AN ACCESSIBLE INTERNET CODE FOR DEAF, DEAF-BLIND, AND HARD OF HEARING CANADIANS

March 4, 2019

SUBMISSION TO TNC 2018-422
Proceeding to establish a mandatory code for Internet services

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CNSDB — The Canadian National Society of the Deaf-Blind, Inc

DAANS

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I. Executive Summary

A quadrilingual survey through American Sign Language [**ASL**], langue des signes québécoise [**LSQ**], written English and written French, was undertaken in response to CRTC TNC 2018-42 "Proceeding to establish a mandatory code for Internet services". There is a total of 135 Deaf, Deaf-Blind and Hard of Hearing [**DDBHH**] individuals participated in this Canada wide survey.

The survey found the following issues to be problematic for at least 44% of the DDBHH respondents:

- Getting a written copy of ISP contracts.
- Understanding ISP contracts because of the technical / legal language used in the ISP contracts.
- Obtaining ISP contracts and related documents in alternative formats
- Buying service bundles including internet services proves to be a confusing experience
- Bill shock from internet service data overage
- Lack of awareness / knowledge concerning monitoring data usage let alone the data management concept itself.
- Lack of awareness / knowledge of how / where to file complaints related to their ISP contracts.
- Lack of awareness / knowledge of CCTS

A significant minority of the DDBHH respondents faced barriers when cancelling or changing their ISP contracts.

The survey found the following issues to be problematic for at least 44% of the Deaf-Blind respondents:

- Cancelling or changing ISP contracts
- Getting a written copy of ISP contracts.
- Obtaining ISP contracts and related documents in alternative formats.
- Understanding ISP contracts because of the technical / legal language used in the ISP contracts.
- Lack of awareness / knowledge concerning the data management concept itself.
- Lack of awareness / knowledge of CCTS

The following recommendations, which are backed by empirical, quantitative and qualitative survey results and as well as the lived experiences of DDBHH individuals collaborating in this report, are respectfully presented to Commission (the CRTC) for its consideration:

1. CRTC mandates an Internet Code to safeguard the rights of Deaf, Deaf-Blind and Hard of Hearing Canadians.

2. For Deaf, Deaf-Blind and Hard of Hearing Canadians, CRTC mandates in the new policy, a plain language version and two accessible ASL and LSQ video productions: 1) Internet Code and Your Rights 2) Common Internet contract

terminologies, with special attention to data management, produced by a unified group such as the CWTA.

3. CCTS mandated to produce ASL and LSQ videos about the elevation of these complaints and the process for filing complaints with the CCTS, with the direct consultation of members of CAD-ASC et al.

4. Mandated digital displays of the Internet Code in ASL and LSQ at the point of sale (POS) terminals at the ISP company stores.

5. ASL & LSQ community education and outreach efforts for the understanding of the Internet Code and customer's rights with mandated funds made available to support CAD-ASC et al to provide these workshops.

6. CRTC mandates the establishment of a *Telecommunications Accessibility Fund* for groups such as CAD-ASC, CNSDB, DAANS and DWCC to apply for community education project funding, and for any other accessibility groups for any other related accessibility projects that need funding.

7. CRTC mandates additional accessible formats be made available in additional formats for those who are Deaf-Blind such as: <u>both</u> Grade 1 (uncontracted) Braille and Grade 2 (contracted) Braille, plain text formats, such as .txt format, or MS Word, with no images or graphics, for those who are Deaf-Blind or Blind.

II. Highlights of Overall Survey Results

The total number of respondents is 135, and the number of respondents for each of the questions may vary based on the skip logic of the question. The full analysis of these respondents input is available in Appendix A. The highlights summarizing the survey responses are:

<u>Demographics:</u>

- **71.1%** self-identified as Deaf sign language users (ASL or LSQ), 20.7% self-identified as Deaf-Blind, 5.2% Hard of Hearing, and 3% are late deafened or other.
- The top four (4) provinces respondents originated from were Ontario (44%), Quebec (18.7%), British Columbia (16%), and Nova Scotia. (7.5%).
- **77%** of the respondents identified the language they used was ASL and English, while 10.4% declared they are quadrilingual (ASL/English and LSQ/French) and the same percentage 10.4% responded that they use LSQ and French.

<u>Residential Information</u>

- **76.1%** live in areas with 50,000 or more residents while 18.7% live in areas with 2,500 to 50,000 residents.
- **38.8%** live in detached houses. 11.9% lived in apartment buildings with at least 30 units.

Internet Services

- **58%** of the respondents, more than half, are customers of three ISPs - Bell (30.5%), Rogers (17.6%) and Shaw (9.9%).
- **36.8%** have been with the same ISP for more than ten years, 36% were with the same ISPs between one and four years.
- **72.5%** of respondents use cable as opposed to DSL at 15.3%, and 9.9% did not know what internet connection they used.
- **55.7%** reported their modem / router is connected via cable, while 24.4% reported the connection through a phone line.

Contracts for Internet Services

- **48.4%** reported they had contracts with their ISPs while 26.6% did not have contracts.
- **36.1%** had contracts for between one and four years and equally the same had contracts for more than ten years.
- **54%** reported they had problems getting written copy of their ISP contract, 46% reported they did not have problems getting a copy of written contracts.
- **55.1%** did not understand their ISP contracts, 44.9% felt the language in their contracts was not clear which prevented them from understanding the contracts.
- **61.9%** reported they faced barriers when accessing or finding information about their ISP contracts and related documents.

Service Bundles

- **61.9%** reported they faced barriers when accessing or finding information about their ISP contracts and related documents.
- **63.1%** reported being confused or not sure about buying service bundles including internet services. Only 35.2% reported the information was clear.

Data Management

- **44.8%** reported they experienced bill shock from exceeding the monthly data limit.
- **55.3%** knew what data management was, while 44.7% did not answer yes to knowing what data management was.
- **48.8%** do not know, or are not sure how to monitor data usage, while 47.2% know how to monitor data usage.
- **56.1%** were not monitoring their data usage, while 42.3% respondents were.

Cancelling or changing services

- **23.9%** of the respondents who cancelled their home internet contracts faced barriers.
- **38.2%** of the respondents who changed their ISP companies faced barriers in changing to a new company.

Accessibility

- **65%** did not know that they may receive their internet services contracts or bills in an alternative accessible format (ex: large font size, plain text, braille or email).
- **12.8%** experienced barriers in obtaining their internet service contract or bills in alternative formats.
- **82.2%** indicated they could and would benefit from ASL / LSQ videos explaining terms commonly found in ISP contracts.

- **84.7%** of respondents felt they would benefit from educational ASL / LSQ workshops on internet (and wireless) data management and to understand how and where to make complaints.

Complaints

- **62.8%** did not know (62.8%) where or how to file complaints about their internet services.
- **72.7%** respondents were not aware of the Commission for Complaints for Telecom-Television Services (CCTS).

III. Introduction

A. About the Joint Intervenors

The Canadian Association of the Deaf - Association des Sourds du Canada (CAD-ASC), Canadian National Society of the Deaf-Blind (CNSDB), Deafness Advocacy Association of Nova Scotia (DAANS), and Deaf Wireless Canada Consultative Committee (DWCC), have teamed up in this proceeding as a joint party, namely 'CAD-ASC et al.' and that is the term that will be used forthwith.

It is our joint group that believes in an all-inclusive approach that allows for the inclusion of the greatest range of people possible within the Canadians who are Deaf, Deaf-Blind and Hard of Hearing (DDBHH) and communities that includes Deaf persons with disabilities, from one end of spectrum to the other: cognitively delayed, English or French as a second language (immigrants), Hard of Hearing, Deaf-Blind, ASL and LSQ users.

Discover more about the four intervenors below:

The *Canadian Association of the Deaf - Association des Sourds du Canada* (CAD-ASC) is a not-for-profit organization founded in 1940 that provides consultation and information on Deaf issues to the public, business, media, educators, governments and others; conduct research and collect data; as a community action organization of the Deaf people in Canada. CAD-ASC promotes and protects the rights, needs, and concerns of Deaf people who use American Sign Language (ASL) and langue des signes québécoise (LSQ). CAD-ASC is affiliated with the World Federation of the Deaf and CAD-ASC is a United Nations-accredited Non-Governmental Organization (NGO) to the Convention on the Rights of Persons with Disabilities.

The *Canadian National Society of the Deaf-Blind* (CNSDB) was registered in 1985 as a national consumer-run advocacy association dedicated to helping Canadians who are deaf-blind achieve a higher quality of life. The CNSDB advocates for new and improved services, promotes public awareness of deaf-blind issues, and disseminates information in order to empower individuals who are deaf-blind to become full participants of society. CNSDB provides expertise in accessibility related to the needs of individuals who are living with the distinct disability of DeafBlindness, which is different from deafness or blindness due to being unable to use one sense in order to compensate for the loss of the other.

Deafness Advocacy Association of Nova Scotia (DAANS) was founded in 1976 and incorporated in 1978. DAANS works with the public, private and non-profit sectors to remove old barriers and prevent new barriers faced by an estimated 58,000 Deaf, hard of hearing, late deafened and Deafblind Nova Scotians in a variety of areas including communication access, education, employment, health, legal services and recreation.

The *Deaf Wireless Canada Consultative Committee - Comité pour les Services Sans fil des Sourds du Canada* (DWCC-CSSSC) is a standing committee of the Canadian Association of the Deaf - Association des Sourds du Canada (CAD-ASC) and is a group of Deaf, Hard of Hearing and Deaf-Blind consultants, analysts, and committee volunteers across Canada. The mandate of DWCC is to advocate for fair priced wireless contracts for ASL/LSQ consumers and to promote the ideal functional equivalency for all Canadian Deaf, Hard of Hearing and DeafBlind wireless customers.

B. Deaf, Deaf-Blind and Hard of Hearing Canadians

1. To understand our accessibility group, reliable statistics on Deaf Canadians are hard to collect, and no two organizations seem to agree on the numbers involved. It is CAD-ASC's belief to use the traditional 'one in ten' formula for estimating statistics, with strong disclaimers. This formula estimates that there are 357,000 culturally Deaf Canadians and 3.21 million hard of hearing Canadians. It is CAD-ASC's opinion that no fully credible census of Deaf, deafened, and hard of hearing people has ever been conducted in Canada." (CAD-ASC website).

2. The Canadian National Society of the Deaf Blind estimates there are 69,700 Deaf-Blind Canadians over the age of 12 living with the dual disability of deafness and blindness or a combination of both vision and hearing losses that limit their everyday activities. The Canadian Helen Keller Centre (CHKC) provided this estimated Deaf-Blind population information on an earlier version of their website, and it can now be found on this separate website source by Senator Yonah Martin, who took time to recognize Deaf-Blind Canadians.

C. UN Convention on the Rights of Persons with Disabilities (CRPD)

3. Canada ratified the United Nations Convention on the Rights of Persons with Disabilities (**CRPD**) in 2010, which the Convention recognizes sign languages as equal to spoken languages. It requires State parties to progressively strengthen the implementation of the Convention in different fields of their lives of Deaf persons and people with disabilities. Specifically, Article 9 partly reads as follows:

> *To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems ...*

4. This means persons with disabilities and DDBHH people to have access to information and communications technologies on an equal basis with other Canadians

and through all forms of communications of their choice, including the use of Sign languages. State parties must also facilitate the learning of Sign language and the promotion of the linguistic identity of Deaf communities, including Sign languages and Deaf culture.

5. This includes provisions of information and communication as a part of true accessibility for DDBHH Canadians as a human right because it highlights clear benefits in terms of improved access to information and services, especially in the area of telecommunications. In addition, the Convention ensures that DDBHH persons and people with disabilities must have equal rights and access to information, communications, technology and media. This will able to promote the research, development, availability of universally designed goods, services and equipments for DDBHH persons and people with disabilities.

6. In addition, the Convention ensures the right to Sign language recognition in its Article 21. Currently, there are over 45 countries globally that have recognized Sign Languages through federal legislations. Canada has not yet recognized its two national Sign languages - American Sign Language (ASL) and langue des signes québécoise (LSQ) as official languages of Deaf people.

7. On 3 December 2018, Canada, with the support of all provinces and territories, acceded to the Convention's accompanying Optional Protocol, which establishes procedures to strengthen the implementation of the Convention.

D. Canada's Recognition of ASL and LSQ

8. The Concluding Observation on the initial report of Canada was issued by the UN Committee on the Rights of Persons with Disabilities on May 8, 2017, stated in reference to Article 21- Freedom of expression and opinion and access to information:
The Committee is concerned by:

> *(a) The lack of official recognition of sign languages and that the training programmes for sign language interpreters do not meet minimum requirements to provide a high quality of interpretation;*

The Committee recommends that the State party:

> *(a) Recognize, in consultation with organizations of deaf persons, American Sign Language and Quebec Sign Language (Langue des signes Québécoise) as official languages and their use in schools and establish jointly with organizations of deaf persons a mechanism to certify the quality of interpretation services and ensure that opportunities for continuous training are provided for sign language interpreters.*

9. The UN Committee on the Rights of Persons with Disabilities clearly states that the recognition of Sign Languages ensures the rights to access information, communications and services as outlined in the Convention. Currently, the Accessible Canada Act is in the federal legislation stage at the Senate of Canada, and does not include the recognition of ASL & LSQ as official languages of Deaf people in Canada to ensure full accessibility of DDBHH Canadians.

10. One of our biggest goals is to make sure that there is an amendment in the Accessible Canada Act (ACA) that will recognize ASL and LSQ as *official languages of Deaf people in Canada* that will enable to achieve full accessibility for DDBHH people in Canada because this will give these Canadians equal access to the federal government through information, communications, and services that are made accessible to the Deaf community through the use of ASL and LSQ. Also, it will make a dramatic improvement in the lives of Deaf Canadians to have their ASL and LSQ recognized as being equal to English and French. Such recognition in Canada ensures the removal of barriers and ensuring equal access, which is an important step towards social inclusion and human rights for Deaf, Hard of Hearing and Deaf-Blind Canadians, because it highlights clear benefits in terms of improved access to information and services, especially in the area of telecommunications.

E. Deaf-Blind Issues Summary

11. The Deaf-Blind face unique challenges due to the loss of both vision and hearing, resulting in being unable to use either sense to make up for the loss of the other. This can cause a major barrier to accessing communication, information and getting help in an emergency.

Some key points:

12. The Deaf-Blind have a great need for accessible technology that allows them better access to communication, information and emergency services. Accessible technology, combined with wireless and internet services (data, text, voice) increases independent access to things that are inaccessible in other formats.

13. While the Deaf-Blind face even greater need for accessible technology, high costs of internet services, especially data, create huge barriers. Those who have the greater need also face the greater barriers to accessing what they need. The Deaf-Blind face greater barriers to employment, resulting in lower income.

14. The Deaf-Blind face bigger barriers to interacting with telecom service providers. Some of those include but are not limited to:

- being unable to get to retail stores on their own due to being unable to travel safely and independently and navigate unfamiliar environments,
- being unable to communicate with retail store staff due to not being able to see to write notes or hear to have a voice conversation,
- not seeing or hearing about information that is distributed in mainstream media,
- not being able to make a voice call or a VRS call or a relay call independently due to the combination of deafness and blindness,
- having very limited or no access to services that would enable them to do all the above things.

IV. Background

A. Perspective from Wireless Code & Sales Practices Experiences

1. Wireless Code:

15. During the Wireless Code proceeding, the Deaf Wireless Canada Consultative Committee (DWCC) made the case that when it comes to alternative format (item #55 in the first version of the Wireless Code), common contract terminology should be made available in ASL and LSQ with sign language videos. These videos assist in enhancing the Deaf, Deaf-Blind and hard of hearing Canadians understanding of wireless contracts they are getting into. Additionally the case was made that sign language videos would increase the understanding of the rights and responsibilities that come with the Wireless Code.

16. This can be seen in the discussion and policy direction as set in [Telecom Regulatory Policy (TRP) 2017-200: Review of the Wireless Code]() as follows:

Sign-language videos to describe terminologies that are commonly used in wireless contracts

> *368. The DWCC noted that the contracts of each WSP vary, but there is common terminology used in all contracts. The DWCC requested that American Sign Language (ASL) or langue des signes québécoise (LSQ) videos be made available for these common terminologies.*
>
> *369. DWCC also requested that a unified group (either the Commission, the CCTS, or the CWTA) fund the production of these videos as an ongoing project.*
>
> ***Commission's analysis and determinations***
>
> *370. Clarity and understanding of terms and conditions by customers is key to ensuring Canadians can make informed choices about the services they are purchasing.* ***For Canadian sign-language users, that clarity and understanding may be improved by increased access to sign-language materials.***
>
> *371. The Commission considers that creating and implementing a list of commonly used terms on an industry level will ensure that only terms having the same meaning across the industry will be included in the videos. Also, t****he Commission considers that the creation of the videos will be in the interest of all Canadians in the Deaf and hard of hearing community, in every province and territory.***
>
> *377. In light of the above, the Commission jointly directs Bell Canada, Eastlink, Freedom Mobile, RCCI, SaskTel, TCC, and Videotron to work* ***in collaboration to create and promote common terminology sign language***

videos (in ASL and LSQ), in consultation with the Deaf and hard of hearing community. *These videos are to be created in the interest of all Canadians and must not be an advertising vehicle for any particular service provider. Consultations must begin no later than four months from the date of this decision. The videos must also be created with closed captioning. Bell Canada, Eastlink, Freedom Mobile, RCCI, SaskTel, TCC, and Videotron are to support this initiative with the resources necessary to allow for the meaningful and active participation of the Deaf and hard of hearing community.*

378. The Commission encourages the CWTA to be an active participant and provide support as appropriate. The videos are to be made available on each company's website, as well as made available to any organization requesting them, free of charge, no later than 12 months from the date of this decision. The Commission will also promote the videos and provide links on its website.

Sign-language videos promoting awareness of the Code

379. The DWCC submitted that many Deaf, hard of hearing, and speech-impaired consumers are not aware that the Code exists or do not know how it applies to their services or how it could assist in resolving complaints to their WSPs. The DWCC requested that any awareness initiatives for the Code be accompanied by material that is accessible to Deaf and hard of hearing consumers.

380. There was general consensus among the WSPs that, if the Commission were to require the creation of sign-language videos, they should be developed by the industry working together as it would be more efficient and would ensure consistency.

Commission's analysis and determinations

381. The Commission considers that requiring WSPs to produce sign-language videos in their awareness campaign of the Code is appropriate, and that additional measures to ensure consumers with disabilities were aware of the Code would help to further its objectives. However, ***the Commission also recognizes the need for consistent messaging in the videos.***

382. The Commission therefore jointly directs Bell Canada, Eastlink, Freedom Mobile, RCCI, SaskTel, TCC, and Videotron to work in collaboration to create and promote sign-language videos (in ASL and LSQ) that will be included in awareness campaigns for the Code. These videos are to be created in the interest of all Canadians and must not be an advertising vehicle for any particular service provider. The videos must be developed ***in consultation with the Deaf and hard of hearing community. Consultations with the deaf and hard of hearing community*** *must begin no later than four months from the date of this decision. The videos are also to be created with closed captioning. Bell Canada, Eastlink, Freedom Mobile, RCCI, SaskTel, TCC, and Videotron are to support this initiative with the resources necessary to allow for the meaningful and active participation of the Deaf and hard of hearing community.*

383. The Commission encourages the CWTA to be an active participant and provide support as appropriate. The videos are to be made available on each company's website, as well as made available to any organization requesting them, free of charge, no later than six months from the date of this decision. The Commission will also promote the videos and provide links on its website.

17. In the case of the Internet Code, CAD-ASC et al have determined that the same issues apply here but we needed to measure the level of understanding and us the list of terms from the Internet Code glossary of terms (Appendix 2) if there were other terms that needed clarification with the existing videos from CWTA's video series.

18. CAD-ASC et al. is coming into the Internet Code proceeding from the experience with the Wireless Code proceeding, and undertook a survey to see if the same issues resonate with the proposed Internet Code for the enhancement of consumer awareness for understanding the Internet Code for safeguarding the consumer rights and responsibilities, as cited in the *Telecommunications Act as: 7(a) to facilitate the orderly development throughout Canada of a telecommunications system that serves to safeguard, enrich and strengthen the social and economic fabric of Canada and its regions.* This proposes to once again direct regulatory policy to produce ASL and LSQ videos of the following topics: 1) The Internet Code; and 2) Common Internet Contract Terminologies.

19. In the same policy of Telecom Regulatory 2017-200, the section about *Awareness of the Code* is especially important for our consumer accessibility group**.**

Awareness of the Code

417. The Commission invited detailed comments on whether any additional measures should be taken to enhance consumer awareness or understanding of the Code.

418. The Wireless Code currently requires WSPs to promote it in various ways, including by training their staff on the Code and including a prominent link to the Code and the consumer checklist on their websites.

420. Some parties proposed that WSPs do the following to promote the Code to consumers: use text messaging (the Coalition); use automated messages in their interactive voice response (IVR) systems (call centres) [the Coalition]; provide a leaflet of the simplified Code and how to contact the CCTS (the CCC); and/or prominently display the most pertinent parts of the Code in their stores (Community Legal Aid).

Commission's analysis and determinations

422. Consumer awareness of their rights and responsibilities under the Code, and their right to complain to the CCTS, is critical to ensuring the Code's ongoing effectiveness.

423. The Commission considers that more needs to be done to promote consumer awareness of the Code and the rights of consumers, including their *right to complain to the CCTS when they are unable to resolve a complaint with their WSP.*

424. The Commission continues to consider that because consumers' dealings with wireless services occur through WSPs, consumers need access to knowledgeable staff or resources to ensure that they obtain the information they need. The Commission finds it appropriate to maintain its requirements on how WSPs must promote the Code since these target WSPs' interactions with customers through their customer service representatives, websites, or bills. The Commission also considers that visual displays of consumers' rights under the Code in WSPs' stores, based on the consumer checklist in Appendix 2 of this decision, would benefit customers who choose to sign up for services in-store without imposing an undue burden on WSPs.

425. The Commission considers that WSPs must inform customers of their right to complain to the CCTS at the second level of escalation of their complaint with the WSP.

20. In the case of the Internet Code, CAD-ASC et al has determined that the same issues apply here in the Internet Code, and just as we testified in the *CRTC TNC 2018-246* process, there must be digital means of displaying the ASL and LSQ videos by the Internet companies available at the point of sale in the ISP company stores. Where English and French is displayed of the Internet Code, there must be a digital, in tablet or tv monitor display of the information available in ASL and LSQ for Deaf, Deaf-Blind, and Hard of hearing customers as well as options for large print, or braille copies of the Internet Code for Deaf-Blind and other persons with disabilities. More of this can be read in the next section on *Misleading Sales Practises* section below.

2. Misleading Sale Practices:

21. Misleading sales practices were brought up with concerns from DDBHH Canadians in a previous proceeding *CRTC TNC 2018-246*: *Report regarding the retail sales practices of Canada's large telecommunications carriers* where CAD-ASC et al. described the experience where DDBHH customers who walk into the retail stores and experience scenarios where full information is not provided. There are no tablets that show the ASL and LSQ videos of the Wireless Code at the retail front desk, while the point of sale computer has the Wireless Code information in print format beside the terminal in English and French available, there is no equivalent information in the alternative format of ASL and LSQ as prescribed by the Wireless Code (2017-200).

22. In that proceeding, including the public hearing, telecommunication companies generally testified in agreement that it was do-able to set up tablets or digital versions to display the information in ASL and LSQ.

23. Once again, with the Internet Code, CAD-ASC et al needs to reiterate that it is critical to ensure that ASL and LSQ videos are displayed on the retail store front desk as well too for the upcoming Internet Code because this will safeguard these rights and responsibilities as DDBHH customers to see the Internet Code in the ASL and ASL videos like other Canadians who will seen the print copy of the Internet Code as well too.

24. In addition, CAD-ASC et al. are concerned that DDBHH customers are being displayed paper contracts by sale agents without having seen the internet terminology videos in ASL and LSQ because DDBHH customers do not fully understand what they are signing up for before as they sign contracts without seeing the ASL and LSQ internet terminology videos, which could translate to misleading sale practices. For this reason, CAD-ASC et al. recommends that ASL and LSQ video for internet terminologies must be displayed at the designated customer service areas so that DDBHH customers have a right to watch ASL and LSQ videos before making a purchase.

B. The Survey

1. Rationale

25. CAD-ASC et al undertook the survey to create findings of empirical, quantitative and qualitative evidence to determine that there are internet sale practices or accessibility issues facing DDBHH Canadians. Committee members were experiencing lack of understanding about data management and bill shock, and it is only fairly recently that the common wireless contract terminology ASL and LSQ videos were released. Yet, these videos are not being shown in-store so the potential improvement and enhancement of understanding and awareness of the Code and terminology has not been fully realized. While alternative format was partially resolved in the Wireless Code, by making selected options with alternative formats available for the Deaf-Blind and Blind, the issue of this accommodation appears to be not fully resolved. The survey set out to measure the level of awareness of these alternative format options as well as whether they were appropriately accommodating the accessibility group of people with challenges with their vision. CAD-ASC et al conducts these surveys to show it is not just Committee members that have these experiences but also customers from the greater Deaf community of Canada.

26. CAD-ASC et al 's survey attempted to answer proceeding questions posed in TNC 2018-422, and the survey was adapted with DDBHH ASL/LSQ users in mind. It focused on the bill shock, data management, terminology understanding and awareness, tools, challenges and barriers with cancelling and changing to new Internet Service Provider companies. CAD-ASC et al wanted to measure internet service provisions trends to demonstrate that there needs to be greater awareness of rights and responsibilities of the internet service customers and the internet service providers.

27. The survey focused on the consumer experience with contact with the internet service provider, cancelling, or changing internet service providers, if they were experiencing barriers with these requests as well as their level of understanding of contracts and billing, data management, and knowledge and awareness of alternative formats being available. Finally we find ways to see if people still wish for greater access to understanding and clarity of the Code in two ways: 1) ASL and LSQ versions of common internet terminologies using an initial list of terms gleaned from Appendix 1 of the drafted Internet Code and a list of words that CAD-ASC et al felt missing gaps from the Wireless Code video series and 2) educational workshops in ASL and LSQ.

2. Methodology

28. CAD-ASC et al conducted its online quadrilingual (English/ASL and French/LSQ) survey for Canadian DDBHH by using SurveyMonkey (www.surveymonkey.com), which is the web-based tool to collect data from Canadian respondents. Please see Appendix E for a detailed timeline. The survey questions were developed with TNC 2018-422 proceeding objectives:

29. CRTC's proceeding TNC 2018-422 questions, in **item 43** of the proceeding outline, lists all of the relevant topics addressing the proceeding issues:

- the need for an Internet Code;
- the contents of the Internet Code;
- the application of the Internet Code;
- the implementation of the Internet Code;
- the administration and enforcement of the Internet Code;
- the promotion of the Internet Code to consumers and service providers; and
- the review of the Internet Code, including how its effectiveness in meeting its objectives should be measured.

30. Therefore our survey questions were developed accordingly to the above topics for Deaf, Deaf-Blind and Hard of hearing.

31. Accordingly, the survey focused on the following categories areas of the proceeding:

1. Demographics: Self-definition/Identity and Residential Information.
2. Internet Service Providers (ISP) Companies
3. ISP Contracts
4. Bill Shock and Data Management
5. Service Bundles
6. Changing Companies
7. Complaint Steps
8. Accessibility

32. To accommodate current trends, options to skip questions were offered. If they did not cancel their internet contract, respondents had the option to skip the response warranting a description of the issues, and the same went for changing the ISP companies. Likewise, if they did not use sign language, they could skip the question about the ASL and LSQ terminology.

33. All parties in their interventions must provide rationale and all evidence on which they rely to support their positions (**item 43 TNC 2018-422**). CAD-ASC et al joint intervenor group's line of questioning was developed to see if others in the Canadian DDBHH community had the same experiences as that of Committee members with understanding the internet service rights and responsibilities. This survey would help develop evidence to rely on to support the joint group's position.

34. There were two designs of the survey created, in each of the languages (English/ASL and French/LSQ) keeping in mind the unique and varying Deaf-Blind visual needs. One link was High Contrast, meaning that it included a black background with high contrast coloured text. And for those who had specialized screen readers, they could choose the regular survey link. Furthermore, it was mentioned that people could request a MS Word survey for those who preferred to fill out the survey on a document by printing it out and scanning to return to survey@deafwireless.ca, rather than enter responses through the Survey Monkey.

35. Furthermore, there were two uniquely identified links created for each survey, one that would help measure and tabulate how many responses were coming through social media, in comparison to whether the success of respondents was best through e-mail. The results were as follows:

i. **English/ASL Regular Survey:**
   a. Social Media link - 58 respondents
   b. E-mail link - 43 respondents
ii. **English/ASL High Contrast Survey:**
   a. Social Media link - 6
   b. E-mail link - 8
iii. **French/LSQ Regular Survey:**
   a. Social Media link - 7 respondents
   b. E-mail link - 8 respondents
iv. **French/LSQ High Contrast Survey:**
   a. Social Media link - 0
   b. E-mail link - 5

36. The survey was distributed both via social media through Facebook and Twitter, through all of our organizations' Pages and groups, and national Facebook groups and Pages through a uniquely identified link for each survey. The survey was distributed to over 300 e-mail subscribers via Mailchimp including accessible email designs, for example, the email body of emails were in high contrast for the high contrast survey links so Deaf-Blind could read the e-mail message just as well as the survey itself. The e-mails had an uniquely identified web link for the survey so we could measure which method of survey they preferred.

37. After the survey was closed, the team then extracted the data into MS Excel formats and made it clear and easy to read for analysis before it was transferred to this report.

V. Overall Survey Results

A. Overall Survey Analysis

38.CAD-ASC et al does its survey work to confirm that what members experience is not limited to our Committee members by providing evidence it is an overall common experience of Deaf, Deaf-Blind and Hard of hearing Canadians.

39. This section shows highlighted charts and respondent profiles and the team analyzed from the numerical data gleaned from the survey participants. Three are an analysis of demographics while the other eleven give an overall picture of the themes that became apparent, either confirms or denies our original expectations based on members lived experiences.

40. An overall total of 135 respondents participated in this survey, and the number of respondents for each of the questions vary based on the skip logic of the question. A portion of the respondents, a total of 27 respondents were identified as Deaf-Blind. There is a separate analysis of Deaf-Blind respondents, and on behalf of CNSDB, Deaf-Blind members analyzed these questions and provide their own perspective of the respondents input.

41. There are common barriers and challenges that have been identified from different respondents. It is reported that **61.9 % of the respondents** have faced barriers when accessing or finding information about their ISP contract and its services. The team's findings is the key reason to request that the CRTC must establish the mandatory of Internet Code to safeguard the rights and responsibilities of DDBHH customers.

42. Let's illustrate some examples related to different barriers faced by DDBHH individuals:

- *A respondent reported that due to communication barriers retail store staff did not understand a respondent's desires to obtain paper copies of their contracts. Communication barriers were unnecessarily compounded when the retail store staff claimed the respondent's request for information could not be fulfilled when the respondent was fully aware the request could easily be accommodated.*

- *A respondent reported different agents within the same company tried to persuade him / her not to cancel the contract but there was no consistency in their messages as to what the company had to offer. The agents were not even aware of what Deaf friendly services / pricing the company may offer to entice him / her to stay with the company.*

- *A respondent reported difficulty in cancelling his / her contract when dealing with aggressive agents who did not do so as requested.*

- *A respondent assumedly with a bundle package reported difficulty in cancelling his / her phone service – a service s/he doesn't even use.*

43. Additionally, there are several respondents who have indicated their barriers with the internet contract services:

- *A respondent reported that contracts were not accompanied with ASL / LSQ videos to enhance understanding of the contracts themselves.*

- *A respondent reported that contracts contained clauses specifically dealing with high speed internet were verbose and quoted different prices which added to the reader's confusion.*

44. As a result of the overall analysis, CAD-ASC et al. confirms its recommendation that the CRTC to include in a regulatory policy three mandated actions based on the fact that **82.2% of the respondents** indicated ASL and LSQ videos to be produced for internet terminologies, which is commonly found in the ISP contract and its service. Additionally an initial accessible video produced in both sign languages to focus on the Internet Code to ensure their rights and responsibilities as DDBHH customers are safeguard within the Code. As such, like it was done in the Wireless Code, Accessible videos for ASL and LSQ should be produced with the consultation of groups such as CAD-ASC et al.

45. CAD-ASC et al. aims to focus on accessible solutions. In past proceeding participation and other report recommendations we have repeatedly requested for such a Telecommunications Accessibility Fund (TAF) much like the Broadcasting Accessibility Fund (BAF) to provide funding for specific projects for Deaf, Deaf-Blind and Hard of hearing community members. CAD-ASC et al. looks to the success of the Canadian Administrator of Video Relay Services (**CAV, Inc.**), with their educational and outreach mandates, and we needed to find out if interactive educational opportunities with Questions and Answers was another possible solution, knowing the cultural tendencies and norms of our Deaf community. The survey result whereas **84.7% of respondents** felt they would benefit from educational ASL / LSQ workshops on Internet (and wireless) data management and to understand how and where to make complaints.

46. Additionally, **62.8%** respondents did not know where or how to file complaints about their internet services, and **73%** of respondents do not know what the CCTS is. Previous survey data shows that DDBHH Canadians still don't know or understand what the CCTS purpose is or how to make a complaint, with the numbers statistically higher in this proceeding as seen below:

2018-98	**2018-246**	**2018-422**
58%	58%	73%

47. Hence, our final mandated action we recommend the CRTC to undertake is to figure out how to support for a community education and outreach strategy with mandated funds to support CAD-ASC et al to do these workshops.

48. Additionally, there have been so many policy updates that many Deaf, Deaf-Blind and Hard of hearing are not aware of. CAD-ASC et al can list potential topics to provide in such educational opportunities to make the most of the time:

- Internet Code & Wireless Code - describe how to cancel or change contracts;
- Data Management;
- Complaints - describe steps for solving complaints and explain CCTS and its purpose;
- Accessibility Plans (describe what accessibility plans are currently available by which companies); and
- Text with 911 and RTT in 2020

49. These workshops will allow us to present in an accessible presentation with our own languages in ASL and LSQ because this will able to address any confusions that many DDBHH individuals are faced with. It is critical to ensure that DDBHH individuals receives the same information in ASL and LSQ like other Canadians who receives the information in written languages. CAD-ASC et al. would like to remind the Commission that has an obligation as the Government of Canada where it ratified the CRPD, whereas the Convention recognizes sign languages as equal to spoken languages.

B. Overall Survey Respondent Analysis

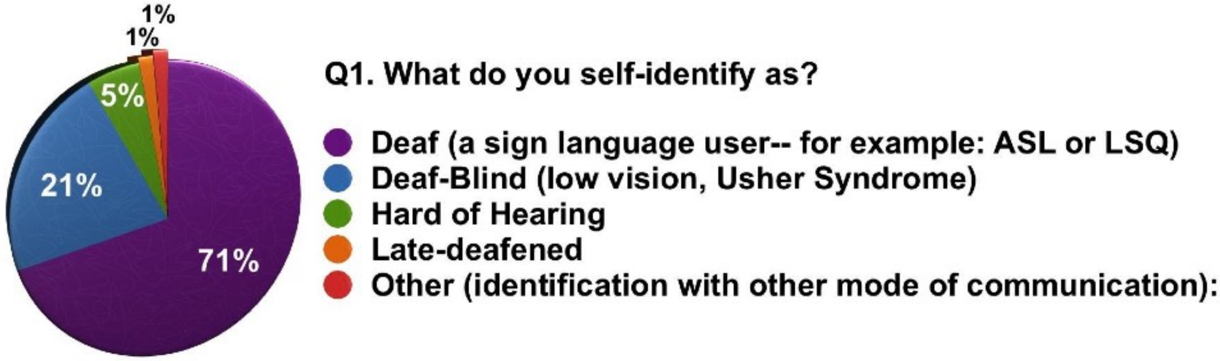
1. Demographics & Residential Information

50. The purpose of this section was to establish survey demographics, including the identification of respondents in terms of self-identification of communication preferences and other characteristics, and their residential locations.

51. The demographics of the survey respondents were 50.4% female and 48.1% male (Question 3). Only 1.5% of the respondents did not reveal their gender(s). The following self-identified groups were (Question 1):

- Deaf - 71.1%
- DeafBlind - 20.7%
- Hard of Hearing - 5.2%

Question 1 - What do you self-identify as?

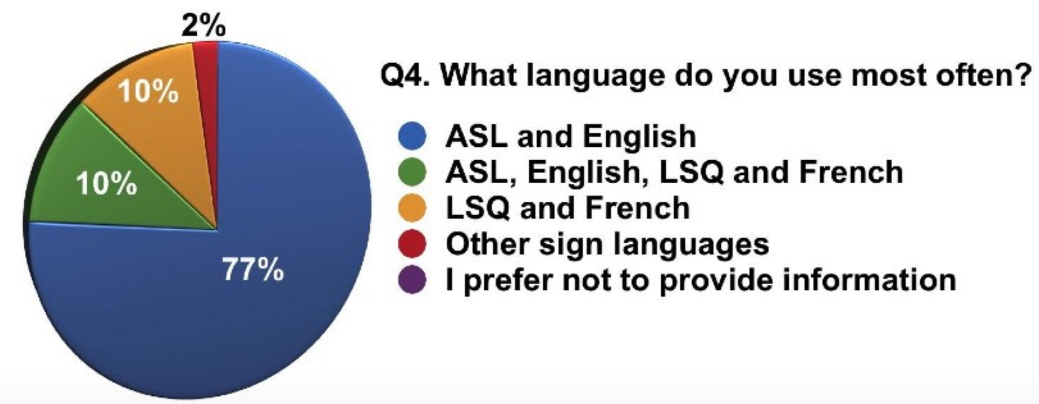


52. Out of 135 responses, the majority (71.1%) self-identifies as Deaf sign language users. 20.7% identified as Deaf-Blind. The remaining respondents self-identified as 5.2% Hard of Hearing, 1.5% Late-deafened and 1.5% “Other.” Overall, the majority of respondents identified as Deaf sign language users, using either ASL or LSQ, while the next major category of self-identification was Deaf-Blind respondents.

53. To see the full definition of each of the above identifications, please refer to Appendix C.

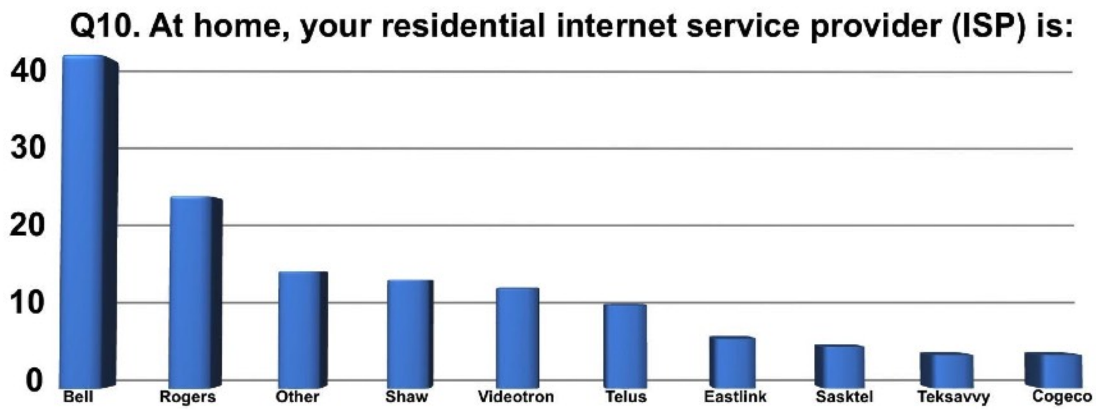
54. It is critical for readers to acknowledge the unique nature of the Deaf, Deaf-Blind and Hard of hearing Canadian Deaf community. In this country we have a vibrant Deaf community with four languages, with not only our national languages but their respective sign languages and our community effectively has a composition of bilingual individuals. With this knowledge, it came to no surprise that in the results of Question 4, the number of quadrilingual Deaf community members is growing, at 10%, at par with LSQ and French language users and the majority of those using ASL and English at 77% of respondents.

Question 4 - What language do you use most often?



55. For this survey, we had to ask preliminary leading questions for the survey as part of demographic and residential introduction, to show what the profile is of Deaf community members subscriptions to which Internet Service Provider company in Question 10. With the greatest population of Canadians in the central Eastern part of the country, it came to no surprise that Bell at 30.5%, would be the highest internet company of respondent customers, following by Rogers which is also well-established in the East, at 17.6%, with Shaw, 9.9% being the next major company which has a hold primarily in the Western provinces. Please see cross-analysis on Question 5 and 10 for a confirmation of this geographic trend in Appendix B. Graph is on the next page, p. 22.

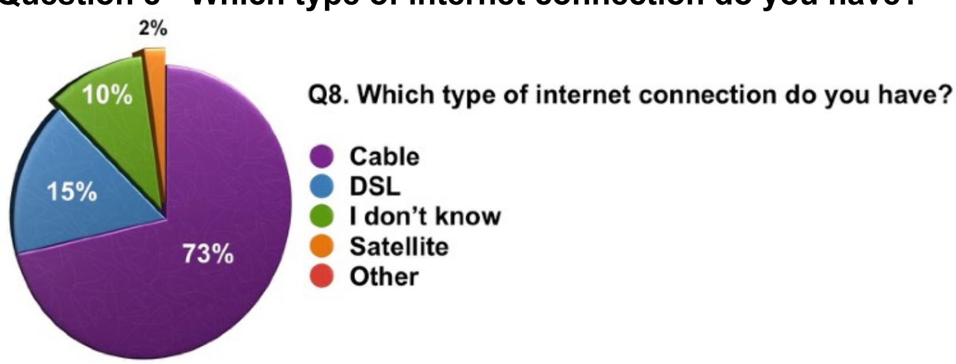
Question 10 - At home, your residential ISP company is:



2. Internet Connection

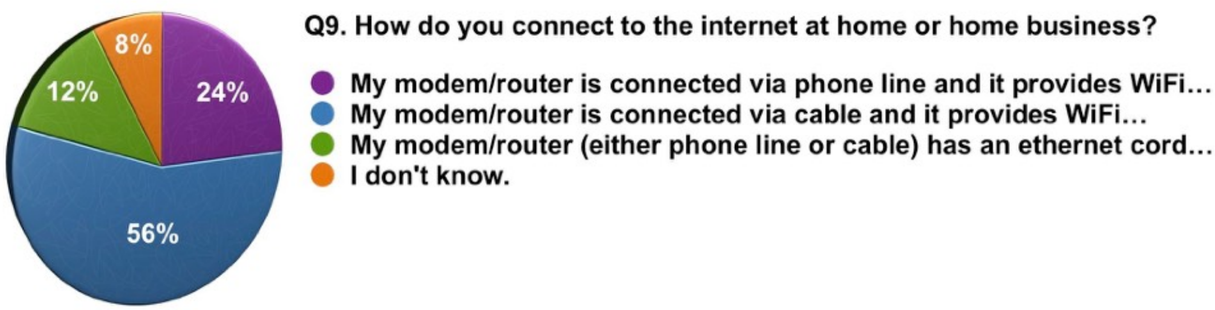
56. In order to test the awareness levels of technical understanding, we asked the types of internet connection respondents have in [Question 8](#) and [Question 9](#). The types of responses assisted us in coming to the conclusion and confirmation that Deaf community members need further videos and educational learning opportunities for enhanced understanding. 73% of respondents have a Cable connection, then a Digital Subscriber Line (DSL) at 15% and basically 10% just “don’t know.”

Question 8 - Which type of internet connection do you have?



57. The next query, [Question 9](#), was about the connection to internet while at home or while doing home business. The majority was where a bit more than half of respondents, at 56%, reported their modem/router being connected via cable, following by via phone line. Not as many, 12.2% use direct ethernet connections to their computers for internet, which shows, not surprisingly an increased trend toward mobile options for internet usage at home, with WiFi connections presumably instead with laptops, tablets and smartphones.

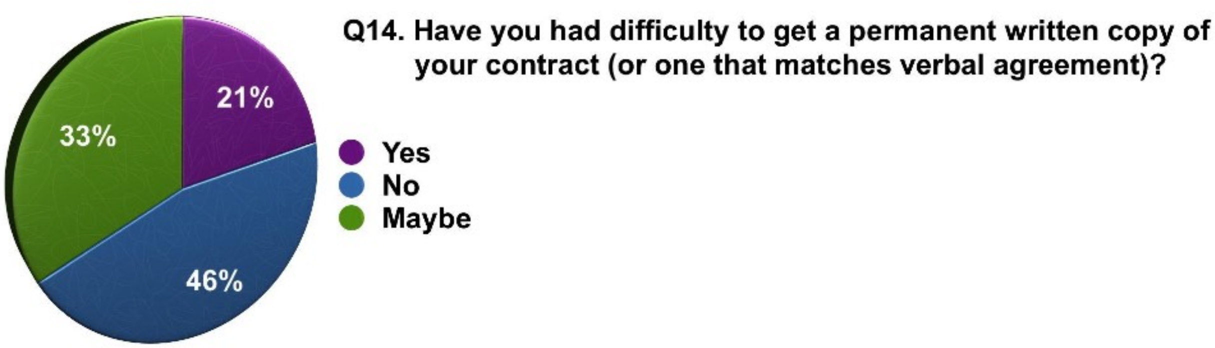
Question 9 - How do you connect to the internet at home or home business?



3. Challenges and Barriers

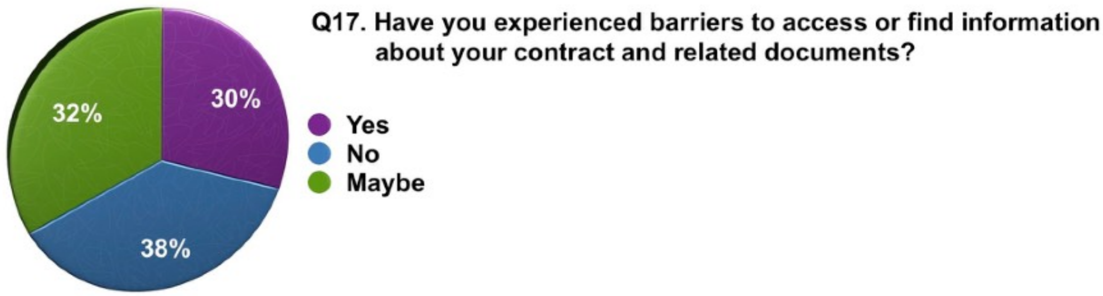
58. Survey respondents showed a prevalence of experience with barriers with their internet service, with challenges in getting a permanent written copy of their contracts. Slightly more than half (54%) reported they had problems getting written contracts (21.4%) or might have had problems (32.5% “Maybe”) getting such contract documents in responding to Question 14.

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



59. Additionally, in Question 17, more than half, at 62% have likely experienced barriers to access or find information about their contract and related documents with 30% saying a firm “Yes.” while 32% stated “Maybe.” The other 44.9% have said no they had not experienced said barriers to find information about their contract and related documents.

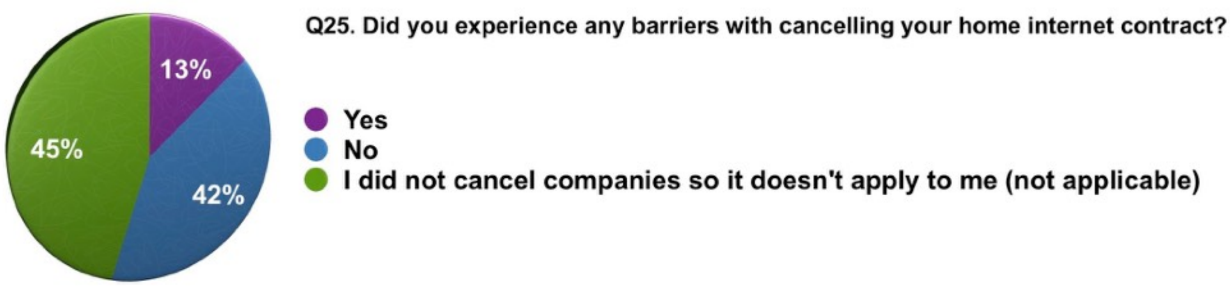
Question 17 - Have you experienced barriers to access or find information about your contract and related documents?



4. Barriers with Cancelling or Changing Internet contracts

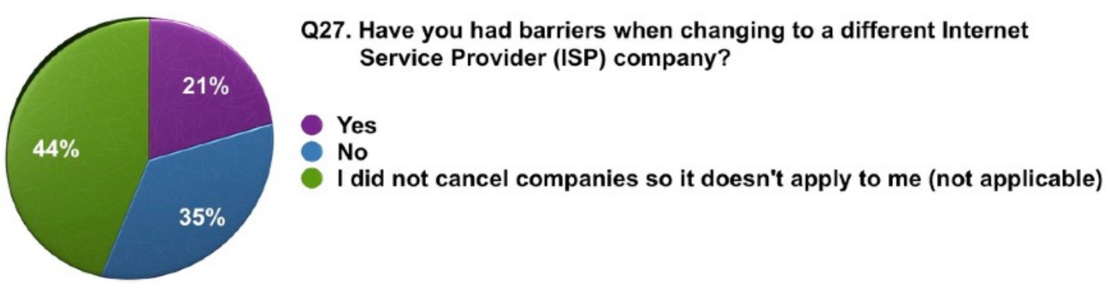
60. For Question 25, of the people who said they did cancel their internet services, 23.9% experienced barriers. The majority who answered that they did not cancel their services, did not experience barriers, and of those who did cancel responded that they did not experience such barriers, at 76.1%.

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



61. When it came to changing to a different Internet Service Provider, in Question 27, 38.2% of those who changed their companies experienced barriers in the process of changing providers, while 61.8% did not change their ISP and did not experience any barriers.

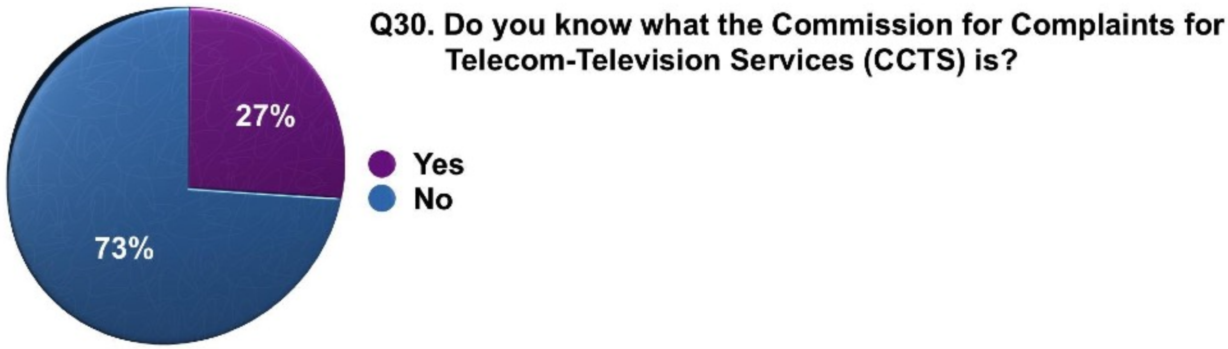
Q27. Have you had barriers when changing to a different Internet Service Provider (ISP) company?



5. Complaints

62. It is really important that Canadians understand how and where to make complaints for their television or telecom services. CAD-ASC et al found that a great percentage, nearly three quarters of our survey respondents of Canadians who are Deaf, Deaf-Blind or Hard of hearing, at 73% do not know what the CCTS is, the one-stop place for getting billing resolutions, which is clear in the chart made for Question 30.

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

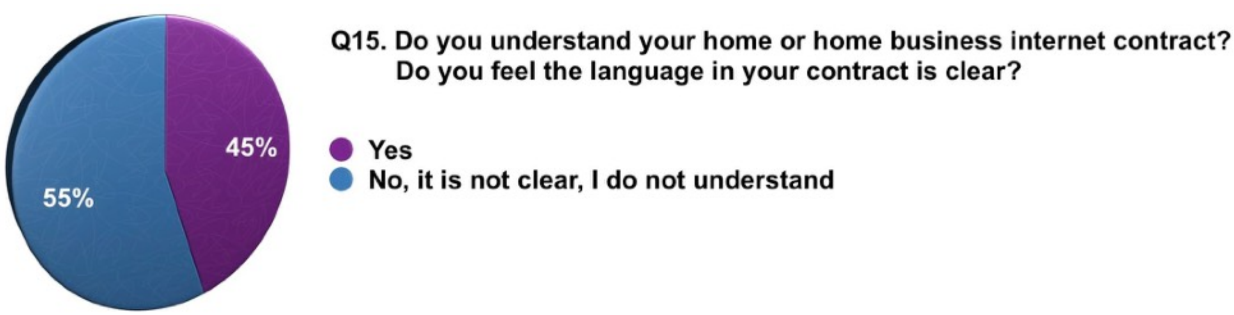


6. Clarity and Understanding

63. Continuing to measure on the level of understanding and whether or not there is clarity for understanding contracts and therefore their rights and responsibilities with their internet service contracts, survey participants were asked if they understood certain aspects.

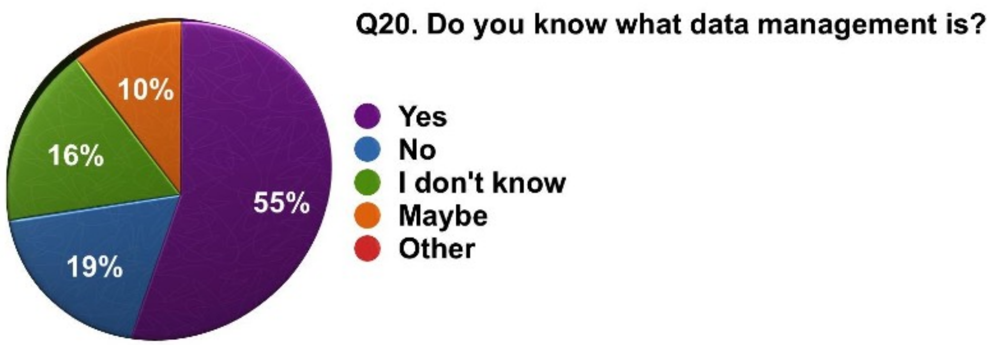
64. In Question 15, a majority of respondents either did not understand their ISP contracts, at 55.1%, or felt that it was not clear which prevented them from understanding the contracts, at 44.9%.

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



65. Certain aspects of the proceeding asked questions about data management, and bill shock, so CAD-ASC et al took to delving into the data management aspect of internet services to find the core issues. While 45% did not answer yes when asked about their knowledge of data management, responding with “No”, “I don’t know”, or “Maybe.” The rest, at 55% knew what data management was. With Question 20, it is clear that there is still a fairly high percentage of people that do not fully understand what data management is.

Question 20 - Do you know what data management is?



7. Information for Understanding and Education

66. Coming off from the Wireless Code, and seeing similar topics in the Internet Code proceeding, CAD-ASC et al, noted the list of terminology in the proceeding and included them in a list to ask respondents to choose from for ASL and LSQ videos of these terms. Additionally, based on trends we see from Community, and knowing that there are ASL and LSQ videos available from the Wireless Code, CAD-ASC et al added additional terms to the list of terminology to choose from, if given the choice for ASL and LSQ versions in Question 33.

Q33. 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?

67. **82.2%** of respondents indicated they could and would benefit from ASL / LSQ videos explaining terms commonly found in ISP contracts. Of a total of 246 responses to this question, 39.4% indicated a preference to have all such terms explained in both ASL and LSQ.

68. Of those who decided to do a “pick and choose” of terms, **23.6%** of the responses wanted to understand further in ASL and LSQ these terms: Unlimited services; CIS - Critical Information Summary; CCTS; CRTC; Ethernet; Fair Use or Acceptable Policy; Indeterminate contracts; Right to cancel Internet services; Right to change Internet services; Trial periods; and WiFi.

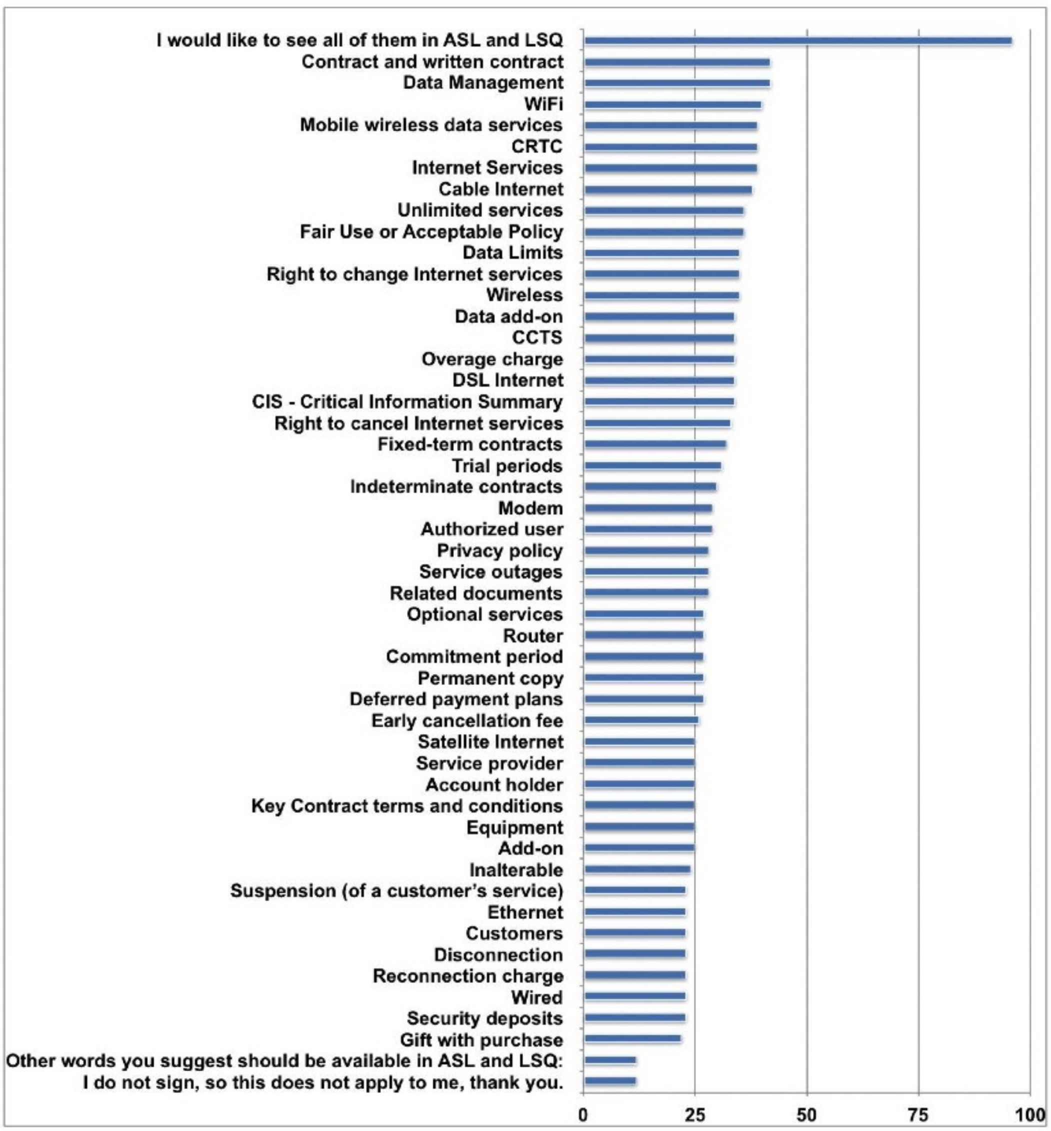
69. **19.1%** chose to have further understanding in ASL and LSQ of the following terms: Data Limits; Data Management; Deferred payment plans; Mobile wireless data services; Related documents; Cable Internet; Contract and written contract; Fixed-term

contracts; Inalterable; Key Contract terms and conditions; Modem Optional services; Reconnection charge; and Service outages.

70. **13.0%** chose the following terms for greater understanding authorized user, commitment period, data add-on, DSL internet, early cancellation fee, minimum monthly contracts, overage charge, permanent copy, privacy policy, router, satellite internet, service provider, wired, wireless, disconnection, internet services, security deposits, and suspension of a customer's service.

71. No one chose the individual following terms Account holder, Add-on, Customers, Equipment and Gift with purchase, but these terms would count in the "**all terms in ASL and LSQ.**"

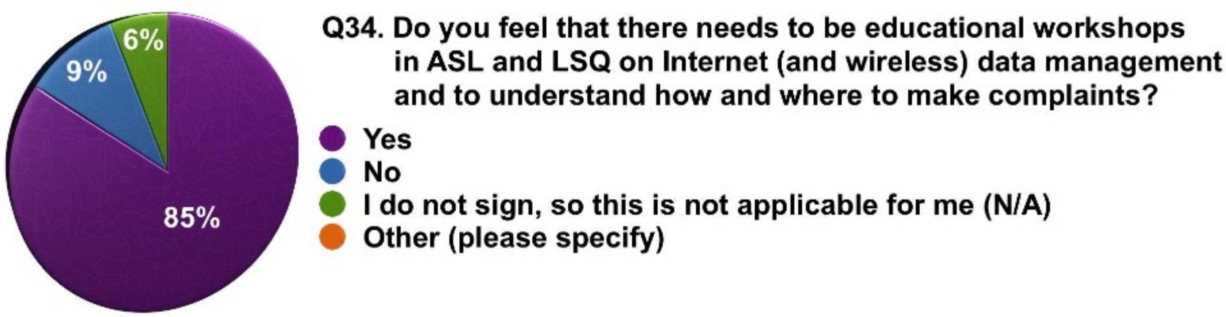
Q33. Some words and terms in contracts can be confusing or not clear. Would you like to have ASL and LSQ videos that would clearly explain words and terms like the ones below?



72. Finally, to find other ways to provide interactive educational opportunities to increase the understanding of the internet (and wireless codes), the rights and responsibilities of the companies and the customers and how and where to make complaints, CAD-ASC et al queried if workshops was another potential solution, in Question 34.

73. As a result, the majority of respondents, at **84.7%** confirmed that they would benefit from educational ASL and LSQ workshops on Internet (and wireless) data management and to understand how and where to make complaints. 5.9% would not benefit because they do not use sign language.

Q34. 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?



C. Highlights - Overall Survey Responses

74. The total number of respondents is 135, and the number of respondents for each of the questions may vary based on the skip logic of the question.The full analysis of these respondents input is available in Appendix A. The highlights summarizing the survey responses are:

1. Demographics:

- 71.1% self-identified as Deaf sign language users (ASL or LSQ), 20.7% self-identified as Deaf-Blind, 5.2% Hard of Hearing, and 3% are late deafened or other.
- The top four (4) provinces respondents originated from were Ontario (44%), Quebec (18.7%), British Columbia (16%), and Nova Scotia. (7.5%).
- 77% of the respondents identified the language they used was ASL and English, while 10.4% declared they are quadrilingual (ASL/English and LSQ/French) and the same percentage 10.4% responded that they use LSQ and French.

2. Residential Information

- 76.1% live in areas with 50,000 or more residents while 18.7% live in areas with 2,500 to 50,000 residents.
- 38.8% live in detached houses. 11.9% lived in apartments with at least 30 units.

3. Internet Services

- 58% of the respondents, more than half, are customers of three ISPs - Bell (30.5%), Rogers (17.6%) and Shaw (9.9%).
- 36.8% have been with the same ISP for more than ten years, 36% were with the same ISPs between one and four years.
- 72.5% of respondents use cable as opposed to DSL at 15.3%, and 9.9% did not know what internet connection they used.
- 55.7% reported their modem / router is connected via cable, while 24.4% reported the connection through a phone line.

4. Contracts for Internet Services

- 48.4% reported they had contracts with their ISPs while 26.6% did not have contracts.
- 36.1% had contracts for between one and four years and equally the same had contracts for more than ten years.
- 54% reported they had problems getting written copy of their ISP contract, 46% reported they did not have problems getting a copy of written contracts.
- 55.1% did not understand their ISP contracts, 44.9% felt the language in their contracts was not clear which prevented them from understanding the contracts.
- 61.9% reported they faced barriers when accessing or finding information about their ISP contracts and related documents.

5. Service Bundles

- 61.9% reported they faced barriers when accessing or finding information about their ISP contracts and related documents.
- 63.1% reported being confused or not sure about buying service bundles including internet services. Only 35.2% reported the information was clear.

6. Data Management

- 44.8% reported they experienced bill shock from exceeding the monthly data limit.
- 55.3% knew what data management was, while 44.7% did not answer yes to knowing what data management was.
- 48.8% do not know, or are not sure how to monitor data usage, while 47.2% know how to monitor data usage.
- 56.1% were not monitoring their data usage, while 42.3% respondents were.

7. Cancelling or changing services

- 23.9% of the respondents who cancelled their home internet contracts faced barriers.
- 38.2% of the respondents who changed their ISP companies faced barriers in changing to a new company.

8. Accessibility

- 65% did not know that they may receive their internet services contracts or bills in an alternative accessible format (ex: large font size, plain text, braille or email).
- 12.8% experienced barriers in obtaining their internet service contract or bills in alternative formats.
- 82.2% indicated they could and would benefit from ASL / LSQ videos explaining terms commonly found in ISP contracts.
- 84.7% of respondents felt they would benefit from educational ASL / LSQ workshops on internet (and wireless) data management and to understand how and where to make complaints.

9. Complaints

- 62.8% did not know (62.8%) where or how to file complaints about their internet services.
- 72.7% respondents were not aware of the Commission for Complaints for Telecom-Television Services (CCTS).

VI. Deaf-Blind and Low Vision Experience Respondents Analysis

A. Highlights - Deaf-Blind Survey Responses

75. The total number of Deaf-Blind respondents is 27, those who self-identified as Deaf-Blind or those who completed the Deaf-Blind survey links, and the number of respondents for each of the questions may vary based on the skip logic of the question. The full analysis of these respondents input is available in Appendix C .

1. Demographics

- **67%** of the 27 respondents self-identified as Deaf-Blind (low vision, Usher Syndrome, etc) while **33%** self-identified as Deaf sign language users (ASL or LSQ).
- **63%** Deaf-Blind respondents state they use ASL and English languages, and **26%** identify as using LSQ and French.
- **40.7%** of Deaf-Blind respondents originated from Quebec, **37.1%** of respondents originated from Ontario and 11% originated from British Columbia

2. Residential Information

- **81%** Deaf-Blind live in areas with 50,000 or more residents.
- **19%** Deaf-Blind lived in apartments with at least 30 units.

3. Internet Services

- **33%** of the Deaf-Blind respondents are Bell customers, Rogers (22.2%) and Shaw (7.4%).
- **46.1%** Deaf-Blind have been with the same ISP for more than ten years, 23.1% were with the same ISPs between one and four years.
- **70%** of Deaf-Blind respondents use cable as opposed to DSL at 7.4%, and 7.0% did not know what internet connection they used.

4. Challenges and Barriers

- **69.4%** of the respondents stated they had difficulty to get a permanent written copy of their contract (or one that matches the verbal agreement made) this includes the respondents who said ‘Maybe.”
- **50%** of the respondents who cancelled their home internet contracts likely or confirmed experiencing barriers.
- **61.9%** of the respondents who changed their ISP companies likely or confirmed facing barriers in changing to a new company.

5. Understanding of Billing or Contracts

- **69.4%** of Deaf-Blind do not understand or do not find their home internet contract clear.
- **61.5%** of Deaf-Blind experienced barriers to access or find information about their contract and related documents

6. Alternative Format and Education

- **65.3%** of Deaf-Blind did not know that you may receive their internet services contract or bill in an alternative accessible format, for example, large font size, plain text, braille or via email.
- **66.6%** of Deaf-Blind experienced barriers to getting their internet service contract or bill in alternative accessible format?
- **80%** of Deaf-Blind wish for an opportunity for educational workshops in ASL and LSQ on internet (and wireless) data management and to understand how and where to make complaints.
- **77%** indicated they could and would benefit from ASL / LSQ videos explaining terms commonly found in ISP contracts. For clarification: these with low vision and Usher's Syndrome can still see videos, which is why it is emphatically important to ensure that all videos are accessible to Deaf-Blind.

7. Complaints

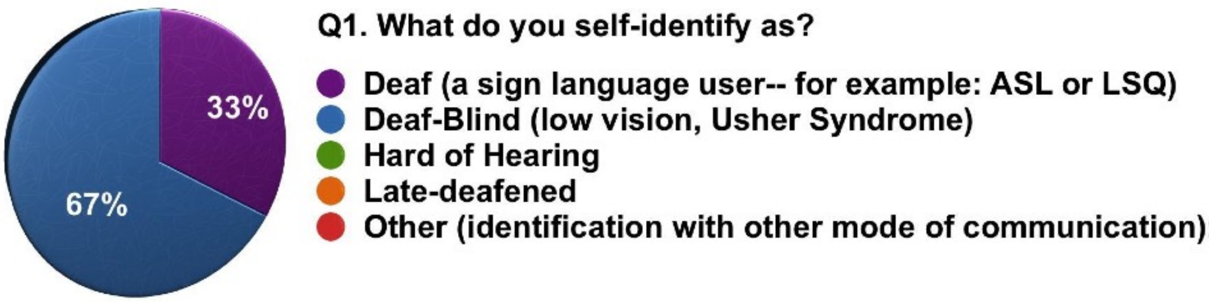
- **69.2%** of Deaf-Blind respondents did not know where or how to file complaints about their internet services.
- **76.9%** of Deaf-Blind respondents were not aware of the Commission for Complaints for Telecom-Television Services (CCTS).

B. Deaf-Blind Respondents Analysis

1. Deaf-Blind - Demographics & Residential Information

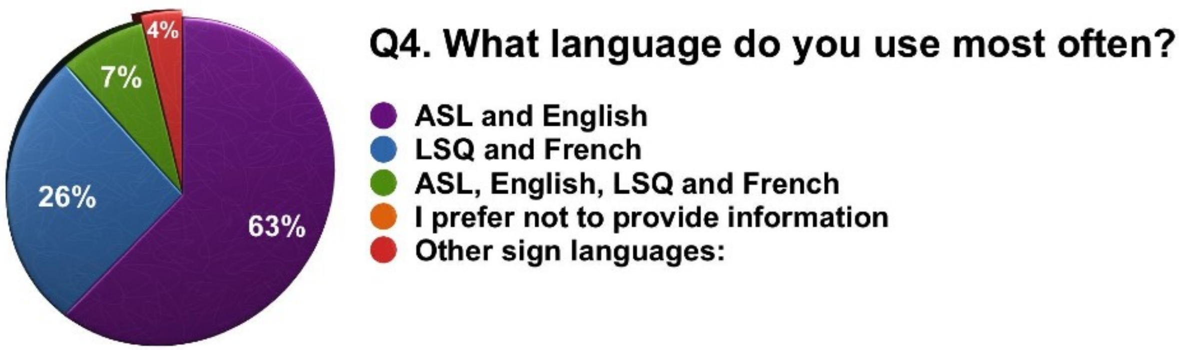
Question 1 - What do you self-identify as?

76. **Summary analysis:** 20 respondents out of the total 27 (**74%**) are 45 years or older. The other 7 respondents are 18 to 44 years old. 9 respondents from both groups identified themselves as ‘Deaf’ while the remaining 18 identified as ‘Deaf-Blind’. Further analysis revealed that the majority of those who identified as ‘Deaf-Blind’ are from the older group. This contributes to the fact that Deaf people with slowly deteriorating vision such as Usher’s Syndrome become a central issue in later stages of their adult lives. Very few young Deaf respondents declare themselves as ‘Deaf-Blind’ due to 2 possible factors: 1) Lack of education regarding deafblindness in wider society (public schools, social development and parents). 2) Lack of positive role models that encourage young people to embrace their Deaf-Blind identity. Furthermore, the ‘disability’ framework paints a lens that cripples one’s emotional growth into becoming confident, successful and healthy Deaf-Blind adults.



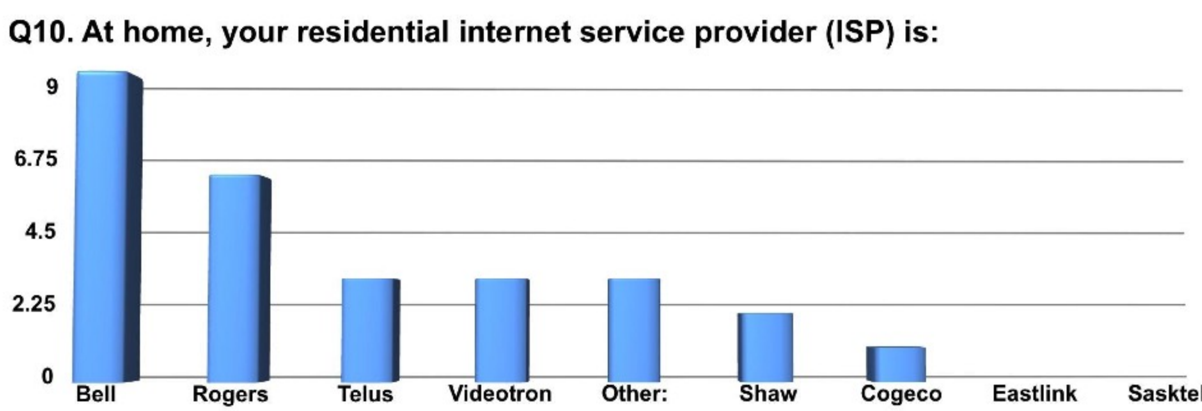
Question 4. What language do you use most often?

77. **Summary analysis:** The numbers shown are an accurate portrayal of Deaf-Blind Canadians since the majority population is in English and ASL (**62.9%**). Quebec is the only province in Canada that utilizes French and LSQ (26%). Respondents who knows all 4 languages are very rare as evidently shown (7.4%) so this is a good sample overall.



Question 10 - At home, your residential internet service provider (ISP)?

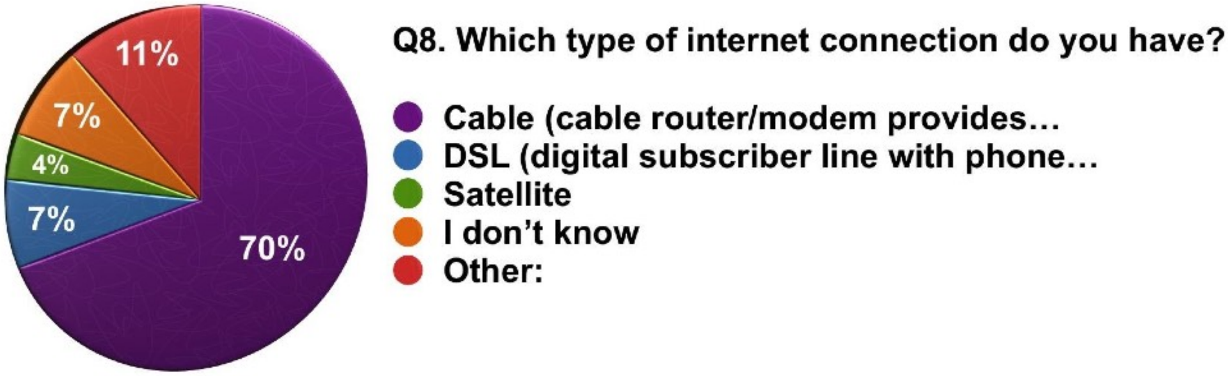
78. **Summary analysis:** Bell and Rogers are the typical internet service providers (ISPs) with cable television (55.6%). Videotron is in Quebec so those living in Quebec uses it (11.1%). Telus, Shaw and others are more well-known for mobile services.



2. Deaf-Blind - Internet Connection

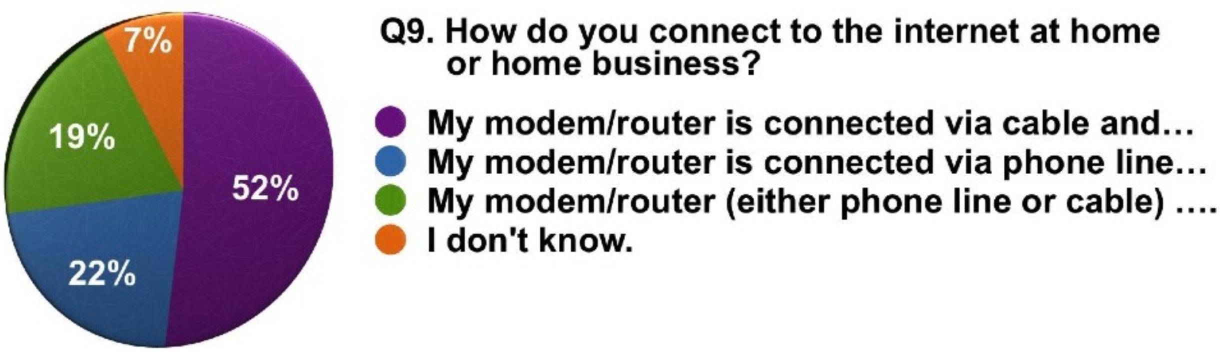
Question 8. Which type of internet connection do you have?

79. **Summary analysis:** Most common internet connection nowadays is fiber optics which is cable with router/modem (70.4%) so this is expected. Those who lives in rural uses DSL or phone line (7.4%).



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

80. **Summary analysis:** A total of 20 respondents (74%) connect to the internet via WiFi with laptop, tablet or smartphone. A router/modem is usually plugged in a corner of someone's home so it is inconvenient for many to be confined to a space unless they have a long ethernet cord. Only 5 respondents (18.6%) use desktop computer with ethernet cord.

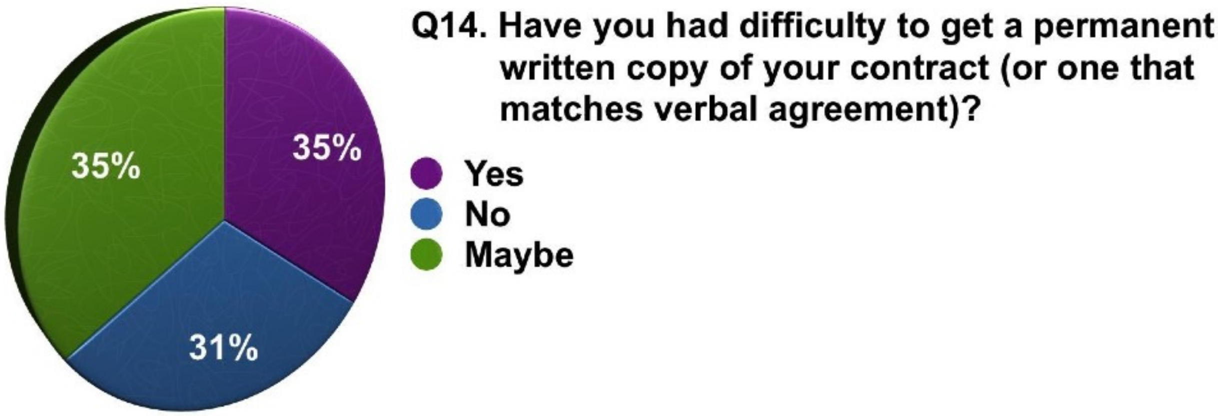


3. Deaf-Blind - Challenges and Barriers

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

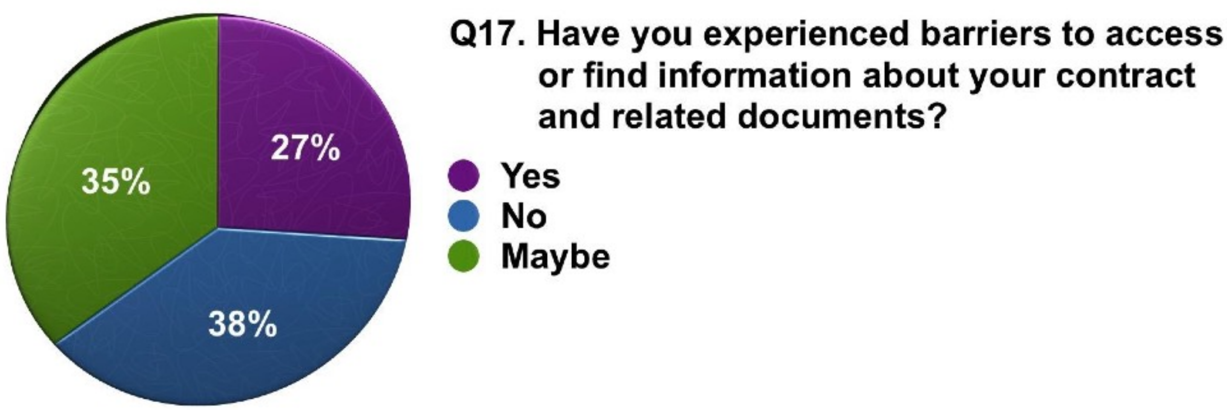
81. **Summary analysis:** A total of 18 respondents (69.4%) may or have difficulty in obtaining a permanent written copy of contract from their internet service provider (ISP). Some of them may have not asked for a copy at all. Also, Deaf-Blind can't read small fonts so they do not bother to ask for extra explanation on the details of their ISP contract. Respondents with weak English comprehension due to poor education growing

up (not their fault) have the most difficulty. Language deprivation is <u>very real</u> and it affects their daily life.



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

82. **Summary analysis**: A total of 16 respondents (61.5%) may or have experienced barriers in accessing or find information about contract with their internet service provider (ISP). Specifically, more than a quarter (26.9%) of the respondents have reported having difficulty accessing their contract. This is a significant number including the number of respondents that did not ask for it. If they HAVE asked for it, they might experience barriers which can result in higher percentage for 'Yes'.

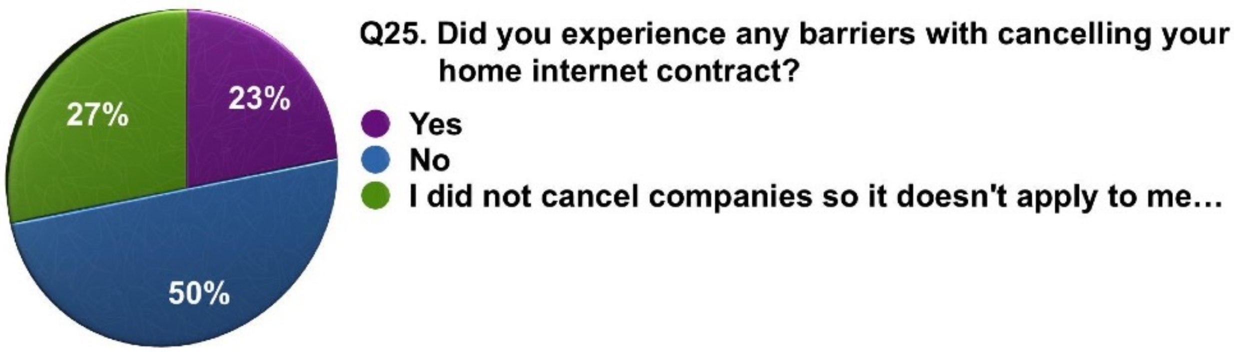


4. Deaf-Blind Barriers with Cancelling or Changing Internet contracts

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

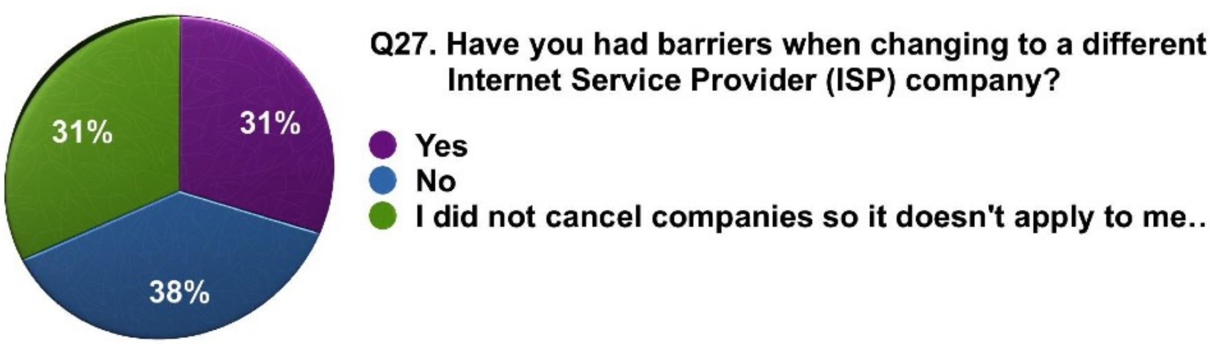
83. **Summary analysis:** Half of the respondents did not experience any barriers when they decide to cancel their home internet contract. 6 respondents (23.1%) have experienced barriers while the remaining 26.9% have not cancelled their internet provider. This concludes that <u>one-thirds</u> of 19 respondents that proceeded to cancel their

internet service provider (ISP) experienced barriers. The 7 respondents (26.9%) that did not cancel their contract do not want to deal with emotional distress of having to pay higher fee to change company.



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

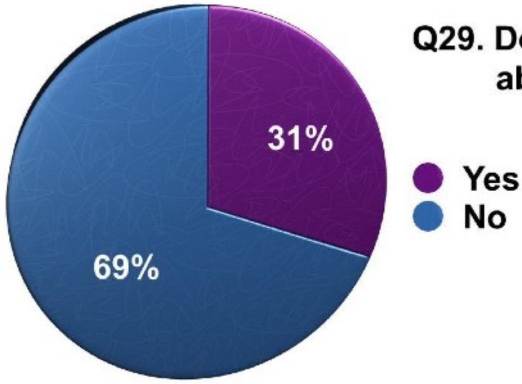
84. **Summary analysis:** A total of 8 respondents (30.7%) experienced barriers when trying to change to a different internet service provider (ISP) company whereas the other 69.3% did not change or remain with the same company. This was foreseen in summary analysis in Question 25 where one-thirds of respondents that proceeded to change ISP experienced barriers.



5. Deaf-Blind - Complaints

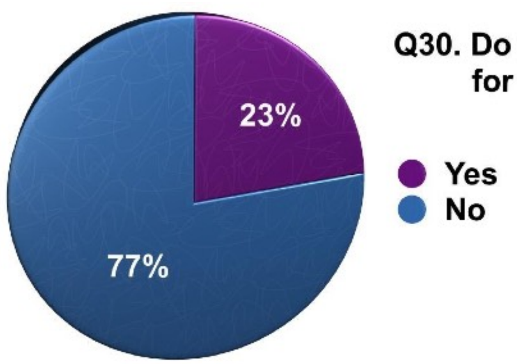
Question 29. Do you know how or where to file a complaint about your Internet Service?

85. **Summary analysis:** Almost 7 out of 10 respondents (69.2%) are not aware that they can file a complaint about their internet service. They do not know the proper channel and whether it will improve their situation. The vast majority of Deaf-Blind respondents need to be educated on their options in case they face a hiccup in customer service. Provide steps on what they can do.



Question 30. Do you know what the CCTS is?

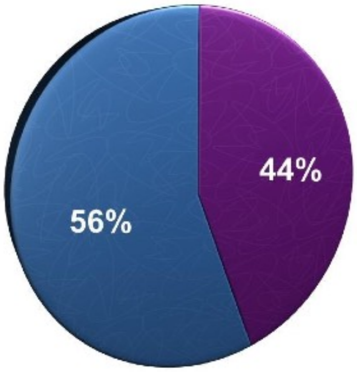
86. **Summary analysis** A whopping total of 20 respondents (76.9%) do NOT know what Commission for Complaints for Telecom-Television Services (CCTS) is. This screams for more awareness among Deaf and Deaf-Blind community. Again, the older group over 45 years of age from Question 2 have low confidence with expressing themselves in English or French where sign language is preferable, and they are out of loop with modern technology.



6. Deaf-Blind - Clarity and Understanding

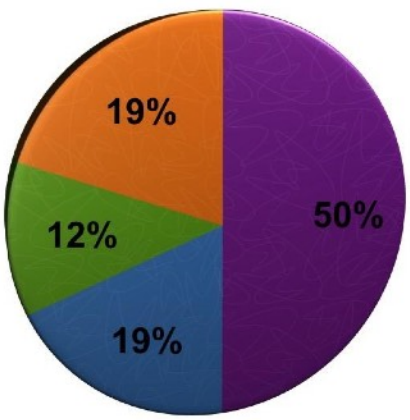
Question 15. Do you understand your home or home business Internet contract? Do you feel the language in your contract is clear?

87. **Summary analysis:** More than half of the respondents found that the information on their internet service provider (ISP) contract was not clear and/or that they do not understand it. This indicates a very significant need for information to be provided in ways that ensure it is clear and understandable. The information provided needs to be available in accessible format that is applicable to Deaf-Blind individuals, whether it be sign language in person, or videos formatted for low vision users, plain language in large print or electronic text or read out loud and explained.



Question 20. Do you know what data management is?

88. **Summary analysis:** Half of the respondents reported that they know what data management is while the other half are either no, maybe or unsure. This shows a lack of understanding in data management in their internet usage in 50% of survey respondents. Respondents who chose 'Maybe' or 'I don't know' indicates that they have a vague idea of what it is but are not confident due to lack of complete knowledge.

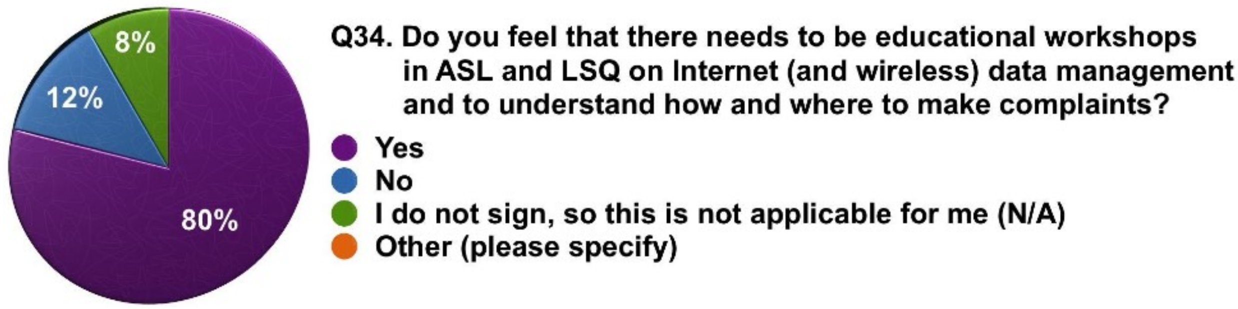


7. Deaf-Blind - Information for Understanding and Education

Question 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?

89. **Summary analysis:** The majority of respondents (80%) would like workshops in ASL and LSQ. Note, this information is important to ALL deaf-blind people regardless of whether they use sign language or not. There are many non signing deaf-blind who experience very similar or same issues who were not included in this process. There should be accessible workshops that meet a wide range of needs, possibly separate workshops geared to language and communication methods, for efficiency. Perhaps Deaf and Deaf-Blind agencies should be provided with funding so that they can do the training themselves since they know how to work with the members of their own communities. Furthermore, Deaf and Deaf-Blind people prefer the educational workshop, so they are able to ask questions to clarify, share their barriers, and how to improve

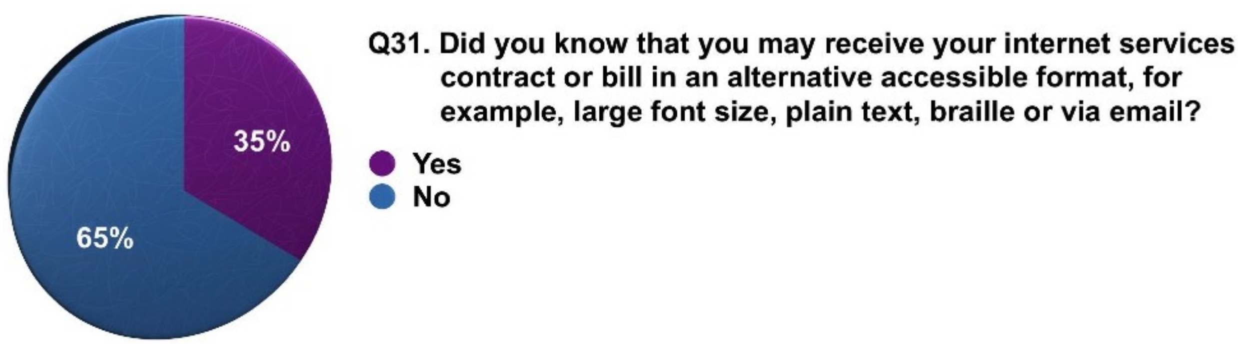
telecom policy by sending complaints to CCTS for example. This is strongly encouraged by all respondents that answered the Deaf-Blind format of the Internet Code survey.



8. Deaf-Blind - Accessible Formats

Question 31 - Did you know that 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?

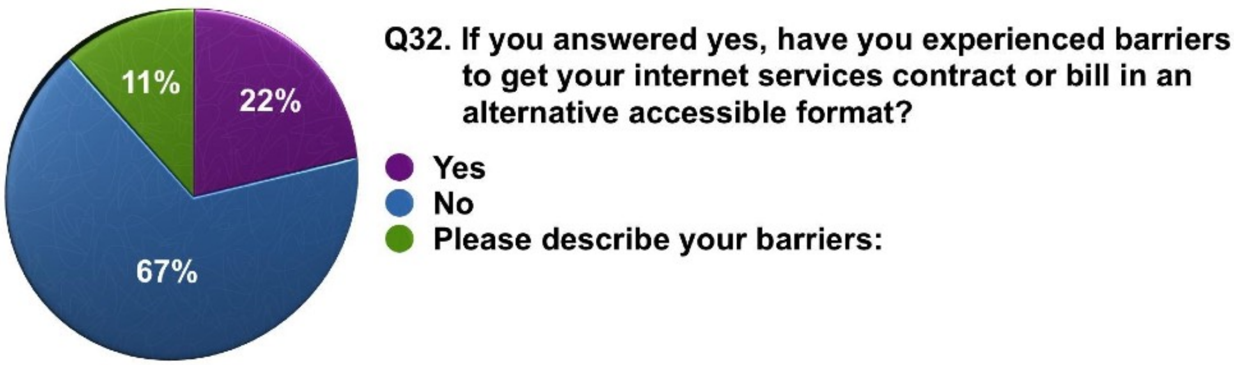
90. **Summary analysis:** A total of **65.3%** of respondents are not aware that their contract with internet providers are accessible in alternate formats. Just over ⅓ of the respondents know that they can get their contracts and bills provided in an accessible format. This means that almost ⅔ of them do not know that they have the right to request that information in their preferred accessible format. Very few people are benefitting from the availability of accessible documentation. This may attribute to the fact that staffs are untrained or give respondents the options to give a copy of contract in accessible formats or via email.



Question 32 - If you answered yes, have you experienced barriers to get your Internet services contractor bill in an alternative accessible format?

91. **Summary analysis**: 6 respondents who ARE aware of alternate formats didn't have a problem obtaining their contract according to their preference, however this only accounts out of the total 26 respondents (23%) that answered Question 31. The remaining 77% which is almost 8 out of 10 respondents either have an issue or unaware

of available accessible formats. Furthermore, a respondent encountered this with Rogers: "I contacted Rogers and encountered issues in terms of not being able to get my monthly bills in plain text - only in HTML. The person I talked to had no real understanding of accessible formats. Plus, Braille was only available in Grade 2 (contracted), not available in Grade 1 (Uncontracted) and I assume not available in UEB (new standard, Unified English Braille)".



C. Deaf-Blind and Low Vision Experience with Accessible Formats

Alternative Formats for Monthly Bills Accessibility Issues

Background - Braille

92. Braille is a tactile code using six dot cells to represent the letters of the alphabet, numbers, punctuation marks and short forms for words or parts of words.

93. Grade 1 (uncontracted) Braille provides the words letter for letter, the way it is in regular print. Grade 2 (contracted) Braille uses short forms or contractions to represent a number of commonly used words or parts of words, to save space.

94. Beginner or basic level Braille users may only know Grade 1 (uncontracted) Braille.

95. Using one of the Big Three companies as an example, on their website, they listed the alternative formats available as:

- Large font (16 pt)
- Grade 2 Braille
- Electronic: Get your screen reader-compatible bill emailed to you, or view it online and download it in PDF format at "website link"

96. However there are accessibility issues, one is with the type of Braille provided and that there is no plain text format available, as described below:

1. There is no option for Grade 1 (uncontracted) Braille. Unified English Braille (UEB) is also not included. Not everyone reads contracted Braille. Some Deaf-Blind users who are basic Braille readers might require uncontracted Grade 1 Braille.

2. The option of Grade 2 Braille serves as a challenge for the new Braille or unfamiliar Braille user, as it is for only the advanced Braille user familiar with the space-saving braille.

3. Beginner or basic level Braille users may only know Grade 1 (uncontracted) Braille, hence the value of making this option available.

97. CNSDB phone call inquiry findings:

1. The telecom was contacted and the agent indicated that they only had one format available for emailing electronic format of their monthly bills.

2. Electronic format available by email appears to be in HTML or Rich Text format, which includes formatted font types, sizes and colours, which cannot always be overridden to display in the user's preferred format. Plus, there are images that impact the ability to read the text.

   Many low vision Deaf-Blind users may require plain text without images for optimal reading, using their own font, colour and background colour settings. The font type, size and colour generally does not impact hearing blind users who use a screenreader to read the text out loud or Deaf-Blind users who use a Braille display.

3. PDF file format is the only option available for downloading the bill from the website. While properly formatted PDF files may be accessible to hearing blind screenreader users and may also be accessible to Deaf-Blind Braille display users, they are not be user friendly for low vision users. PDF files have the fonts, sizes and colours preset in the document and cannot easily be modified to meet the user's needs.

   This can be especially problematic for low vision Deaf-Blind users who don't use a Braille display and are unable to hear a screenreader due to deafness. It would be better to have a downloadable plain text only version available.

98. Hence, the telecoms are not allowing for more accessible options for the Blind or Deaf-Blind, and they need to be sensitive in working with the Blind and Deaf-Blind to make their contracts and bills available in other requested formats, such as Grade 1 Braille and plain text only file formats. This way both Grade 1 and Grade 2 braille options are available.

VII. Overall Recommendations

99. CAD-ASC et al. hereby makes the following overall recommendations:

1. CRTC mandates an Internet Code to safeguard the rights of Deaf, Deaf-Blind and Hard of hearing Canadians.

2. For Deaf, Deaf-Blind and Hard of Hearing Canadians, CRTC mandates in the new policy, a plain language version and two accessible ASL and LSQ video productions: 1) Internet Code and Your Rights 2) Common Internet contract terminologies, with special attention to data management, produced by a unified group such as the CWTA.

3. CCTS to be required and mandated to make ASL and LSQ videos about the elevation of these complaints and the process for filing complaints with the CCTS, with the direct consultation of members of CAD-ASC et al.

4. Mandated digital displays of the Internet Code in ASL and LSQ at the point of sale (POS) terminals at the ISP company stores. Where English and French is displayed of the Internet Code, there must be a digital display, in tablet or tv monitor display of the same information available in ASL and LSQ for Deaf, Deaf-Blind, and Hard of hearing customers as well as a note that it is available in large print, Grade 1 braille or text only format for Deaf-Blind and other persons of disabilities.

5. Community education and outreach efforts for the understanding of the Internet Code, to understand their rights, cancelling and changing contracts, data management, among other Codes and updated policy decisions in ASL and LSQ with mandated funds pooled in by telecoms and wireless companies, to support CAD-ASC et al to do these workshops, or some sort of a *Telecommunications Accessibility Fund (TAF)*.

6. CRTC mandates the establishment of a *Telecommunications Accessibility Fund* for groups such as CAD-ASC, CNSDB, DAANS and DWCC to apply for community education project funding, and for any other accessibility groups for any other related accessibility projects that need funding.

7. Additional accessible formats be made available for telecom contracts and monthly bills such as: <u>both</u> Grade 1 (uncontracted) Braille and Grade 2 (contracted) Braille, plain text formats, such as .txt format, or MS Word, with no images or graphics, for those who are Deaf-Blind or Blind.

VIII. Conclusion

100. CAD-ASC et al. continues to remind the Commission that it is critical to make sure that accessibility and human rights lens are considered as a forethought and not an afterthought through any kind of policy considerations in the decision-making process. This was explained so succinctly by FCC's former Chair, Tom Wheeler took an even greater effort to ensure that '***Accessibility is a forethought and not an afterthought.*'**. He was a brilliant man, he saved hundred of thousands, if not millions of dollars by considering accessibility first in decision-making for policy and regulatory processes. For inspiration, please take the time (13:17) to view Elaine Roy's TedX speech entitled 'When we design for disability, all benefit' to understand the importance of disability inclusivity in daily matters.

101. The survey indicates that there is a total of 135 Deaf, Deaf-Blind and Hard of Hearing [**DDBHH**] individuals participated in this Canada wide survey, which it is reported on the findings that there are accessibility issues to be problematic for at least **44% of the DDBHH respondents** for the Internet Code. The overall recommendations are presented to the Commission for policy considerations that it is critical to safeguard the rights of Deaf, Deaf-Blind and Hard of Hearing Canadians with accessible solutions, and services in areas of telecommunications sector, especially to the current proceeding on the Internet Code.

102. The most important goal is to ensure that Deaf, Deaf-Blind and Hard of Hearing Canadians are not left behind and to ensure there is functional equivalency in Internet Code by provisions of accessible services and its solutions. A continued strong consultation with CAD-ASC et al. is still absolutely required for our direct involvement to ensure that barriers are being removed to support and safeguard the rights of Deaf, Deaf-Blind and Hard of Hearing Canadians.

103. CAD-ASC et al. trusts that the survey report has accumulated sufficient evidence concerning its accessibility group to significantly and meaningfully contribute to the CRTC proceeding on TNC 2018-422: **Proceeding to establish a mandatory code for Internet services**.

104. CAD-ASC et al. would like to thank the Commission, internet service providers, and telecommunications service providers, for allowing us to submit our survey analysis report illustrating lived experiences as DDBHH customers for this proceeding by providing individual's perspectives on the Internet Code to come to the conclusion that such a Code must be mandated to be established.

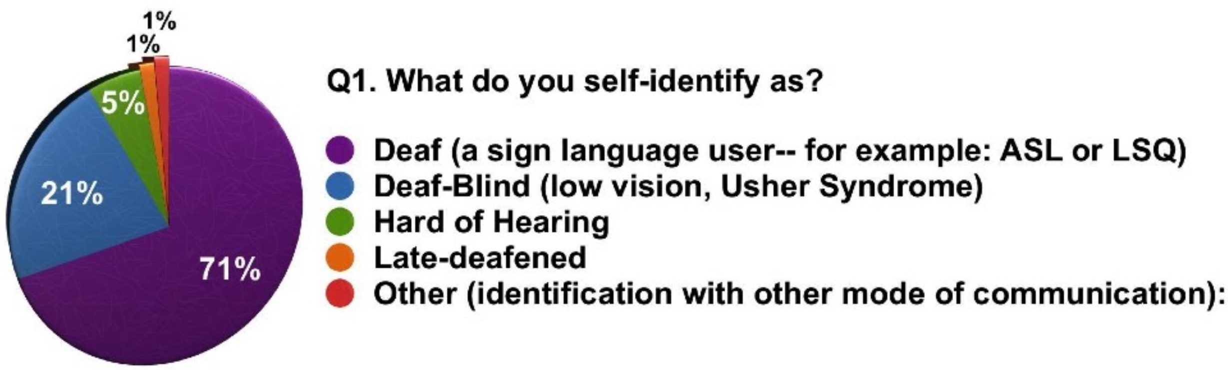
Appendix A:
Overall *Internet Code* Survey Results
Charts, Tables and Data Analysis

Appendix A: Survey Questions & Overall Results of Survey Data Demographics

SELF-DEFINITION/IDENTITY

Question 1 - What do you self-identify as?

Out of 135 responses, the majority (71.1%) self-identifies as Deaf sign language users. 20.7% identified as Deaf-Blind. The remaining respondents self-identified as 5.2% Hard of Hearing, 1.5% Late-deafened and 1.5% "other."



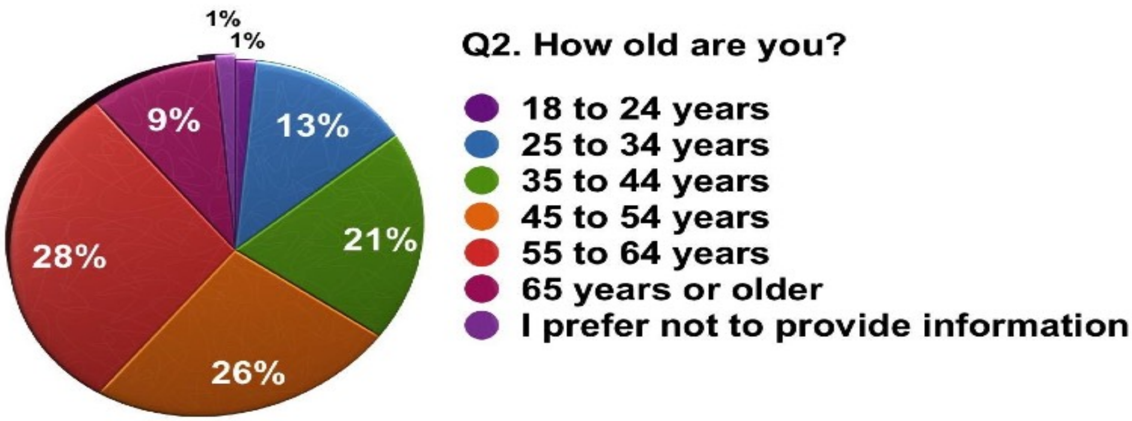
What do you self-identify as?	TOTAL (tallies)	TOTAL %
Deaf (a sign language user-- for example: ASL or LSQ)	96	71.1%
Deaf-Blind (low vision, Usher Syndrome)	28	20.7%
Hard of Hearing	7	5.2%
Late-deafened	2	1.5%
Other (identification with other mode of communication):	2	1.5%
THIS IS TOTAL # OF RESPONDENTS: ---->	135	100.0%

Q1. Text Responses for "Other (identification with other mode of communication):"

1. Deaf and hard of hearing
2. deaf and hard of hearing

Question 2 - How old are you?

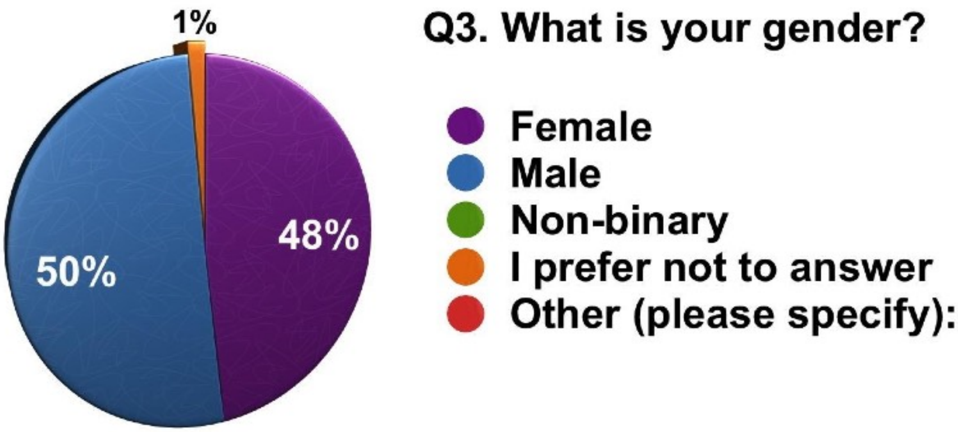
Out of 135 responses, the majority 88.2% reported being aged 25 – 64 inclusive. This majority comprises of 28.1% 55 – 64 year olds, 25.9% 45 – 55 year olds 20.7% 35- 44 year olds and 13.3% 25 – 34 year olds. Seniors (those aged 65 and up) and the youth (aged 18 – 24 years) comprised 8.9% and 1,5% respectively of the responses. Only 1.5% of the responses did not indicate any ages.



How old are you?	TOTAL (tallies)	TOTAL %
55 to 64 years	38	28.1%
45 to 54 years	35	25.9%
35 to 44 years	28	20.7%
25 to 34 years	18	13.3%
65 years or older	12	8.9%
18 to 24 years	2	1.5%
I prefer not to provide information	2	1.5%
THIS IS TOTAL # OF RESPONDENTS ---->	135	100.0%

Question 3 - What is your gender?

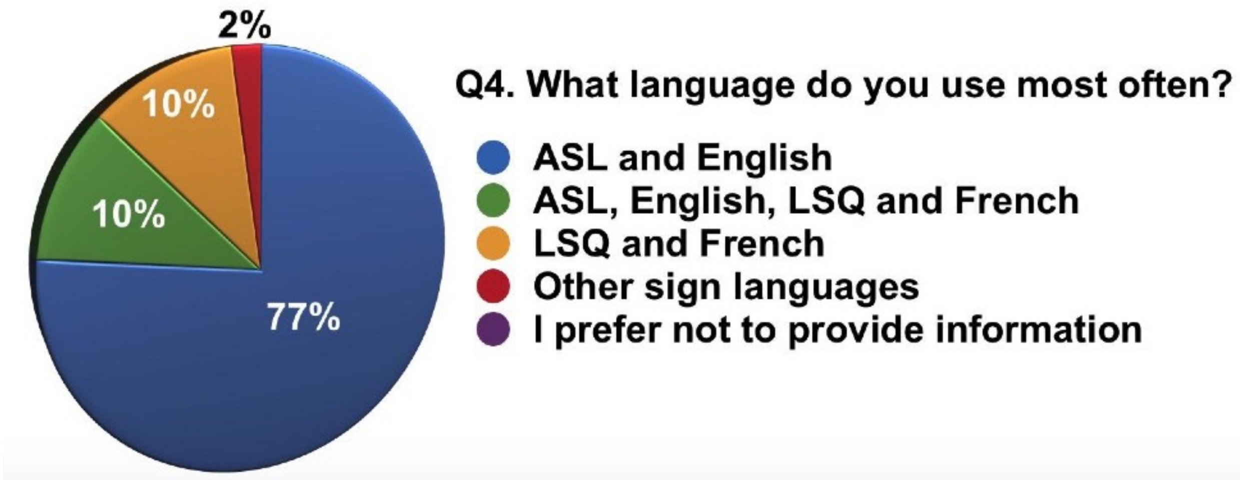
135 respondents were almost evenly distributed among the genders. To be more exact, the 50.4% and 48.1% of the respondents were male and female respectively. Only 1.5% of the respondents did not reveal their gender(s).



What is your gender?	TOTAL (tallies)	TOTAL %
Male	68	50.4%
Female	65	48.1%
I prefer not to answer	2	1.5%
Non-binary	0	0.0%
Other (please specify):	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	135	100.0%

Question 4 - What language do you use most often?

Of 135 responses, the majority (77%) reported they use ASL / English. There was an even distribution between those who use ASL / English and LSQ / French (four languages) and those who only use LSQ / French (two languages) at 10.4% each. A small minority (2.2%) primarily use sign languages other than ASL / LSQ.

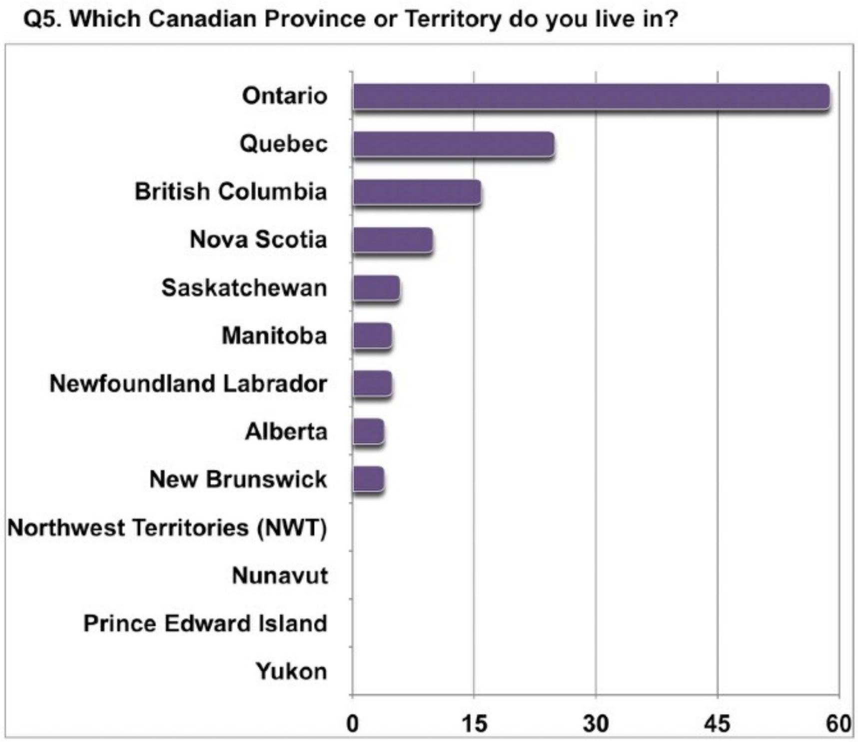


What language do you use most often?	TOTAL (tallies)	TOTAL %
ASL and English	104	77.0%
ASL, English, LSQ and French	14	10.4%
LSQ and French	14	10.4%
Other sign languages	3	2.2%
I prefer not to provide information	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	135	100.00%

Q4. Text Responses for "What language do you use most often?"

1. Other sign languages
2. English with SEE & BSL
3. MSL and ASL

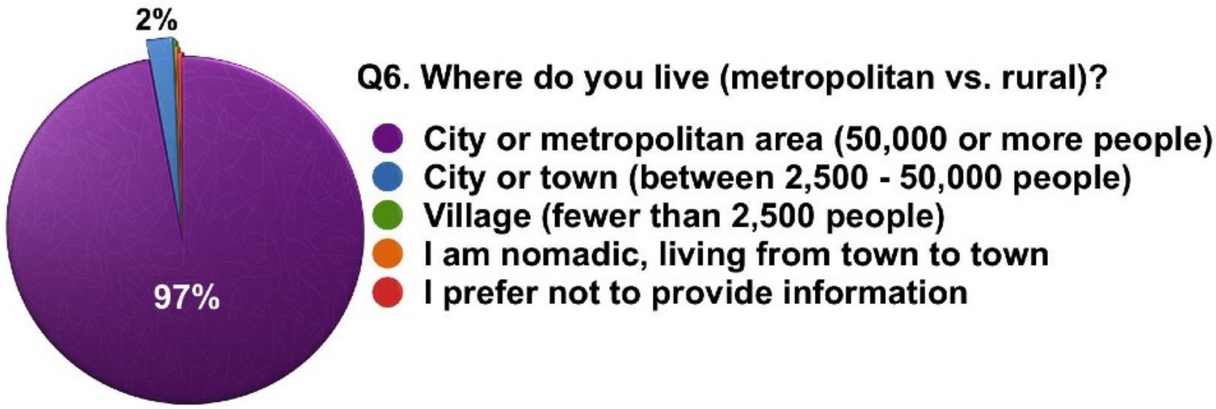
Question 5 - Which Canadian Province or Territory do you live in?
Of 134 responses, the majority (82.1%) hailed from Ontario (44%), Quebec (18.7%), British Columbia (16%) and Nova Scotia (7.5%). The remaining respondents resided in Saskatchewan, Manitoba, Newfoundland and Labrador, Alberta and New Brunswick at 4.5% 3.7%, 3.7% 3% and 3% respectively.



Which Canadian Province or Territory do you live in?	TOTAL (tallies)	TOTAL %
Ontario	59	44.0%
Quebec	25	18.7%
British Columbia	16	11.9%
Nova Scotia	10	7.5%
Saskatchewan	6	4.5%
Manitoba	5	3.7%
Newfoundland Labrador	5	3.7%
Alberta	4	3.0%
New Brunswick	4	3.0%
Northwest Territories (NWT)	0	0.0%
Nunavut	0	0.0%
Prince Edward Island	0	0.0%
Yukon	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	134	100.0%

Question 6 - Where do you live (Metropolitan vs. Rural)

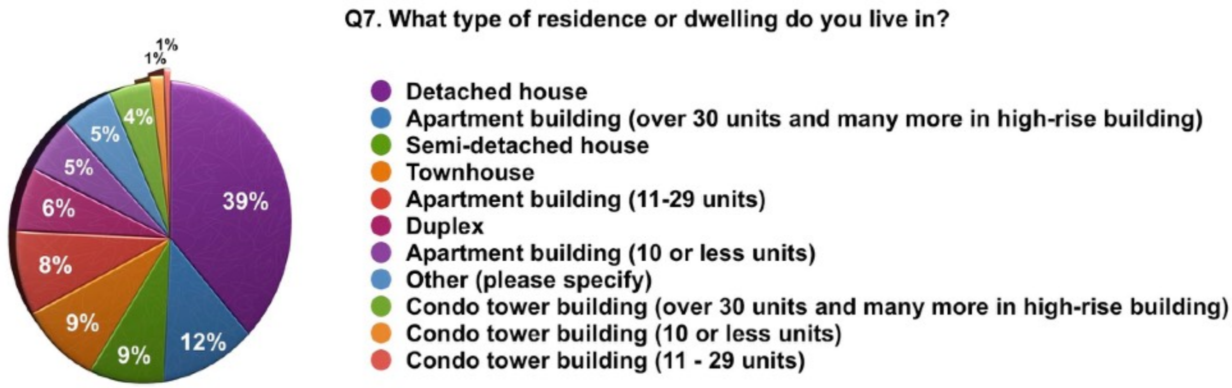
The majority of 134 respondents live in metropolitan areas with 2,500 or more residents. 76.1% live in areas with 50,000 or more residents while 18.7% live in areas with 2,500 to 50,000 residents. A small minority (2.2%) live in villages with fewer than 2,500 people or have nomadic lifestyles, moving from town to town.



Where do you live (metropolitan vs. rural)?	TOTAL (tallies)	TOTAL %
City or metropolitan area (50,000 or more people)	102	76.1%
City or town (between 2,500 - 50,000 people)	25	18.7%
I prefer not to provide information	4	3.0%
I am nomadic, living from town to town	2	1.5%
Village (fewer than 2,500 people)	1	0.7%
THIS IS TOTAL # OF RESPONDENTS ---->	134	100.0%

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

A significant number (38.8%) of 134 respondents live in detached houses. 11.9% , 9% 9% and 8.2% respectively lived in apartments with at least 30 units, semi-detached houses, townhouses and apartments with 11 - 29 units.. The rest lived in duplexes (6%), apartments up to and including 10 units (5.2%). 5.2% lived in other forms of housing not listed in the survey. The remaining 6.7% lived in condominiums with varying number of units.



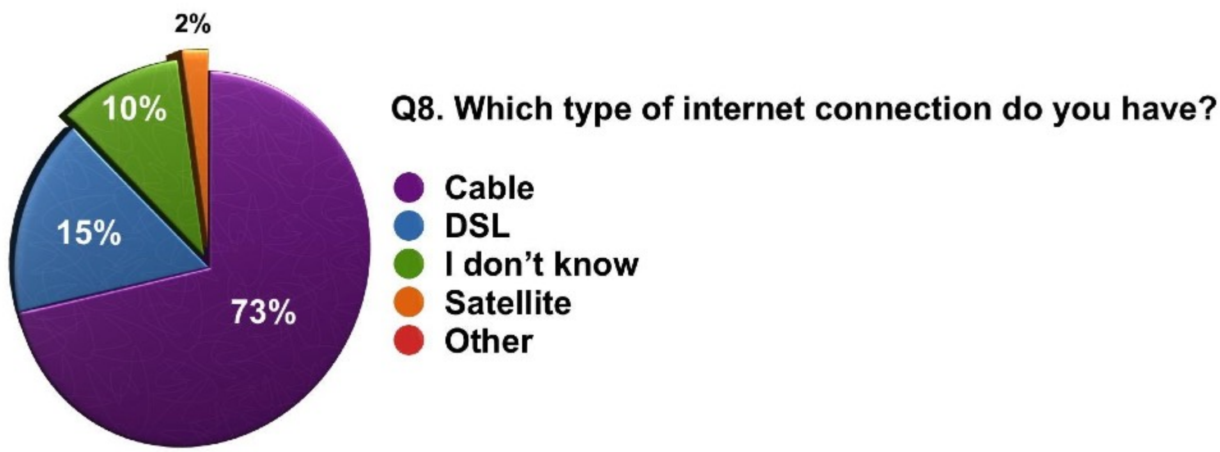
What type of residence or dwelling do you live in?	TOTAL (tallies)	TOTAL %
Detached house	52	38.8%
Apartment building (over 30 units and many more in high-rise building)	16	11.9%
Semi-detached house	12	9.0%
Townhouse	12	9.0%
Apartment building (11-29 units)	11	8.2%
Duplex	8	6.0%
Apartment building (10 or less units)	7	5.2%
Other (please specify)	7	5.2%
Condo tower building (over 30 units and many more in high-rise building)	6	4.5%
Condo tower building (10 or less units)	2	1.5%
Condo tower building (11 - 29 units)	1	0.7%
THIS IS TOTAL # OF RESPONDENTS ---->	134	100.0%

Q7. Text Responses for “Other (please specify)”

1. Suite (basement apt)
2. Rent basement house
3. Low rise condo
4. Basement apt
5. Ontario housing
6. House garage and up
7. Complexes

Question 8 - Which type of internet connection do you have?

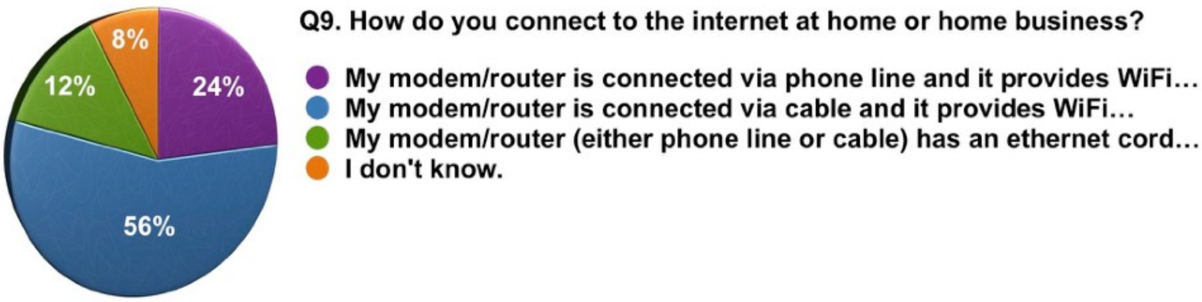
The majority (72.5%) of 131 respondents reported they used cable as opposed to DSL (15.3%). 2.3% used satellite and 9.9% did not know what internet connection they used.



Which type of internet connection do you have?	TOTAL (tallies)	TOTAL %
Cable (cable router/modem provides with an internet connection)	95	72.5%
DSL (digital subscriber line with phone line router/modem connects to the internet)	20	15.3%
I don't know	13	9.9%
Satellite	3	2.3%
Other	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	131	100.0%

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

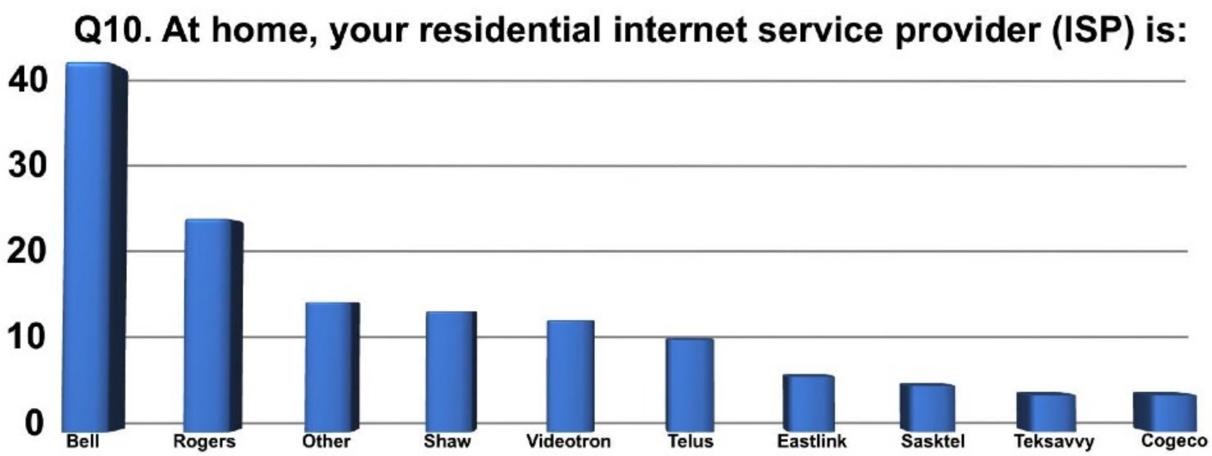
A bit more than half (55.7%) of 131 respondents reported their modem / router is connected via cable. 24.4% reported their modem / router is connected to a phone line. 12.2% used an Ethernet cord while 7.6% did not know how they connected to the home / home business internet.



How do you connect to the internet at home or home business?	TOTAL (tallies)	TOTAL %
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)	73	55.7%
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)	32	24.4%
My modem/router (either phone line or cable) has an ethernet cord that plugs direct to my desktop computer or laptop.	16	12.2%
I don't know.	10	7.6%
THIS IS TOTAL # OF RESPONDENTS ---->	131	100.0%

Question 10 - At home, your residential internet service provider (ISP) company is:

More than half (58%) of 131 respondents are customers of three ISPs - Bell (30.5%), Rogers (17.6%) and Shaw (9.9%). 9.2% and 7.6% of the respondents were customers of Videotron and Telus respectively. 11.5% of the respondents use services from Eastlink (4.6%), Sasktel (3.8%) and Cogeco (3.1%). Surprisingly, a significant minority (14.5%) reported they used other ISPs – namely Eastlink (4.6%), Sasktel (3.8%), Teksavvy (3.1%) and Cogeco (3.1%). The remaining 10.7% were customers of other ISPs not listed in this survey.



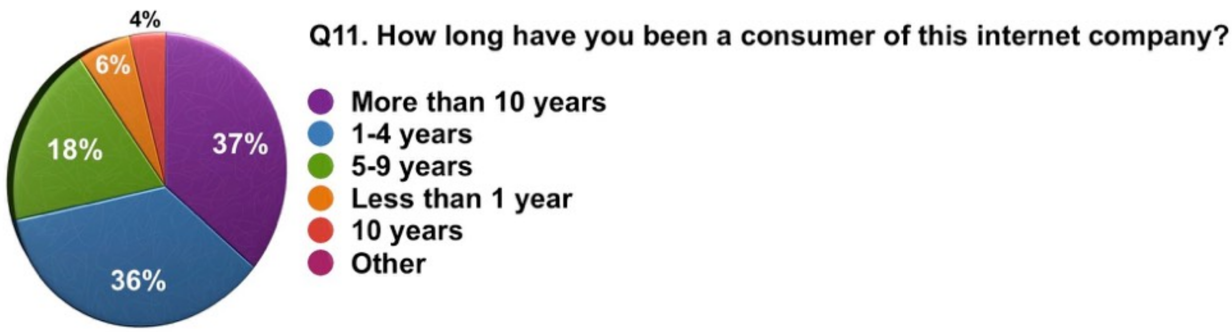
At home, your residential internet service provider (ISP) is	TOTAL (tallies)	TOTAL %
Bell	40	30.5%
Rogers	23	17.6%
Other	14	10.7%
Shaw	13	9.9%
Videotron	12	9.2%
Telus	10	7.6%
Eastlink	6	4.6%
Sasktel	5	3.8%
Teksavvy	4	3.1%
Cogeco	4	3.1%
THIS IS TOTAL # OF RESPONDENTS ---->	131	100.0%

Q10. Text Responses for "Other" (please specify):" internet connection

1. Not sure
2. City Wide
3. Securnet
4. Xplornet
5. Alanac
6. Worldline
7. Storm internet
8. Connect
9. Freedom
10. City wide
11. Ebox
12. Carry telecom
13. Virgin Mobile
14. E-box

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

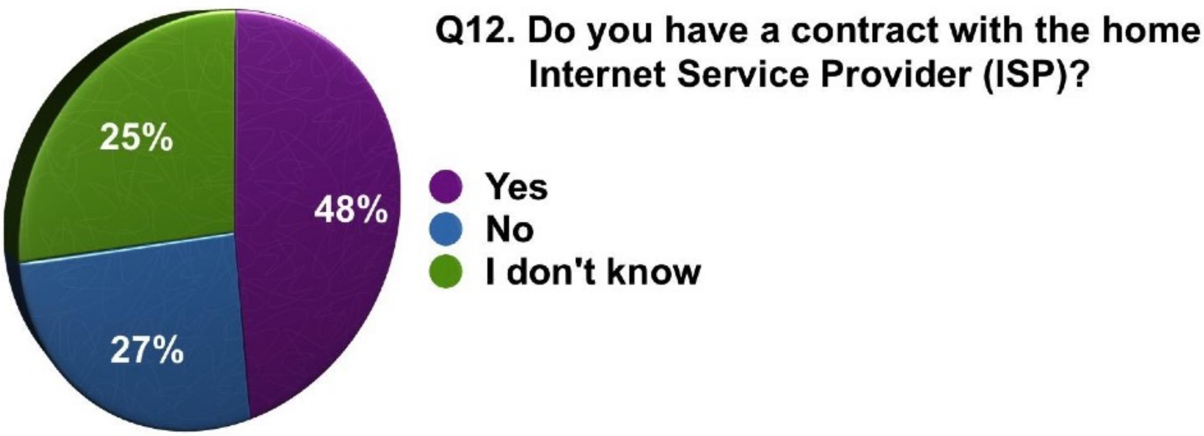
Almost the same proportion of 125 respondents was with their ISPs for more than ten years (36.8%) as those who had been with their ISPs between one and four years (36%). 17.6% had been with the same ISPs between five and nine years. A small minority had either been with the same ISP for less than a year (5.6%) or for ten years (4%).



How long have you been a consumer of this internet company?	TOTAL (tallies)	TOTAL %
More than 10 years	46	36.8%
1-4 years	45	36.0%
5-9 years	22	17.6%
Less than 1 year	7	5.6%
10 years	5	4.0%
Other	0	0%
THIS IS TOTAL # OF RESPONDENTS ---->	125	100%

Question 12 - Do you have a contract with the home Internet Service Provider (ISP)?

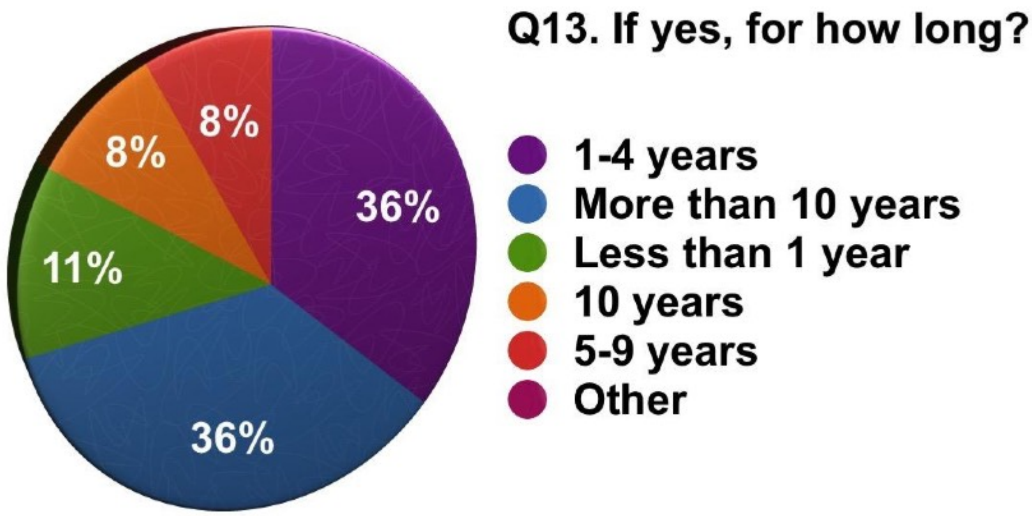
Slightly less than half (48.4%) of 128 respondents reported they had contracts with their ISPs while 26.6% reported they did not. Exactly a quarter (25%) of the respondents did not know if they had a contract or not.



Do you have a contract with the home Internet Service Provider (ISP)?	TOTAL (tallies)	TOTAL %
Yes	62	48.4%
No	34	26.6%
I don't know	32	25.0%
THIS IS TOTAL # OF RESPONDENTS ---->	128	100.0%

Question 13 - If yes, for how long?

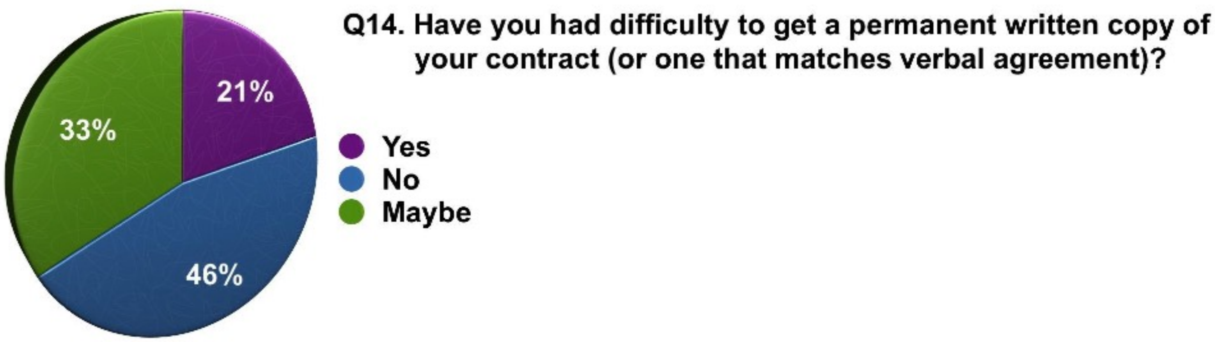
Of the 61 respondents who answered “Yes” to the previous question, equal numbers had contracts for between one and four years (36.1%) and contracts for more than ten years (36.1%). 11.5%, 8.2% and 8.2% had contracts for less than one year, for ten years, and for between five and nine years respectively.



If yes, for how long?	TOTAL (tallies)	TOTAL %
1-4 years	22	36.1%
More than 10 years	22	36.1%
Less than 1 year	7	11.5%
10 years	5	8.2%
5-9 years	5	8.2%
Other	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	61	100.0%

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

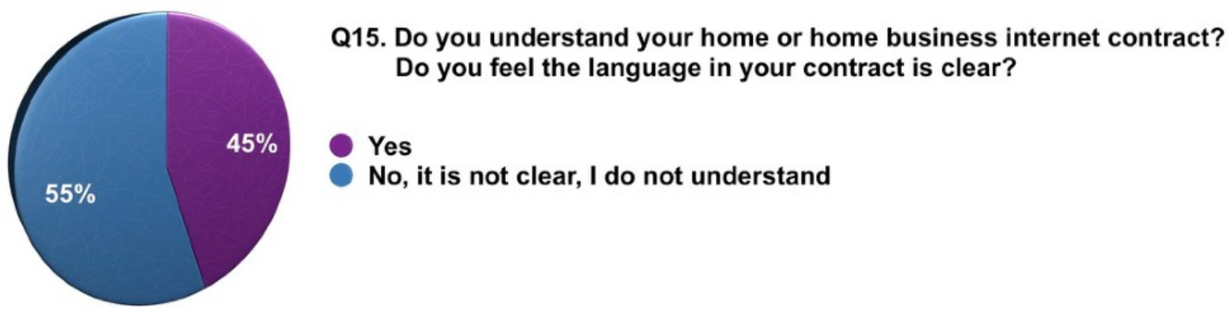
Almost half (46%) of 126 respondents reported they did not have problems getting a written copy of their ISP contract. Slightly more than half (54%) reported they had problems getting written contracts (21.4%) or might have had problems (32.5% “maybe”) getting such contract documents.



Have you had difficulty to get a permanent written copy of your contract (or one that matches verbal agreement)?	TOTAL (tallies)	TOTAL %
No	58	46.0%
Maybe	41	32.5%
Yes	27	21.4%
THIS IS TOTAL # OF RESPONDENTS ---->	126	100.0%

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

More than half of 69 respondents did not understand their ISP contacts (55.1%) while a statistically significant proportion at 44.9% felt the language in their contracts was not clear which prevented them from understanding the contracts.



Do you understand your home or home business internet contract? Do you feel the language in your contract is clear?	TOTAL (tallies)	TOTAL %
No, it is not clear, I do not understand	38	55.1%
Yes	31	44.9%
THIS IS TOTAL # OF RESPONDENTS ---->	69	100.0%

Q16 - 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:

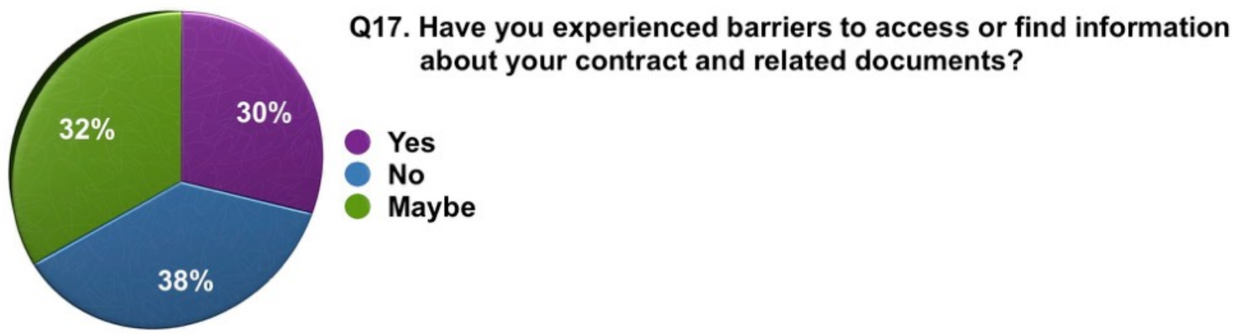
If not clear, please describe what is not clear. What specifically is not clear about your home or home business Internet contract? Please describe by typing in the TEXT box:	TOTAL (tallies)	TOTAL %
THIS IS TOTAL # OF RESPONDENTS ---->	51	

Respondents indicated:

- Nothing [in the contracts] was clear.
- Contracts were written in legalese, complex / advanced English, and / or with technical terms.
- Contracts were complicated and not written in simple English.
- Contracts were written in a way that a respondent was not sure of the limits & extra charges and was often surprised by extra charges.
- Contracts were not accompanied with ASL / LSQ videos to enhance understanding of the contracts themselves.
- Contracts contained clauses specifically dealing with high speed internet were verbose and quoted different prices which added to the reader’s confusion.
- Contracts repeatedly used similar sentences which actually had different meanings - adding to the respondent's confusion.
- Contracts are long and "drawn out."
- The reading level required to understand the English / French used in the contracts is an issue (especially when ASL / LSQ are languages in their own right distinct from English / French).
- The contract terms were not clear leaving the respondent unsure what the cancellation fees and data overage fees were or what happens if the s/he moves.
- Communication at the retail store was not clear.
- The advertised discount was not clearly / explicitly indicated in the contract or bills and there was no documentation indicating how long the discount was good for.
- One ISP provided a respondent with internet access without ever giving him / her a contract.
- Contact was made with respondent by robocalls which obviously didn't work with DDBHH consumers.
- Contracts were not provided in PDF format.
- One respondent suggested contracts should use sentences with simple and short vocabularies. Contracts should also have points and examples to enhance comprehension / understanding of the contracts.
- Contracts did not properly explain “other fees and hidden fees” were.
- A respondent indicated s/he needed an interpreter to better understand the contract s/he was given.

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

Twice as many of the 126 respondents reported they faced barriers (30.2%) or “maybe” faced barriers (31.7%) as those (38.1%) who did not face barriers when accessing or finding information about their ISP contracts and related documents.



Have you experienced barriers to access or find information about your contract and related documents?	TOTAL (tallies)	TOTAL %
No	48	38.1%
Maybe	40	31.7%
Yes	38	30.2%
THIS IS TOTAL # OF RESPONDENTS ---->	126	100.0%

Question 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.

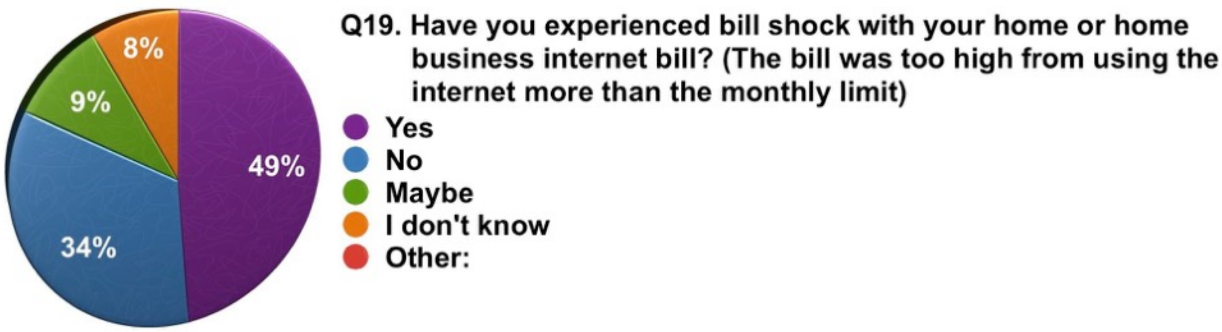
If yes, please describe the barriers you experienced. What specifically is the barrier(s) that make it difficult for you to access or find information about your contract and related documents? Please describe by typing in the TEXT box	TOTAL (tallies)	TOTAL %
THIS IS TOTAL # OF RESPONDENTS ---->	32	

The 32 respondents who replied "Yes" to the previous question" described the barriers they faced when accessing or finding information about their ISP and related documents as follows:

- A respondent reported difficulties in obtaining a paper copy of his / her ISP contract.
- Due to communication barriers retail store staff did not understand a respondent's desires to obtain paper copies of their contracts. Communication barriers were unnecessarily compounded when the retail store staff claimed the respondent's request for information could not be fulfilled when the respondent was fully aware the request could easily be accommodated.
- The contracts themselves were not translated to ASL / LSQ and videotaped for future reference.
- An ISP agent refused to communicate with a respondent through VRS CAV SRV or through a text based relay service due to the ISP's policy of not accepting third party calls.
- A respondent was able to obtain a paper copy of his/ her contract but is disappointed that s/he cannot download the same contract on his account with the ISP's web based customer relations application.
- A respondent reported the ISP could not find his / her old contract.
- A respondent reported the ISP customer representative s/he contacted was not cognizant of how to deal with people with disabilities let alone DDBHH consumers.
- A respondent reported being unable to reach an ISP agent through VRS Canada SRV or internet based relay service when the power was out.
- A respondent reported using an interpreter to facilitate communication between an agent and him / her but was confused when misinterpreting the interpreter's vocal intonations to indicate calmness or anger.
- A respondent reported unfamiliarity with what a contract looks like and therefore doesn't know what to expect in such a contract.

Question 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)

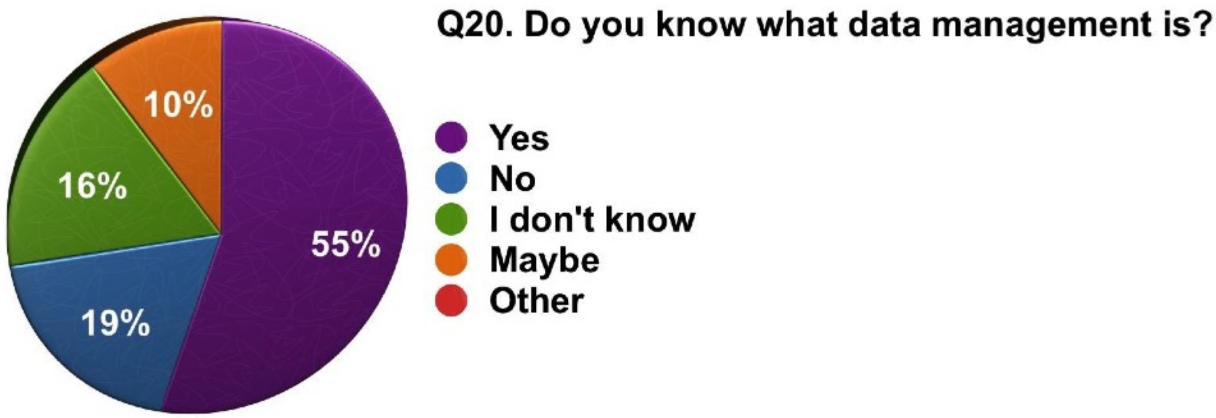
Almost half (48.8%) of 123 respondents reported bill shock from exceeding the monthly data limit. 34.1% reported they didn't experience such bill shock. 8.9% reported they might have experienced (8.9% selected the "maybe" option) or did not know (8.1%) if they experienced such bill shock.



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)	TOTAL (tallies)	TOTAL %
Yes	60	48.8%
No	42	34.1%
Maybe	11	8.9%
I don't know	10	8.1%
Other	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	123	100.0%

Question 20 - Do you know what data management is?

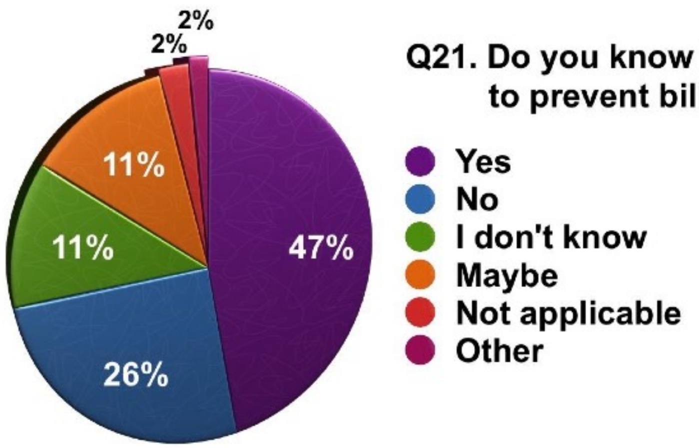
Slightly more than half (55.3%) of 123 respondents knew what data management while a significant proportion didn't know what it was. To be more specific, 18.7%, 16.3% and 9.8% replied "No", "I don't know" and "Maybe" respectively when asked about their knowledge of data management. In other words, 44.7% of the 123 respondents did not answer "Yes" when asked of their knowledge of data management.



Do you know what data management is?	TOTAL (tallies)	TOTAL %
Yes	68	55.3%
No	23	18.7%
I don't know	20	16.3%
Maybe	12	9.8%
Other	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	123	100.0%

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

Slightly less than half (47.2%) of 123 respondents knew how to monitor data usage while an almost equal proportion (48.4%) did not. To be more specific, 26%, 11.4% and 11.4% replied “No”, “I don’t know” and “Maybe” respectively when asked about their knowledge of data usage monitoring. 2.4% responded knowledge of such data monitoring was not applicable since they had unlimited internet services. 1.6% responded with the “Other” option without clarifying what their data monitoring knowledge was.



Do you know how to monitor your data usage to prevent bill shock?	TOTAL (tallies)	TOTAL %
Yes	58	47.2%
No	32	26.0%
I don't know	14	11.4%
Maybe	14	11.4%
Not applicable	3	2.4%
Other	2	1.6%
THIS IS TOTAL # OF RESPONDENTS ---->	123	100.0%

Text: Q21: Do you know how to monitor your data usage to prevent bill shock?

1. Monthly charges including data usage
2. Je n'ai jamais dépassé ma limite de données. Pas de mauvaises surprises.
   I have never exceeded my data limit. No nasty surprises

Question 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?

Less than half (42.3%) of 123 respondents were monitoring their data usage (and by extension were aware of the option of subscribing to data usage alerts) while more than half (56.1%) did not. To be more specific, 30.9%, 15.4% and 9.8% replied “No”, “I don’t know” and “Maybe” respectively when asked about their awareness of such data usage alerts.

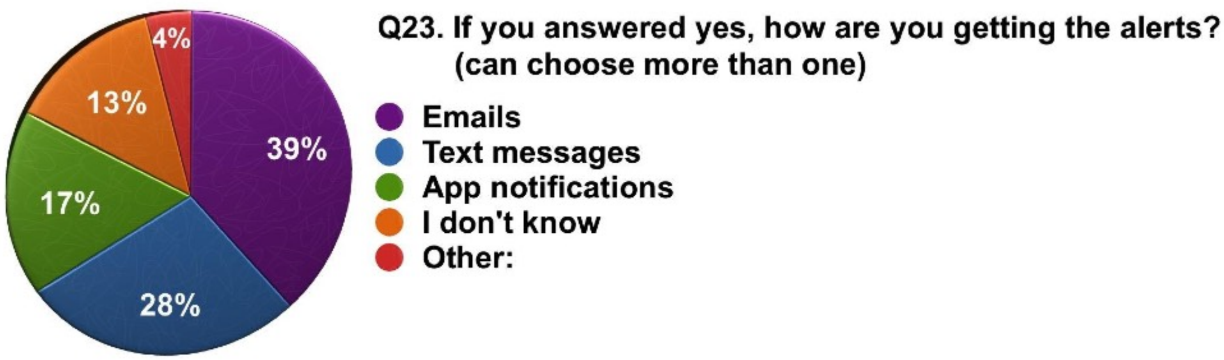
Are you monitoring your data usage? Do you know that you can sign up and subscribe to alerts to keep track of your monthly internet usage?	TOTAL (tallies)	TOTAL %
Yes	52	42.3%
No	38	30.9%
I don't know	19	15.4%
Maybe	12	9.8%
Other	2	1.6%
THIS IS TOTAL # OF RESPONDENTS ---->	123	100.0%

Q22: 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?
“Other” text responses:

1. My hubby is taking care the Telus internet bill
2. They don't do good. If Bell payment is due on 10th... My data plan is not aligned or it is due On the 15th.... Data use and bill due dates are confusing

Question 23 - If you answered yes how are you getting the alerts? (can choose more than one)

Of the 103 responses to this multiple choice question, 38.8%, 28.2% and 16.5% reported getting their alerts by email, text messages and app notifications respectively. 12.6% of the respondents did not know where their alerts were coming from while 3.9% reported getting their alerts from other sources not listed in this survey.



If you answered yes, how are you getting the alerts? (can choose more than one)	TOTAL (tallies)	TOTAL %
Emails	40	38.8%
Text messages	29	28.2%
App notifications	17	16.5%
I don't know	13	12.6%
Other	4	3.9%
THIS IS TOTAL # OF RESPONSES ---->	103	100.0%

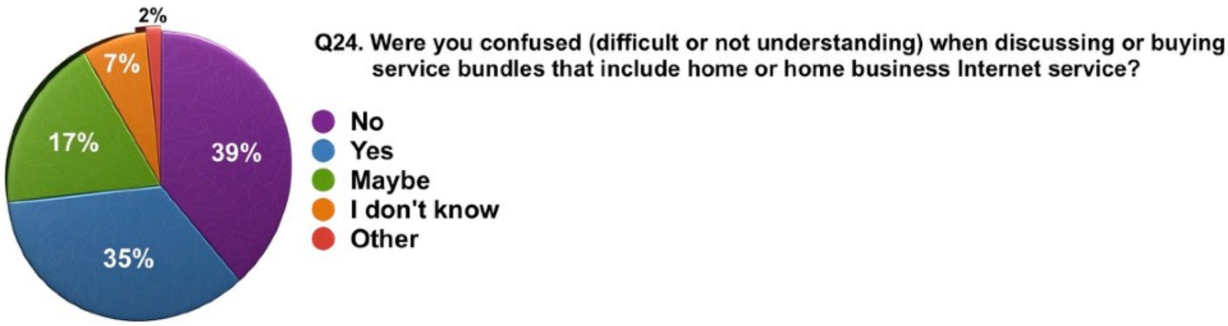
Q23: If you answered yes, how are you getting the alerts? (can choose more than one)

Other text responses:

1. never hit the cap (300GB monthly I believe)
2. I can check myself
3. No alert. Just a phone call that my mom answers to.
4. I know how to monitor data but didn’t sign up for alerts.

Q24 - Were you confused (difficult or not understanding) when discussing or buying service bundles that include home or home business Internet service?

Almost the same proportion reported being confused (39.3%) when discussing or buying service bundles including internet services as those who were not (35.2%). 17.2% and 6.6% answered “Maybe” and “I don’t know” respectively when asked of their confusion in this situation.



Were you confused (difficult or not understanding) when discussing or buying service bundles that include home or home business Internet service?	TOTAL (tallies)	TOTAL %
No	48	39.3%
Yes	43	35.2%
Maybe	21	17.2%
I don't know	8	6.6%
Other	2	1.6%
THIS IS TOTAL # OF RESPONDENTS ---->	122	100.0%

Q24: Were you confused (difficult or not understanding) when discussing or buying service bundles that include home or home business Internet service?

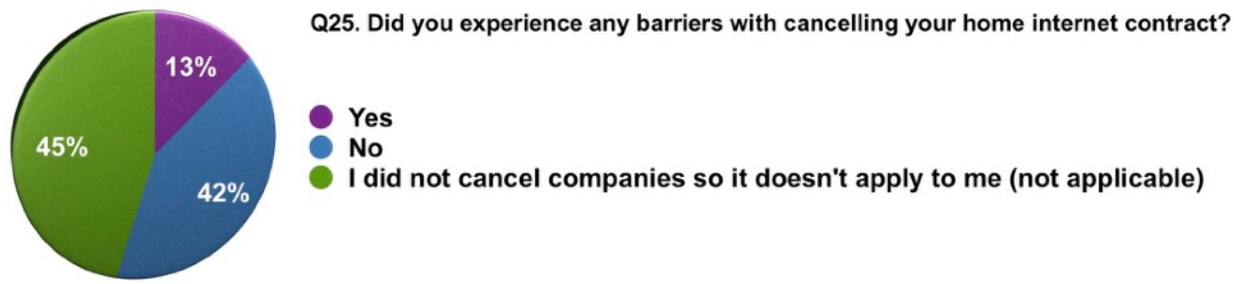
Other text responses:

1. They think no deaf exist on earth I am not hearing people or hearing ways they wanted it.
2. limited companies to choose from - horrible in Canada no choice and lousy service if not in the big city

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

45.1% of the 122 respondents did not cancel their internet services and this particular segment obviously could not conceivably (and therefore did not) experience any barriers. Of the remaining 67 respondents who cancelled their internet services, 76.1% experienced no barriers when cancelling their internet services while 23.9% experienced such barriers.

Q25. Did you experience any barriers with cancelling your home internet contract?



Did you experience any barriers with cancelling your home internet contract?	TOTAL (tallies)	TOTAL %
I did not cancel companies so it doesn't apply to me (not applicable)	55	45.1%
No	51	41.8%
Yes	16	13.1%
THIS IS TOTAL # OF RESPONDENTS: ---->	122	100.0%

Did you experience any barriers with cancelling your home internet contract?	TOTAL (tallies)	TOTAL %
No	51	76.1%
Yes	16	23.9%
THIS IS TOTAL # OF RESPONDENTS: ---->	67	100.0%

Q26 - 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

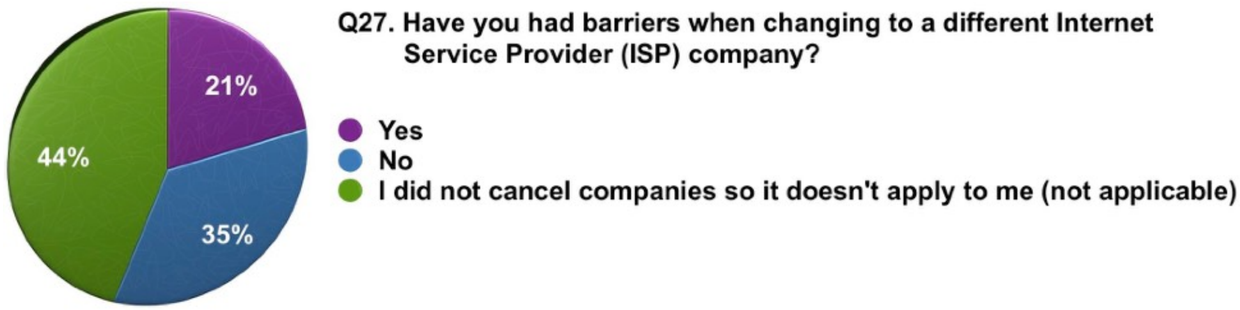
If yes, please describe specifically what barriers you experienced. Why was it hard or challenging to cancel your home or home business internet contract? Please type in the TEXT box	TOTAL (tallies)	TOTAL %
THIS IS TOTAL # OF RESPONDENTS ---->	15	

Fifteen text responses to this question included the following comments / observations:

- A respondent reported different agents within the same company tried to persuade him / her not to cancel the contract but there was no consistency in their messages as to what the company had to offer. The agents were not even aware of what Deaf friendly services / pricing the company may offer to entice him / her to stay with the Company.
- A respondent reported s/he felt pressured to say with the company when attempting to cancel his / her contract
- A respondent was confused by the implications of putting his contract on “seasonal hold.” As a result, s/he couldn’t keep his / her plan. S/he was forced to enter a new contract “worse” than his / her original contract.
- A respondent reported difficulty in cancelling his / her contract when dealing with aggressive agents who did not do so as requested.
- A respondent assumedly with a bundle package reported difficulty in cancelling his / her phone service – a service s/he doesn’t even use.
- A respondent reported that when comparison shopping, s/he found little cost advantage s in removing phone services from bundle packaging.
- A respondent reported inability to reach agents by text based relay service, Skype or email (Deaf friendly modes of communication).
- Information from an ISP’s agents was not clear or proved to be incorrect and required a respondent go through a number of “hoops” just to cancel his / her contract when a promotional offer finished.
- A respondent had to pay “the difference” for breaking the contract despite being only one month away from the contract’s end date.

Q27 - Have you had barriers when changing to a different Internet Service Provider (ISP) company?

43.8% of the 121 respondents did not change their ISPs and this particular segment obviously could not conceivably (and therefore did not) experience any barriers. Of the remaining 68 respondents who changed their internet services, 61.8% experienced no barriers when changing their ISPs while 38.2% experienced such barriers.



Have you had barriers when changing to a different Internet Service Provider (ISP) company?	TOTAL (tallies)	TOTAL %
I did not cancel companies so it doesn't apply to me (not applicable)	53	43.8%
No	42	34.7%
Yes	26	21.5%
THIS IS TOTAL # OF RESPONDENTS ---->	121	100.0%

Have you had barriers when changing to a different Internet Service Provider (ISP) company?	TOTAL (tallies)	TOTAL %
No	42	61.8%
Yes	26	38.2%
THIS IS TOTAL # OF RESPONDENTS: ---->	68	100.0%

Q28 - 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:

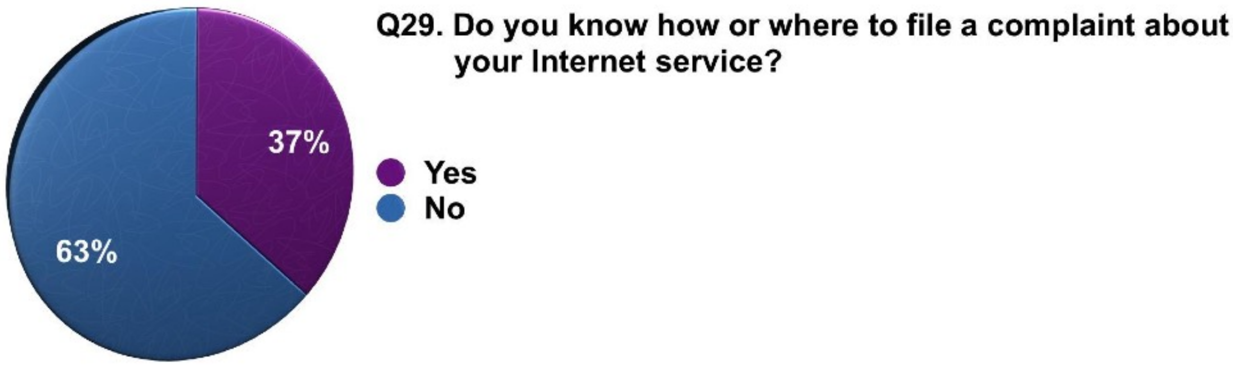
If yes, please describe specifically what barriers you experienced and why was it hard or challenging to change to a different ISP company? Please type in the TEXT box	TOTAL (tallies)	TOTAL %
THIS IS TOTAL # OF RESPONDENTS ---->	23	

Twenty three text responses to this open-ended question included the following comments / observations:

- A respondent reported encountering miscommunication issues when switching companies.
- A respondent reported using the online chat application to communicate with an agent only to find out the online chat agent deals with only a number of specific requests – not with all and any requests. In other words an agent contacted by phone could deal with more different kinds of requests than an online chat agent.
- A rural based respondent reported it was impossible to switch to another ISP due to limited choice in ISPs providing coverage to his / her rural area.
- Prior to September 28, 2016 when SRV CAV VRS launched), a respondent reported hassles when communicating with agents through text based relay service or in person (at retail stores).
- A respondent reported struggling with the contract language and consequently feared being “conned” by the companies.
- A respondent reported being more comfortable communicating in sign language (either by webcam or in person) not in “text” (as in using written language).

Q29 - Do you know how or where to file a complaint about your Internet service?

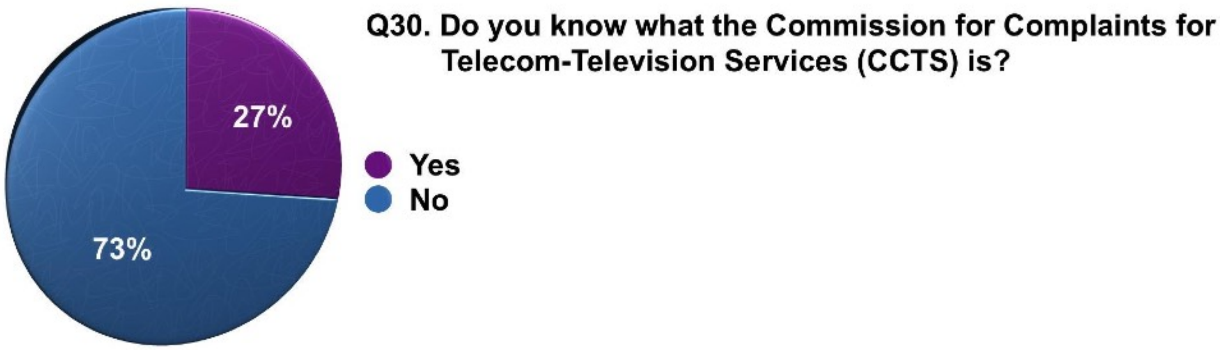
More than half of 121 respondents did not know (62.8%) where or how to file complaints about their internet services while only 37.2% did.



Do you know how or where to file a complaint about your Internet service?	TOTAL (tallies)	TOTAL %
No	76	62.8%
Yes	45	37.2%
THIS IS TOTAL # OF RESPONDENTS ---->	121	100.0%

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

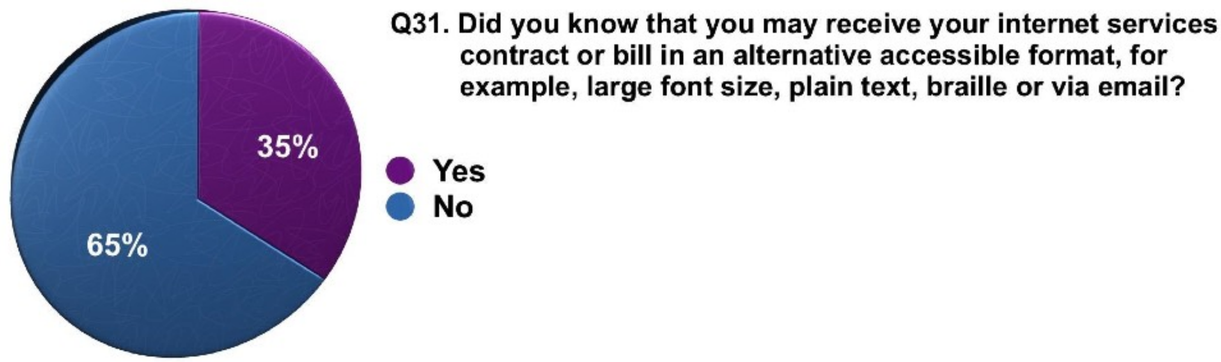
Almost three quarters (72.7%) of 121 respondents were not aware of the Commission for Complaints for Telecom-Television Services while only 27.3% were aware



Do you know what the Commission for Complaints for Telecom-Television Services (CCTS) is?	TOTAL (tallies)	TOTAL %
No	88	72.7%
Yes	33	27.3%
THIS IS TOTAL # OF RESPONDENTS ---->	121	100.0%

Q31 - Did you know that 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?

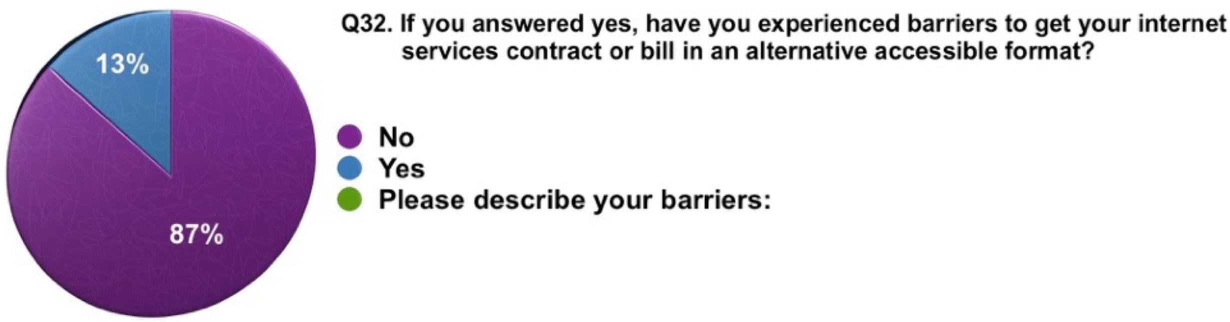
More than half of 120 respondents did not know (65%) that may receive their internet services contracts or bills in an alternative accessible format (ex: large font size, plain text, braille or email) while only 35% did.



Did you know that 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?	TOTAL (tallies)	TOTAL %
No	78	65.0%
Yes	42	35.0%
THIS IS TOTAL # OF RESPONDENTS ---->	120	100.0%

Q32 - If you answered yes, have you experienced barriers to get your internet services contract or bill in an alternative accessible format?

More than three quarters (87.2%) of the 39 responses indicated they did not experience any barriers to obtain their internet services contracts or bills in an alternative accessible format while 12.8% experienced such barriers.



If you answered yes, have you experienced barriers to get your internet services contract or bill in an alternative accessible format?	TOTAL (tallies)	TOTAL %
No	34	87.2%
Yes	5	12.8%
THIS IS TOTAL # OF RESPONSES ---->	39	100.0%

Q33 - 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?

Of 118 respondents, 97 or 82.2% indicated they could and would benefit from ASL / LSQ videos explaining terms commonly found in ISP contracts. Of 246 responses, 39.4% indicated a preference to have all such terms explained in both ASL and LSQ. Of those who did not require ASL / LSQ videos for all such terms, the phrase "unlimited services" garnered 7 out of 246 responses (2.8%). Since no other phrases / words received equal or more votes and for the sake of brevity and simplicity, the report shall now group the words together in terms of the number of votes they received.

Those words / phrases (listed below) which garnered five, six or seven votes garnered a total of 23.6% of the responses.

- Unlimited services
- CIS - Critical Information Summary
- CCTS
- CRTC
- Ethernet
- Fair Use or Acceptable Policy
- Indeterminate contracts
- Right to cancel Internet services
- Right to change Internet services
- Trial periods
- WiFi

Those words / phrases (listed below) which garnered three or four votes garnered a total of 19.1% of the responses.

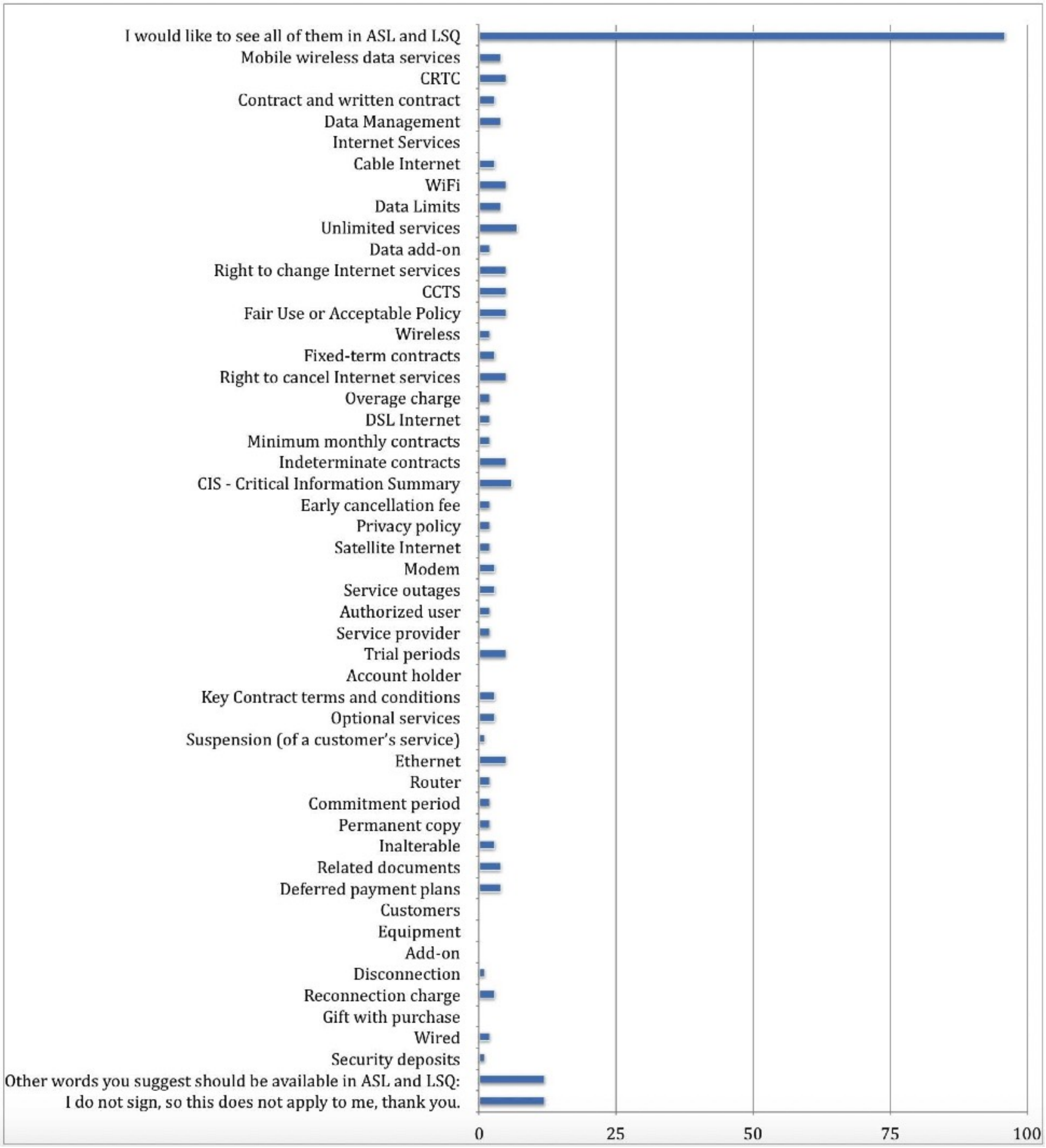
- Data Limits
- Data Management
- Deferred payment plans
- Mobile wireless data services
- Related documents
- Cable Internet
- Contract and written contract
- Fixed-term contracts
- Inalterable
- Key Contract terms and conditions
- Modem
- Optional services
- Reconnection charge
- Service outages

Those words / phrases (listed below) which garnered one or two votes garnered a total of 13% of the responses.

- Authorized user
- Commitment period
- Data add-on
- DSL Internet
- Early cancellation fee
- Minimum monthly contracts
- Overage charge
- Permanent copy
- Privacy policy
- Router
- Satellite Internet
- Service provider
- Wired
- Wireless
- Disconnection
- Internet Services
- Security deposits
- Suspension (of a customer’s service)

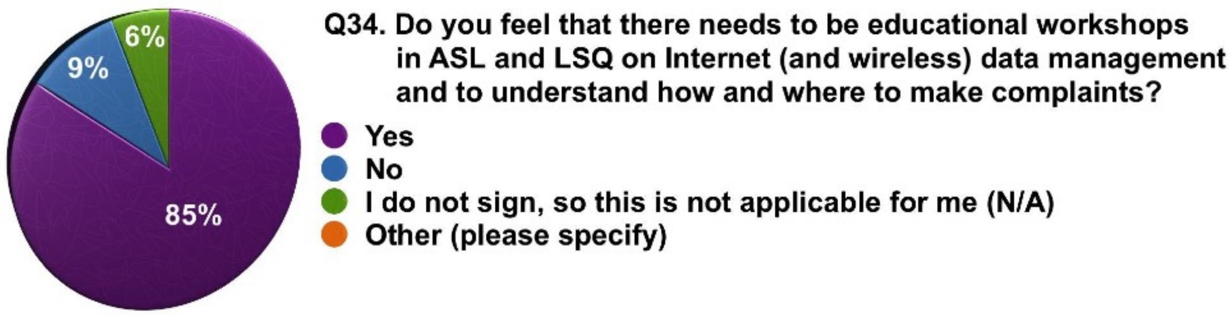
	TOTAL (tallies)	Responses	Total %
Some words and terms in contracts can be confusing or not clear. Would you like to have ASL and LSQ videos that would clearly explain words and terms like the ones below? For example, if you aren't clear about a word or term, if the word is on the internet, you could 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 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:			
I would like to see all of them in ASL and LSQ	97	97	39.4%
I do not sign, so this does not apply to me, thank you.	12	12	4.9%
Unlimited services	7	58	23.6%
CIS - Critical Information Summary	6		
CCTS	5		
CRTC	5		
Ethernet	5		
Fair Use or Acceptable Policy	5		
Indeterminate contracts	5		
Right to cancel Internet services	5		
Right to change Internet services	5		
Trial periods	5		
WiFi	5		
Data Limits	4	47	19.1%
Data Management	4		
Deferred payment plans	4		
Mobile wireless data services	4		
Related documents	4		
Cable Internet	3		
Contract and written contract	3		
Fixed-term contracts	3		
Inalterable	3		
Key Contract terms and conditions	3		

Modem	3		
Optional services	3		
Reconnection charge	3		
Service outages	3		
Authorized user	2	32	13.0%
Commitment period	2		
Data add-on	2		
DSL Internet	2		
Early cancellation fee	2		
Minimum monthly contracts	2		
Overage charge	2		
Permanent copy	2		
Privacy policy	2		
Router	2		
Satellite Internet	2		
Service provider	2		
Wired	2		
Wireless	2		
Disconnection	1		
Internet Services	1		
Security deposits	1		
Suspension (of a customer's service)	1		
Account holder	0		
Add-on	0		
Customers	0		
Equipment	0		
Gift with purchase	0		
Other words you suggest should be available in ASL and LSQ	0		
THIS IS TOTAL # OF RESPONSES ---->	246		
THIS IS TOTAL # OF RESPONDENTS ---->	118		


I would like to see all of them in ASL and LSQ
Mobile wireless data services
CRTC
Contract and written contract
Data Management
Internet Services
Cable Internet
WiFi
Data Limits
Unlimited services
Data add-on
Right to change Internet services
CCTS
Fair Use or Acceptable Policy
Wireless
Fixed-term contracts
Right to cancel Internet services
Overage charge
DSL Internet
Minimum monthly contracts
Indeterminate contracts
CIS - Critical Information Summary
Early cancellation fee
Privacy policy
Satellite Internet
Modem
Service outages
Authorized user
Service provider
Trial periods
Account holder
Key Contract terms and conditions
Optional services
Suspension (of a customer's service)
Ethernet
Router
Commitment period
Permanent copy
Inalterable
Related documents
Deferred payment plans
Customers
Equipment
Add-on
Disconnection
Reconnection charge
Gift with purchase
Wired
Security deposits
Other words you suggest should be available in ASL and LSQ:
I do not sign, so this does not apply to me, thank you.
0
25
50
75
100

Q34 - 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?

The majority (84.7%) of 118 respondents felt they would benefit from educational ASL / LSQ workshops on Internet (and wireless) data management and to understand how and where to make complaints. 9.3% felt they did not need such workshops while 5.9% actually would not benefit from such workshops since they do not use sign language.



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?	TOTAL (tallies)	TOTAL %
Yes	100	84.7%
No	11	9.3%
I do not sign, so this is not applicable for me (N/A)	7	5.9%
Other (please specify)	0	0.0%
THIS IS TOTAL # OF RESPONDENTS ---->	118	100.0%

Q35 - 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 Telecom-Television Services (CCTS)?

The 47 respondents had the following comments or observations to offer:

1. A respondent suggested that service providers hire Deaf employees to videocommunicate directly with Deaf Consumers

2. CRTC / CCTS hire Deaf employees in "neutral positions" to interact directly with the deaf community service providers / CRTC / CCTS to outsource customer service to a company that can work directly with deaf clients/community

3. [Service providers / CRTC / CCTS] accept third party calls from DDBHH consumers who call through *SRV Canada VRS* .

4. A respondent suggested having "accessible" retail stores where DDBHH consumers may communicate freely unhindered and be in a better position to select "Deaf friendly" products and services.

5. A respondent wanted to see links to CRTC [and CCTS] on service providers' websites so s/he may file complaints with [CRTC / CCTS].

6. A respondent suggested that company agents receive: sensitivity training to help them better deal with Deaf consumers and their needs company policies involving the DDBHH so they do not have to check with their managers regarding what such policies are.

7. A respondent suggested that companies better inform its DDBHH consumers how to distinguish between legitimate bills / invoices electronically distributed from those distributed by scammers or hoaxers.

8. A respondent suggests that DDBHH consumers should get a 50% discount on internet, cable and landline phone services because

9. Promotions for bundled internet, cable and landline / mobile phone services include free Alena or Google speakers – devices that are useless to DDBHH consumers ("they cant hear the speakers!"). Ditto for Bluetooth.

10. [Cable] TV close captioning is positioned in the middle of the TV screen instead of the bottom making TV watching more difficult than usual and less pleasurable.

11. Mobile phones are sold with both voice plans and data plans. Since DDBHH cannot hear, they cannot use voice plans to the same extent as their hearing Counterparts.

12. Texting to 9-1-1 is still problematic. In fact the respondent reported getting no response when texting to 9-1-1 and hung up. S/he finally made contact with 911 through relay service.

13. A DDBHH respondent asked for discounts on internet services.

14. News broadcasts over the internet (especially live broadcasts) are not close captioned. A respondent pointed out that s/he has the same rights as a DDBHH consumer as any hearing peer to accessible “breaking” news announcements. The same respondent is concerned that DDBHH consumers may face price shocks due to a lack of awareness as to what causes price shocks and how to best avoid them.

15. A respondent believes the DDBHH community would benefit from workshops on:
    a. - data management
    b. - where, when, why and to whom and how one may make complaints when encountering a problem with his / her ISP.

16. A respondent believes Accessibility plans must be improved (either with more free gigabytes or deeper discounts for data plans) especially when DDBHH feel compelled to buy expensive voice plans – plans they themselves cannot use. Calling *SRV Canada VRS* on mobile phones must be zero rated regardless of which company the DDBHH consumer subscribes to.

17. A respondent is wondering if DDBHH consumers may receive a break on the expensive internet services they require. To be more specific, DDBHH consumers require unlimited data on their internet and high speed internet to properly make use of all visual communication tools made possible by internet.

18. A respondent is asking for [reasonably priced] unlimited internet services in rural areas.

19. A respondent is asking for unlimited internet services.

20. A respondent is confused about a company offering a monthly five dollar service that converts messages left on his / her mobile phone answering service to texts. S/he was asking “what would the voice mail say?”

21. A respondent with a two year internet / cable / phone bundle is experienced price shock when the bundle price increased going from the first year to the second year of the contract. Because of miscommunication with the company agents, s/he was not able to understand the contract.

22. A respondent found high speed internet to be expensive but still has problems with it – s/he encounters disconnection, blurry pictures, frozen pictures when using videocommunication apps like FaceTime and SRV CAV VRS.

23. A rural respondent lamented not being able to access fiber optical technology despite fiber optical wires being installed at a nearby apartment building. S/he relied on dial up internet which did not have adequate bandwidth to use videocommunication apps like *SRV Canada VRS*.

24. A respondent lamented s/he did not understand CCTS’ mandate and wished it was better explained.

25. A respondent admitted that all s/he knew about CRTC was that it is responsible for radio, television and phone services but other than that s/he didn’t know exactly what CRTC does or how CRTC works.

26. A respondent did not understand the terms used in his / her contract. S/he relied on a trusted hearing person to determine if the contract met his / her requirements and budget.

27. A respondent complained about the ever increasing costs of internet services.

28. A respondent wondered why s/he had to pay for a service converting voice messages to text [especially when s/he cannot hear and therefore cannot take advantage of voice plans.]

29. A respondent recommended CRTC hire someone to act as a liaison between the DDBHH community and companies.

30. A respondent wished communication with him / her was in sign language – and not in written language.

31. A respondent wished that the sizes of text used in closed captions be customizable. Instead of the current choice between small, regular and large font, s/he wanted to be able to increase the font up to 400%. Such customization must be available in all PVRs, all TV boxes, and iOs / Android tablets.

32. A respondent suggested that ISPs make it easier for their DDBHH consumers to find information on accessibility features / plans on their websites. For example, s/he would have liked to know how to get and who to contact to receive alerts and invoices in accessible formats.

33. A respondent did not understand price differentials between companies in their internet and mobile phone service offerings.

34. A respondent suggested that CCTS be sensitized to the needs of the DDBHH Community.

35. A respondent wondered how s/he may communicate with anyone in case of a disaster [interfering with internet services].

36. A respondent reported internet "throttling" when going over his / her 500GB limit preventing him / her from using *SRV Canada VRS*. S/he was forced to switch over to his / her mobile phone to communicate via *SRV Canada VRS*.

37. A respondent reported difficulties with two different ISPs. S/he had a defective modem and was forced to use a better but more expensive modem which was still too "slow" to meet his / her internet needs. S/he ended up with bad credit record after eventually canceling his / her contract. S/he is now with a second ISP but still had to have his / her modem replaced three times so far. S/he doesn't see any alternatives on the market s/he could switch to.

38. A respondent reported being told s/he must wait until his / her contract expires before cancelling it. S/he was even offered deals or discounts as inducements to stay with the same company.

39. A respondent felt pressured to buy a plan including voice call services despite his / her explanation that his / her deafness does not permit making or receiving voice calls.

40. A respondent reported being pressured to stay with the same company when informing its agent s/he wanted to switch companies. To be more exact, s/he was offered more data, informed of difficulties s/he allegedly would have if switching companies, and even informed s/he had a balance outstanding preventing a switch to a different company.

41. A respondent reported his / her difficulties switching companies were resolved only after moving to a apartment where its rent included wifi.

42. A respondent reported not understanding the term “data usage” and therefore switched to another company which not only offered equivalent internet services at a lower price but also had an important feature the original provided did not have – zero rating when using *SRV Canada VRS* application on his / her mobile device.

43. A Deaf-Blind respondent reported being compelled to bundle cable with internet, data plan and voice plan which was not appropriate since his / her Deafblindness did not allow him / her to watch cable.

44. A respondent reported switching to another company because its prices were more competitive.

45. A respondent complained not being able to find an ISP offering discounts to DDBHH consumers especially when DDBHH do not require or use the same services as their hearing counterparts.

46. A respondent with a TV / landline and internet bundle was dissatisfied with the landline component of the bundle. S/he transferred to another company for the landline service and now s/he is a customer of two companies instead of just one.

47. A respondent reported problems obtaining services from companies that require credit checks. His / her choices are limited to more expensive companies who don’t require credit checks.

48. A respondent reported being inundated by phone calls and by Canada Post mail.

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 Telecom-Television Services (CCTS)?	TOTAL (tallies)	TOTAL %
THIS IS TOTAL # OF RESPONDENTS ---->	47	

Appendix B:

Cross Analyses of Overall Survey Results
Charts, Tables and Data Analysis

Appendix B: Cross Analyses of Overall Results

CROSS ANALYSIS #1 Residence vs ISP

There is an even market share (5.3%) between each of Shaw and Telus in British Columbia. At 3.8% market share, Eastlink seems to have a slight advantage over its closest competitor – Bell at 2.3%. Bell and Rogers are close competitors in Ontario with 18.3% and 15.3% of the market share respectively. Videotron at 9.2% market share seems to has twice a market share in Quebec as its closest competitor – Bell at 4.6%. Sasktel at 3.8% market share seems to dominate the Saskatchewan market. The sample sizes of other provinces (ie: Alberta, Manitoba, New Brunswick and Newfoundland and Labrador) are too small to derive conclusions and therefore are not discussed further in this cross analysis.

Residence	ISP	Count	%
Alberta	Other	1	0.8%
Alberta	Shaw	2	1.5%
Alberta	Telus	1	0.8%
British Columbia	Rogers	1	0.8%
British Columbia	Shaw	7	5.3%
British Columbia	Telus	7	5.3%
Manitoba	Bell	1	0.8%
Manitoba	Shaw	3	2.3%
Manitoba	Telus	1	0.8%
New Brunswick	Bell	2	1.5%
New Brunswick	Rogers	2	1.5%
Newfoundland	Bell	4	3.1%

Newfoundland	Eastlink	1	0.8%
Nova Scotia	Bell	3	2.3%
Nova Scotia	Eastlink	5	3.8%
Nova Scotia	Other	2	1.5%
Ontario	Bell	24	18.3%
Ontario	Cogeco	4	3.1%
Ontario	Other	6	4.6%
Ontario	Rogers	20	15.3%
Ontario	TekSavvy	4	3.1%
Quebec	Bell	6	4.6%
Quebec	Other	5	3.8%
Québec	Telus	1	0.8%
Québec	Videotron	12	9.2%
Saskatchewan	Sasktel	5	3.8%
Saskatchewan	Shaw	1	0.8%
	TOTAL	**131**	**100.0%**

CROSS ANALYSIS #2 Connection vs ISP (questions 8 and 10)

- Respondents tend to connect their modems / routers to cable more so than to DSL or satellite.
- ISPs with the biggest share of respondents connecting their modems / routers to cable are Shaw, Videotron, and “Other” with 9.9%, 8.4%, and 6.1% response rate respectively. Respondents reported doint the same thing (but to a lesser extend with Eastlink (4.6%), Telus (4.6%), Cogeco (3.1%) and Sasktel (3.1%).
- Respondents were more likely to connect their modems / routers to DSL with Bell (9.2%) than other ISPs offering the same connection to DSL.
- One should not draw conclusions from the small proportion of respondents with connections to satellite.

Q08	Q10		
Connection	**ISP**	**Count**	**%**
Cable	Bell	21	16.0%
Cable	Rogers	19	14.5%
Cable	Shaw	13	9.9%
Cable	Videotron	11	8.4%
Cable	Other	8	6.1%
Cable	Eastlink	6	4.6%
Cable	Telus	6	4.6%
Cable	Cogeco	4	3.1%
Cable	Sasktel	4	3.1%
Cable	Teksavvy	3	2.3%
DSL	Bell	12	9.2%
DSL	Other	3	2.3%

DSL	Telus	2	1.5%
DSL	Rogers	1	0.8%
DSL	Sasktel	1	0.8%
DSL	TekSavvy	1	0.8%
I don't know	Bell	5	3.8%
I don't know	Rogers	2	1.5%
I don't know	Other	1	0.8%
I don't know	Telus	1	0.8%
I don't know	Vidéotron	1	0.8%
Other	Bell	1	0.8%
Other	Other	1	0.8%
Other	Rogers	1	0.8%
Satellite	Bell	1	0.8%
Satellite	Other	1	0.8%
Satellite	Telus	1	0.8%
	TOTAL	131	100.0%

CROSS ANALYSIS #3 Connection tool vs ISP (questions 9 and 10)

More respondents connected to the internet by cable than by phone and more respondents connected by phone than by ethernet. A small proportion (6.8%) did not know how they connected to the internet.

Most survey respondents connected to their internet by cable and these respondents were served by nine specific ISPs and other ISPs lumped together as “Other.” The predominant ISPs allowing the respondents to connect by cable are Rogers (12.3%), Bell (10.8%), Shaw (8.5%), and “Other” (6.2%). Smaller players where consumers connected via cable were Videotron, Eastlink, and Telus at 5.4%, 4.6% and 3.1% respectively.

Respondents connecting to their internet by phone were consumers of Bell, “Other” and Videotron with 10.8%, 3.1% and 3.1% market share respectively.

One should not draw conclusions from the small proportion of respondents connecting to internet using ethernet except to say that respondents did so as Bell (5.4%) more so than any other ISP.

Q9. How do you connect to the Internet at home or home business?

Tool	ISP	Count	%
Cable	Rogers	16	12.3%
Cable	Bell	14	10.8%
Cable	Shaw	11	8.5%
Cable	Other	8	6.2%
Cable	Videotron	7	5.4%
Cable	Eastlink	6	4.6%
Cable	Telus	4	3.1%
Cable	Cogeco	3	2.3%
Cable	Sasktel	2	1.5%
Cable	Teksavvy	2	1.5%
Ethernet	Bell	7	5.4%
Ethernet	Other	2	1.5%
Ethernet	Rogers	2	1.5%
Ethernet	Cogeco	1	0.8%
Ethernet	Shaw	1	0.8%

Ethernet	TekSavvy	1	0.8%
Ethernet	Telus	1	0.8%
Ethernet	Vidéotron	1	0.8%
I don't know.	Bell	5	3.8%
I don't know.	Rogers	2	1.5%
I don't know.	Telus	2	1.5%
Phone	Bell	14	10.8%
Phone	Other	4	3.1%
Phone	Videotron	4	3.1%
Phone	Rogers	3	2.3%
Phone	Sasktel	3	2.3%
Phone	Telus	2	1.5%
Phone	Shaw	1	0.8%
Phone	TekSavvy	1	0.8%
	TOTAL	130	100.0%

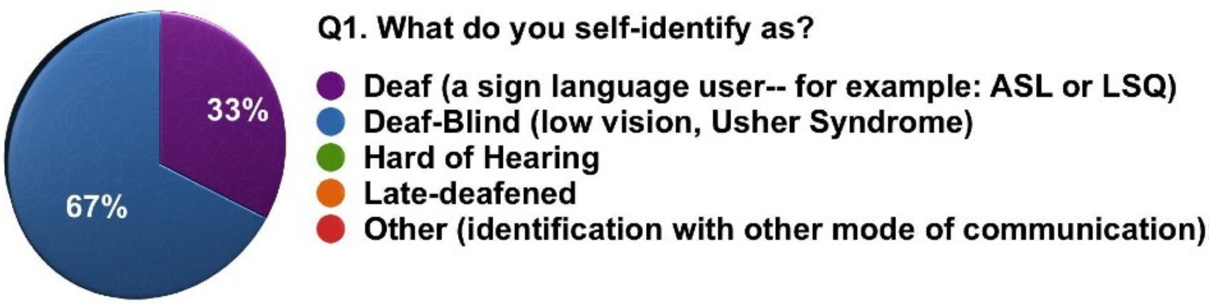
Appendix C:

Deaf-Blind *Internet Code* Survey Results
Charts, Tables and Data Analysis

Appendix C: Deaf-Blind Survey Respondents Analysis

1. What do you self-identify as?

Summary analysis: 20 respondents out of the total 27 (74%) that participated in the Deaf-Blind format of Internet Code survey are 45 years or older. The other 7 respondents are 18 to 44 years old. 9 respondents from both groups identified themselves as ‘Deaf’ while the remaining 18 identified as ‘Deaf-Blind’. Further analysis revealed that the majority of those who identified as ‘Deaf-Blind’ are from the older group. This contributes to the fact that Deaf people with slowly deteriorating vision such as Usher’s Syndrome become a central issue in later stages of their adult lives. Very few young Deaf respondents declare themselves as ‘Deaf-Blind’ due to 2 possible factors: 1) Lack of education regarding deafblindness in wider society (public schools, social development and parents). 2) Lack of positive role models that encourage young people to embrace their Deaf-Blind identity. Furthermore, the ‘disability’ framework paints a len that cripples one’s emotional growth into becoming confident, successful and healthy Deaf-Blind adults.

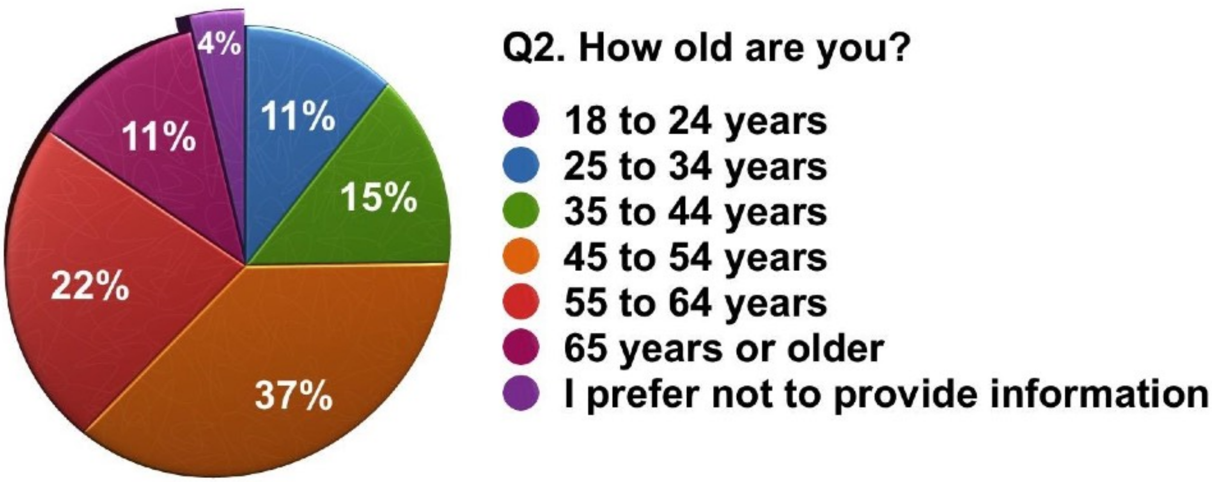


1. What do you self-identify as? (27 responses)

A. Deaf (a sign language user: ASL or LSQ)	9	33%
B. Deaf-Blind (low vision, Usher Syndrome)	18	66%
C. Hard of Hearing	0	0%
D. Late-deafened	0	0%
E. Other (identification with other mode of communication):	0	0%
Total	**27**	

2. How old are you?

Summary analysis: All responses collected show a bell curve with the peak of 10 participants in the middle of the sample at 45 to 54 years old. Low turnout for population over 55 years old (33.3%) could be attributed to several factors: lack of technology savvy, weak education or no internet. Many seniors have a hard time to immerse themselves in technology. Another consideration is the costy adaptive devices such as Braille displays and printers, specialized software, high powered CCTVs and more which many cannot afford. The younger population under 45 years old (25.9%) is busy with daily life such as school, work, or family life. Another consideration for low turnout by young population is the increasing distrust in governmental system or authority generally so they are not as motivated to become active in advocacy.

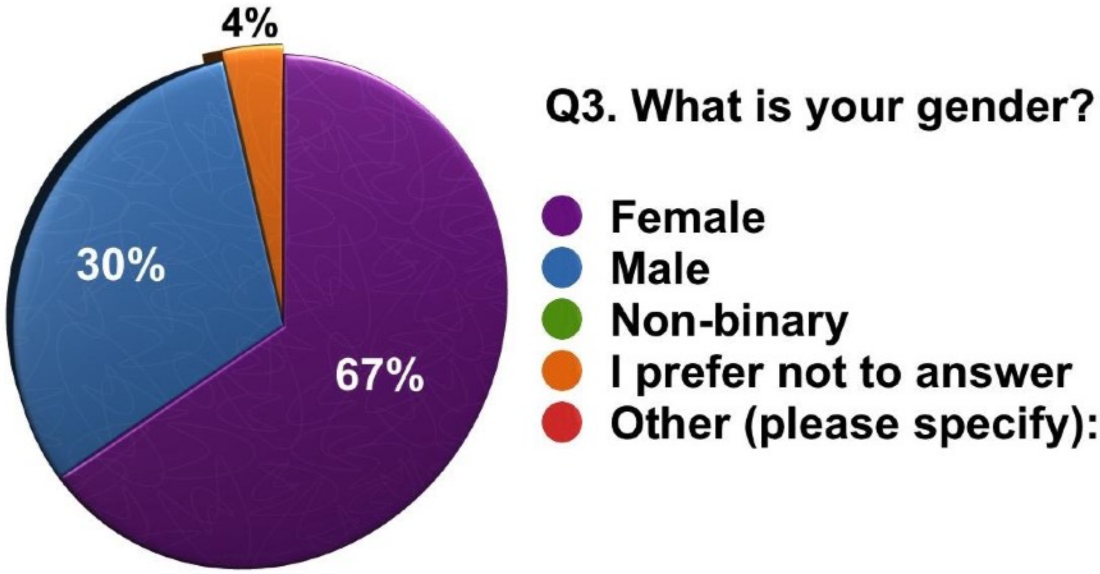


2. How old are you? (27 responses)

A.	18 to 24 yrs	0	0.0%
B.	25 to 34 yrs	3	11.1%
C.	35 to 44 yrs	4	14.8%
D.	45 to 54 yrs	10	37.1%
E.	55 to 64 yrs	6	22.2%
F.	65 yrs or older	3	11.1%
G.	I prefer not to provide this info	1	3.8%
	Total	**27**	

3. What is your gender ?

Summary analysis: Two-thirds of respondents are females so they are more conscious of advocating for other people's needs as opposed to only pursuing for their own interests. Women express their own feelings or opinions more freely, while men hold their feelings inside. Women born children so they hold society values to a high quality standard. Also, women prefer changes to happen NOW, rather than later!



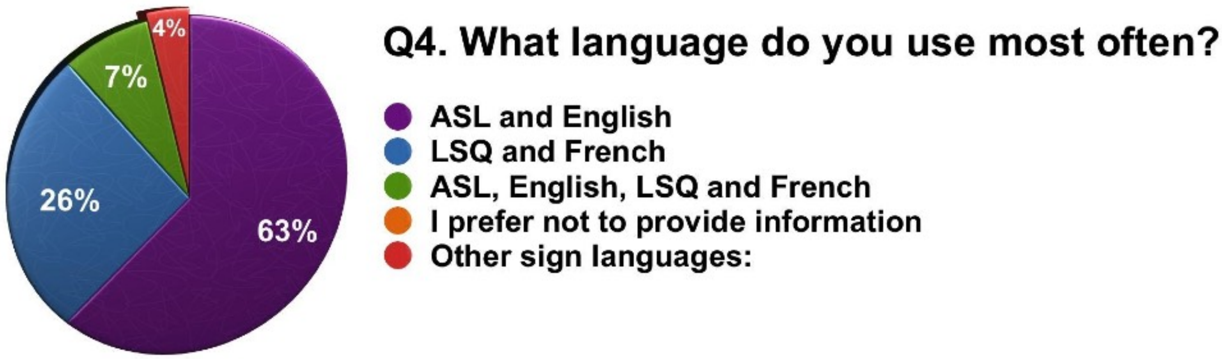
3. What is your gender? (27 responses)

A.	Female	18	66.6%
B.	Male	8	29.7%
C.	Non-binary	0	0.0%
D.	I prefer not to provide this info.	1	3.8%

Total 27

4. What language do you use?

Summary analysis: The numbers shown are an accurate portrayal of Deaf-Blind Canadians since the majority population is in English and ASL (62.9%). Quebec is the only province in Canada that utilizes French and LSQ (26%). Respondents who knows all 4 languages are very rare as evidently shown (7.4%) so this is a good sample overall.

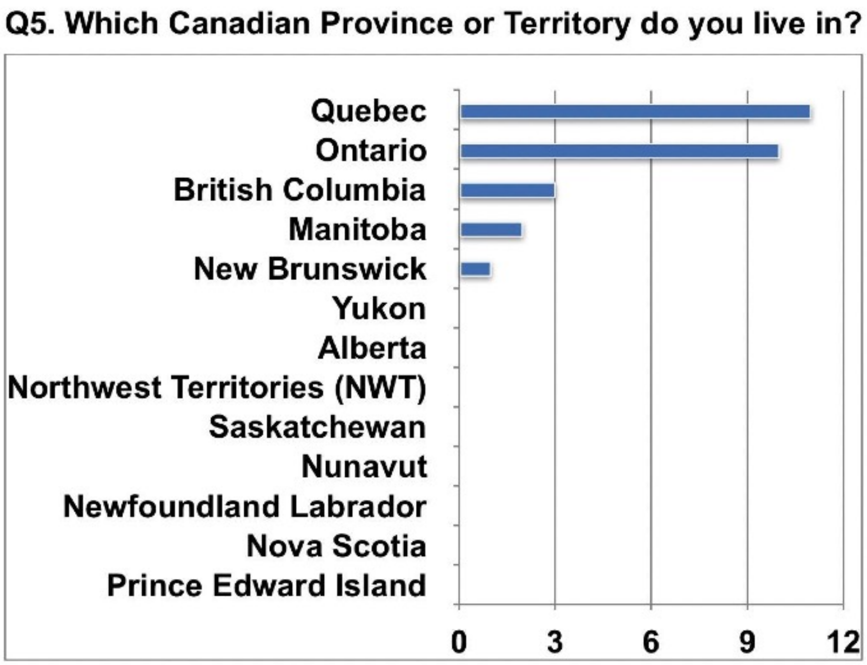


4. What language do you use? (27 responses)

A.	ASL and English	17	62.9%
B.	LSQ and French	7	26.0%
C.	ASL, English, LSQ and French	2	7.4%
D.	I prefer not to provide info.	0	0.0%
E.	Other sign languages:	1	3.8%
	Total 27		

5. Which Province or Territory do you live in?

Summary analysis: Ontario (10), Quebec (11) and BC (3) are common places where Deaf-Blind people live. However, there should be more coming from Manitoba (2) and Alberta (0) since they have big Deaf-Blind community in these places. There should be more coming from BC.

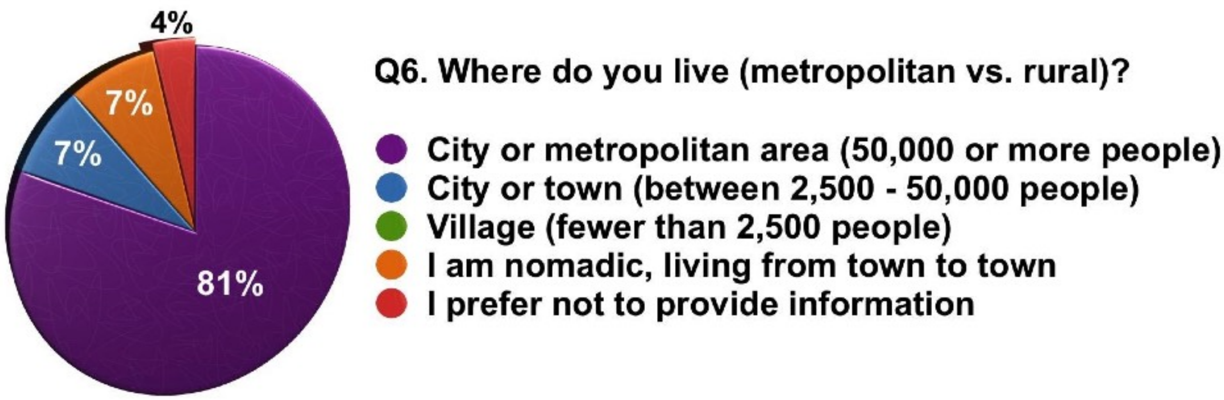


5. Which Province or Territory do you live in? (27 responses)

A.	British Columbia	3	11.1%
B.	Yukon	0	0.0%
C.	Alberta	0	0.0%
D.	Northwest Territories (NWT)	0	0.0%
E.	Saskatchewan	0	0.0%
F.	Nunavut	0	0.0%
G.	Manitoba	2	7.4%
H.	Ontario	10	37.1%
I.	Quebec	11	40.7%
J.	Newfoundland Labrador	0	0.0%
K.	Nova Scotia	0	0.0%
L.	Prince Edward Island (PEI)	0	0.0%
M.	New Brunswick	1	3.8%
		Total 27	

6. Where do you live (village, town, city)

Summary analysis: 22 of 27 respondents (81.4%) live in cities as it is easier to access the necessities of life such as transportation, medical services, shopping, work, education, recreation and community. Having local community improves the quality of life from peer support and sharing of information. Those who live in rural areas tend to use spouse, family members or intervenors to drive them.



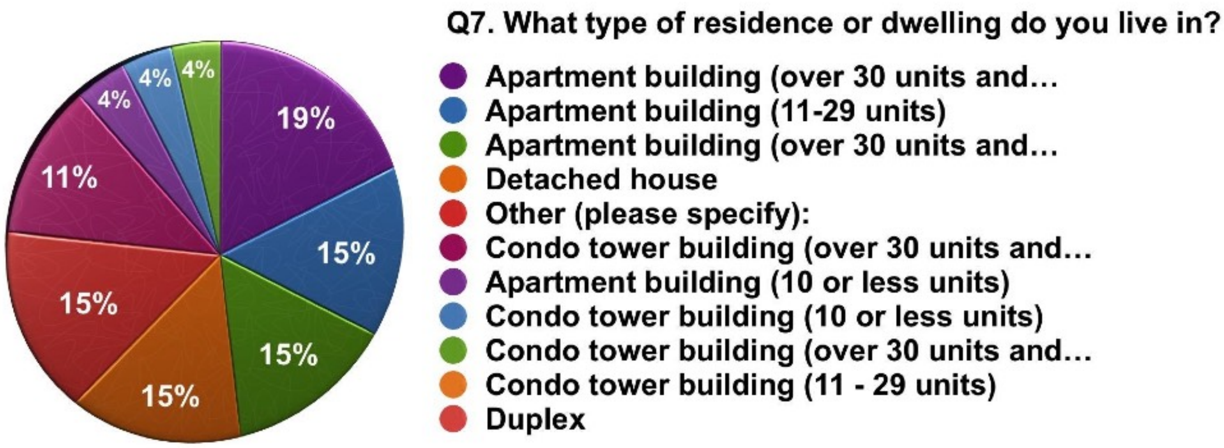
6. Where do you live (village, town, city) (27 responses)

A.City or metropolitan area (50,000 or up)	22	81.4%
B.City or town (between 2,500 - 50,000 people)	2	7.4%
C.Village (fewer than 2,500 people)	0	0.0%
D.I am nomadic, living from town to town	2	7.4%
E.I prefer not to provide information	1	3.8%

Total 27

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

Summary analysis: 10 respondents (37.2%) live in apartments as many Deaf-Blind have limited income due to barriers from obtaining full-time employment. Those who have employment are mostly entry-level jobs and very rarely get promotions. Those who lives in condo or house are usually supported by spouse or family members.



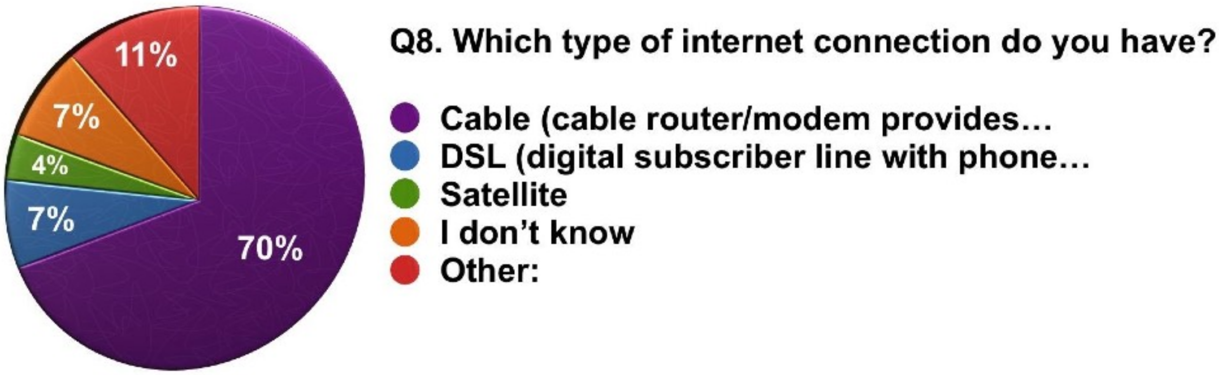
7. What type of residence or dwelling do you live in? (27 responses)

A. Apartment building (10 or less units)	1	3.8%
B. Apartment building (11-29 units)	4	14.8%
C. Apartment building (over 30 units and many more in high-rise building)	5	18.6 %
D. Condo tower building (10 or less units)	1	3.8%
E. Condo tower building (11 - 29 units)	0	0.0%
F. Condo tower building (over 30 units and many more in high-rise building)	1	3.8%
G. Townhouse	3	11.1%
H. Duplex	0	0.0%
I. Semi-detached house	4	14.8%
J. Detached house	4	14.8%
K. Other (please specify):	4	14.8%

Total 27

8. Which type of internet connection do you have?

Summary analysis: Most common internet connection nowadays is fiber optics which is cable with router/modem (70.4%) so this is expected. Those who lives in rural uses DSL or phone line (7.4%).

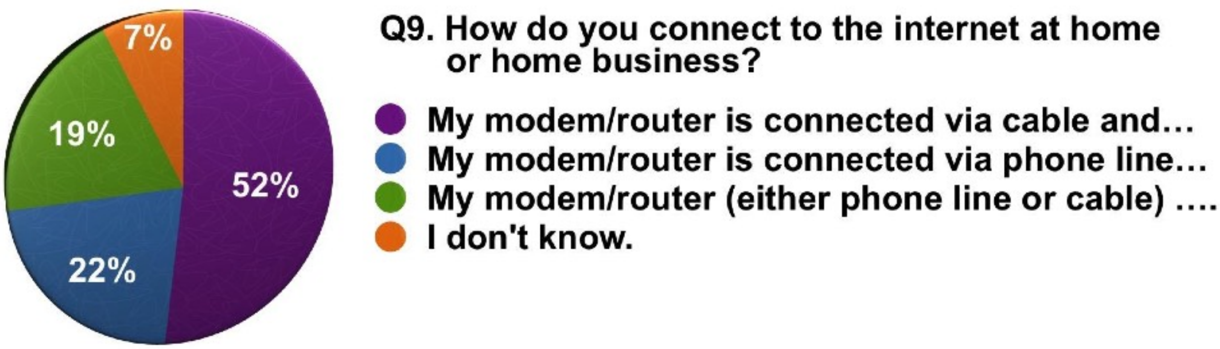


8. Which type of internet connection do you have? (27 responses)

A. Cable (cable router/modem provides with an internet connection)	19	70.3%
B. DSL (digital subscriber line with phone line router/modem connects to the internet)	2	7.4%
C. Satellite	1	3.8%
D. I don't know	2	7.4%
E. Other:	3	11.1%
	Total 27	

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

Summary analysis: A total of 20 respondents (74%) connect to the internet via WiFi with laptop, tablet or smartphone. A router/modem is usually plugged in a corner of someone's home so it is inconvenient for many to be confined to a space unless they have a long ethernet cord. Only 5 respondents (18.6%) use desktop computer with ethernet cord.

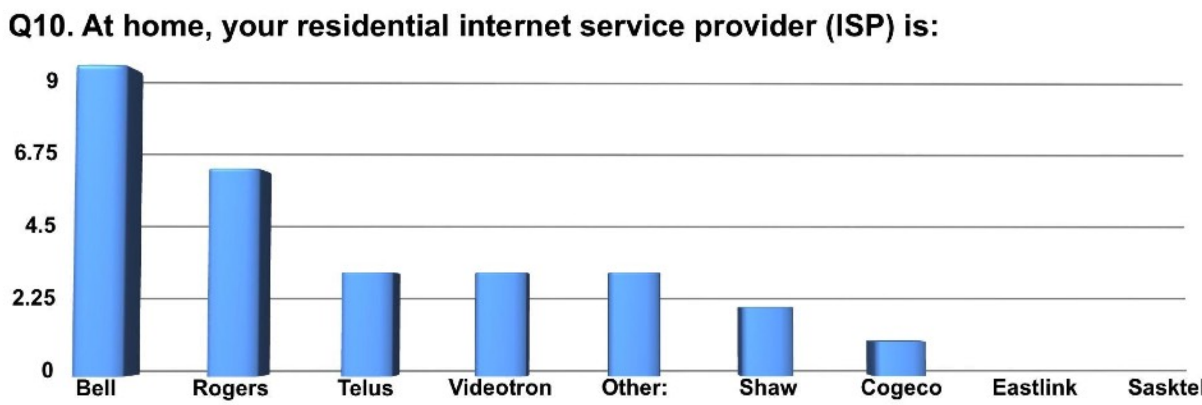


9. How do you connect to the internet at home or home business?
(27 responses)

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)	6	22.2%
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)	14	51.8%
C. My modem/router (either phone line or cable) has an ethernet cord that plugs direct to my desktop computer or laptop.	5	18.6%
D. I don't know.	2	7.4%
Total	**27**	

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

Summary analysis: Bell and Rogers are the typical internet service providers (ISPs) with cable television (55.6%). Videotron is in Quebec so those living in Quebec uses it (11.1%). Telus, Shaw and others are more well-known for mobile services.

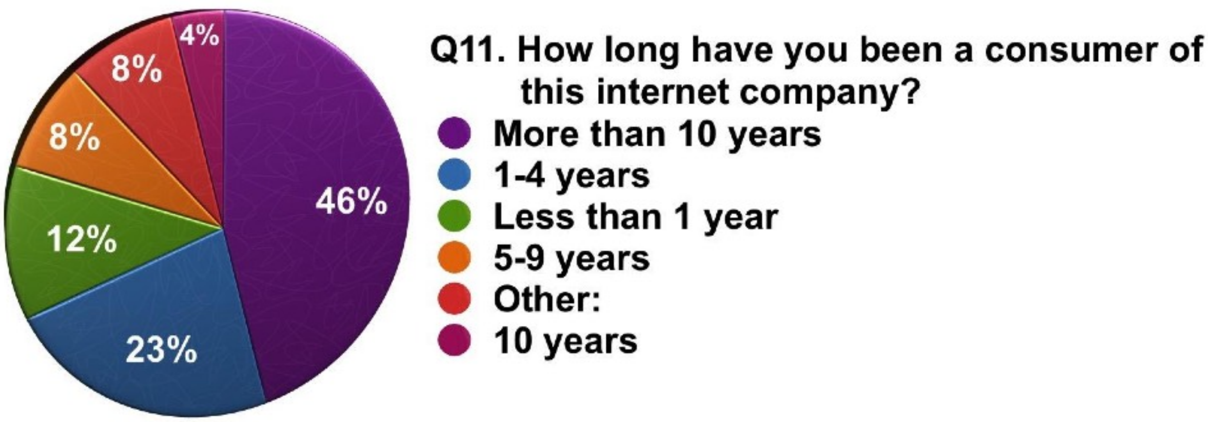


10. At home, your residential internet service provider (ISP) is: (27 responses)

A. Bell	9	33.3%
B. Cogeco	1	3.8%
C. Eastlink	0	0.0%
D. Rogers	6	22.2%
E. Sasktel	0	0.0%
F. Shaw	2	7.4%
G. Telus	3	11.1%
H. Videotron	3	11.1%
I. Other	3	11.1%
	Total 27	

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

Summary analysis: Almost half of all respondents have been with the same internet provider for more than 10 years. It costs money to switch to other providers so they tend to remain with the same one unless they experience technical issues or unexpected overage bill. Plus, it is a hassle to deal with the logistics in changing internet especially being Deaf-Blind as it is difficult to call or go talk to salespeople to make the arrangements due to communication barriers or lack of clear information on what the process is for making changes.



11. How long have you been a consumer of this internet company? (26 responses)

A. Less than 1 year	3	11.6%
B. 1-4 years	6	23.1%
C. 5-9 years	2	7.6%
D. 10 years	1	3.8%
E. More than 10 years	12	46.1%
F. Other	2	7.6%
	Total 26	

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

Summary analysis: 16 respondents (61.6%) have a contract with their internet service provider (ISP), whereas the remaining 10 respondents (38.4%) may not or do not have contract. A possible factor is grandfathered plan, or under family plan so they do not know. Some of them may have bought internet with no contract.

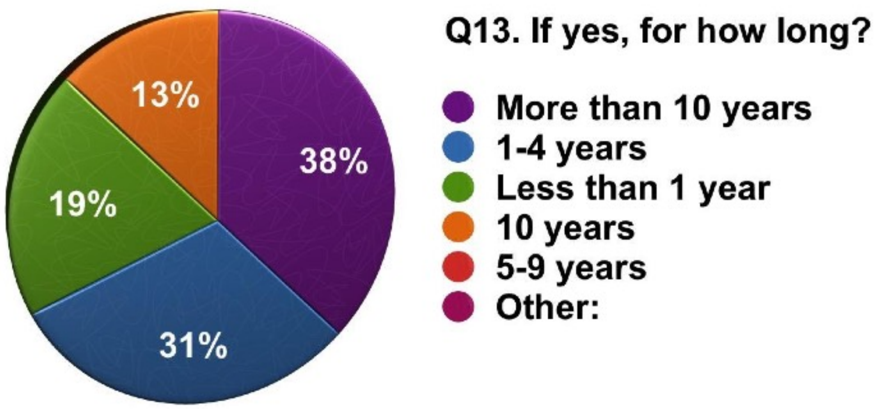
12. Do you have a contract with the home Internet Service Provider (ISP)? (26 responses)

A. Yes	16	61.6%
B. No	5	19.2%
C. I don't know	5	19.2%

Total 26

13. If yes, for how long?

Summary analysis: Of the 16 respondents from Question 12, half of them (50%) have a contract with their internet provider for 5 years or less. The other half is 10 years or more. The gap between 5 to 10 years cannot be determined.



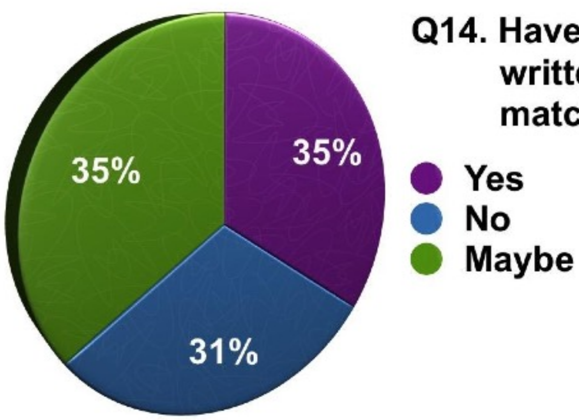
13. If yes, for how long? (16 responses)

A.	Less than 1 year	3	18.7%
B.	1- 4 years	5	31.2%
C.	5 - 9 years	0	0.0%
D.	10 years	2	12.5%
E.	More than 10 years	6	37.5%
F.	Other	0	0.0%

Total 16

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

Summary analysis: A total of 18 respondents (69.4%) may or have difficulty in obtaining a permanent written copy of contract from their internet service provider (ISP). Some of them may have not asked for a copy at all. Also, Deaf-Blind can't read small fonts so they do not bother to ask for extra explanation on the details of their ISP contract. Respondents with weak English comprehension due to poor education growing up (not their fault) have the most difficulty. Language deprivation is very real and it affects their daily life.



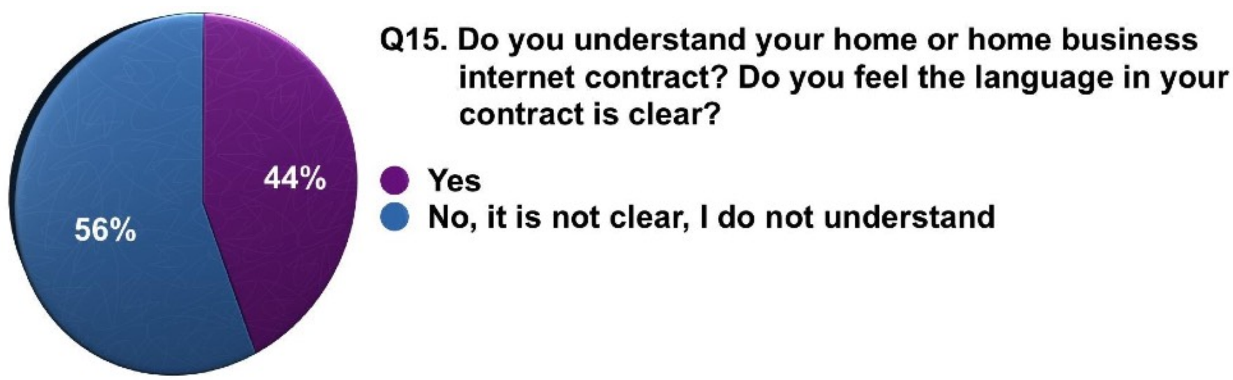
14. Have you had difficulty to get a permanent written copy of your contract (or one that matches verbal agreement)? (26 responses)

A.	Yes	9	34.7%
B.	No	8	30.8%
C.	Maybe	9	34.7%

Total 26

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

Summary analysis: More than half of the respondents (55.5%) found that the information was not clear and they did not understand it fully. This indicates a very significant need for information to be provided in ways that ensure it is clear. The information needs to be provided in an accessible format that is applicable to the Deaf-Blind individual, whether it be sign language in person or videos formatted for low vision users, plain language in large print or electronic text or read out loud and explained.



15. Do you understand your home or home business internet contract? Do you feel the language in your contract is clear? (18 responses)

A.	Yes	8	44.4%
B.	No, it is not clear, I do not understand	10	55.5%
		Total 18	

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

Summary analysis: Look at raw data for exact text responses from survey respondents.

ENGLISH (31 RESPONSES)

1 None
2 I ask that we don’t need voice mail or answers machine. I did ask demand high speed they give me fifty Telus model I said I want 108 bps not 54 mb bps too slow for Skype videophone Telus refused us we want high speed they have 50, 75, 150 Telus model we want 150 but toooo way expensive to pay monthly so we pick 50 that sucks
3 Technical terms Everything written in legalese - not in simple English
4 Technical language, not sure of the limits & extra charges, often surprised by extra charges on bill.
5 The contract is too complex with advanced English and I want an accessible video in ASL to understand what is the contract asking me for.
6 Too complicated to read the contract
7 I sometimes don't understand about high speed internet, too much words, different prices.
8 my WiFi is included with rent of apartment
9 Clear
10 Not responsible for it so don't know
11 I was not given one and everything is electronic. No paper copies.
12 They kept using advanced words that we never seen before. Too many sentence similars but have different meanings
13 Always refuse to use or answer "Unknown name" on phone & T.V. Internet contract.....
14 N/A
15 N/a
16 None, all standard contract wordings
17 It is long and drawn out
18 no such comment
19 English issue
20 The terms are unclear. What if I cancel what are the fees? What if I move? What is the cost if I go over the amount of gb?
21 Words are very high technical not simple or easy to read.
20 Only use for home as emails and google

21 Home internet contract is sometimes hard for me to understand clearly. Thanks
22 Most time misunderstand communication at tech store
23 they are advertising for offer limited price but still not clearly on billing and contract.
24 The discount wasn't provided in the contract and how long the discount for.
25 My parents pay bell not me but problem internet freeze with vrs srv and FaceTimes slow connection?
26 Like normal choice 1 or 2 or 3 but no contact home or business and order add wifi mode..
27 Too formal words and complex words
28 The copy of contract was never given.
29 I am not even sure that I have a copy of my Internet contract.
30 Special promote but price will increase after 6 months
31 I had no idea about contract ... Rogers just hooked up and never say anything about contract

FRENCH (9 RESPONSES)

1 les vidéos en langue des signes avec la LSQ et ASL pour le comprends sur la contrat de services internet.
2 Pour la maison, c'est notre fille qui a fait les contacts. Elle savait ce que j'utilisait comme services et tout est bien pour nous, dès qu'il y a un pépin c'est ma fille qui s'en occupe et c'est vite réglé. Au bureau, le problème c'est qu'on n'a pas le choix du fournisseur, C'est Bell, il facture chaque service séparément. Pour la maison dès qu'on a changé nous avons été victime de harcèlement téléphonique de la part de Bell à tous les soir vers la même heure. Même en lui disant d'arrêter de nous appeler et de l'engueuler comme du poisson pourri ou de le menacer, il continuait d'appeler, Maintenant à chaque semaine nous recevons leur publicité par la poste, qui se ramasse automatiquement dans le bac de recyclage. Bell c'est une compagnie harcelante qui coûte plus cher que bien d'autres sans oublier la piètre qualité du service et les renouvellement de contrat doit se faire avec un entendant car tu parles avec des machines. Ton service par satellite est souvent de mauvaise qualité du à la mauvaise transmission dû aux intempéries climatiques entre les transmetteurs..
3 Longueur du texte, il n'est pas en langage clair pour "tout le monde"
4 Pour la facture est toute est correct
5 Sans contrat carry telecom au canada c est résidentiel c est clair merci
6 Il n'y a pas contrat en fichier PDF ou autre sur le cout mensuel et l’échancre.
7 Difficille de comprendre a cause de français il y a des mots qu on ne connaît pas comment choisir mon choix

8 Les textes sont compliqués à comprendre
9 Les vocabulaires complexes et spécifiques sur la technologie. Beaucoup trop d'informations et de confusion. Propose phrases avec vocabulaires simples et courtes avec les points, possiblement quelques exemples afin d'aider à comrpendre.

DEAF-BLIND ENGLISH & FRENCH (8 RESPONSES)

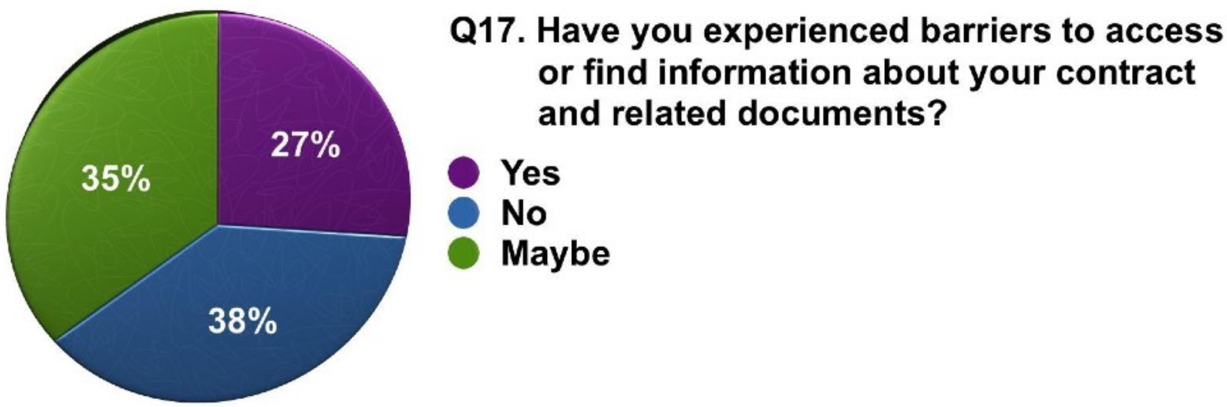
1 Barrier communication about it and sometimes misunderstanding something problem
2 Too large word .. not write plain English. Need clear
3 What's included in the internet package deal
4 Do not understand other fees and hidden fees. Once I start contract with Bell.... The amount is same. But when 2-3 months later comes, it changes. Jargon is hard to follow. I quit going to Bell store because they are all look horrible. Refusal to talk to me. They will take other customers behind me instead of dealing with me. I try to get help but they end up abusing the fact I am deaf. Next month, I find out that I have signed up for other features or plans. Costly!!!!!!! I hate Bell for what they do to us.
5 What's included in the internet package deal

French

1 Sur fibre
2 Manque MSQRD pour lire contrat besoin interprète lsq
3 Trop de vulgarisation! Il devrait simplifier les termes sur le contrat de services.

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

Summary analysis: A total of 16 respondents (61.5%) may or have experienced barriers in accessing or find information about contract with their internet service provider (ISP). Specifically, more than a quarter (26.9%) of the respondents have reported having difficulty accessing their contract. This is a significant number including the number of respondents that did not ask for it. If they HAVE asked for it, they might experience barriers which can result in higher percentage for 'Yes'.



17. Have you experienced barriers to access or find information about your contract and related documents? (26 responses)

A. Yes	7	26.9%
B. No	10	38.4%
C. Maybe	9	34.6%

Total 26

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:

Summary paragraph: Look at raw data for exact text responses from survey respondents.

<u>ENGLISH (26 RESPONSES)</u>

1 Difficult to obtain for elder couples to obtain print format
2 Many outlet or store they do not understand what we wanted keep saying cannot be done it can be done they kept stubborn one
3 Agents aren’t aware
4 Need high speed and weak depend company Cost too high
5 they never copies, they kept to themselves
6 Contract was not in my account.
7 No ASL video
8 Difficult understanding about the contract
9 sometimes go to cogeco to discuss about our needs that we faced communication barriers.
10 Problem interpreter voice say anger or normal barrier caused lead the problems
11 ask for more data but no deal for vrs
12 Relay accessible was very slow. Bell refused to talk to third party
13 I tried to explain that we as Deaf people should not not for higher produce for high speed internet and unlimit. We need it to communicate such as Skype, VRS etc They understand me but they can’t decide due to upper people decide. I called them and ended up they are in India or other country and not understand our right.
14 Unlimited Satellite not provide and it's max to 500 GB a month. Its should be UNLIMITED for Deaf People provided by other Internet Services provide in city. It’s a bit hard for country life. Maybe it will be difference if you help as no matter where you are living at...
15 Some Deaf get special rates on their contract. I cannot seem to get the same rate
16 request for discount because I don't use phone - they always say other customer service help you then other customer service say "other" customer service help you.... it's repeat circle...
17 The information is confusing. It’s not provided in asl. And everyone has a different story.
18 What I choose the bundle with promotion then different price to me and confused to me

19 Customer service representatives do not understand disabilities
20 lack of information and communication
21 I get the paper contract in the mail, no backup copy on ISP website
22 no VRS/IP available when power is out
23 A person seems too pushy and force me to sign
24 wont talk me via brs or skype
25 When I have asked about my contract through the Bell online chat feature, I get transferred to different departments
26 They can't find my old contract

FRENCH (3 RESPONSES)

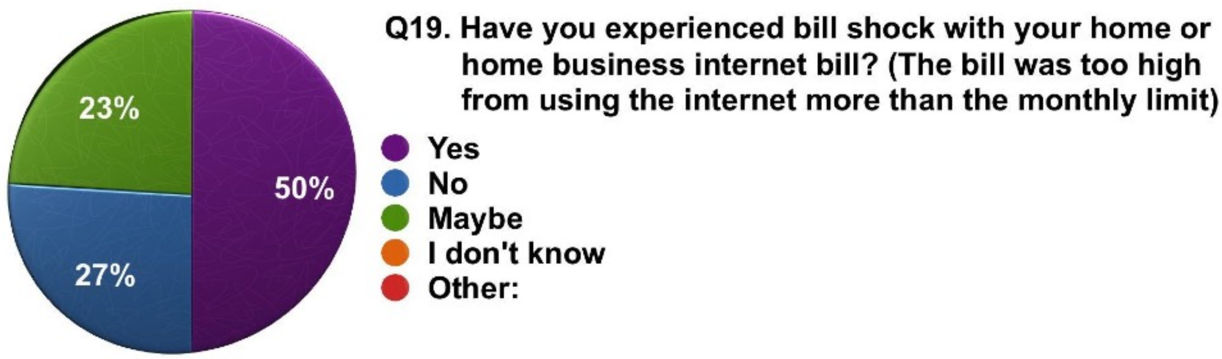
1 non vidéos en langue des signes! Comment sur le contrat de services internet pour les personnes des sourds comprends en seulement anglais ou français?
2 Pulsions option qu on doit choisir exemple forfait avec des postes exemple canal vie etc internet haut vitesse etc..
3 Aucun information qui offre comme notre accessible nécessaire comme une adaptation vidéo, car des phrases sont toujours toujours des hausses politique et qui nous absenter des détails d'information!

DEAF-BLIND ENGLISH & FRENCH (2 RESPONSES)

1 Unclear explain about what exactly document look like?
2 Calling them is no good. They don't keep agreement over phone. If they said they will do something about it - nothing happens. I call back through VRS.... Bell claims I never called them.

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)

Summary analysis: A total of 19 respondents (73%) may or have experienced bill shock on their internet bill. Only 7 respondents (26.9%) have NOT experienced bill shock. This is a good indicator that only few may not understand how monthly usage limit works and not know how to monitor their usage in order to avoid going over limit.



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) (26 responses)

A.	Yes	13	50.0%
B.	No	7	26.9%
C.	Maybe	6	23.0 %
D.	I don't know	0	0.0%
E.	Other	0	0.0%

Total 26

20. Do you know what data management is?

Summary analysis: Half of the respondents reported that they know what data management is while the other half are either no, maybe or unsure. This shows a lack of understanding in data management in their internet usage in 50% of survey respondents. Respondents who chose 'Maybe' or 'I don't know' indicates that they have a vague idea of what it is but are not confident due to lack of complete knowledge.

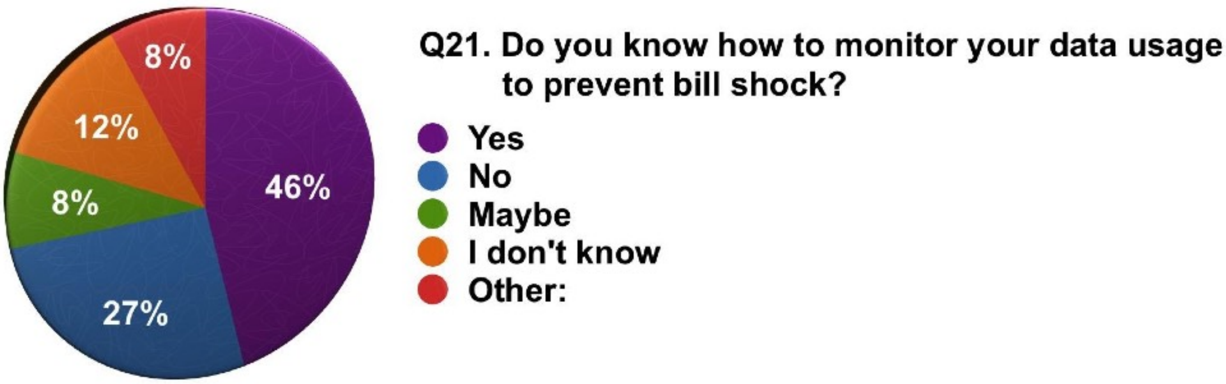
20. Do you know what data management is? (26 responses)

A.Yes	13	50.0%
B. No	5	19.2%
C. Maybe	3	11.6 %
D. I don't know	5	19.2%
E. Other	0	0.0%

Total 26

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

Summary analysis: About half of the respondents (54%) reported that maybe they know or they don't know how to monitor their data usage. Those who picked 'Maybe' shows that they know what data management is, but don't know how to do it.



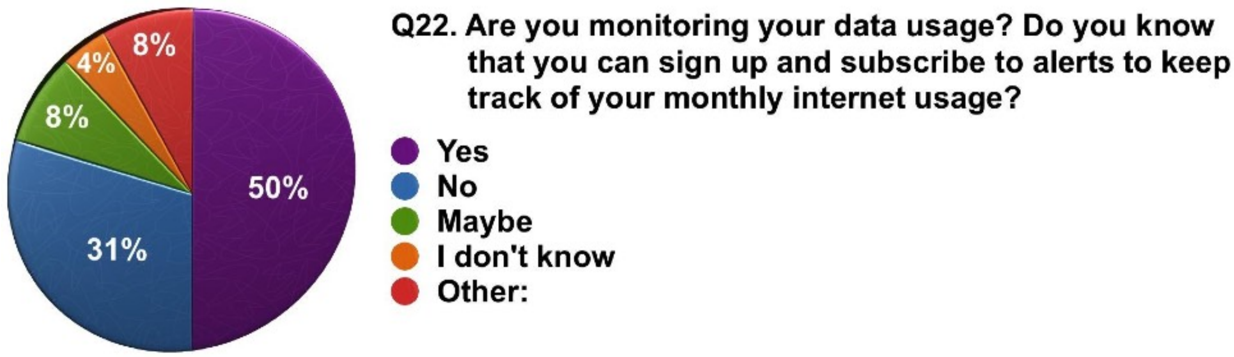
21. Do you know how to monitor your data usage to prevent bill shock? (26 responses)

A. Yes	12
B. No	7
C. Maybe	2
D. I don't know	3
E. Other	2
	Total 26

Other text responses:
1 Je n'ai jamais dépassé ma limite de données. Pas de mauvaises surprises.
2 J'ai Internet illimité alors pas besoin de s'inquiéter.

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?

Summary analysis: Half of the respondents are not monitoring their data management indicating lack of understanding of how data limit works and how to manage it in order to avoid bill shock. This is an important area where Deaf-Blind people need to be better educated in.

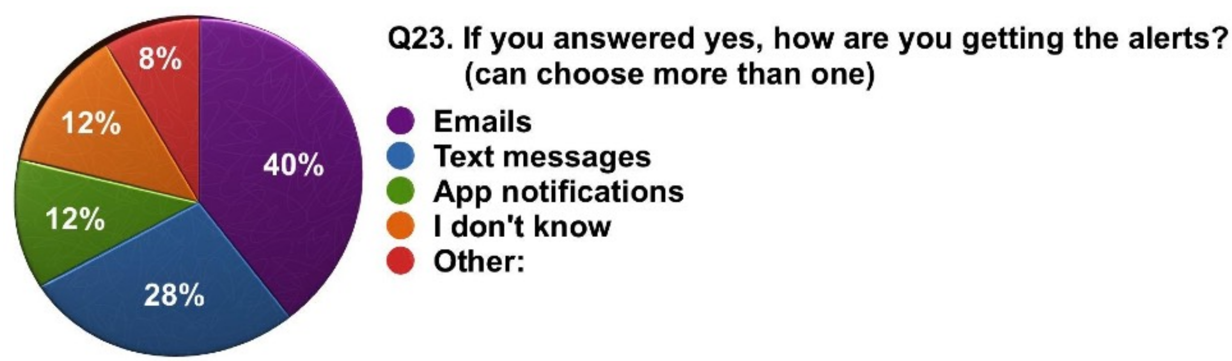


22. Are you monitoring your data usage? Do you know that you can sign up and subscribe to alerts to keep track of your monthly internet usage? (26 responses)

A.	Yes	13	50.0%
B.	No	8	30.8%
C.	Maybe	2	7.6%
D.	I don’t know	1	3.8%
E.	Other	2	7.6%
	Total 26		

23. If you answered yes, how are you getting the alerts? (can choose more than one)

Summary analysis: 40% of respondents who ARE aware about alerts for internet usage opted for email alerts, while 28% receive text alerts. Generally, Deaf-Blind prefers the email method so they can use magnification software on their computer or mobile to read.



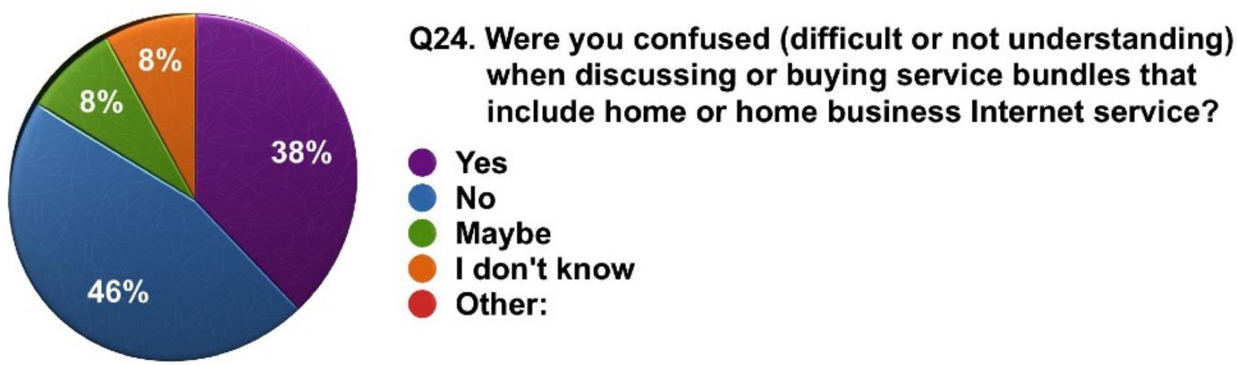
23. If you answered yes, how are you getting the alerts? (can choose more than one) (25 responses)

A.	Emails	10	40.0%
B.	Text Messages	7	28.0%
C.	App notifications	3	12.0%
D.	I don't know	3	12.0%
E.	Other	2	8.0%

Total 25

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

Summary analysis: 54% of the respondents indicated they were confused or didn't fully understand the information about how bundling services works. It could be that the salesperson was not thorough or had no patience in explaining conditions slowly. Also, many Deaf-Blind consumers do not know what kind of questions to ask relating to types of service bundles or special deals for packages.



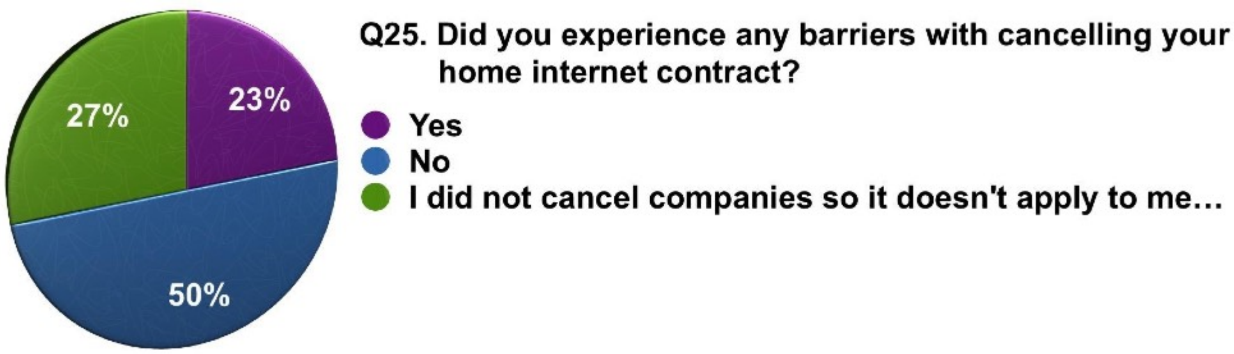
24. Were you confused (difficult or not understanding) when discussing or buying service bundles that include home or home business Internet service? (26 responses)

A. Yes	10	38.4%
B. No	12	46.1%
C. Maybe	2	7.6%
D. I don't know	2	7.6%
E. Other	0	0.0%

Total 26

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

Summary analysis: Assuming that 19 respondents proceeded to cancel their internet service, where 6 of them (31.6%) had experienced some kind of hindrance. That means that almost one-thirds of those who canceled their services faced barriers. That's a very large percentage so this is alarming. Some Deaf-Blind people who did not cancel might feel distress so they avoid attempting due to many factors such as the unknown, or not confident with salespeople in store or on phone.



25. Did you experience any barriers with cancelling your home internet contract? (26 responses)

A.	Yes	6	23.1%
B.	No	13	50.0%
C.	I did not cancel companies so it doesn't apply to me (not applicable)	7	26.9%
		Total 26	

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:

Summary paragraph: Look at raw data for exact text responses from survey respondents.

ENGLISH (9 RESPONSES)

1 Trying to persuade, no consistency with different agents, no understand of deaf friendly services
2 Yes, pressured to stay.
3 I am confused about seasonal hold. when I came back home from out of country. I can't keep my plan so I forced to get new deal that I lost my good plan
4 Not easy to cancel, they keep persuading you as their customers without simply cancelling the contract
5 They jumped costly monthly up and up forever so I decide to stop rent
6 When I asked for accessible discount on phone. They refused. Then I asked for cancel phone. They said cannot cancel phone. I never use phone! charge me for those. Useless!!!
7 It's not very reliable when it been during the storms and it will make freeze or slow down. Plus if I go over 500 GB and it become very slow down and its not accessible for communication with VRS. If problems then I have to use my Data phone to use for VRS.
8 request for discount that we don't need to pay for phone... ask for bundle package but still higher price
9 wont communicate by brs skype or email

FRENCH (2 RESPONSES)

1 Difficile expliquer
2 Car je suis sourd(e) pas facile communiqué

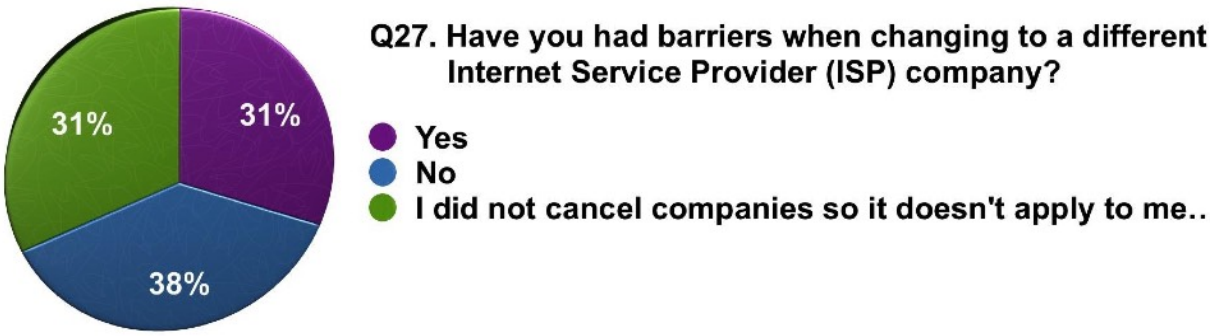
DEAF-BLIND ENGLISH & FRENCH (4 RESPONSES)

1 I done bad my experience by cogeco and fido company , they said to me that they charged me over $600 back because I stop their company , expensive payment monthly
2 I did that before with Rogers. Both Bell also gave me hard time to end contract. I had a defective modem... but Rogers screwed me over. I paid more for better modem..... And it was still slow. I quit Rogers and ended up getting a bad credit. Now Bell is doing the same thing. My modem was replaced 3 times since I began with Bell 3 years ago. I want to get out of Bell but don't see other options.

3 I did that before with Rogers. Both Bell also gave me hard time to end contract. I had a defective modem... but Rogers screwed me over. I paid more for better modem..... And it was still slow. I quit Rogers and ended up getting a bad credit. Now Bell is doing the same thing. My modem was replaced 3 times since I began with Bell 3 years ago. I want to get out of Bell but don't see other options.
4 Must wait until contract expires. They try convince me to stay on by offering deals or discounts.

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

Summary analysis: A total of 8 respondents (30.7%) experienced barriers when trying to change to a different internet service provider (ISP) company whereas the other 69.3% did not change or remain with the same company. This was foreseen in summary analysis in Question 25 where one-thirds of respondents that proceeded to change ISP experienced barriers.



27. Have you had barriers when changing to a different Internet Service Provider (ISP) company? (26 responses)

A.	Yes	8	30.7%
B.	No	10	38.4%
C.	I did not cancel companies so it doesn't apply to me (not applicable)	8	30.9%
		Total 26	

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:

Summary analysis: Look at raw data for exact text responses from survey respondents.

<u>ENGLISH (17 RESPONSES)</u>

1 They hearing seller all the same boats we are unique people we want that that they demand to have voice phone with in why do we have to pay for voice phone that we will never been on it
2 Contract cutting off - and not understanding deaf usuage. I cut off Rogers internet specifically for my phone because they were overcharging me and Telus was half the price for the same data. Plus using VRS at no cost is helpful.
3 Data and voice , internet with shaw cable if I don't want use channel they barrier me cuz I am deaf blind must same fair as hearing pay.
4 They just pressure you to stay, offer more data, list the difficulties you will have, tell you you cant leave because you still owe money on your device.
5 miscommunication
6 my other apartment few years ago only used Bell so I had hard time switching .. but now my apartment has internet (wifi) included
7 Trying to use online chat to contact the billing department; trying to use IP relay to connect with the billing department (it can be slow); some tech support workers are not willing to talk thru a 3rd party (the interpreter/relay service). Often, the online chat on their websites are for specific purposes, not for billing issues,etc. Would be nice if it were for any reason; I like to be able to connect with a rep personally, not thru a 3rd party.
8 Using another company cheaper
9 Its very limited services while I am living at country. Its just only like 1 or impossible to find other internet provider at country life.
10 Bell representatives were unclear, or chose to share the wrong information with me, and placed requirements on me to jump through hoops to end my contract after the promotional period ended.
11 the barrier is not being able to find the right ISP company that would discount for Deaf/ HoH
12 With Bundles - TV, Landline and Internet, was not pleased with one company landline so now I have two companies.
13 There was no VRS that time. It was hassle time to communicate through IP-Relay and walk in the store and ask to call and explain for me. More work for workers instead of me ;-)

14 They would do a credit check through the credit bureau and many of us, I am sure, go through a block because we cannot obtain these services from any one of them. Only a couple of these services will provide whatever you have request for. I prefer a different provider other than what I have now. Way too expensive but at least they don't do a credit check.
15 My parents know and decide cancel I prefer cheap price
16 Struggle to understand their fine words that can be conned again
17 same answers

FRENCH (1 RESPONSE)

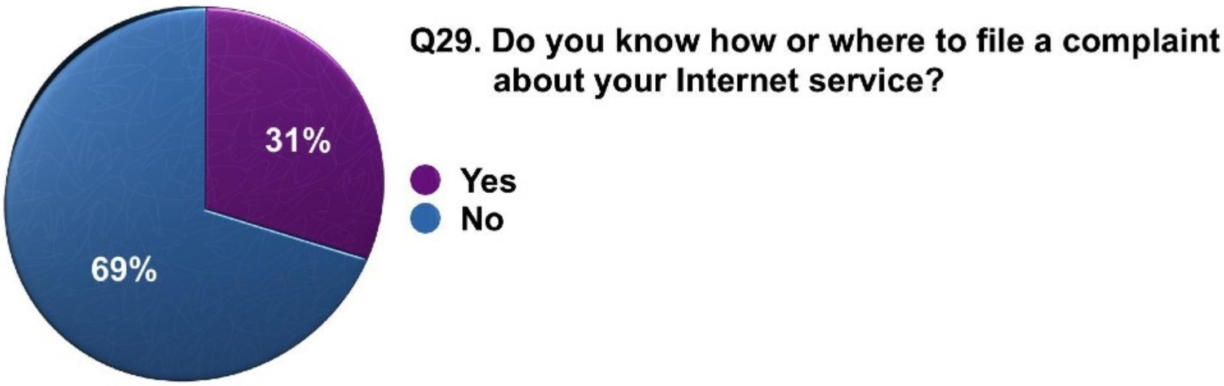
1 du harcèlement de Bell par téléphone et maintenant par courrier postal

DEAF-BLIND ENGLISH & FRENCH (5 RESPONSES)

1 Need my webcam or live with ASL not text
2 I done my experience thou fido company so I joined Bell that struggling with fido for cutting on the line.
3 Unlimited and half price than 99.99
4 See my comment two questions ago
5 Had to pay the difference for breaking contract even tho I was only a month away from end of contract.

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

Summary analysis: Almost 7 out of 10 respondents (69.2%) are not aware that they can file a complaint about their internet service. They do not know the proper channel and whether it will improve their situation. The vast majority of Deaf-Blind respondents need to be educated on their options in case they face a hiccup in customer service. Provide steps on what they can do.



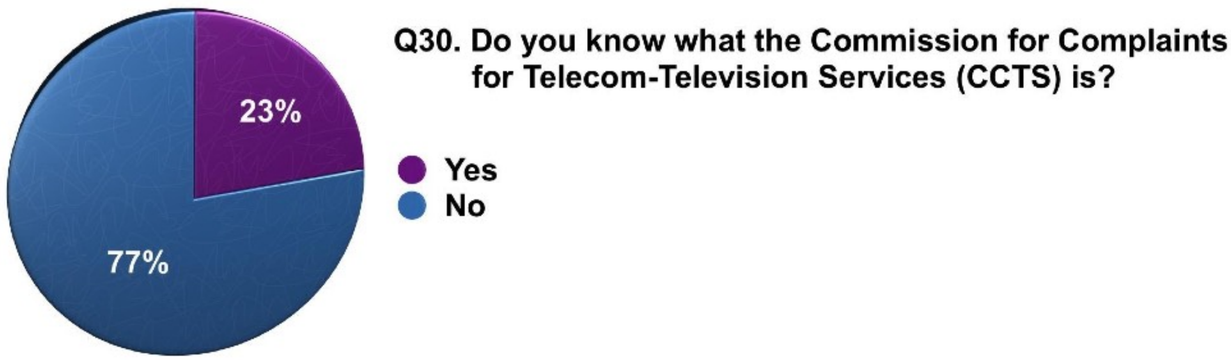
29. Do you know how or where to file a complaint about your Internet service? (26 responses)

A.	Yes	8	30.7%
B.	No	18	69.2%

Total 26

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

Summary analysis: A whopping total of 20 respondents (76.9%) do NOT know what Commission for Complaints for Telecom-Television Services (CCTS) is. This screams for more awareness among Deaf and Deaf-Blind community. Again, the older group over 45 years of age from Question 2 have low confidence with expressing themselves in English or French where sign language is preferable, and they are out of loop with modern technology.



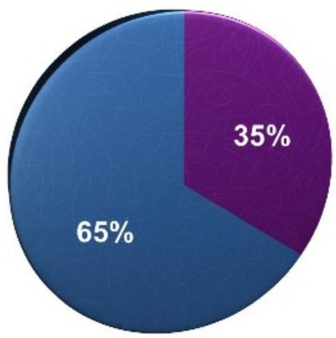
30. Do you know what the Commission for Complaints for Telecom-Television Services (CCTS) is? (26 responses)

A.	Yes	6	23.1%
B.	No	20	76.9%

Total 26

31. Did you know that 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?

Summary analysis: A total of 65.3% of respondents are not aware that their contract with internet providers are accessible in alternate formats. Just over ⅓ of the respondents know that they can get their contracts and bills provided in an accessible format. This means that almost ⅔ of them do not know that they have the right to request that information in their preferred accessible format. Very few people are benefitting from the availability of accessible documentation. This may attribute to the fact that staffs are untrained or give respondents the options to give a copy of contract in accessible formats or via email.



Q31. Did you know that 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?

- Yes
- No

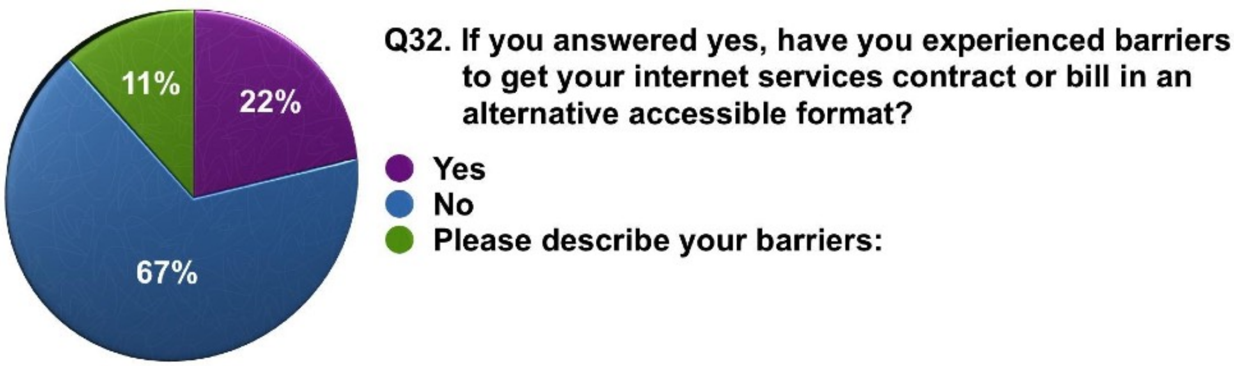
31. Did you know that you may receive your internet services contract or bill in an alternative accessible format, for example, large font size, plain text, braille or via email? (26 responses)

A.	Yes	9	34.6%
B.	No	17	65.3%

Total 26

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

Summary analysis: 6 respondents who ARE aware of alternate formats didn't have a problem obtaining their contract according to their preference, however this only accounts out of the total 26 respondents (23%) that answered Question 31. The remaining 77% which is almost 8 out of 10 respondents either have an issue or unaware of available accessible formats. Furthermore, a respondent encountered this with Rogers: "I contacted Rogers and encountered issues in terms of not being able to get my monthly bills in plain text - only in HTML. The person I talked to had no real understanding of accessible formats. Plus, Braille was only available in Grade 2 (contracted), not available in Grade 1 (Uncontracted) and I assume not available in UEB (new standard, Unified English Braille)".

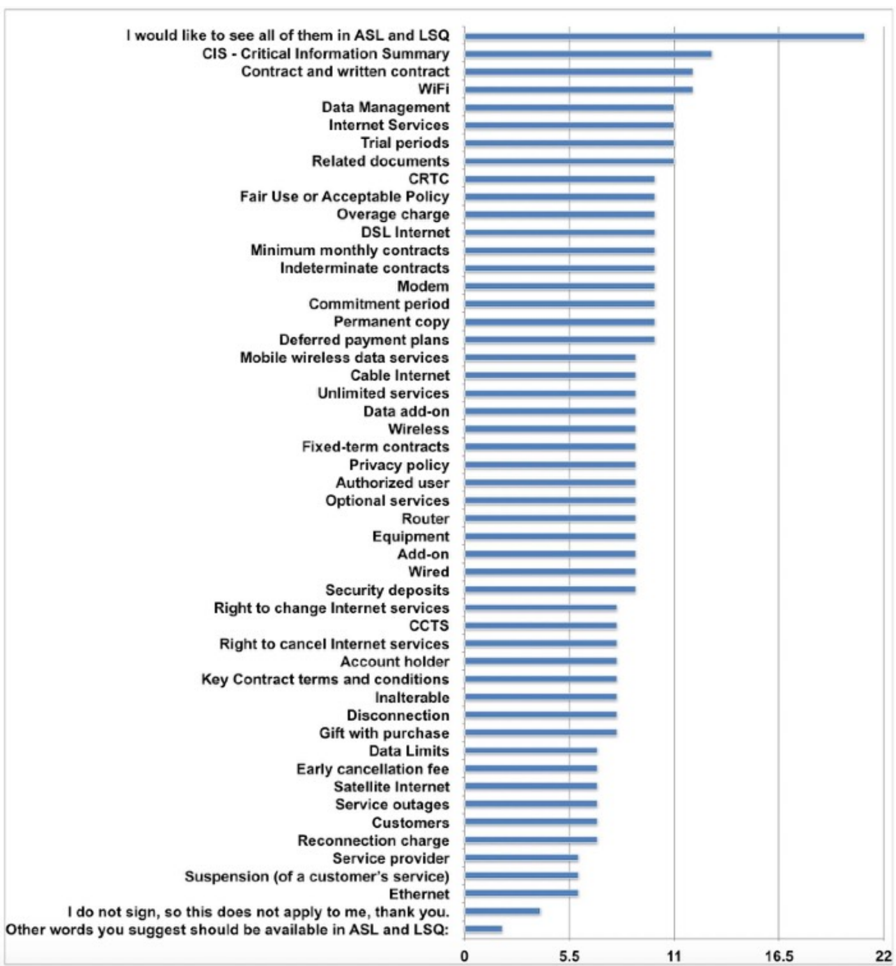


32. If you answered yes, have you experienced barriers to get your internet services contract or bill in an alternative accessible format? (9 responses)

A. Yes	2	22.2%
B. No	6	66.6%
C. Please describe your barriers:	1	11.1%
Total	**9**	

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 in Appendix 1, and some are from CAD-ASC et al suggested added terms for DDBHH. Please choose as many as you want:

Summary paragraph: Almost eighty percent of respondents (77.7% to be precise) want terminology to be created in ASL and LSQ that includes definitions. It should be embedded with plain text descriptions in English and French for those who cannot see videos clearly or those who does not sign. This will greatly improve understanding of the unfamiliar terms in ISP contract.



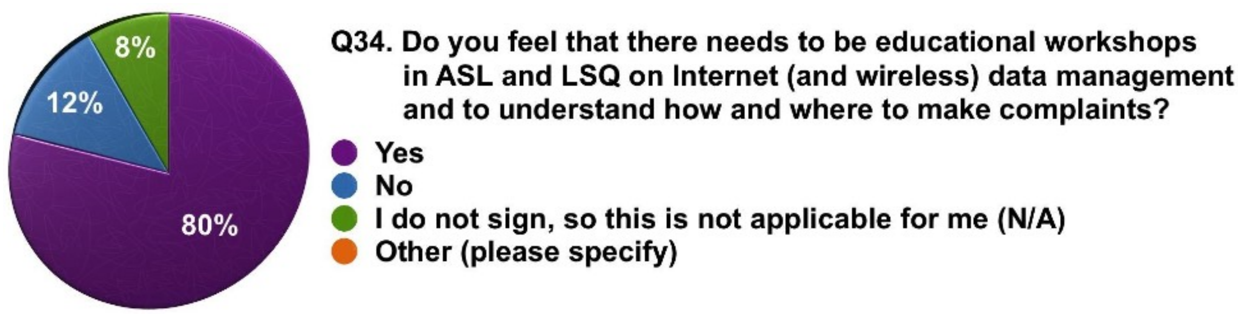
33. Some words and terms in contracts can be confusing or not clear. Would you like to have ASL and LSQ videos that would clearly explain words and terms like the ones below? For example, if you aren't clear about a word or term, if the word is on the internet, you could click on the word then have accessible ASL or LSQ videos pop up to expand and explain. Some of the list words are from CRTC Internet Code list of definitions in Appendix 1, and some are from CAD-ASC et al suggested added terms for DDBHH. Please choose as many as you want: (458 responses)

I would like to see all of them in ASL and LSQ	21	77.7%
Mobile wireless data services	9	1.9%
CRTC	10	2.2%
Contract and written contract	12	2.6%
Data Management	11	2.5%
Internet Services	11	2.5%
Cable Internet	9	1.9%
Wifi	12	2.6%
Data Limit	7	1.5%
Unlimited Services	9	1.9%
Data add-on	9	1.9%
Right to change Internet service	8	1.7%
CCTS	8	1.7%
Fair Use or Acceptable Policy	10	2.1%
Wireless	9	1.9%
Fixed-term contracts	9	1.9%
Right to cancel Internet service	8	1.7%
Overage charge	10	2.1%
DSL Internet	10	2.1%
Minimum monthly contracts	10	2.1%
Indeterminate contracts	10	2.1%
CIS-Critical Information Summary	13	2.9%
Early cancellation fee	7	1.5%
Privacy policy	9	1.9%
Satellite Internet	7	1.5%

Modem	10	2.1%
Service outages	7	1.5%
Authorized user	9	1.9%
Service provider	6	1.3%
Trial period	11	2.4%
Account holder	8	1.8%
Key Contract terms and conditions	8	1.8%
Optional services	9	1.9%
Suspension (of a customer service)	6	1.3%
Ethernet	6	1.3%
Router	9	1.9%
Commitment period	10	2.2%
Permanent copy	10	2.2%
Inalterable	8	1.8%
Related documents	11	2.4%
Deferred payment plans	10	2.2%
Customers	7	1.5%
Equipment	9	1.9%
Add-on	9	1.9%
Disconnection	8	1.8%
Reconnection charge	7	1.5%
Gift with purchase	8	1.8%
Wired	9	1.9%
Security deposits	9	1.9%
Other word you suggest should be available in ASL or LSQ	2	0.5%
I do not sign, so this does not apply to me, thank you	4	0.87%.
	Total 458	

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?

Summary analysis: The majority of respondents (80%) would like workshops in ASL and LSQ. Note, this information is important to ALL deaf-blind people regardless of whether they use sign language or not. There are many non signing deaf-blind who experience very similar or same issues who were not included in this process. There should be accessible workshops that meet a wide range of needs, possibly separate workshops geared to language and communication methods, for efficiency. Perhaps Deaf and Deaf-Blind agencies should be provided with funding so that they can do the training themselves since they know how to work with the members of their own communities. Furthermore, Deaf and Deaf-Blind people prefer the educational workshop, so they are able to ask questions to clarify, share their barriers, and how to improve telecom policy by sending complaints to CCTS for example. This is strongly encouraged by all respondents that answered the Deaf-Blind format of the Internet Code survey.



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? (25 responses)

A.	Yes	20	80.0%
B.	No	3	12.0%
C.	I do not sign	2	8.0%
D.	Other	0	0.0%

Total 25

35. 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. (25 responses)

Summary analysis: 25 respondents out of the total 27 that completed the survey all the way to the end gave consent to publish their answer choices. A respondent quit the survey after Question 10. The last respondent answered up to Question 31.

A.	Yes	25	100%
B.	No	0	0.0%

Total 25

Appendix D:
Survey Questions Final Draft

Appendix D: Survey Questions Final Draft

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 **X** 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):___________**[Enter in textbox]**
6) __________

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:____________________**[Enter in textbox]**

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 textbox]**
e. I prefer not to provide information

RESIDENTIAL INFORMATION

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

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

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:____________________**[Enter in textbox]**

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:____________________**[Enter in textbox]**

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:____________________**[Enter in textbox]**

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:____________________**[Enter in textbox]**

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

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:____________________**[Enter in textbox]**

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? (LOGIC)

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? (LOGIC)

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
b. No
c. Maybe
d. I don't know
e. Other:______[Enter in textbox]

20. Do you know what data management is?

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

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

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

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
b. No
c. Maybe
d. I don't know
e. Other:__________

23. How are you getting the alerts?

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

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
b. No
c. Maybe
d. I don't know
e. Other:__________

CHANGING COMPANIES

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

a. Yes
b. No
c. I did not experience, so not 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? (LOGIC)

a. Yes
b. No
c. I did not experience, so not 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

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?
(must select only one option)

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: ____________________**[Enter in textbox]**

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. Contract terms
20. Contract conditions
21. Minimum monthly contracts
22. Mobile wireless data services
23. Optional services
24. Overage charge
25. Permanent copy
26. Inalterable
27. Privacy policy
28. Related documents
29. Service provider
30. Suspension (of a customer's service)
31. Unlimited services
32. Data Limits
33. Data Management
34. Cable Internet
35. DSL Internet
36. Satellite Internet
37. Ethernet
38. Modem
39. Router
40. Wired
41. Wireless/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 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)

ACCESSIBILITY

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 Telecom-Television Services (CCTS)?

[multiline textbox]

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. ***(choose only one)***

[checkbox]

a. Yes
b. No

PART II: 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.

Appendix E: Timeline of the Overall Survey Process

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Timeline for 2018-422 Internet Code Survey Report work

Date	Activity
December 21	• **Google Document** opened & started inputs/draft of survey questions (team members were sick/holidays with family - task paused)
January 3-6	• **Survey question development**
January 7	• **Survey Monkey inserts of questions in English Survey link**
January 11-13	• **Survey question finalization for script (preparing for ASL)** • **French translations**
January 14	• **Survey Monkey inserts of questions in French Survey link**
January 14-16	• **ASL & LSQ filming** of 30 questions with Introduction and Closing • ASL & LSQ clips sent **Jan 14th/15th**, dropbox folders
January 16-18	• **Videos uploaded to Youtube links**
January 19-20	• **Videos embedded in Survey Monkey**
January 21-23	• **Survey testing, reconfiguring the skip logic**
January 24	• **Survey launched**
February 12	Final survey day Survey closes 8:59 PM PST **February 12** Survey closes 9:59 PM MST **February 12** Survey closes 10:59 PM CST **February 12** Survey closes 11:59 PM AST **February 12** Survey closes 00:29 AM NST **February 13**
February 13-15	Extract survey data to MS Excel worksheets, adding up totals
February 15 - March 4, 2018	Survey Methodology begins: Create graphs and visual aids, Numerical chart analysis, Analyzing the data, tables, graphs and charts, including cross-analysis section, Deaf-Blind only responses analysis, proof-reading & submission to CRTC.

Appendix F: Terminology

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Excerpted and modified from the Bell-Mission Consulting VRS Feasibility Study Project Phase 3-Consumer Interests and Perspectives, on pages 12-13.

ASL - American Sign Language - a naturally occurring visual gestural language with distinct grammar, syntax and vocabulary that is not based on or derived from a spoken language. ASL does not follow English word order, and uses facial expression for grammatical markers. In addition, physical affect markers, spatial linguistic information and fingerspelling are all incorporated into the unique syntax and linguistic features of the language. Like other languages, ASL is comprised of arbitrary symbols brought together by "syntactic, phonological semantic, and pragmatic rules." The main users of ASL are culturally Deaf; however other groups may also prefer this language.

LSQ - Langue des signes québecoise - is the natural language sign language of the Deaf Francophone community in Canada. With other signed languages, LSQ is a naturally occurring language with grammar, syntax, vocabulary, and lexical information that is conveyed visually and manually. The majority of LSQ users are culturally Deaf.

Culturally Deaf

- People who identify themselves as culturally Deaf; people who are born deaf or became deaf early in life, usually before language acquisition (i.e. pre-lingual)
- Rely mainly on or a have a preference for using sign language to communicate (ASL or LSQ)
- Prefer to use sign language interpreters and visual assistive technology (e.g. Video, text messaging, captioning)
- Deafness is a cultural and linguistic distinction requiring an accommodation, rather than Deafness being considered a disability.
- Some individuals may also use assistive listening devices (e.g. hearing aids and/or cochlear implants) - yet have strong ties to Deaf Culture and chose to be bi-cultural.

Oral Deaf

- People who are born deaf or became deaf early in life, usually before language acquisition (i.e. pre-lingual)
- Educated in the oral method and rely mainly on oral communications (e.g. speaking, speech-reading)
- Generally, depend on a visual representation of spoken language (e.g. written text, captioning, speech-reading)
- Typically identify with the hearing culture but may have ties to deaf culture, or choose to be bi -cultural and identify with both.

Deafened or Late deafened

- People who became deaf postlingually (after learning speech) and have now lost the ability to understand speech with or without assistive listening devices (e.g. hearing aids, cochlear implants, wireless transmitters, etc.)
- Typically educated in a spoken language either in English or French

- Generally, depend on a visual representation of spoken language for communication (e.g. written text, speech-reading, captioning, sign supported English)
- Typically identify with hearing culture, but may have ties to deaf culture or choose to be both

Hard of Hearing

- People with hearing loss ranging from mild to profound, who may have been born with the condition, or developed it later, are able to understand speech with or without assistive listening devices to maximize residual hearing (e.g. hearing aids, cochlear implants, wireless transmitters, etc.)
- Primarily relies on auditory communication utilizing any residual hearing
- Prefer to use auditory devices to maximize residual hearing (e.g.hearing aids, amplified telephones, etc.), uses captioning devices (e.g. captioned telephones, real time captioning services) and may also utilize speech-reading
- Most identify with hearing culture and very few use any kind of sign language

Deaf-Blind

- People who have significant, but not necessarily total, loss of both vision and hearing
- Rely mainly on tactile signing (signing in the palm of the Deaf-Blind person's hands, close-up signing, or close up speechreading.
- May be culturally Deaf, deafened, oral deaf, or Hard of Hearing and communication preference will vary accordingly.
- May use supplemental communication systems like ProTactile

***** End of Document *****