



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

Alistair MacGregor

MEMBER OF PARLIAMENT - COWICHAN-MALAHAT-LANGFORD

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November 2, 2017

Hon. Mélanie Joly
Minister of Canadian Heritage
15 Eddy Street
Gatineau, Quebec
K1A 0M5

Re: telecommunication complaints and the Commission for Complaints for Telecom-television Services (CCTS)

To the Honourable Mélanie Joly, Minister of Canadian Heritage,

I have received complaints about cell phone costumers in my riding being charged for services applied to their cellular and data plans without their consent. There seems also to be frustration that available services and related fees that could result in lower individual billing costs for plans more suitable to individual consumer needs are often withheld, misrepresented, or intentionally obfuscated by customer service agents. In at least one case that I have been made aware of, these charges resulted in over \$1,000 added to a monthly bill.

It is my opinion that billing for unsolicited or unauthorized service changes, intentionally withholding information or misleading a customer, or any other questionable contractual and billing practices would be a breach of Canadian consumer protection rights. Canada already has one of the highest costs for wireless services in the entire world. With some of the highest costs in the world, why is it that Canadian mobile device customers are not accorded the same protection that consumers of other products and services have?

It is my understanding that all telecommunication complaints are to be handled by the Commission for Complaints for Telecom-television Services (CCTS). The CCTS is an independent, industry-funded agency that was established by the Harper government in 2007 to remove this responsibility from the publicly managed Canadian Radio-television and Telecommunications Commission (CRTC). Now, all the rules and regulations for wireless service providers (what the CCTS call its "mandatory code of conduct") for consumer protection are established and administered by a private, industry operated quasi-governmental body. This is effectively letting the fox guard the henhouse.

We need a review to the CCTS current and past practices and if any are found to be in contradiction of Canadian consumer protection rights, ensure proper consumer compensation be provided for damages by the industry service providers.

We also need the federal government to stop abdicating its responsibility to oversee industry and protect Canadian consumers. The CCTS should be disbanded and its role be recommitted to the CRTC.

I look forward to your response.

Sincerely,

A handwritten signature in blue ink that reads "Alistair MacGregor". The signature is fluid and cursive, with a long, sweeping tail on the final letter.

Alistair MacGregor
Member of Parliament
Cowichan-Malahat-Langford

cc: Constituents

AM/sw UFCW 232