 February 2008, the CRTC received 9,614 telecommunications service complaints from subscribers. The majority of these complaints concerned services provided by incumbent local exchange carriers (ILECs), and most related to billing and quality of service. Almost all of the complaints filed with the CRTC have been addressed.

From 23 July 2007 to 29 February 2008, the CCTS received 1,351 telecommunications service complaints from subscribers that it considered were within its mandate. Most complaints related to billing, terms of service, and provision of service. The majority of these complaints were in the process of being resolved.

This report identifies three issues affecting the telecommunications industry: changes to long distance service charges by TSPs, the implementation of diverse terms of service by ILECs, and the review by the CRTC of social regulatory measures. These issues will be addressed in upcoming CRTC proceedings and decisions.

Following a public proceeding, the CRTC approved the structure and mandate of the CCTS subject to certain conditions being met, and required that all TSPs with annual Canadian telecommunications service revenues exceeding \$10 million be members of the CCTS. Notwithstanding the work and the progress made by the industry to establish the CCTS, some TSPs have refused to join the CCTS and certain TSPs that did join are questioning the CRTC's authority to determine the CCTS's membership requirements. Consequently, the CRTC's conditions of approval have not yet been met.

Introduction

1.1 Background

This report is made in response to the Governor in Council's direction (Order in Council P.C. 2007-533) to the Canadian Radio-television and Telecommunications Commission (CRTC) issued on 4 April 2007, pursuant to section 14 of the *Telecommunications Act*.¹ This direction:

...requires the Commission to make a report to the Governor in Council at least once per year, the first of which shall be submitted no later than April 6, 2008, regarding services provided by telecommunications service providers as outlined below:

- (a) each report shall outline complaints received from individuals and small business retail customers regarding services provided by telecommunications service providers and shall include:
 - (i) statistical information, for each telecommunications service provider and in total, on the nature and number of complaints received and the standing of these complaints when the report was compiled,
 - (ii) an identification of issues or trends that may warrant further attention by the Commission or by the government, such as the availability of consumer choice, the impact of marketing strategies and practices, consumer billing and contracts, and
 - (iii) a report on progress made toward the establishment of a Consumer Agency; and
- (b) the Commission shall continue to make reports until such time as a Consumer Agency has been established by industry and approved by the Commission.

The telecommunications industry established the Commissioner for Complaints for Telecommunications Services Inc. (CCTS) on 23 July 2007. The CCTS is an independent consumer agency with a mandate to facilitate the resolution of telecommunications service complaints regarding the services provided by its telecommunications service provider (TSP) members. This report is thus based on complaints filed with both the CRTC and the CCTS.

¹ *Order requiring the CRTC to report to the Governor in Council on consumer complaints*, P.C. 2007-533, 4 April 2007.

1.2 TSP Complaint Filing

Complaints may be filed with the CRTC by subscribers or potential subscribers of a regulated company pursuant to section 56 of the *CRTC Telecommunications Rules of Procedure*. These complaints may be in connection with:

- quality of service;
- accessibility of service;
- the application of one or more provisions of the company's tariffs to the subscriber;
- disconnection or reconnection of service or facilities; and/or
- any other matter respecting the relations between the company and the subscriber.

Complaints may also be filed with the CCTS by subscribers or potential subscribers of TSPs that are members of the CCTS. These complaints may be in connection with forborne telecommunications services associated with:

- compliance with customer contract terms and commitments;
- billing;
- service delivery (installation, repair and disconnection);
- credit management; and/or
- unauthorized transfer of service (slamming).

1.3 Report Scope and Outline

The information contained in this report is based on complaints filed with the CRTC between 31 January 2007 and 29 February 2008 and contacts and complaints filed with the CCTS between 23 July 2007 – when it was established – and 29 February 2008. Other information is based on developments up to 29 February 2008.

Telecommunications services include local exchange, long distance, Internet, and wireless services.

Section 2 of the report summarizes the nature and number of complaints received, by type of TSP and in total, and the status of these complaints.

Section 3 identifies three issues that have warranted further attention by the CRTC.

Section 4 provides a report on progress made toward the establishment of a consumer agency.

A glossary of terms and acronyms used in this report is provided in Appendix 1. Detailed statistical information on the nature and number of complaints received by the CRTC per TSP is provided in Appendix 2.

Due to certain limitations associated with both the CRTC's data collection (for example, the complaints database does not distinguish between business and residential customers) and the information provided by the CCTS, some information required by the Order in Council (OIC) could not be provided or has been provided in the only form available. Some information provided by the CCTS was also organized to conform to the report requirements. Notwithstanding these limitations, the information presented in this report provides a meaningful representation of the nature and number of complaints involving services provided by TSPs.

2.0 Summary of Telecommunications Service Complaints²

2.1 Total number of complaints to the CRTC and the CCTS

The CRTC received 9,614 complaints regarding the services provided by TSPs between 31 January 2007 and 29 February 2008.

The CCTS received 3,731 contacts between 23 July 2007 and 29 February 2008, but only 1,351 (36.2%) were complaints about telecommunications services within the mandate of the CCTS ("in-scope" complaints). As Table 2.1 shows, the remaining 63.8% of contacts with the CCTS concerned out-of-scope complaints and other inquiries.

Table 2.1 Total CCTS telecommunications service contacts

CCTS contacts	Total
Complaints in-scope for CCTS	1351
Complaints out-of-scope for CCTS	799
General information and other inquiries	1581
Total contacts	3731

2.2 Complaints to the CRTC by type of TSP

There are two types of TSPs identified in this report: incumbent local exchange carriers (ILECs) and non-dominant carriers. In 2006, ILECs accounted for 72.6% of total telecommunications revenues, while non-dominant carriers represented 27.4%.³

As Table 2.2 shows, the majority (75.1%) of complaints to the CRTC concerned ILECs and the balance (24.9%) concerned non-dominant carriers.

Table 2.2 Total CRTC telecommunications service complaints, by type of TSP

TSPs	Complaints
ILECs	7220
Non-dominant carriers	2394
Total for all TSPs	9614

² This section includes many terms and acronyms that are defined in the glossary provided in Appendix 1.

³ Based on information found in the *CRTC Telecommunications Monitoring Report, Status of Competition in Canadian Telecommunications Markets – Deployment/Accessibility of Advanced Telecommunications Infrastructure and Services*, July 2007, p. 15.

2.3 Nature of complaints

Table 2.3 lists the nature of telecommunications complaints filed with the CRTC. Most complaints related to billing (46.5%) and quality of service (20.4%). Other complaints concerned competition (5.3%), provision of service (12.5%), rates (9.2%), and terms of service (6.1%).

Table 2.3 Total CRTC telecommunications service complaints by nature

Billing	Competition	Provision of Service	Quality of Service	Rates	Terms of Service	Total
4469	509	1202	1961	882	591	9614

Billing was also the primary complaint filed with the CCTS, representing 20.6% of the total, followed by complaints about terms of service (16.4%) and provision of service (16.3%). The remaining contacts related to competition (1.8%), credit management (3.4%), other – in-scope (9.7%), and other – out-of-scope (31.8%). (See Table 2.4)

Table 2.4 Total CCTS telecommunications service contacts by nature

Billing	Competition	Provision of Service	Terms of Service	Credit Management	Other – in-scope	Other – out-of-scope	Total
769	66	608	611	126	364	1187	3731

2.4 Status of complaints

As shown in Table 2.5, nearly 99% of telecommunications service complaints received by the CRTC were closed (i.e. resolved) as of 29 February 2008.

Table 2.5 Total CRTC telecommunications service complaints by standing

Status - Open	Status - Closed	Status - Pending	Total
0	9517	97	9614

The majority (52.6%) of in-scope telecommunications service complaints received by the CCTS were pending as of 29 February 2008. Forty-one percent of complaints were closed, and 6.2% were open.

Table 2.6 Total CCTS telecommunications service complaints by standing

Status - Open	Status - Closed	Status - Pending	Total
84	557	710	1351

3.0 Telecommunications Issues or Trends

3.1 Changes to long distance service charges

A highly competitive market in long distance (toll) services since 1997 has resulted in declining long distance service revenues for TSPs. Recently, some TSPs made changes to their long distance service charges over the period covered by this report, introducing varying kinds of network access charges.

In addition to basic toll rates, some TSPs introduced a fixed network charge for subscribers making basic toll calls in a given month or introduced a network charge on each basic toll call. In this regard, the CRTC and the CCTS received a large number of complaints from subscribers regarding a network access charge implemented by TELUS Communications Company (TELUS). TELUS introduced a monthly network access charge applicable to all subscribers who had not enrolled in one of its long distance plans and who had not transferred to an alternate primary long distance provider. This charge was applied regardless of whether the subscriber made long distance calls during the month. A public proceeding was initiated to consider the TELUS access charge. The CRTC expects to issue a determination on the issue soon.

3.2 Implementation of diverse terms of service

While a growing number of telecommunications services are not regulated by the CRTC, all ILEC telecommunications services are subject to terms of service. Increasingly, subscribers are complaining about varying and inconsistent terms of service.

Recently, ILECs have been offering different terms of service according to the kind of services provided and/or the region served. As evidenced by the number of complaints associated with terms of service, in particular for those directed to the CCTS relative to the CRTC, subscribers are finding it increasingly difficult to understand the terms of service applied to their telecommunication services.

On 4 February 2008, several ILECs collectively filed an application with the CRTC in order to review the disclosure requirements associated with the terms of service. The CRTC expects to deal with issues pertaining to the mandatory disclosure of certain information, including the terms of service, in the next fiscal year.

3.3 Review of social regulatory measures

The Governor in Council issued a Policy Direction⁴ to the CRTC that, among other things, directs it to rely on market forces to the maximum extent possible to achieve the telecommunications policy objectives, but also to implement non-economic regulatory

⁴ *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives*, P.C. 2006-1534, 14 December 2006 (the Policy Direction).

measures (for example, social obligations) in a symmetrical and competitively neutral manner to the greatest extent possible.

Given that ILECs are the dominant providers of most telecommunications services, the CRTC has generally imposed non-economic regulatory measures, in particular social obligations, on them alone. However, the telecommunications market share of non-dominant carriers has grown significantly in the past few years, and concerns are now being raised by both subscribers and ILECs about the fact that some social obligations for non-dominant carriers are voluntary.

The CRTC has initiated a proceeding⁵ to develop an action plan to prioritize the review of various social and other non-economic regulatory measures. It expects to issue this action plan shortly.

⁵ *Call for comments on priorities regarding the review of social and other non-economic regulatory measures*, Telecom Public Notice CRTC 2008-1, 22 January 2008.

4.0 Report on Progress on the Development of a Consumer Agency

4.1 Establishment of the consumer agency by the industry

In May 2007, four TSPs, Bell Aliant Regional Communications, Limited Partnership (Bell Aliant), Bell Canada, TELUS, and Saskatchewan Telecommunications (SaskTel) began to develop a consumer agency to meet the requirements set out in the OIC. In June 2007, they held information sessions with other TSPs (including Cogeco Cable Canada Inc. (Cogeco), Bragg Communications Incorporated, carrying on business as Eastlink (EastLink), Rogers Communications Inc. (Rogers), Shaw Telecom Inc. (Shaw), Quebecor Media Inc., on behalf of Vidéotron Ltd. (Vidéotron), MTS Allstream Inc. (MTS Allstream), Primus Telecommunications Canada Inc. (Primus), and Vonage Canada Corp. (Vonage)), and consumer groups (including the Public Interest Advocacy Centre (PIAC), the Consumers' Association of Canada, the Consumers' Council of Canada, Option consommateurs, BC PIAC, and Union des consommateurs) to explain the structure and mandate of the proposed consumer agency and to receive any feedback on their proposal.

The CCTS was established one month later, on 23 July 2007, by Bell Aliant, Bell Canada, Cogeco, MTS Allstream, Rogers, SaskTel, TELUS, Vidéotron, Virgin Mobile Canada, and Vonage (collectively, the founding members). On that same date, the founding members of the CCTS filed the organization's proposed mandate and structure with the CRTC for its approval.

CCTS membership has expanded since its inception, and now also includes EastLink, Northwestel Inc., and Télébec, Limited Partnership (Télébec). Based on total Canadian telecommunications service revenues for 2006, current CCTS members represent almost 90% of the total telecommunications market.

4.2 Process for obtaining the CRTC's approval of the CCTS

In August 2007, the CRTC initiated a proceeding, including a public consultation, on matters such as the membership, governance, mandate, remedies, and operating procedures of the CCTS.⁶ It approved the structure and mandate of the CCTS on 20 December 2007, subject to certain conditions.⁷ The CRTC's determinations required that:

- all TSPs with annual Canadian telecommunications service revenues exceeding \$10 million become members of the CCTS by 1 February 2008;

⁶ In *Proceeding to consider the organization and mandate of the Commissioner for Complaints for Telecommunications Services*, Telecom Public Notice CRTC 2007-16, 22 August 2007.

⁷ *Establishment of an independent telecommunications consumer agency*, Telecom Decision CRTC 2007-130, 20 December 2007 (Decision 2007-130).

- certain modifications be made to the CCTS's governance structure, mandate, and remedies, and that the CCTS's members file, by 4 February 2008, revised agency documents demonstrating that the conditions of approval were met; and
- the CCTS report back to the CRTC within three months of the date of Decision 2007-130 on issues related to the agency's operating procedures and public awareness campaign.

4.3 Implementation of the CRTC's conditions of approval

The CRTC acknowledges the efforts made by TSPs to establish the CCTS in a timely fashion and is pleased to see the overall progress made to develop a consumer agency. Notwithstanding the progress made, efforts to implement the CRTC's conditions of approval have encountered some difficulties.

Revised agency documents were filed with the Commission on 4 February 2008 as required by the CRTC. However, these documents had not been approved by the members of the CCTS or by its board of directors. Additionally, on 8 and 12 February 2008, various interested parties expressed concerns about the implementation of these revised agency documents.

Also on 4 February 2008, the CRTC received two applications to review and vary the conditions of approval. The first application, which was filed by a few large cable companies (namely, Cogeco, EastLink, Rogers, Shaw, and Vidéotron), requested that the CRTC rescind its determinations regarding:

- the mandatory membership requirement,
- how the CCTS should apply contractual limitations of liability, and
- the CCTS's acceptance of collective complaints made by a consumer organization on behalf of one or more consumers.

In the second application, Bell Canada et al. (Bell Aliant, Bell Canada, Northwestel Inc. and Télébec) requested that the CRTC rescind its determination on how the CCTS should apply contractual limitations of liability.

As a result, some TSPs have refused to join the CCTS while other TSPs have indicated that they will delay enrolling with the CCTS until these applications have been dealt with by the CRTC. Consequently, the CRTC's conditions of approval have not yet been met. These issues will be addressed by the CRTC shortly.

Glossary of terms and acronyms

Basic toll call: Long distance call made by a consumer who has not subscribed to a long distance service plan offered by their primary long distance service provider.

Billing (as the nature/subject of a complaint): Complaints related to billing disputes involving such matters as unjustified charges, billing errors, etc.

Commissioner for Complaints for Telecommunications Services Inc. (CCTS): Consumer agency, established by members of the telecommunications industry, which receives, attempts to facilitate resolution of, and, if necessary, resolves eligible complaints in an accessible, impartial, timely, efficient, and informal manner after direct communication between a consumer or small business and a member TSP has proven ineffective.

Competition (as the nature/subject of a complaint): Complaints related to issues such as slamming and end-user choice.

Complaint: For the CRTC, refers to correspondence submitted to CRTC Client Services by a customer or potential customer on matters related to the provision of telecommunications services. For the CCTS, refers to correspondence submitted to the CCTS by a customer or potential customer of a TSP member on matters in scope of the agency's mandate.

Contacts: In-scope complaints, out-of-scope complaints and other inquiries received by the CCTS.

Forbearance: Deregulation by the CRTC under section 34 of the *Telecommunications Act* (the Act) in respect of specified telecommunications services (i.e. refraining from exercising some or all its powers under sections 24, 25, 27, 29, and 31 of the Act.)

In-scope (complaint): A complaint within the mandate of the CCTS, including complaints related to issues such as billing, provision of service and terms of service for forborne services.

Incumbent local exchange carrier (ILEC): A telecommunications service provider that provided monopoly local telephone service prior to the introduction of competition.

Internet service: Retail Internet services, including dial-up and high-speed access.

Local exchange service: Local telecommunications services provided to customers through access to the public switched telephone network.

Long distance service: Telecommunications services using the toll network.

Non-dominant carrier: A telecommunications service provider that is not an incumbent local exchange carrier anywhere in Canada, which may include competitive local exchange carriers, wireless carriers, resellers, and competitive pay telephone service providers.

Out-of-scope (complaint): A complaint outside the mandate of the CCTS, including complaints associated with non-member TSPs, issues such as rates, misleading advertising and general operating practices, and issues with respect to regulated services.

Provision of service (as the nature/subject of a complaint): Complaints related to issues such as the extension of the TSP's network to an unserved customer, the provision or lack of provision of a particular service (such as call management services) or other issues related to the obligation to serve.

Quality of service (as the nature/subject of a complaint): Complaints related to issues such as TSP repair issues, missed appointments, TSP customer call centres, etc.

Rates (as the nature/subject of a complaint): Complaints related to TSP rates for telecommunications services.

Status – Closed (as the standing of a complaint): For the CRTC, refers to a complaint that has been resolved and no further regulatory action is required by the CRTC's Client Services. For the CCTS, refers to a complaint that has been resolved to the satisfaction of the TSP member and the complainant.

Status – Open (as the standing of a complaint): For the CRTC, refers to a complaint that has been received at the CRTC but has not yet been reviewed by a CRTC Client Services officer. For the CCTS, refers to a complaint that is awaiting a referral to the TSP member.

Status – Pending (as the standing of a complaint): For the CRTC, refers to a complaint that is currently being reviewed by a CRTC Client Services officer. The officer is either awaiting a response from the TSP, reviewing and analyzing the TSP response or seeking assistance from CRTC staff. For the CCTS, refers to a complaint that is either awaiting the TSP member response, awaiting confirmation of the complainant's satisfaction, or requiring action and potential recommendation by the Commissioner of the CCTS.

Telecommunications service provider (TSP): A company that provides telecommunications services.

Terms of Service: Terms that set out many of the basic rights and responsibilities of a TSP and of its customers regarding the provision of services and equipment.

Terms of service (as the nature/subject of a complaint): Refers to complaints related to items found in the TSPs' Terms of Service, such as deposits and disconnections.

Wireless service: A service provided via the airwaves – radio, cellular, satellite, microwave, etc.

CRTC Telecommunications service complaints

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
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Incumbent local exchange carriers

Bell Canada (includes Mobility & Sympatico)	Billing	2202	-	2157	45
	Competition	52	-	52	-
	Prov. of Service	473	-	457	16
	Quality of Service	427	-	420	7
	Rates	186	-	185	1
	Terms of Service	238	-	232	6
	Total	3578	-	3503	75

TELUS (includes Québec & Mobility)	Billing	719	-	717	2
	Competition	85	-	84	1
	Prov. of Service	226	-	224	2
	Quality of Service	785	-	784	1
	Rates	490	-	489	1
	Terms of Service	176	-	176	-
Total	2481	-	2474	7	

MTS Allstream	Billing	139	-	138	1
	Competition	14	-	14	-
	Prov. of Service	64	-	64	-
	Quality of Service	242	-	242	-
	Rates	36	-	36	-
	Terms of Service	39	-	39	-
Total	534	-	533	1	

Bell Aliant	Billing	157	-	157	-
	Competition	28	-	28	-
	Prov. of Service	60	-	60	-
	Quality of Service	76	-	76	-
	Rates	47	-	47	-
	Terms of Service	8	-	8	-
Total	376	-	376	-	

Télébec	Billing	38	-	37	1
	Competition	9	-	9	-
	Prov. of Service	32	-	31	1
	Quality of Service	3	-	3	-
	Rates	5	-	5	-
	Terms of Service	5	-	5	-
Total	92	-	90	2	

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
SaskTel	Billing	16	-	16	-
	Competition	6	-	6	-
	Prov. of Service	3	-	3	-
	Quality of Service	23	-	23	-
	Rates	4	-	4	-
	Terms of Service	4	-	4	-
	Total	56	-	56	-

Northwestel Inc.	Billing	6	-	6	-
	Competition	4	-	4	-
	Prov. of Service	21	-	21	-
	Quality of Service	4	-	4	-
	Rates	3	-	3	-
	Terms of Service	3	-	3	-
	Total	41	-	41	-

Thunder Bay Telephone (includes Mobility)	Billing	13	-	13	-
	Competition	3	-	3	-
	Prov. of Service	4	-	4	-
	Quality of Service	1	-	1	-
	Rates	1	-	1	-
	Terms of Service	1	-	1	-
	Total	23	-	23	-

Bruce Telecom	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	1	-	1	-
	Quality of Service	4	-	4	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	6	-	6	-

Execulink Telecom	Billing	2	-	2	-
	Competition	-	-	-	-
	Prov. of Service	3	-	3	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	5	-	5	-

Sogetel inc.	Billing	-	-	-	-
	Competition	1	-	1	-
	Prov. of Service	1	-	1	-
	Quality of Service	2	-	2	-
	Rates	-	-	-	-
	Terms of Service	1	-	1	-
	Total	5	-	5	-

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
Wightman Telephone	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	-	-	-	-
	Quality of Service	-	-	-	-
	Rates	4	-	4	-
	Terms of Service	-	-	-	-
Total		5	-	5	-

Téléphone Guèvremont	Billing	-	-	-	-
	Competition	2	-	2	-
	Prov. of Service	2	-	2	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		4	-	4	-

CoopTel	Billing	2	-	2	-
	Competition	-	-	-	-
	Prov. of Service	1	-	1	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		3	-	3	-

Northern Telephone	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	2	-	2	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		3	-	3	-

Prince Rupert City Telephones	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	-	-	-	-
	Quality of Service	2	-	2	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		3	-	3	-

Amtelecom	Billing	-	-	-	-
	Competition	1	-	1	-
	Prov. of Service	1	-	1	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		2	-	2	-

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
WTC Communications	Billing	-	-	-	-
	Competition	-	-	-	-
	Prov. of Service	2	-	2	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		2	-	2	-

Nexicom Telecom	Billing	-	-	-	-
	Competition	-	-	-	-
	Prov. of Service	-	-	-	-
	Quality of Service	1	-	1	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
Total		1	-	1	-

Total for ILECs	Billing	3298	-	3249	49
	Competition	205	-	204	1
	Prov. of Service	896	-	877	19
	Quality of Service	1570	-	1562	8
	Rates	776	-	774	2
	Terms of Service	475	-	469	6
Total		7220	-	7135	85

Non-dominant carriers

Rogers (includes Wireless, Cable and Telecom)	Billing	456	-	453	3
	Competition	65	-	65	-
	Prov. of Service	141	-	137	4
	Quality of Service	119	-	118	1
	Rates	22	-	22	-
	Terms of Service	44	-	44	-
Total		847	-	839	8

Primus	Billing	344	-	342	2
	Competition	140	-	140	-
	Prov. of Service	67	-	67	-
	Quality of Service	113	-	113	-
	Rates	21	-	21	-
	Terms of Service	17	-	17	-
Total		702	-	700	2

Vidéotron	Billing	141	-	141	-
	Competition	3	-	3	-
	Prov. of Service	49	-	49	-
	Quality of Service	39	-	39	-
	Rates	47	-	47	-
	Terms of Service	29	-	29	-
Total		308	-	308	-

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
Fido Solutions (includes Microcell Telecom)	Billing	90	-	89	1
	Competition	2	-	2	-
	Prov. of Service	9	-	9	-
	Quality of Service	11	-	11	-
	Rates	5	-	5	-
	Terms of Service	8	-	8	-
	Total	125	-	124	1
Shaw	Billing	14	-	14	-
	Competition	12	-	12	-
	Prov. of Service	11	-	11	-
	Quality of Service	62	-	62	-
	Rates	-	-	-	-
	Terms of Service	8	-	8	-
	Total	107	-	107	-
Yak Communications	Billing	22	-	22	-
	Competition	57	-	57	-
	Prov. of Service	1	-	1	-
	Quality of Service	4	-	4	-
	Rates	2	-	2	-
	Terms of Service	2	-	2	-
	Total	88	-	88	-
Startec Global Communications	Billing	38	-	38	-
	Competition	5	-	5	-
	Prov. of Service	-	-	-	-
	Quality of Service	-	-	-	-
	Rates	4	-	4	-
	Terms of Service	2	-	2	-
	Total	49	-	49	-
EastLink	Billing	16	-	16	-
	Competition	5	-	5	-
	Prov. of Service	9	-	9	-
	Quality of Service	9	-	9	-
	Rates	2	-	2	-
	Terms of Service	2	-	2	-
	Total	43	-	43	-
Cybersurf (3Web)	Billing	8	-	8	-
	Competition	1	-	1	-
	Prov. of Service	2	-	2	-
	Quality of Service	18	-	18	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	29	-	29	-

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
All Communications Network	Billing	8	-	8	-
	Competition	7	-	7	-
	Prov. of Service	2	-	2	-
	Quality of Service	3	-	3	-
	Rates	2	-	2	-
	Terms of Service	1	-	1	-
	Total		23	-	23
Cogeco	Billing	3	-	3	-
	Competition	2	-	2	-
	Prov. of Service	6	-	6	-
	Quality of Service	3	-	3	-
	Rates	-	-	-	-
	Terms of Service	2	-	2	-
	Total		16	-	16
Distributel	Billing	9	-	9	-
	Competition	-	-	-	-
	Prov. of Service	2	-	2	-
	Quality of Service	3	-	3	-
	Rates	-	-	-	-
	Terms of Service	1	-	1	-
	Total		15	-	15
Excel Telecommunications	Billing	13	-	13	-
	Competition	1	-	1	-
	Prov. of Service	-	-	-	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total		14	-	14
FCI Broadband	Billing	2	-	2	-
	Competition	2	-	2	-
	Prov. of Service	4	-	4	-
	Quality of Service	1	-	1	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total		9	-	9
Canada Payphone Corp.	Billing	-	-	-	-
	Competition	-	-	-	-
	Prov. of Service	-	-	-	-
	Quality of Service	6	-	6	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total		6	-	6

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
Globility Comm. Corp.	Billing	2	-	2	-
	Competition	2	-	2	-
	Prov. of Service	-	-	-	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	4	-	4	-
Access Communications Inc.	Billing	2	-	1	1
	Competition	-	-	-	-
	Prov. of Service	1	-	1	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	3	-	2	1
Mountain Cablevision Ltd.	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	1	-	1	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	2	-	2	-
Sun Telecom	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	1	-	1	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	2	-	2	-
Alternacall Inc.	Billing	1	-	1	-
	Competition	-	-	-	-
	Prov. of Service	-	-	-	-
	Quality of Service	-	-	-	-
	Rates	-	-	-	-
	Terms of Service	-	-	-	-
	Total	1	-	1	-
Gold Line Telemanagement	Billing	-	-	-	-
	Competition	-	-	-	-
	Prov. of Service	-	-	-	-
	Quality of Service	-	-	-	-
	Rates	1	-	1	-
	Terms of Service	-	-	-	-
	Total	1	-	1	-

Telecommunications Service Provider	Subject	Complaints per subject	Status - Open	Status - Closed	Status - Pending
Total for non-dominant carriers	Billing	1171	-	1164	7
	Competition	304	-	304	-
	Prov. of Service	306	-	302	4
	Quality of Service	391	-	390	1
	Rates	106	-	106	-
	Terms of Service	116	-	116	-
	Total	2394	-	2382	12

Total for all TSPs	Billing	4469	-	4413	56
	Competition	509	-	508	1
	Prov. of Service	1202	-	1179	23
	Quality of Service	1961	-	1952	9
	Rates	882	-	880	2
	Terms of Service	591	-	585	6
	Total	9614	-	9517	97