



DEAF
WIRELESS
CANADA
COMMITTEE

COMITÉ POUR LES
SERVICES
SANS FIL DES
SOURDS DU
CANADA



Website: deafwireless.ca | cad.ca | deafblindcanada.ca | deafnessadvocacy.novascotia
E-mail: regulatory@deafwireless.ca | ffolino@cad.ca | mchugh.mm@gmail.com |
daans@ns.sympatico.ca

January 28, 2019

Mr. Claude Doucet
Secretary-General
Canadian Radio-television and Telecommunications Commission (CRTC)
Ottawa, ON K1A 0N2

Re: CAD-ASC et al.'s Replies to Intervention for [CRTC TNC 2018-422](#) - Call for comments - Proceeding to establish a mandatory code for Internet services

Dear Secretary-General,

Canadian Association of the Deaf-Association des Sourds du Canada (**CAD-ASC**), Deaf Wireless Canada Consultative Committee-Comité pour les Services Sans fil des Sourds du Canada (**DWCC-CSSSC**), Canadian National Society of the Deaf-Blind (**CNSDB**), and Deafness Advocacy Association Nova Scotia (**DAANS**) -- collectively, "**CAD-ASC et al.**" -- jointly submitting the replies to the first intervention in the [CRTC TNC 2018-422](#) proceeding.

CAD-ASC et. al launched a national quadrilingual survey that are available in four languages (ASL, LSQ, English and French) and Deaf-Blind High Contrast survey as well too. These public links are at:

- **English/ASL Survey Link:** <https://www.surveymonkey.com/r/internetcode>
- **English/ASL Deaf-Blind Survey Link:** <https://www.surveymonkey.com/r/dbinternetcode>
- **French/LSQ Survey Link:** <https://fr.surveymonkey.com/r/codeinternet>
- **French/LSQ Deaf-Blind Survey Link:** <https://fr.surveymonkey.com/r/sondagecodeinterneteleve>

For further information about the national quadrilingual survey can be found in Appendix A. The purpose of the survey is to collect any accessibility barriers as DDBHH customers experiences with Internet services companies on the goal of explicitly addressing their accessibility issues and concerns in the proposed Internet Code related to their contracts, bills, and related barriers they face as internet consumers. This is very critical to include accessibility requirements in the Internet Code in order to address these barriers within Internet services. CAD-ASC et al. will submit the further information a survey analysis report to be submitted to the Commission by March 7, 2019.

CAD-ASC et al. would like to provide our replies to interventions in the proceeding in these following responses:

PREFACE BACKGROUND

Pre-survey input, CAD-ASC et al core team members have assessed each persons usage, comparing each of our monthly internet usage, and the minimum monthly usage is 150GB, with the average about 400-500GB of internet usage, with some having unlimited internet usage packages. To conclude, CAD-ASC et al determines for DDBHH Canadians the requirement is a

minimum of 150 GB for monthly home internet usage, but an average 400GB of usage a month. The highest GB a member of our group reached for monthly data usage was 500GB, so that would be our determination of a 500 GB/monthly ceiling usage level for home internet use for Deaf, Deaf-Blind and Hard of hearing users.

The rationale for the high GB data usage by these Deaf people is all the video calling that they make from home, using *SRV Canada VRS*, FaceTime, Skype and all the video communication tools and applications. Keeping in mind, at home the usage would be double or triple the wireless usage, and the type of application usage would be similar but instead used at home, one of our [most recent surveys](#) (TNC 2018-98), the following information is to be considered:

- 87% of DDBHH use their devices for video communications over their wireless services.
- 71% use the top 3 live video communication apps: SRV Canada VRS, Facebook Video Messenger, and Facetime.
- 71% use the top video messaging apps (to leave video messages): Glide, SRV Canada VRS, Facebook Messenger.
- 82% use SRV Canada VRS app on their wireless devices on the network. Video streaming for information on Current Issues (news)
- 83% of the respondents do watch ASL & LSQ videos on their wireless network connected devices.

RESPONSE FOR TNC 2018-422 RESPONDENTS' FIRST INTERVENTIONS:

Telecommunications Service Providers (TSPs):

Overarching Accessibility Issues:

CAD-ASC et al. would like to acknowledge that there are many Telecommunications Service Providers (TSPs) did not provide their own perspectives on accessibility issues when comes with Internet services. Most of their responses are mainly focused on trial period related to accessibility issues; however, there are more different accessibility barriers that DDBHH customers are facing in their daily lives with challenges and issues that are presented.

A national quadrilingual survey will be gathered to address any overarching accessibility barriers that DDBHH customers have experienced, with the following headers: 1) Internet Service Provider Contracts; 2) Bill Shock and Data Management; 3) Service Bundling; 4) Changing Companies; 5) Cancelling companies; 6) Complaint Steps; and 7) Accessibility.

CAD-ASC et al requests that TSPs address these accessibility issues, since the mention of accessibility around these topics is lacking in their first interventions. CAD-ASC et al look forward to responses beyond this proceeding to see the ISP's perspectives and will respond accordingly.

What CAD-ASC observes is an extraordinary focus only on accessibility interconnected with only one topic - trial period. Actually, there is so much more to be covered in depth within the scope of the topic of accessibility.

Trial period:

CAD-ASC et al. proposes that the Internet Code to provide an extended trial period lasting a minimum of 45 calendar days, which supports Bragg Communications (Eastlink)'s and Sasktel on their positions in the First Intervention:

BRAGG COMMUNICATIONS (EASTLINK)

53. The Code proposes that new customers or existing customers who make changes to their plan and who are subject to an early cancellation fee be provided a

*trial period or cooling-off period of [option: 15 or 30] calendar days. The trial period would start on the day the services begin, and would be subject to usage limits. During the trial period, customers would be permitted to cancel their contract without penalty [option: installation fees], or early cancellation fees if they have used less than the permitted usage; and returned any gift with purchase and equipment provided by the service provider, in near-new condition, including original packaging, if applicable. In addition, the Commission proposes an extended trial period for a customer who self-identifies as a person with disability. For these customers the trial period would be **30 or 45 days**, and they would be permitted to usage of **at least double** the service provider's general usage amounts for the standard trial period.*

SASKTEL

2. Trial period/cooling-off period

(i). When a new customer agrees to a contract through which they are subject to an early cancellation fee, a service provider must offer the customer a trial period lasting a minimum of [option: 15 or 30] calendar days... when an existing customer agrees to a new or modified plan through which they are subject to an early cancellation fee or other penalty for leaving a contract early, a service provider must offer the customer a trial period lasting a minimum of [option: 15 or 30] calendar days to enable the customer to determine whether the service meets their needs. The existing customer must have the option to revert to their previous plan at the end of the trial period... If a customer self-identifies as a person with a disability, the service provider must offer an extended trial period lasting a minimum of [option: 30 or 45] calendar days.

The rationale for CAD-ASC et al's support of Sasktel and Bragg Communications (Eastlink)'s statement is that video-calling is the number one usage of home internet for Deaf, Deaf-Blind and Hard of hearing, as found with our initial assessment with our core group and satellite members, with an average of 400 GB monthly usage.

During this proceeding to establish the Internet Code, CAD-ASC et al. requests that the Commission must include accessibility considerations about trial periods in order to accommodate different accessibility needs that DDBHH customers have, which is the reason why it is critical to support the extension of the trial period to be at a minimum of 30 days for DDBHH customers and persons with disabilities when comes with the Internet services. These customers then would have 15 days after the first month to determine what package is best for their needs after the initial month. The total days of the extension of trial period would be 45 days for when the device and the decision about which plan option they want will

Early Cancellation Fees (ECF):

CAD-ASC et al. opposes the higher fees on early cancellation fees when a customer decides to switch to a different internet company. For an example of these excessive charges, see proceeding interventions #24 (John Fedorowich) and #104 (Matthew Beach). There must be a cap placed on these cancellation or change fees to be indicated in the new proposed Internet Code.

For this reason, CAD-ASC et al. would like to point out in Bell's first intervention whereas there is mention of the ECF (early cancellation fee) on the trial periods specifically for accessibility group customers. How can the customers understand the contractual arrangements with the early cancellation fee, ie. extension to minimum of 30 days and how this is arranged, if there is no accessible formats such as ASL and LSQ videos available for these customers to further understand these contracts? More on this will be determined with the analysis of CAD-ASC et al's survey results.

BELL CANADA

29. We support the concept of a 30 day mandated cooling-off period, when a consumer agrees to a contract under which they would be subject to an ECF. The purpose of the cooling off period is to ensure that consumers are satisfied with their contractual arrangements and is able to exit the contract without payment of an ECF if they are not satisfied for whatever reason.

CAD-ASC et al. would like to respond that an excessive charges should not permitted in the proposed and indicated in the new published Internet Code for all customers, therefore, a reasonable price should be established with caps, that permits \$50.00 overcharge, just as in the Wireless Code.

Commission for Complaints for Telecom-television Services (CCTS)

CAD-ASC et al. reads that CCTS does support the concept that the Internet Code would be administered because:

5. CCTS believes that minimum standards for ISPs would help ISPs and customers to understand minimum expectations and would give CCTS a benchmark against which to measure ISP conduct in the context of a complaint filed with us.

However, it is CAD-ASC et al's perspective that it is critical to establish these specific additional measures on accessibility issues must be enforced to ensure that DDBHH customers are aware of the CCTS because since the Internet Code will be administered by the CCTS for resolving customer accessibility complaints about Internet services.

While we note that in CCTS first response, there is a low breakdown of accessibility issues, CAD-ASC et al observes that there is still lagging effort in having full accessibility provisions by the CCTS. CRTC still has not given specific direction to the CCTS to enhance the accessibility of its complaint mechanism.

Videos have come out but it was not done with our full consultation as we have worked incredibly hard in collaboration with the CWTA and some of the telecoms in establishing accessible video production standards. At this time the current videos are not accessible for Deaf-Blind Canadians. CAD-ASC et al. has reached out and is currently re-engaging with them to assist in enhancing the video productions to be a step more accessible.

Thus, at this time, the current situation is that CAD-ASC et al has not yet been able to assist in fully distributing accessible CCTS videos to these populations, therefore many DDBHH Canadians are still not fully aware and understanding the purpose and how to participate in the complaint mechanism for which CCTS provides to monitor complaints by the wireless and internet service providers.

First, the first step is to get these re-edited ASL and LSQ videos completed and distributed with CAD-ASC et al's assistance and announce these videos with a press release to give it proper attention.

Secondly, CCTS really needs to consider hiring fluent ASL and LSQ Deaf, Deaf-Blind or Hard of hearing front line customer service agents to help field these complaints and manage these feedback.

Thirdly, in CAD-ASC's et al [first intervention](#), it states that:

*The Commission must establish an Accessibility Office that employs fluent DDBHH staffs work on the regulatory perspectives on all internet related accessibility mandates including the Internet Code and must be **more responsible and responsive** with DDBHH Canadians. In addition, the Commission must ensures its*

processes corresponding with accessibility standards for the compliance of the regulatory measures implemented in line with the proposed Bill C-81: Accessible Canada Act.

More needs to be done to raise the bar of accessibility for Deaf, Deaf-Blind and Hard of hearing Canadians to participate in ensuring safeguards for full accessibility to understand their rights and responsibilities with the newly established Internet Code.

OTHERS:

Canadian Network Operators Consortium Inc (CNOc)

CAD-ASC et al. would like to address the intervention from Canadian Network Operators Consortium Inc, related to accessibility issues that is stated as follows:

CNOc does not object to mandatory trial periods for consumers with disability. However, CNOc is not aware of reasons that would justify the doubling of permitted monthly usage for customers with disabilities. (Page 21, CNOc Intervention)

It is clear that CNOc obviously has not read DWCC et al's survey reports where the rationale is laid out in our reports and interventions, when the group participated in the following proceedings as follows:

TNC 2015-134:

- [Survey Report](#)
- [All intervention documents](#)

TRP 2016-496 Follow-Up:

- [Survey Report](#)

TNC 2018-98:

- [Survey Report](#)
- [All intervention documents](#)

To summarize CAD-ASC, and DWCC et al's perspectives in the above documents, the rationale is that there is reliance on the Internet services by DDBHH Canadians for video calling needs, which indicates a greater demand for accessibility issues for provisions of [functionally equivalent](#) telecommunications needs.

In addition, upon review of internal individuals working with CAD-ASC et al, we found that the minimum usage is 150GB, average user consumers 400 GB data, and 500 GB is the ceiling limit that Deaf, Deaf-Blind and Hard of hearing Canadians would actually consume data with internet usages.

CONCLUSION

CAD-ASC et al. views that it is critical that accessibility issues must be addressed to ensure **no one is left behind**. A survey analysis report will provide in-depth accessibility issues on their customers' experiences as **Deaf, Deaf-Blind, and Hard of Hearing Canadians (DDBHH)**. Please see our Survey questions in [Appendix A](#).

Once again **“Accessibility must be a first thought, not an afterthought,”** (Tom Wheeler, FCC Chairman, [source](#)), thus, priority should be focused on resolving accessibility issues for Internet services and the Internet Code. Our accessibility group does not want to see any further

experiences of DDBHH Canadians with different barriers in the telecommunications services to these members.

We appreciate the Commission's to read our replies to intervention, and CAD-ASC et al. look forward to its further participation in this proceeding especially with further responses resulting from our survey respondent analysis.

Sincerely yours,

Frank Folino, President
Canadian Association of the Deaf-
Association des Sourds du Canada
ffolino@cad.ca

Lisa Anderson-Kellett, Chair
Deaf Wireless Canada
Consultative Committee
lisa@deafwireless.ca

Megan McHugh, President
Canadian National Society of the Deaf-Blind
mchugh.mm@gmail.com

Elliott Richman
Executive Director
Deafness Access Advocacy Nova Scotia
daans@ns.sympatico.ca

APPENDIX A: Survey Questions



COMITÉ POUR LES
SERVICES
SANS FIL DES
SOURDS DU
CANADA

Canadian
Association of the Deaf



Association
des Sourds du Canada



Internet Code Survey

Introduction - Background & Purpose

The CRTC just released [Telecom Notice of Consultation \(TNC\) 2018-422](#) with the goal of establishing a mandatory Code for Internet Services. The CRTC is interested in learning about consumer experiences with contracts and related issues – including bill shock, contract clarity, and barriers to cancelling or switching internet service provider companies. This is related to Internet Service Providers (ISP) who are providing their Internet access services at fixed costs to individuals and small businesses. This proceeding focuses on Internet at your home and not on your mobile device (not wireless).

[CAD-ASC](#), [DWCC](#), [CNSDB](#) and [DAANS](#) (CAD-ASC et al.) are partnering to provide a national survey to get a better picture from Deaf, Deaf-Blind and Hard of Hearing (**DDBHH**) customer experiences with their home based internet services. Our group wants to see what issues DDBHH Canadian consumers have with their contracts, bills, and what other barriers they experience. Equally importantly, our group wants to ensure DDBHH Canadians understand their contracts and the terminology (vocabulary) used in these contracts.

Our goal is to see CRTC to establish a mandatory code for Internet services that not only sets out basic rights for internet consumers but is also accessible for DDBHH Canadians. Therefore, CAD-ASC et al. is conducting this survey to determine how large an impact the current internet industry has on our daily lives as DDBHH consumers. **We appreciate your participation in this important survey because your anonymous responses will be summarized into a report for CRTC.**

This survey is a web-based questionnaire hosted by SurveyMonkey (SM) with the option of offline hand-filling of a paper version of the questionnaire across Canada. This survey has **35** questions, mostly multiple choice. Most users require **15** minutes to complete.

Your privacy, confidentiality and trust are important to us. All data collected will be stored according to industry standard approaches to data security. We will not collect names or e-mail addresses for this survey: All responses are anonymous, and **your identity will not be tracked in any manner**. Therefore all your survey responses will be confidential. If you have any concerns or questions, you may contact Frank Folino, CAD-ASC President at ffolino@cad.ca

To take this survey, you must be:

1. 18 years of age or older
2. A Canadian resident
3. Deaf, Deaf-Blind, Hard of Hearing, Late-deafened
4. Home or home business internet service consumer (you are the one that pays for the internet service)

Please note many questions are mandatory, and an answer to a question may cause some questions to be skipped.

This survey is available in ASL, English, LSQ and French. If you want large print font or alternative format, please contact us at survey@deafwireless.ca.

Thank you for taking your time to participate in this survey.

PART I: ABOUT YOU

SELF-DEFINITION/IDENTITY

1. What do you self-identify as?

- 1) Deaf (a sign language user-- for example: ASL or LSQ)
- 2) Deaf-Blind (low vision, Usher Syndrome)
- 3) Hard of Hearing
- 4) Late-deafened
- 5) Other (identification with other mode of communication): _____

2. How old are you?

- a. 18 to 24 years
- b. 25 to 34 years
- c. 35 to 44 years
- d. 45 to 54 years
- e. 55 to 64 years
- f. 65 years or older
- g. I prefer not to provide information

3. What is your gender?

- a. Female
- b. Male
- c. Non-binary
- d. I prefer not to answer
- e. Other: (optional) [text box]

4. What languages do you use most often?

- a. ASL and English
- b. LSQ and French
- c. ASL, English, LSQ, and French
- d. Other sign languages **[Enter in text box]**
- e. I prefer not to provide information

RESIDENTIAL INFORMATION

5. Which Canadian province or territory do you live in?

- | | |
|--------------------------|------------------------------|
| a. British Columbia | h. Ontario |
| b. Yukon | i. Québec |
| c. Alberta | j. Newfoundland and Labrador |
| d. Northwest Territories | k. Nova Scotia |
| e. Saskatchewan | l. Prince Edward Island |
| f. Nunavut | m. New Brunswick |
| g. Manitoba | |

6. Where do you live (metropolitan vs. rural)?

- a. City or metropolitan area (50,000 or more people)
- b. City or town (between 2,500 – 50,000 people)
- c. Village (fewer than 2,500 people)
- d. I am nomadic, living from town to town
- e. I prefer not to provide information

7. What type of residence or dwelling do you live in?

- a. Apartment building (10 or less units)
- b. Apartment building (11 - 29 units)
- c. Apartment building (over 30 units and many more in high-rise building)
- d. Condo tower building (10 or less units)
- e. Condo tower building (11 - 29 units)
- f. Condo tower building (over 30 units and many more in high-rise building)
- g. Townhouse
- h. Duplex
- i. Semi-detached house
- j. Detached house
- k. Other: _____

PART II: INTERNET SERVICES

INTERNET SERVICE PROVIDER (ISP)

8. Which type of internet connection do you have?

- a. Cable (cable router/modem provides with an internet connection)
- b. DSL (digital subscriber line with phone line router/modem connects to the internet)
- c. Satellite
- d. I don't know
- e. Other: _____

9. How do you connect to the internet at home or home business?

- a. My modem/router is connected **via phone line** and it provides WiFi and I connect it through wireless internet on my devices (laptop, tablet or smartphone)
- b. My modem/router is connected **via cable** and it provides WiFi and I connect it through wireless internet on my devices (laptop, tablet or smartphone)
- c. My modem/router (either phone line or cable) has an **ethernet cord** that plugs direct to my desktop computer or laptop.

10. At home, your residential internet service provider is:

- a. Bell
- b. Cogeco
- c. Eastlink
- d. Rogers
- e. Sasktel
- f. Shaw
- g. Telus
- h. Videotron
- i. Other: _____

11. How long have you been a consumer of this internet company?

- a. Less than 1 year
- b. 1-4 years
- c. 5 - 9 years
- d. 10 years
- e. More than 10 years
- f. Other: _____

12. Do you have a contract with the home Internet Service Provider?

- a. Yes
- b. No
- c. I don't know

13. If yes, For how long?

- a. Less than 1 year
- b. 1-4 years
- c. 5 - 9 years
- d. 10 years
- e. More than 10 years
- f. Other: _____

ISP CONTRACTS

14. Have you had difficulty to get a permanent written copy of your contract (or one that matches verbal agreement)?

- a. Yes
- b. No
- c. Maybe

15. Do you understand your home or home business internet contract? Do you feel the language in your contract is clear?

- a. Yes
- b. No, it is not clear, I do not understand.

16. If not clear, please describe what is not clear. What specifically is not clear about your home or home business Internet contract? Please describe by typing in the TEXT box

17. Have you experienced barriers to access or find information about your contract and related documents?

- a. Yes
- b. No
- c. Maybe

18. If yes, please describe the barriers you experienced. What specifically is the barrier(s) that make it difficult for you to access or find information about your contract and related documents?

Please describe by typing in the TEXT box

BILL SHOCK and DATA MANAGEMENT

19. Have you experienced bill shock with your home or home business internet bill? (The bill was too high from using the internet more than the monthly limit)

- | | | | |
|----|-------|----|--------------|
| a. | Yes | d. | I don't know |
| b. | No | e. | Other:_____ |
| c. | Maybe | | |

20. Do you know what data management is?

- | | | | |
|----|-------|----|--------------|
| a. | Yes | d. | I don't know |
| b. | No | e. | Other:_____ |
| c. | Maybe | | |

21. Do you know how to monitor your data usage to prevent bill shock?

- | | | | |
|----|-------|----|--------------|
| a. | Yes | d. | I don't know |
| b. | No | e. | Other:_____ |
| c. | Maybe | | |

22. Are you monitoring your data usage? Do you know that you can sign up and subscribe to alerts to keep track of your monthly internet usage?

- | | | | |
|----|-------|----|--------------|
| a. | Yes | d. | I don't know |
| b. | No | e. | Other:_____ |
| c. | Maybe | | |

23. How are you getting the alerts? (can choose more than one)

- | | | | |
|----|-------------------|----|--------------|
| a. | Emails | d. | I don't know |
| b. | Text messages | e. | Other:_____ |
| c. | App notifications | | |

SERVICE BUNDLES

Internet companies sometimes offer internet service bundles. Buying a service bundle sometimes gives you a discount if you package internet services with at least one other service (such as home phone, television services and wireless services).

24. Were you confused (difficult or not understanding) when discussing or buying service bundles that include home or home business Internet service?

- | | | | |
|----|-------|----|--------------|
| a. | Yes | d. | I don't know |
| b. | No | e. | Other:_____ |
| c. | Maybe | | |

CHANGING COMPANIES

25. Did you experience any barriers with cancelling your home internet contract?

- | | | | |
|----|---|--|--|
| a. | Yes | | |
| b. | No | | |
| c. | I did not cancel companies so it doesn't apply to me (not applicable) | | |

26. If yes, please describe specifically what barriers you experienced. Why was it hard or challenging to cancel your home or home business internet contract? Please type in the TEXT box.

27. Have you had barriers when changing to a different Internet Service Provider (ISP) company?

- a. Yes
- b. No
- c. I did not cancel companies so it doesn't apply to me (not applicable)

28. If yes, please describe specifically what barriers you experienced and why was it hard or challenging to change to a different ISP company? Please type in the TEXT box

PART III: COMPLAINTS & ACCESSIBILITY

COMPLAINT STEPS

29 Do you know how or where to file a complaint about your Internet service?

- a. Yes
- b. No

30. Do you know what the Commission for Complaints for Telecom-Television Services (CCTS) is?

- a. Yes
- b. No

ACCESSIBILITY

31. Do you know you may receive your internet services contract or bill in an alternative accessible format, for example, large font size, plain text, braille or via email?

- a. Yes
- b. No

32. If you answered yes, have you experienced barriers to get your internet services contract or bill in an alternative accessible format?

- a. Yes
- b. No
- c. Please describe your barriers: _____ (type in text)

33. Some words and terms in contracts can be confusing or not clear. Would you like to have ASL and LSQ videos that would clearly explain words and terms like the ones below? For example, if you aren't clear about a word or term, if the word is on the internet, you could click on the word then have accessible ASL or LSQ videos pop up to expand and explain. Some of the list words are from CRTC Internet Code list of definitions, and some are from CAD-ASC et al suggested added terms for DDBHH.

Please choose as many as you want: [checkbox click - able to click multiple options]

- 1. I would like to see all of them in ASL and LSQ
- 2. Account holder
- 3. Add-on
- 4. Authorized user
- 5. CRTC
- 6. CCTS
- 7. Commitment period
- 8. Contract and written contract
- 9. Customers
- 10. Data add-on
- 11. Disconnection
- 12. Early cancellation fee
- 13. Equipment

14. Fair Use or Acceptable Policy
15. Fixed-term contracts
16. Gift with purchase
17. Indeterminate contracts
18. Internet Services
19. Key Contract terms and conditions
20. Minimum monthly contracts
21. Mobile wireless data services
22. Optional services
23. Overage charge
24. Permanent copy
25. Inalterable
26. Privacy policy
27. Related documents
28. Service provider
29. Suspension (of a customer's service)
30. Unlimited services
31. Data Limits
32. Data Management
33. Cable Internet
34. DSL Internet
35. Satellite Internet
36. Ethernet
37. Modem
38. Router
39. Wired
40. Wireless
41. WiFi
42. CIS - Critical Information Summary
43. Right to cancel Internet services
44. Right to change Internet services
45. Security deposits
46. Trial periods
47. Service outages
48. Deferred payment plans
49. Reconnection charge
50. Other words you suggest should be available in ASL and LSQ: [type in text box]
51. I do not sign, so this does not apply to me, thank you.

34. Do you feel that there needs to be educational workshops in ASL and LSQ on Internet (and wireless) data management and to understand how and where to make complaints?

- a. Yes
- b. No
- c. I do not sign, so this is not applicable for me (N/A)

PART IV: WRAP UP

FINAL COMMENTS

35. Any more concerns, comments, that you have and want to share with us (CAD-ASC, CNSDB, DWCC-CSSSC or DAANS) or the [Canadian Radio- television and Telecommunications Commission \(CRTC\)](#), and [Commission for Complaints for Telecommunications Services \(CCTS\)](#)?

AGREEMENT:

I hereby consent that my anonymous responses will be summarized into a report for the Canadian Radio-television and Telecommunications Commission (CRTC) for Telecom Notice of Consultation 2018-422.

- a. Yes
- b. No

PART V: THANK YOU!

Canadian Association of the Deaf - Association des Sourds du Canada (CAD-ASC), Canadian National Society of Deaf-Blind (CNSDB), Deaf Wireless Canada Consultative Committee (DWCC-CSSSC) and Deafness Advocacy Association Nova Scotia (DAANS) thank you and appreciate your taking the time to complete this survey.

We look forward to sharing results of this survey with the CRTC, CCTS, and Internet Service Providers (ISPs).

The anonymized, aggregated survey results will be submitted during the CRTC proceedings on TNC 2018-422 and will be made public at www.deafwireless.ca and www.cad.ca.

Questions? Please feel free to contact Frank Folino, President, CAD-ASC at ffolino@cad.ca or by mail to:

Canadian Association of the Deaf - Association des Sourds du Canada
251 Bank Street, Suite 606 // 251 rue Bank, bureau 606
Ottawa, Ontario K2P 1X3
www.cad.ca

On the behalf of CAD-ASC and all our supporting partners, thank you again for your time.

*****END OF DOCUMENT*****