

Lessons from Canadian Trials and Errors with Usage Based Billing

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2007

Canada's New Government Issues Policy Direction to CRTC that Calls for Greater Reliance on Market Forces

OTTAWA, ONTARIO--(CCNMatthews - Dec. 18, 2006) - The Honourable Maxime Bernier, Minister of Industry, today announced the issuing of the first ever policy direction to the Canadian Radio-television and Telecommunications Commission (CRTC) under the Telecommunications Act. The Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives (the Policy Direction) was put out for public comment and laid before Parliament by the Minister in June 2006, and is now in force.

"Canada's New Government has again furthered its ambitious policy agenda for the telecommunications sector by issuing the Policy Direction to the CRTC," said Minister Bernier. "Our plan will increase competition in the marketplace, which ultimately will have a positive effect on the consumer who will benefit from greater choices and improved products and services."

The Policy Direction requires that the CRTC now take a more market-based approach to implementing the Telecommunications Act (the Act). A policy direction is a tool available to the government through the Act to provide policy guidance to the CRTC on how it should exercise its regulatory mandate. In this instance, the Policy Direction applies prospectively to the wide variety of telecommunications-related regulatory issues that the CRTC handles, including matters currently pending before the Commission, subject to the limitations specified in section 11 of the Act.

"By issuing the Policy Direction, we have taken a significant step forward in making Canada's telecommunications regulatory system more modern, flexible and efficient," added Minister Bernier. "We want to ensure that Canada's telecommunications industry is internationally competitive and successful and is shaped to best support our ever-evolving and rapidly changing telecommunications needs."

2014

CRTC head wants to rebuild consumers' trust



CRTC chairman Jean-Pierre Blais delivers opening remarks on the opening day of the CRTC hearings into the proposed acquisition of Astral Media Inc., by BCE/Bell Canada, in Montreal, Monday, Sept. 10, 2012. (Graham Hughes / THE CANADIAN PRESS)

The CRTC Wireless Code

The CRTC created the Wireless Code to make it easier for you - as an individual or a small business - to understand the contracts for your cellphone and other mobile devices.

The [Wireless Code](#) explains your rights and responsibilities as a consumer of wireless services.

The Wireless Code establishes new standards that all wireless service providers must follow. The Wireless Code applies to all new contracts signed as of December 2, 2013. It also applies to existing contracts that are renewed or extended, or where the key terms are amended, as of December 2, 2013. In addition, the code will apply to all wireless contracts as of June 3, 2015, regardless of when they were signed.

Know your rights

THE WIRELESS CODE:
WHAT IT MEANS
FOR YOU



We have developed the following tools to help you better understand your rights:

About the Code



[Read the transcript](#)

The CRTC's decision explains how and why the



Canada's Wireless Policy

**More choice. Lower prices.
Better service.**



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2019

Canadian political parties rallying around telecom pricing issue as election nears

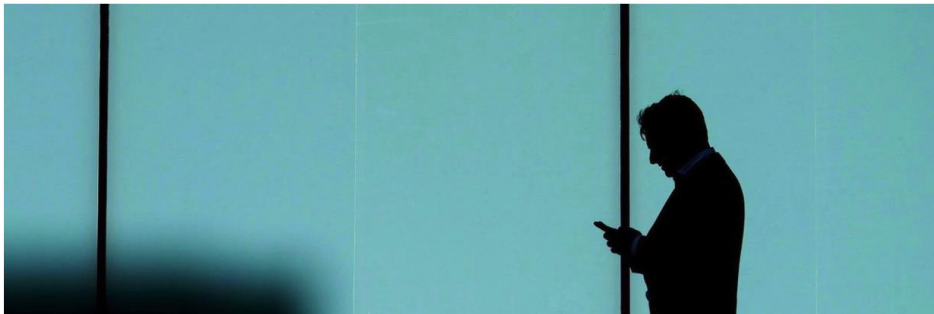
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What happened?

UBB

Mandated wholesale
access for broadband

Business

CRTC orders wholesale high speed access for small ISPs in Ontario and Quebec



Similar rollout planned for the rest of the country later

CBC News · Posted: Aug 29, 2017 3:11 PM ET | Last Updated: September 16, 2017

The CRTC is mandating that Canada's big telecom companies give smaller internet providers access to their wholesale high-speed services over fibre-optic networks, first in Quebec and Ontario, before rolling out the same access across the rest of the country.

The telecommunications regulator said Tuesday that it wants "Canadians to have more choice for innovative internet services at competitive prices," so it will proceed with a plan first announced in 2015 to let smaller ISPs piggyback on high-speed networks that larger companies have built out.

Competition over unlimited

CRTC approves usage-based internet billing

Last Updated: Thursday, May 6, 2010 | 2:24 PM ET By Peter Nowak, CBC News

The CRTC has approved Bell Canada's request to bill internet customers, both retail and wholesale, based on how much they download each month.

The plan, known as usage-based billing, will apply to people who buy their

internet connection from Bell, or from smaller service providers that rent lines from the company, such as Teksavvy or Acanac.

The regulator attached a key caveat to the approval, however, in that Bell must apply usage-based billing to all of its retail customers before it can implement the scheme with its wholesale internet service providers.

Bell will therefore need to move any customers it has on unlimited downloading services onto new usage-based plans before it can apply the same scheme on a wholesale basis.



The CRTC will allow Bell to charge its wholesale customers by usage only if it ends unlimited downloading from its own offerings.

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- MTS urges CRTC to scrap internet usage billing
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Subject: Stop Usage-Based Billing

Attn: Secretary General, CRTC

Attn: Industry Minister Christian Paradis

Attn: Prime Minister Stephen Harper

I call on Canadian decision-makers to stop big telecom companies from forcing usage-based Internet billing on Canadians. Please stand up for consumer choice and competition in the Internet service market. I want affordable access to the Internet.

First Name*

Last Name*

Email*

Street

City*

..AND sign with social media:



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```

505,607 PEOPLE

MIND THE CAP

..AND COUNTING

Canadian UBB Protest February 2011

SUBMITTED BY CALVINTENNANT ON MON, 21 NOV 2011 22:53 [Comments](#)



Late January was a heated time for the topic of broadband internet in Canada. The [Canadian Radio-television Telecommunications Commission](#) had proposed [mandatory usage based billing](#) after much lobbying by major Canadian telecoms (namely Bell Canada). This proposition was clearly in favour of the already [highly profitable telecoms](#), and would have put significant strain on everyday Canadians and would have made [innovation](#) in Canadian industry nearly impossible.

Toronto rally protests internet billing changes

The Canadian Press Posted: Feb 04, 2011 3:57 PM ET | Last Updated: Feb 04, 2011 6:25 PM ET

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Dozens of internet users braved the cold in Toronto on Friday to protest usage-based internet billing, despite federal government indications the scheme won't be implemented.

The rally was a precursor to a national day of action scheduled to take place in several Canadian cities on Feb. 26.

"We have to keep pushing forward," said Kamil Mytnik, 26, one of the event organizers.



Protesters gather at Toronto's Dundas Square to protest plans for usage-based internet billing. ((CBC))

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CRTC must reverse internet usage ruling: Clement

| Last Updated: Thursday, February 3, 2011 | 11:34 PM ET CBC News



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issue.

"It's a huge issue for a country that wants to move forward on the internet for jobs, for creativity, for innovation," he said. "[We] felt the CRTC ruling would have a

The CRTC must reverse its decision that ends unlimited internet access plans offered by smaller internet providers or the federal government will intervene, Industry Minister Tony Clement says.

Clement told reporters Thursday that he and Prime Minister Stephen Harper sent a clear signal Wednesday night "that we do expect the CRTC to reverse its decision and to basically go back to the drawing board on this issue, and if they do not do this, we wanted to make it clear cabinet would take its responsibilities to do the same."

Clement said he heard from Canadians on the



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CRTC offers compromise on usage-based billing



Decision allows internet wholesalers to charge based on speed, not volume

Laura Payton · CBC News · Posted: Nov 15, 2011 4:15 PM ET | Last Updated: November 15, 2011



A decision by the CRTC, led by Konrad von Finckenstein, means small internet service providers will have to start paying for the capacity they re-sell. (Pawel Dwulit/Canadian Press)

CRTC lets Bell bill differently depending on type of wholesale high speed access



By Rose Behar SEP 18, 2017 | 3:33 PM EST | 1 COMMENTS



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