DEAF WIRELESS CANADA COMMITTEE

COMITÉ POUR LES SERVICES SANS FIL DES SOURDS DU CANADA

Appendix Pages of Survey Analysis Report

Removing barriers to switching plans for wireless and internet services

TNC CRTC 2024-294-3

March 12, 2025

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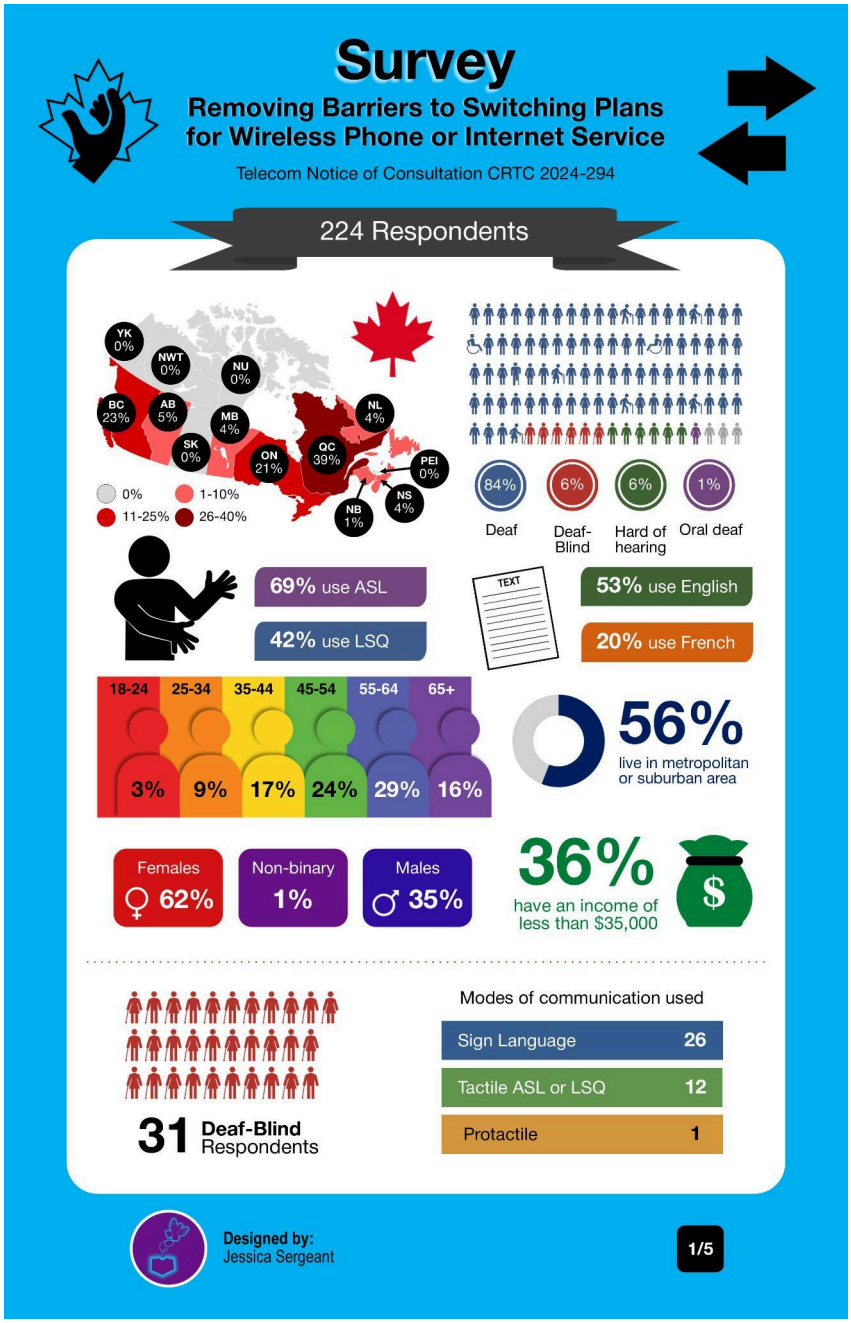
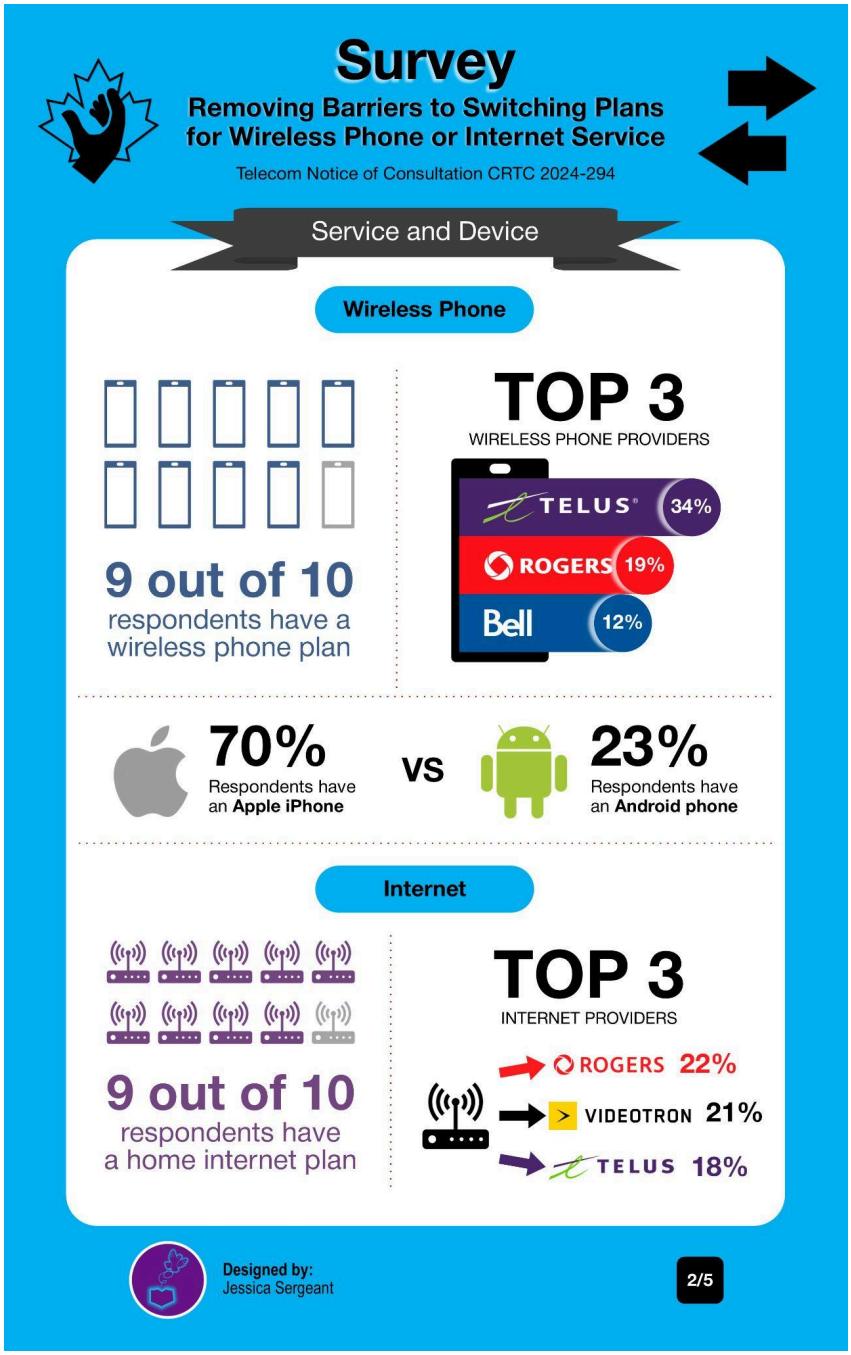
APPENDIX A: Infographics

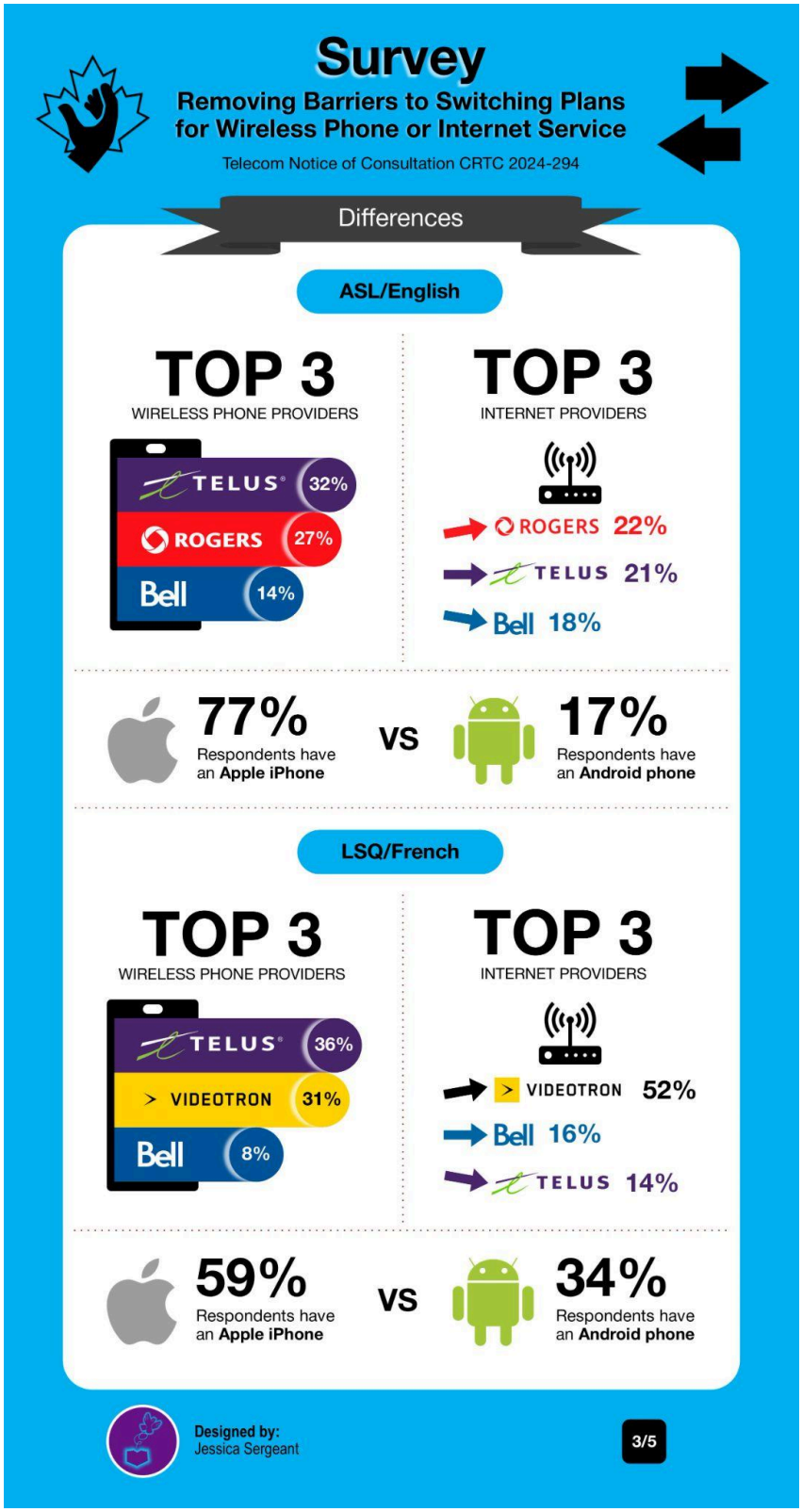
Demographics



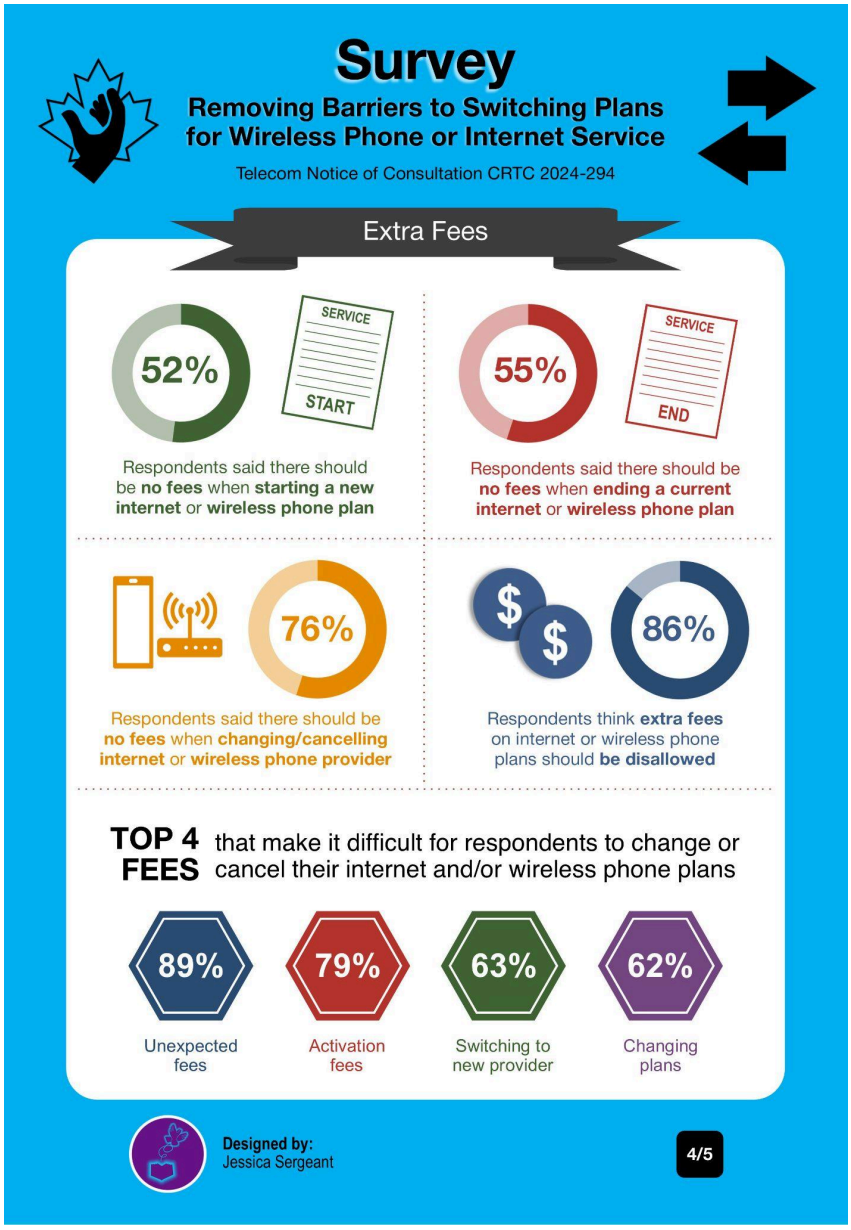
Service and Device



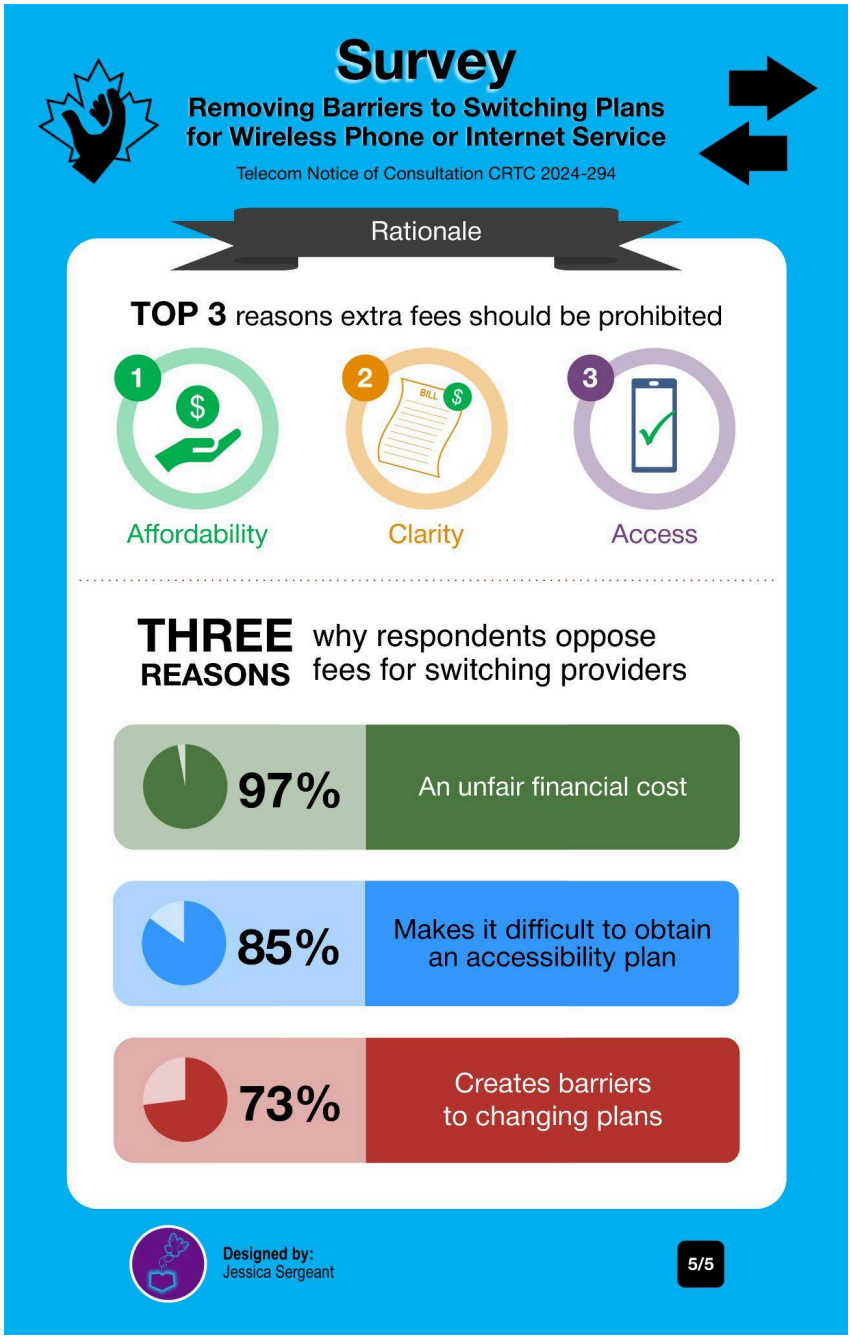
Differences



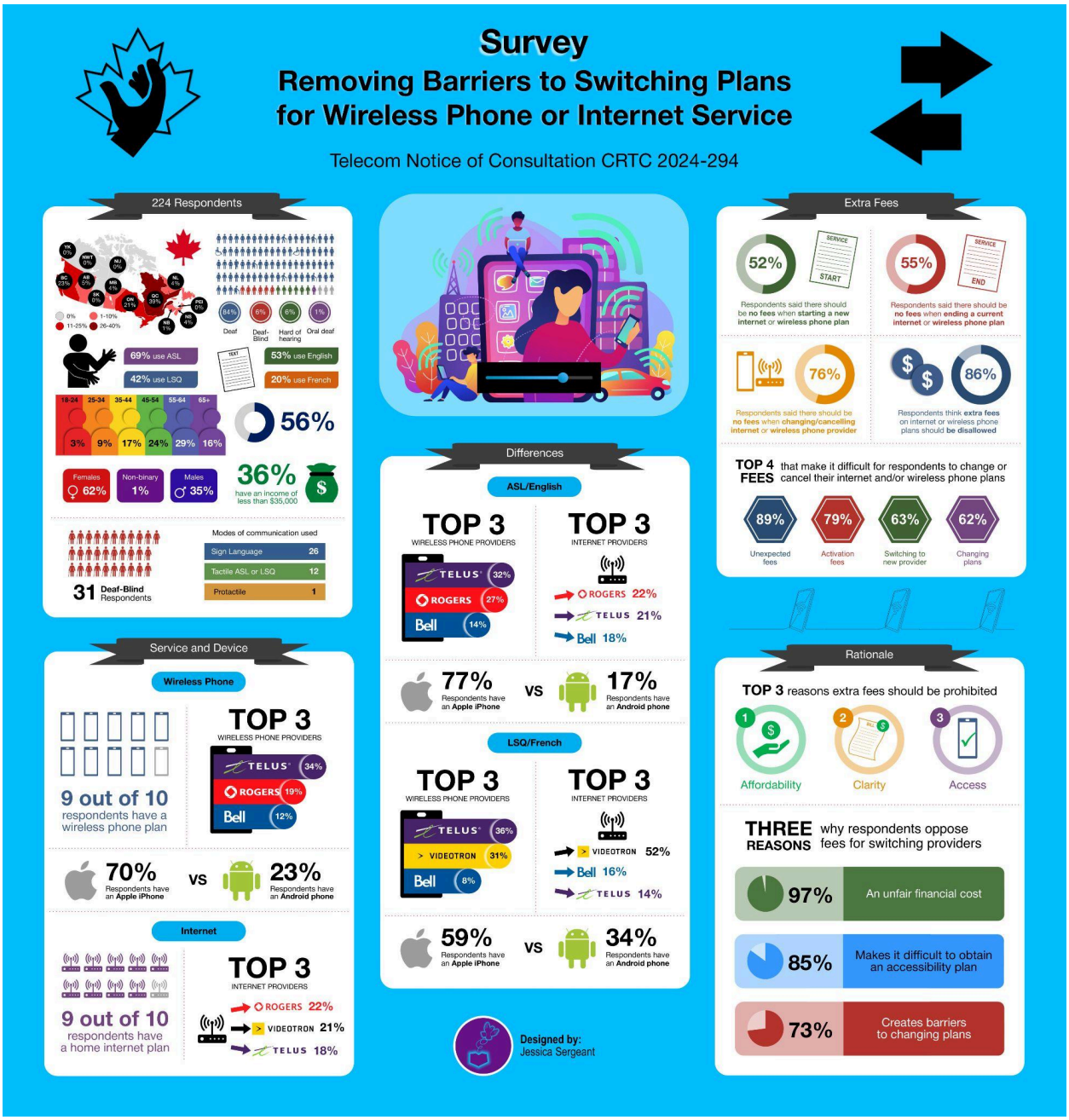
Extra Fees


Survey
Removing Barriers to Switching Plans for Wireless Phone or Internet Service
Telecom Notice of Consultation CRTC 2024-294
Extra Fees
52%
SERVICE
START
Respondents said there should be no fees when starting a new internet or wireless phone plan
55%
SERVICE
END
Respondents said there should be no fees when ending a current internet or wireless phone plan
76%
Respondents said there should be no fees when changing/cancelling internet or wireless phone provider
86%
Respondents think extra fees on internet or wireless phone plans should be disallowed
TOP 4 FEES that make it difficult for respondents to change or cancel their internet and/or wireless phone plans
89%
Unexpected fees
79%
Activation fees
63%
Switching to new provider
62%
Changing plans
Designed by:
Jessica Sergeant
4/5

Rationale


Survey
Removing Barriers to Switching Plans for Wireless Phone or Internet Service
Telecom Notice of Consultation CRTC 2024-294
Rationale
TOP 3 reasons extra fees should be prohibited
1
Affordability
2
Clarity
3
Access
THREE REASONS why respondents oppose fees for switching providers
97%
An unfair financial cost
85%
Makes it difficult to obtain an accessibility plan
73%
Creates barriers to changing plans
Designed by:
Jessica Sergeant
5/5

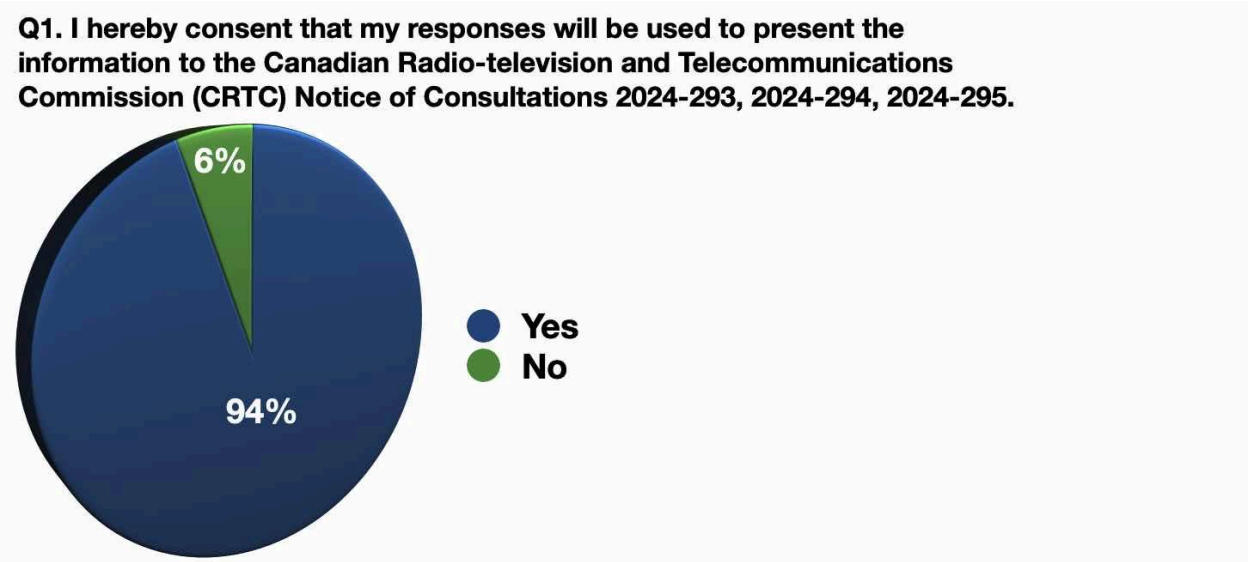
Full-sized Infographic



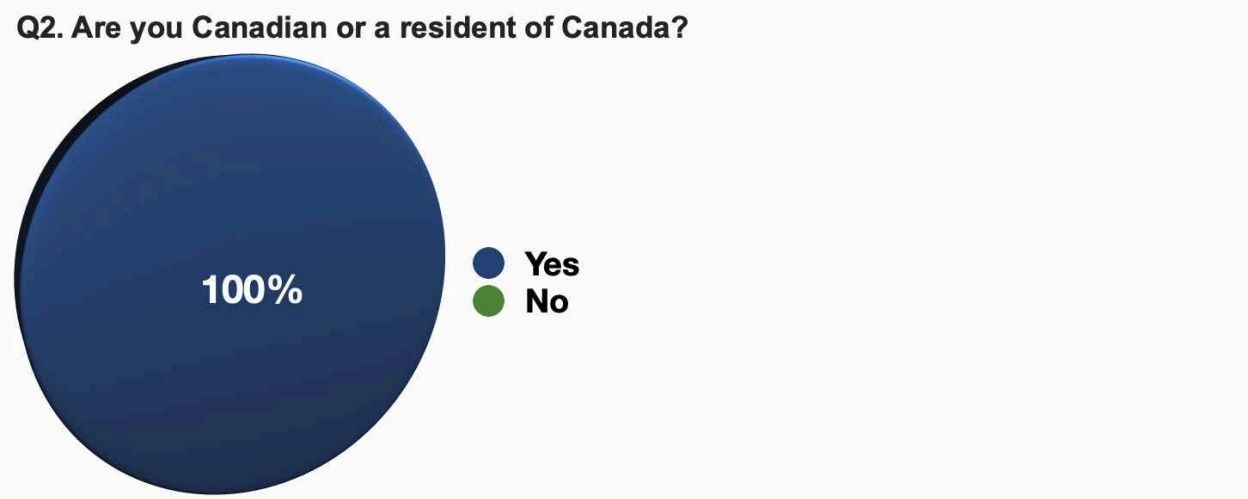
APPENDIX B: Overall Charts Survey Analysis

Qualifying questions

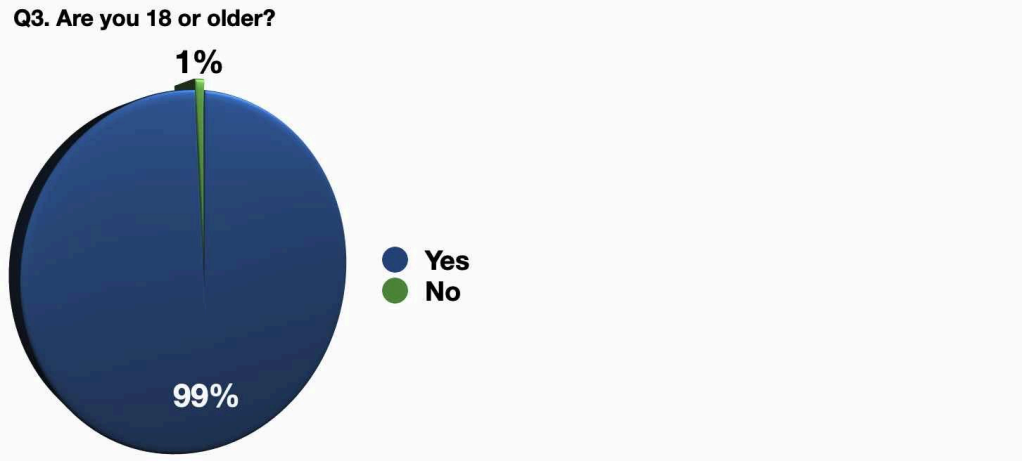
1. This question was used to explain that the results would be shared to the CRTC, and gave the respondents the option to remove themselves from the survey if they didn't give consent. **94%** gave consent, and the rest at **6%** did not give consent.



2. This question was used to ensure that the respondent is qualified for the prize raffle drawn on February 23, 2025. All of them, at **100%**, indicated that they are either a Canadian or a resident of Canada.



3. This question was used to ensure that the respondent is at least 18 years old to qualify for the prize raffle drawn on February 23, 2025. **99%** of respondents were over the age of 18, while just **1%** was under the age of 18.

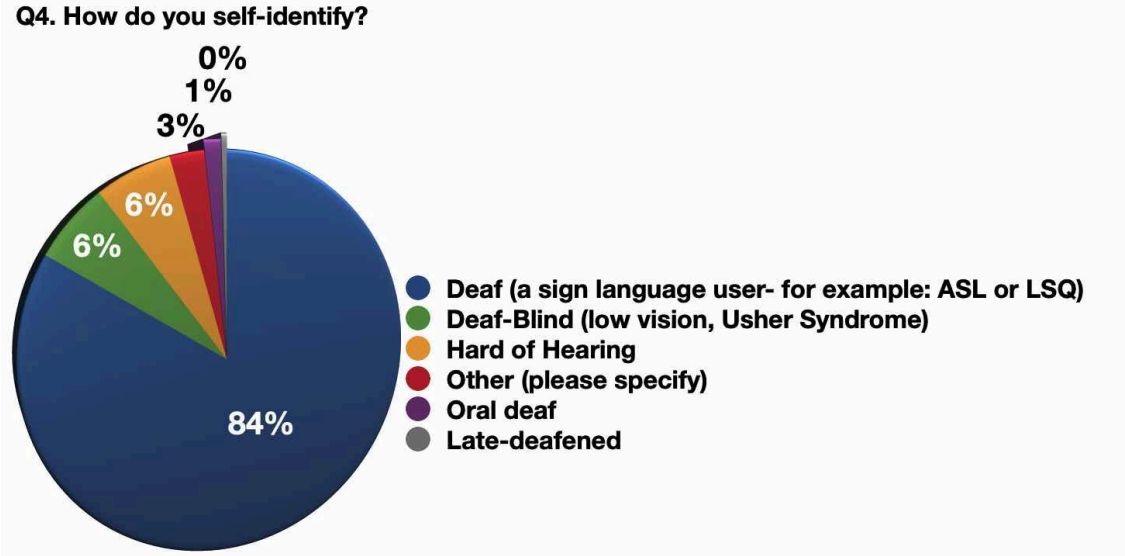


About the Respondents

4. This section aimed to create a demographic profile of the **224** respondents, including self-identification, gender, language, geographic location, employment, and income.

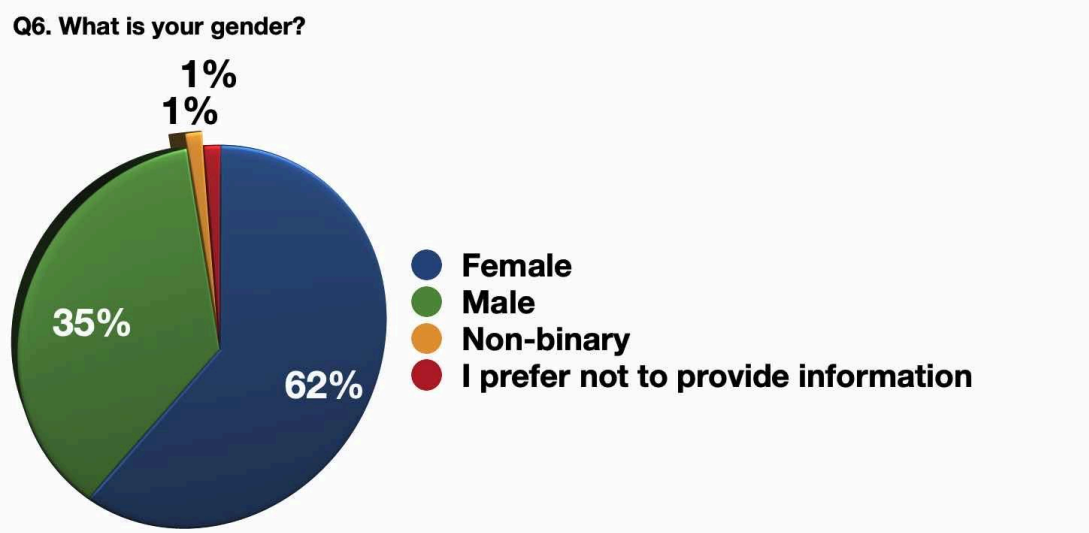
Self-identification

5. Of the respondents, **84%** identified as Deaf and as sign language users, such as ASL or LSQ. Another **6%** identified as Deaf-Blind, while **6%** identified as Hard of Hearing. Additionally, **3%** selected “Other”.



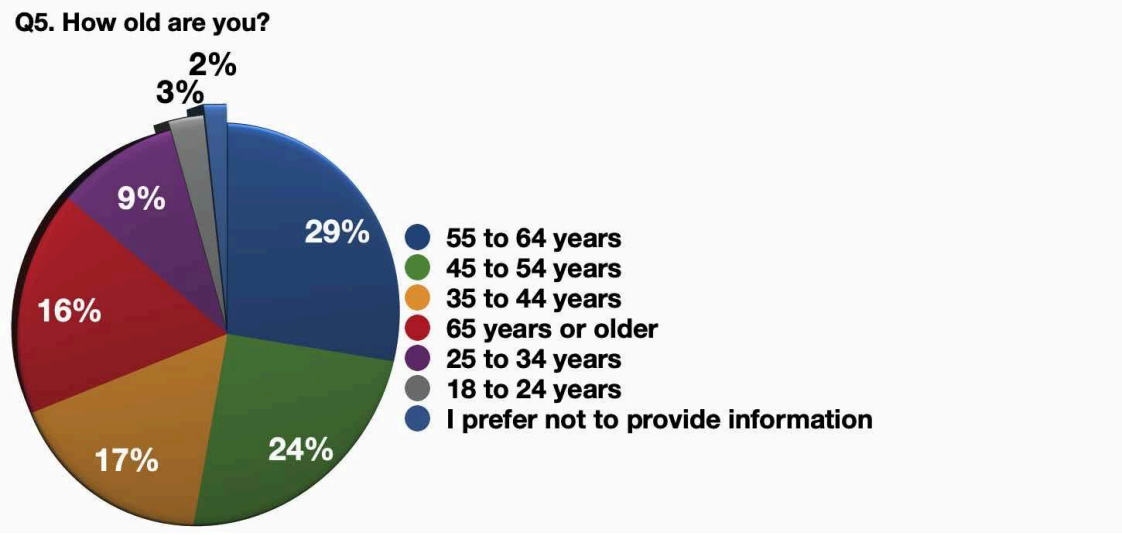
Gender

6. Among the respondents, **62%** identified as female, **35%** as male, and **1%,** three respondents, identified as non-binary. The remaining participants chose not to disclose this information.



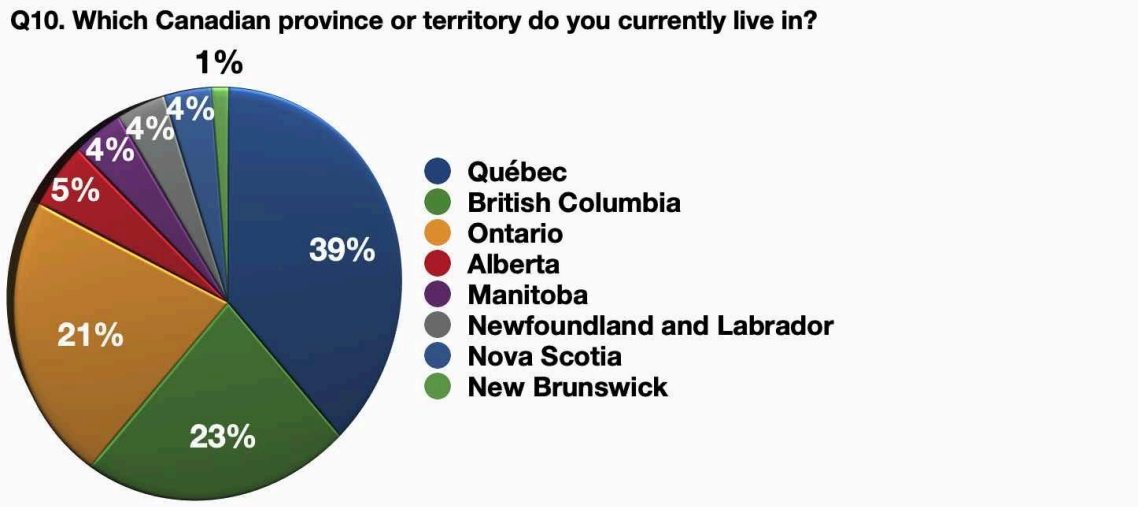
Age

7. Survey respondents were distributed across various age groups, with **29%** aged 55 to 64, **24%** in the 45 to 54 range, another **17%** aged 35 to 44 with **16%** aged 65 years or older. Additionally, **9%** fell into the 25 to 34 range. The youngest participants, aged 18 to 24, made up just **3%** of respondents. The remaining participants chose not to disclose this information.



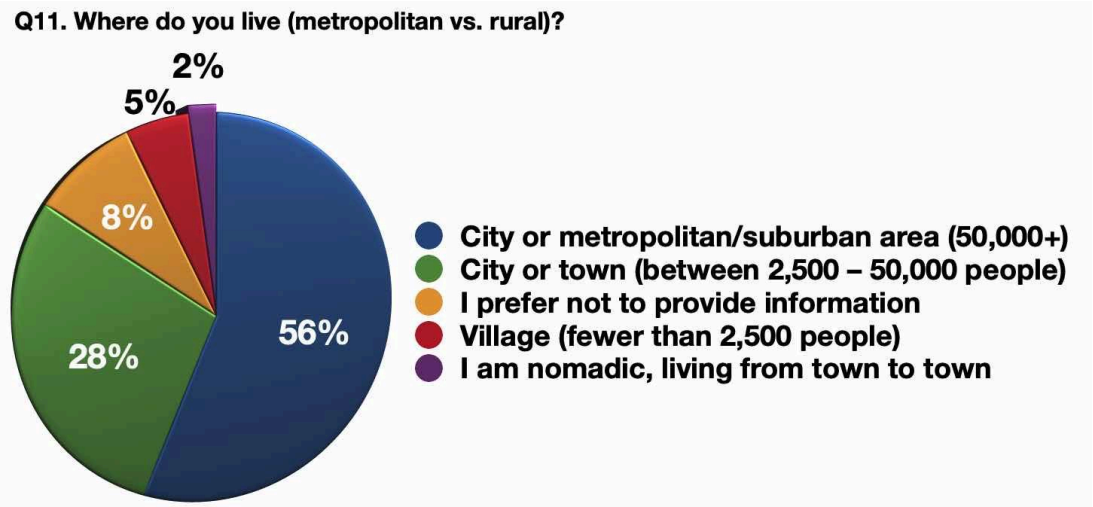
Geographic location

8. Among the respondents, **39%** reside in Quebec, **23**% in British Columbia, **21%** in Ontario, and **5%** in Alberta. This is followed by Manitoba, Newfoundland, and Nova Scotia at **4%** each, with New Brunswick at **1%**. Saskatchewan had a single respondent.



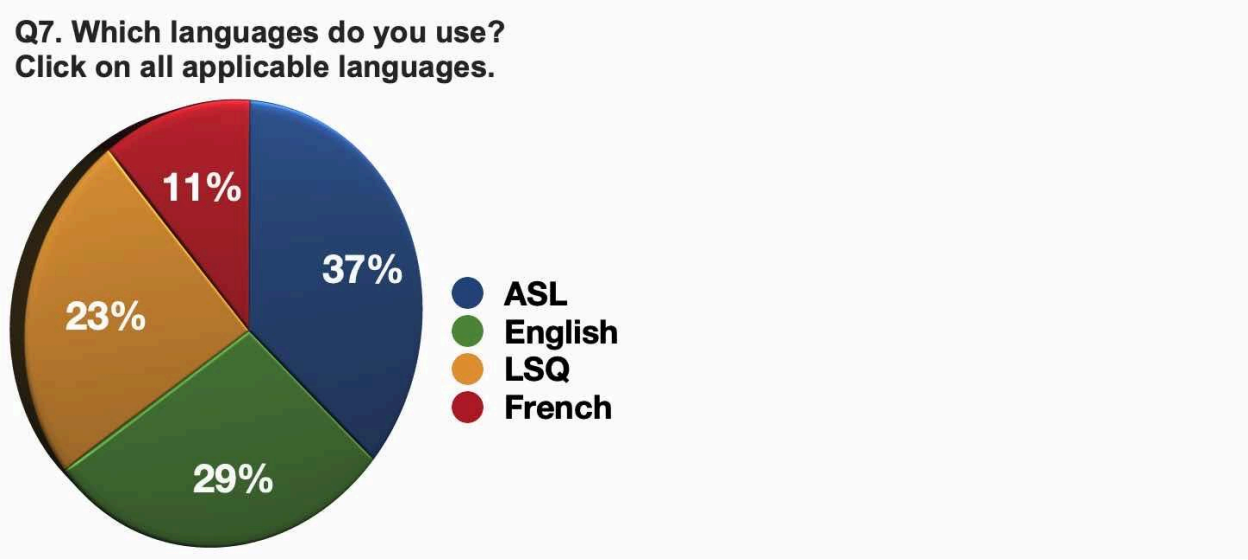
Residence home area

9. Of the respondents, **56%** reported living in a city or metropolitan/suburban area, while **28%** reside in a city or town with a population between 2,500 and 50,000. An additional **5%** live in villages with fewer than 2,500 residents. Meanwhile, **8%** chose not to disclose their location, and **2%** indicated they do not have a fixed place of residence.

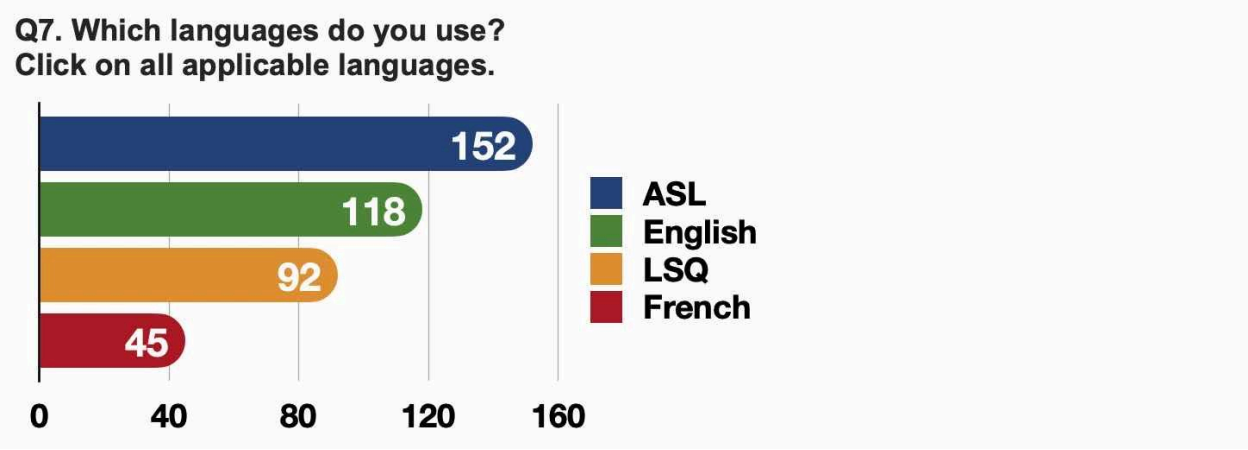


Language Use

10. A total of 224 respondents selected multiple languages, resulting in **407 total language selections**. The percentage breakdown of language use among respondents is as follows: **37%** for ASL and **29%** for English with **23%** for LSQ and **11%** for French.

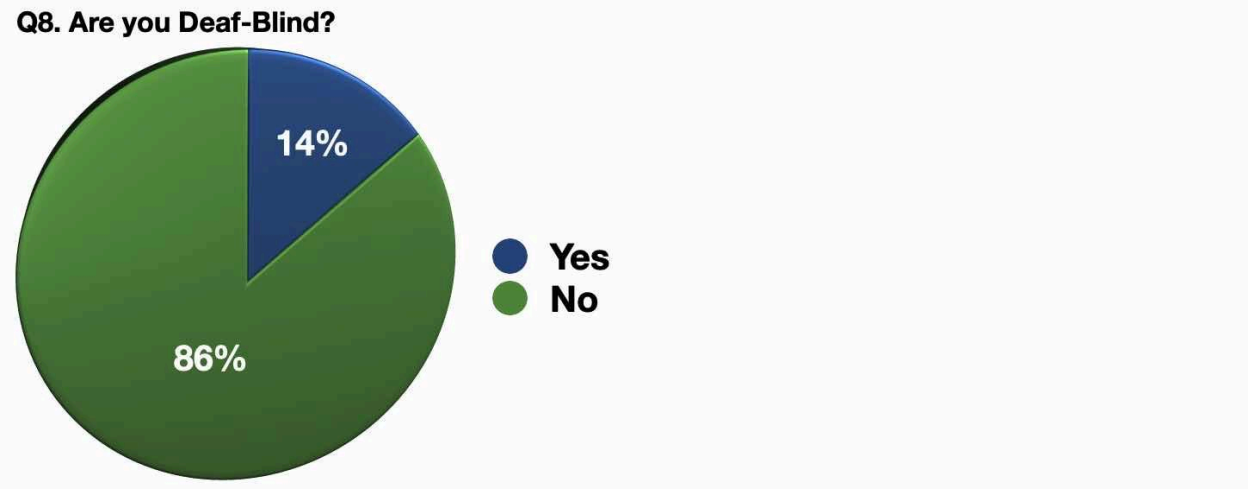


11. Among respondents, **152** reported using ASL, **118** reported using English, **92** reported using LSQ, and **45** reported using French.

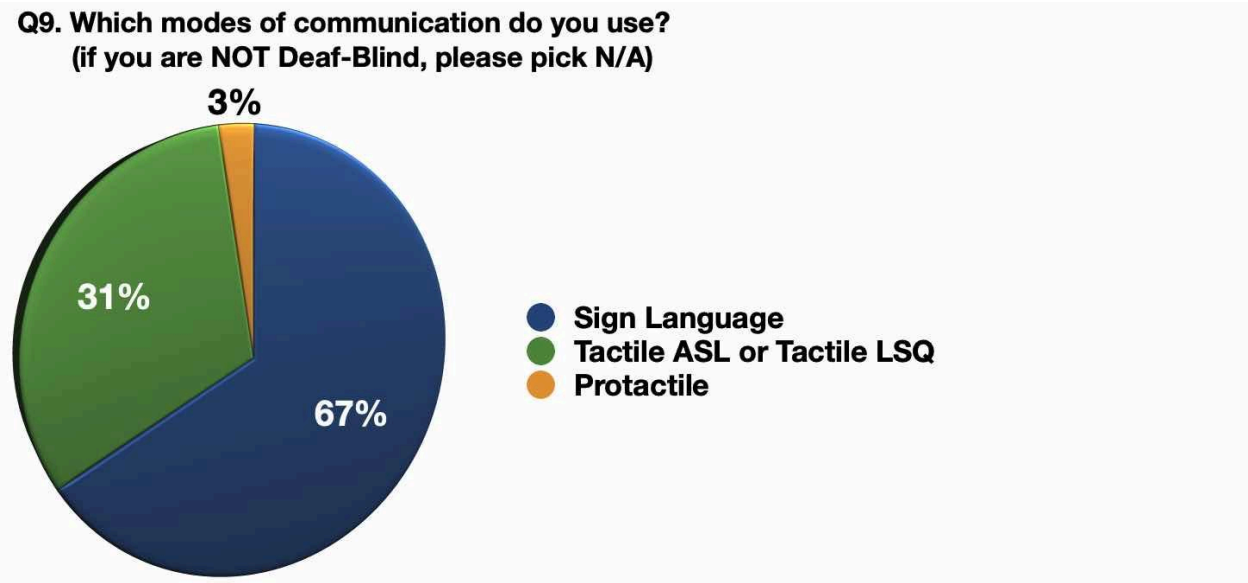


Deaf-Blind Breakdown - Identity and Communication

12. When asked about their Deaf-Blind status, **31** respondents identified as Deaf-Blind, accounting for **14%** of the total survey participants. The findings suggest that using direct Yes/No questions is a more accessible and effective approach for Deaf-Blind respondents compared to selecting from multiple options.

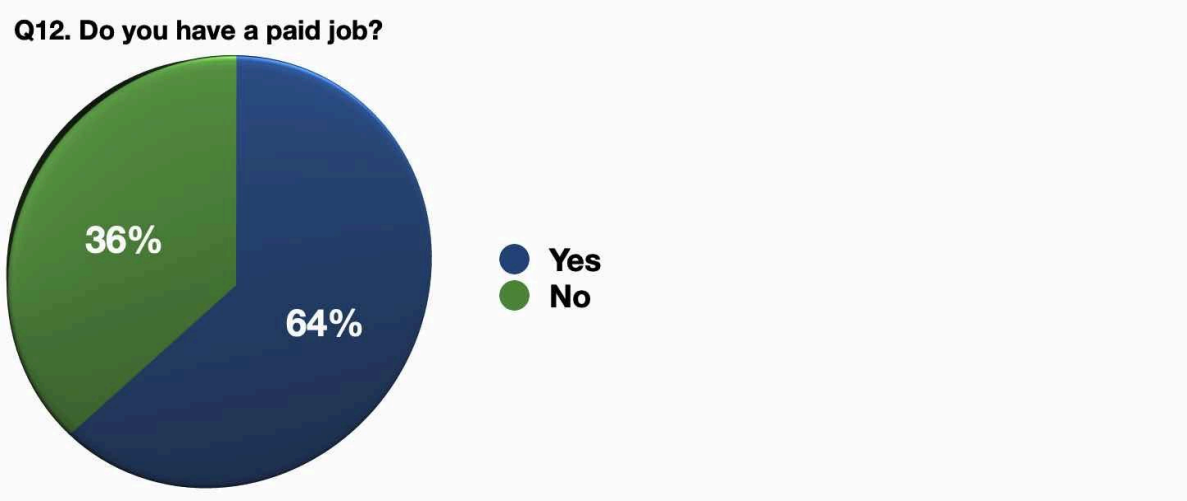


13. Of the **13** Deaf-Blind self-identified respondents, they selected multiple communication methods, resulting in **39 total selections**. The percentage breakdown of communication modes is as follows: **67%** for sign language and **31%** for tactile ASL or LSQ as their mode of communication. Just **3%** reported using ProTactile.

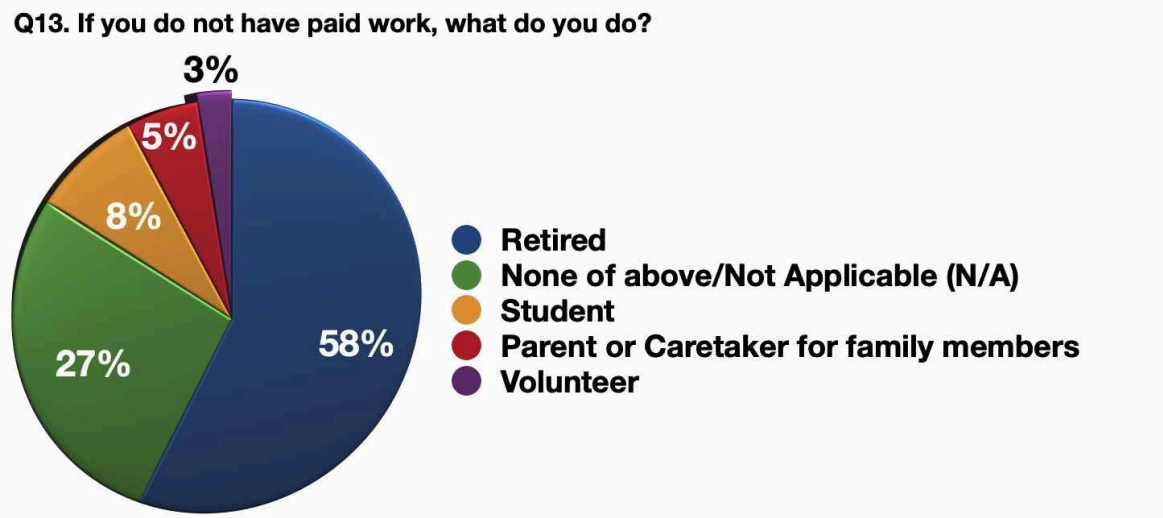


Economics

14. To understand the employment and salary profile of the DDBHH respondents, DWCC et al. asked employment-related questions, and asked respondents if they had a paid job, and **64%** did say yes they did, while the remainder, **36%** said no, they did not.

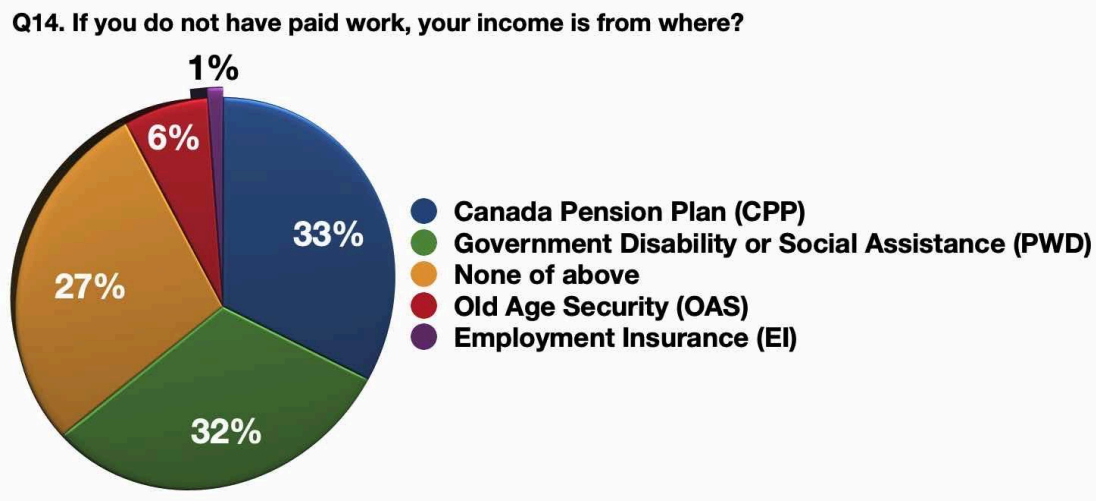


15. Of the **79** respondents who said they do not have paid work, to understand further, the query specifically asked what they do if they don't have paid work. The highest number of respondents, at **58%**, chose "Retired" while there were **27%** respondents who chose "Other" meaning they were neither students, volunteers, caretakers, parents, or retired. "Student" followed at **8%** and "Parent or Caretaker for family members" at **5%**, while "Volunteer" consisted of **3%** of respondents. Once again, the majority of respondents seem to be from the retired bracket.

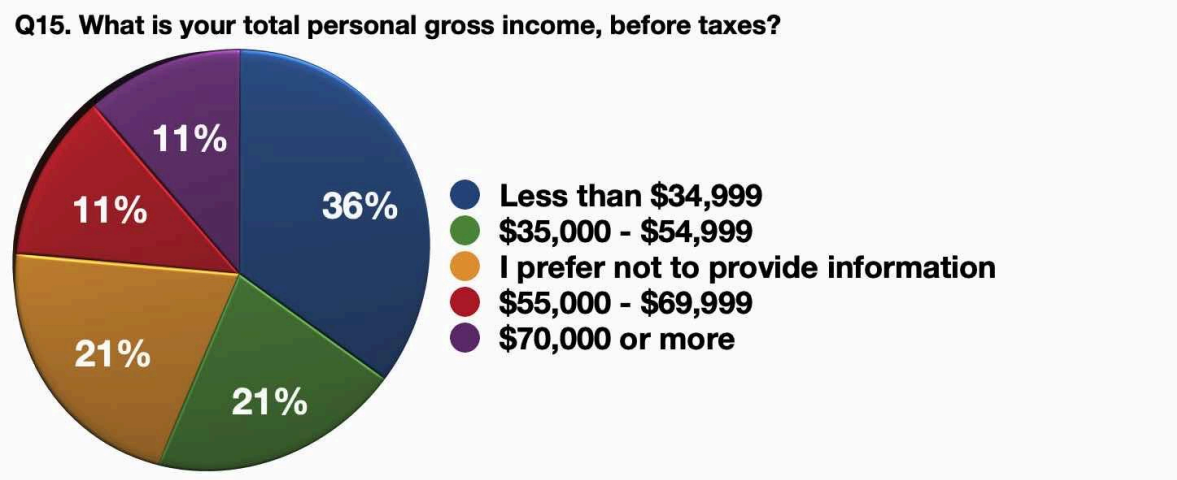


16. To understand where the source of income was coming from as a Canadian that isn't working in a paid job, the responses were all over the place. The largest source of income of this respondent group was Canada Pension Plan (CPP).

17. The highest bracket of respondents had **33%** on the Canadian Pension Plan (CPP). The second largest respondent group, at **32%** was on social assistance. **27%** listed their income from "none of the above," all the choices that are listed. Matching up with the demographics, **6%** of respondents were in retirement, so they were receiving the Old Age Security (OAS) stipend, with the smallest group being those who are on Employment Insurance (EI), at **1%**.

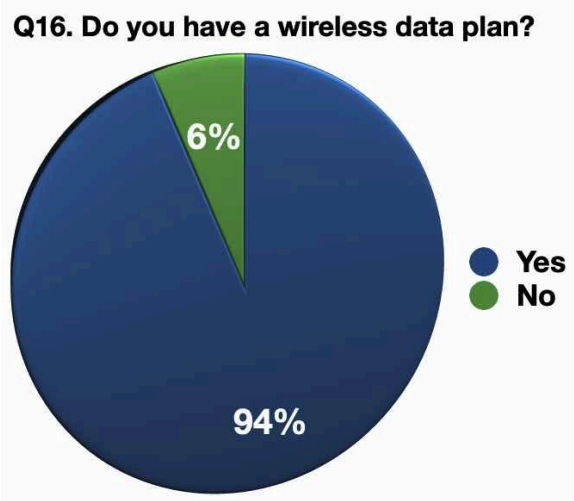


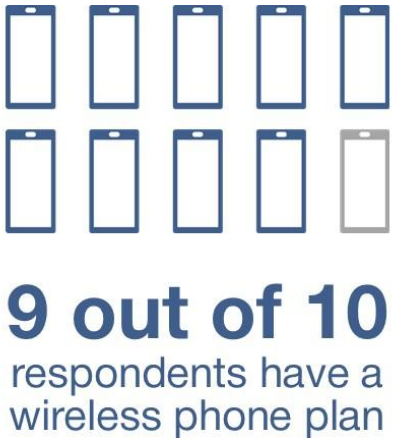
18. The largest number of respondents, at **36%**, reported earning less than $34,999 annually, followed by **21%**,with incomes between $35,000 and $54,999. Meanwhile, **11%** of respondents earned either between $55,000 and $69,999 or $70,000 and above. Additionally, **20%** chose not to disclose their income.



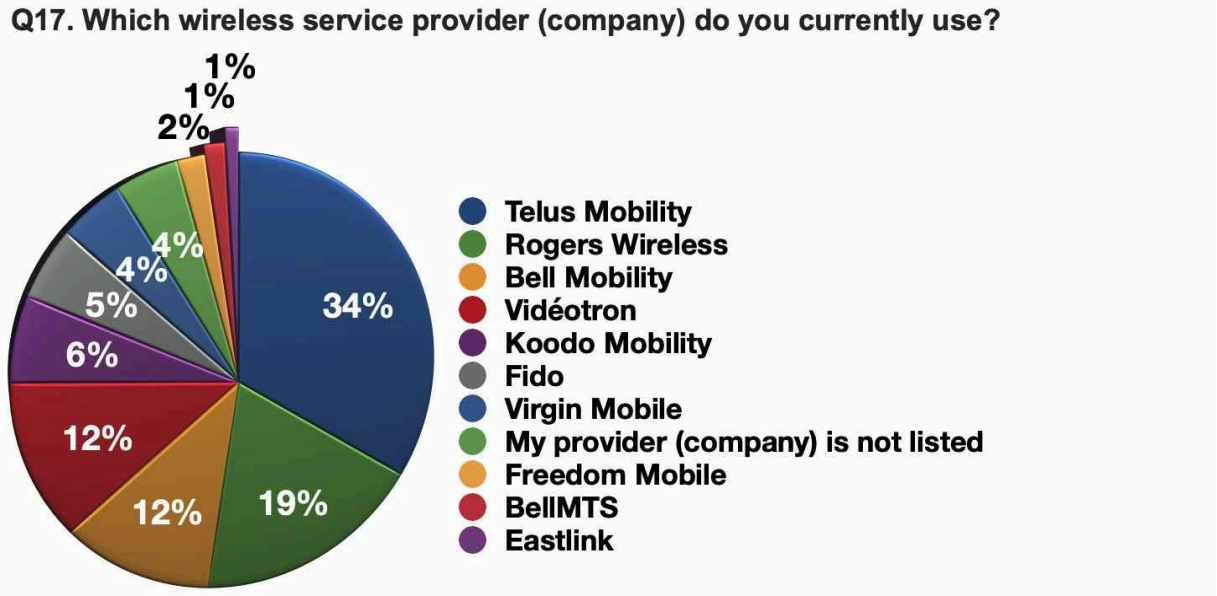
Wireless Phone Service

19. Of the 224 respondents, an overwhelming majority, at **94%,** had a wireless data plan while **6%** did not. The 94% statistic translates to approximately **9 out of 10** DDBHH respondents having a wireless data plan.



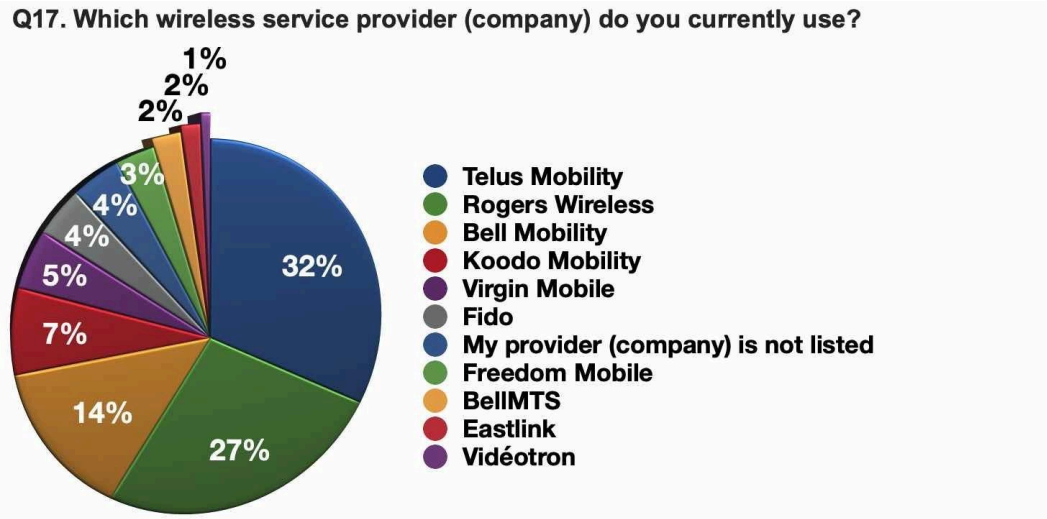


20. The largest percentage, at **34%**, respondents used Telus Mobility as their wireless service provider, followed by Rogers at **19%**, and Bell Mobility at **12%**. Among regional mobile providers, Vidéotron accounted for **12%**, while BellMTS and Eastlink each made up **1%**. Meanwhile, flanker brands, including Koodo Mobility, Fido, Virgin Mobile, and Freedom Mobile comprised **17%**. An additional **4%** reported using a provider not listed in the survey.

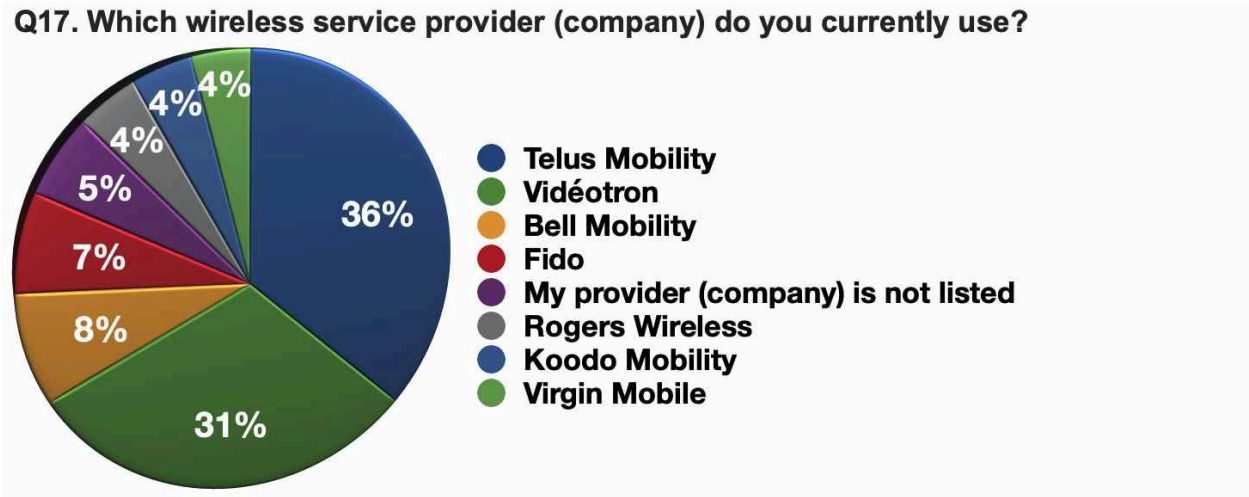


21. A closer look at the breakdown by ASL/English and LSQ/French communities reveals a difference in their choice of wireless service providers.

22. Within the ASL/English community, the top 3 wireless service providers are Telus Mobility at **32%**, Rogers Wireless at **27%**, and Bell Mobility at **14%**. Among regional mobile providers, Bell MTS accounted for **2%**, while Vidéotron and Eastlink each made up **1%**. Meanwhile, flanker brands, including Koodo Mobility, Fido, Virgin Mobile, and Freedom Mobile comprised **19%**. An additional **4%** reported using a provider not listed in the survey.

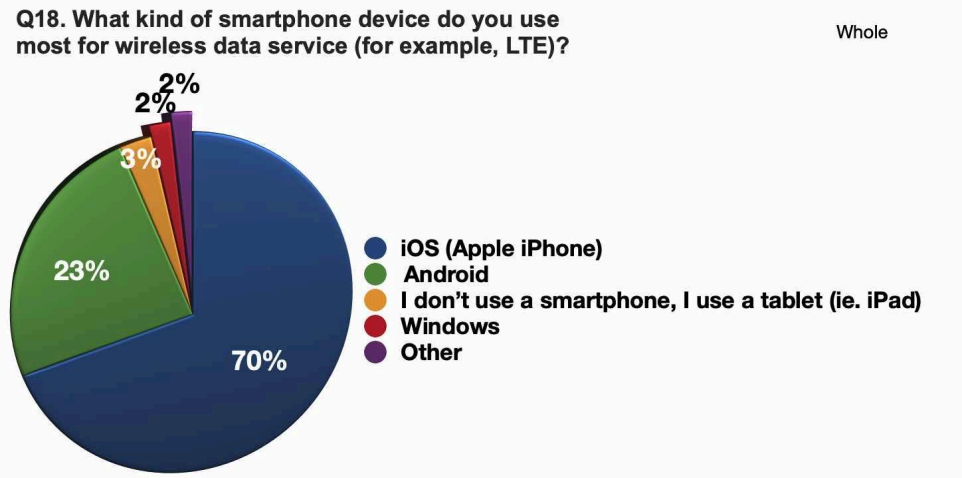


23. Among the LSQ/French community, the top 3 wireless service providers are Telus Mobility at **36%**, Vidéotron at **31%**, and Bell Mobility at **8%**. Flanker brands, including Fido, Rogers Wireless, Koodo Mobility, and Virgin Mobility comprised **19%**. An additional **5%** reported using a provider not listed in the survey.



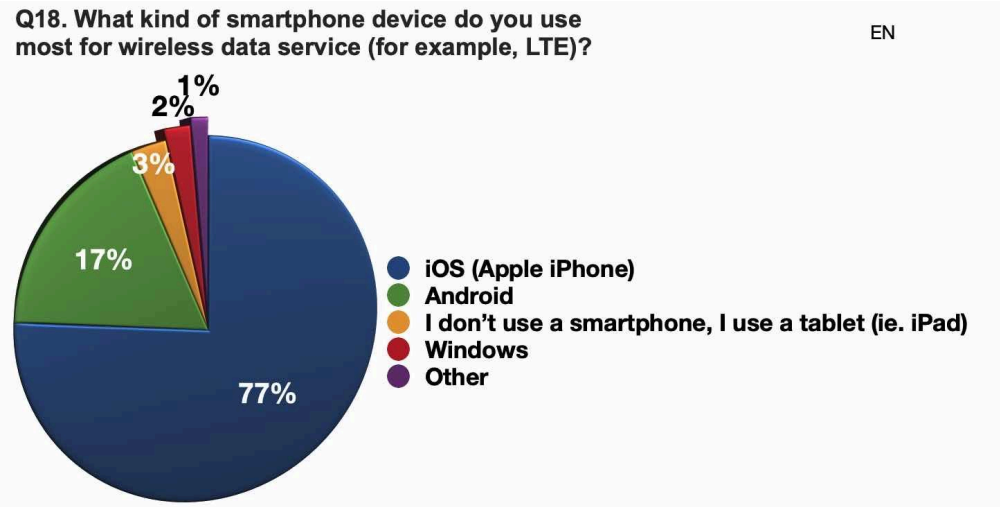
Smartphone Device

24. **70%** of respondents preferred Apple iPhones, while **23%** of respondents chose Android devices such as Blackberry, Google, LG, Samsung or Sony smartphones. **3%** did not use a smartphone, but rather a tablet while **2%** used Windows. The remaining **2%** did not use any device listed in the survey question.

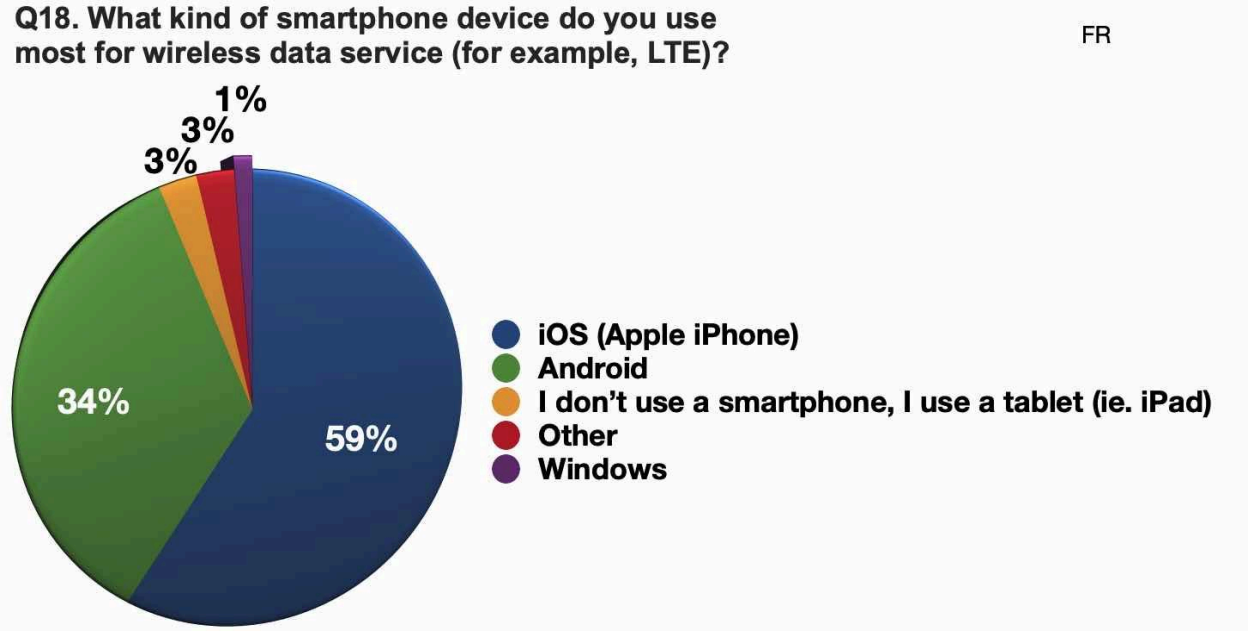


25. A closer look at the breakdown by ASL/English and LSQ/French communities reveals differences in smartphone device preferences.

26. Among the ASL/English community, **77%** of respondents preferred Apple iPhones, while **17%** opted for Android devices such as Blackberry, Google, LG, Samsung or Sony smartphones. Additionally, **3%** used a tablet, while **2%** used Windows devices. The remaining **1%** reported using a device not listed in the survey.

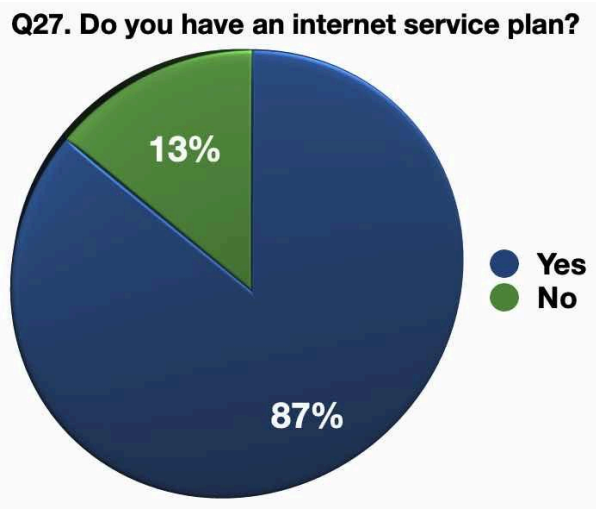


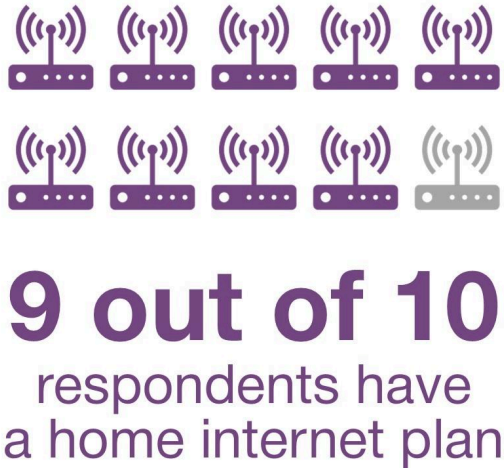
27. Among the LSQ/French community, **59%** respondents preferred Apple iPhones, while **34%** chose Android devices such as Blackberry, Google, LG, Samsung or Sony smartphones. Additionally, **3%** used a tablet instead of a smartphone, while **1%** used Windows devices. The remaining **3%** reported using a device not listed in the survey.



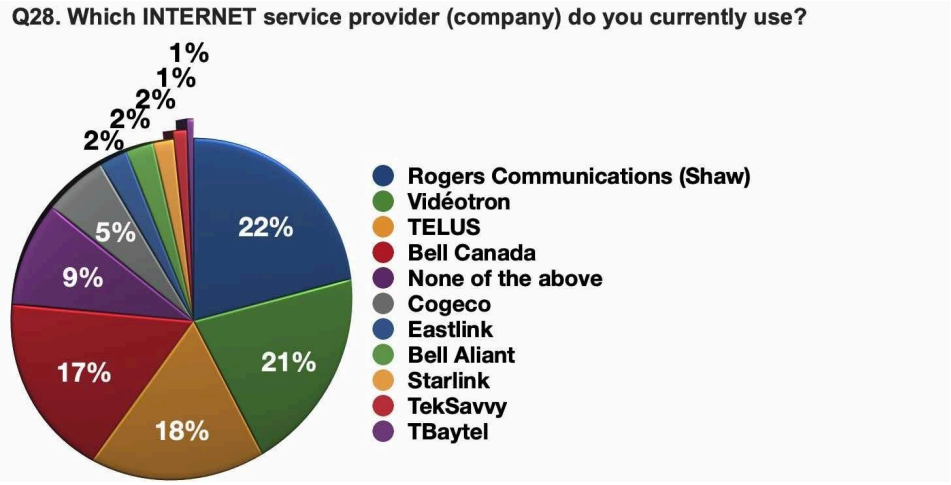
Internet Service

28. A majority of the respondents, at **87%,** indicated they had an internet service plan while **13%** did not have any. The 87% statistic translates to approximately **9 out of 10** DDBHH respondents having a wireless data plan.



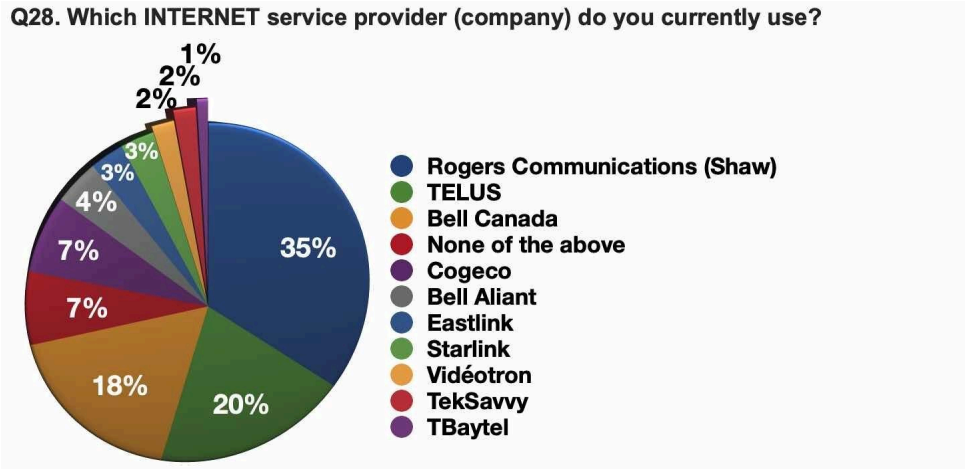


29. The share of respondents, at **22%**, use Rogers Communications as their internet service provider followed by Vidéotron at **21%**, Telus at **18%**, and Bell Canada at **17%**. Among the regional mobile providers, Cogeco serves **5%**, while Eastlink and Bell Aliant each account for **2%**, and TBayTel serves **1%**. In terms of alternative broadband providers, Starlink is used by **2%** of respondents. Additionally, the independent service provider, TekSavvy, accounts for **1%**. The remaining **9%** reported using a provider not listed in the survey.

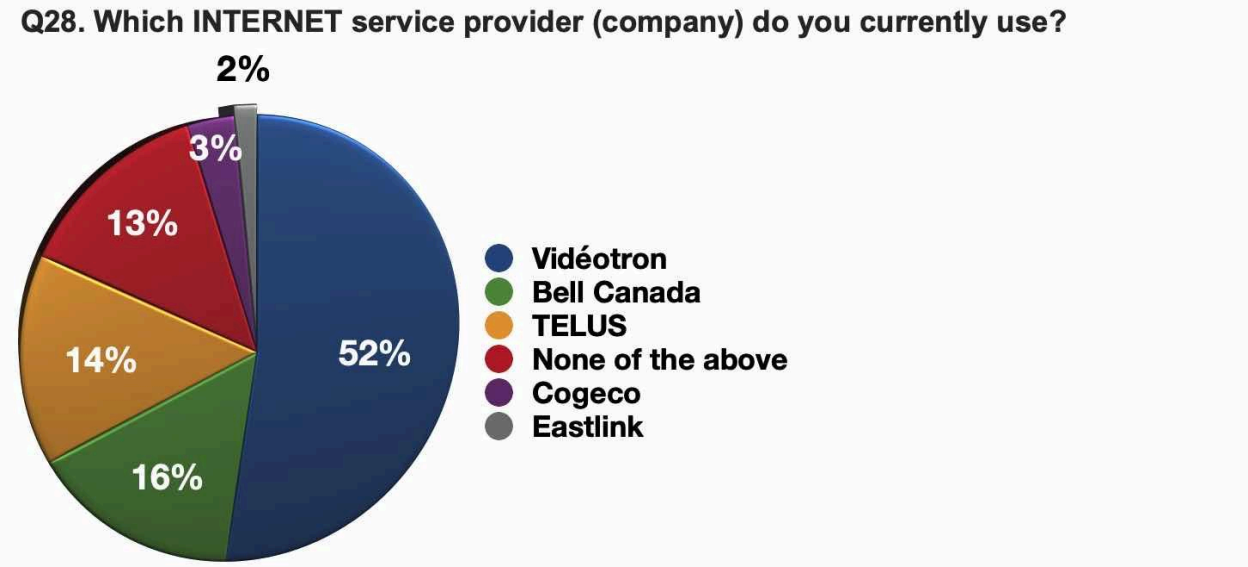


30. A closer look at the breakdown by ASL/English and LSQ/French communities reveals a difference in their choice of internet service providers.

31. Within the ASL/English community, the top 3 internet service providers are Rogers Communications at **35%**, Telus at **20%**, and Bell Canada at **18%**. Among regional providers, Cogeco serves **7%**, followed by Bell Aliant at **4%**, Eastlink **3%**, and TBayTel **1%**. In terms of alternative broadband providers, Starlink is used by **3%** of respondents, while the independent service provider TekSavvy accounts for **2%**. The remaining **7%** reported using a provider not listed in the survey.

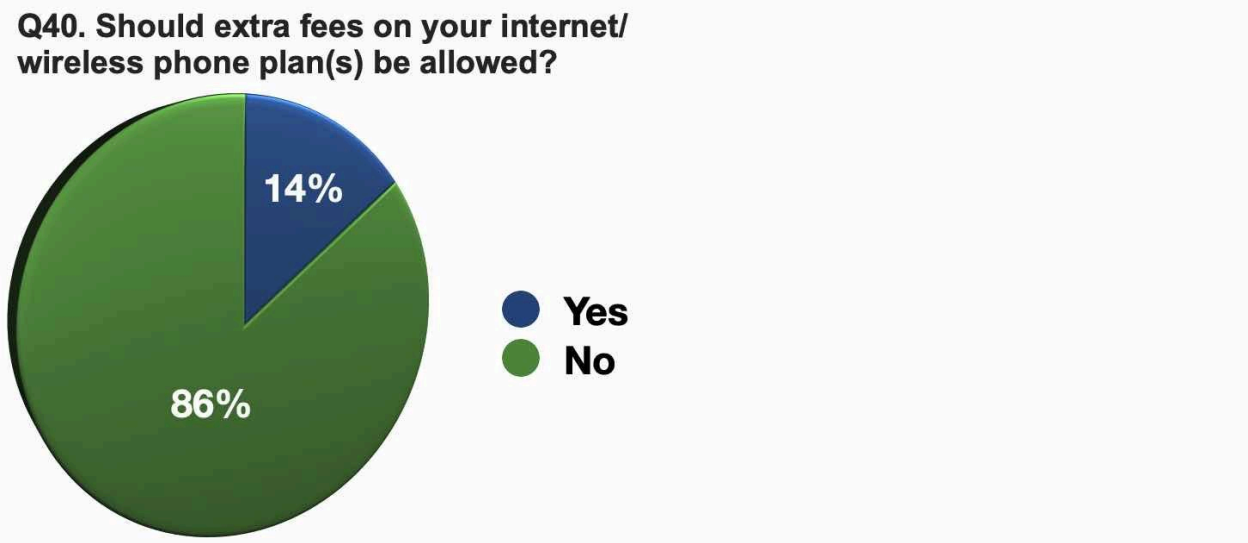


32. Among the LSQ/French community, the top 3 internet service providers are Vidéotron at **52%**, Bell Canada at **16%**, and Telus at **14%**. Additionally, Cogeco accounts for **3%**, while Eastlink serves **2%**. The remaining **13%** reported using a provider not listed in the survey.

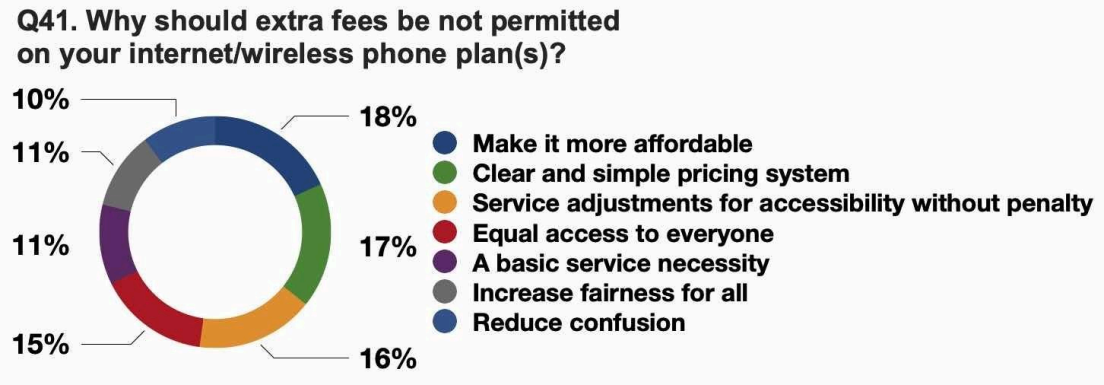


Extra Fees

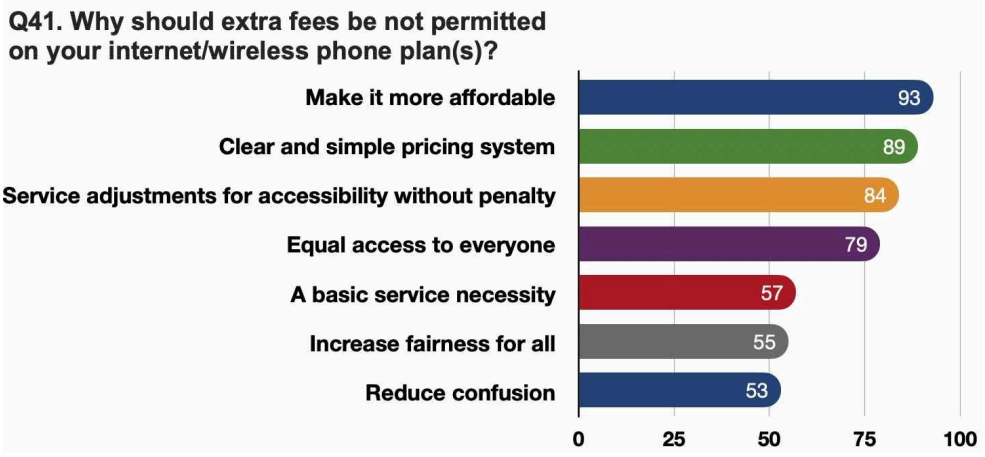
33. An overwhelming majority of **86%** of DDBHH respondents believed that extra fees on their internet or wireless phone plan(s) should be prohibited, while just **14%** thought it should be permitted.



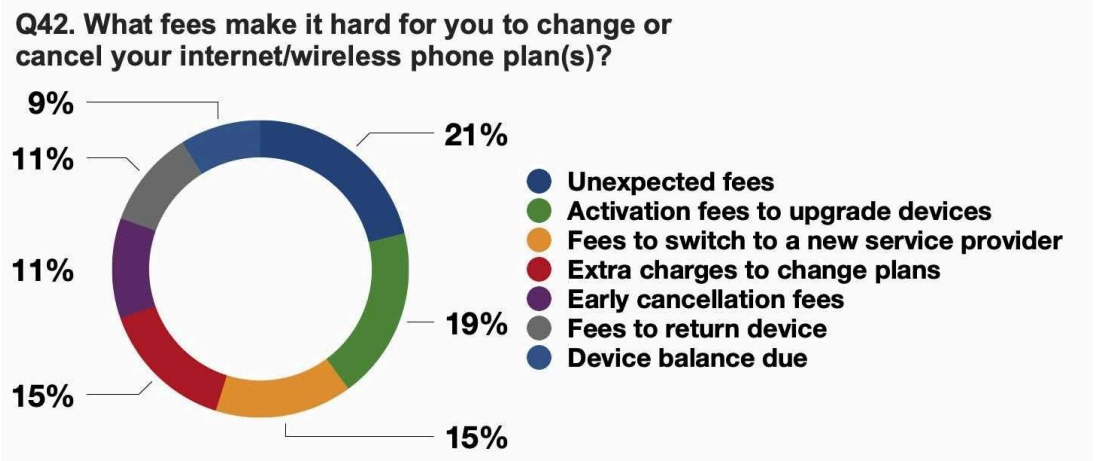
34. DDBHH respondents provided **510 responses** explaining why extra fees should be prohibited on their internet and wireless phone plans. The key reasons included **18%** of respondents highlighted that eliminating fees would make the service plans more affordable, while **17%** wanted a clearer and simpler pricing system. **16%** argued for removing penalties related to service adjustments due to accessibility needs, and **15%** believed that doing so ensures equal access for everyone. Additionally, **11%** each stressed that it is a basic service necessity and it would increase fairness for all, with **10%** noting it would significantly reduce confusion.



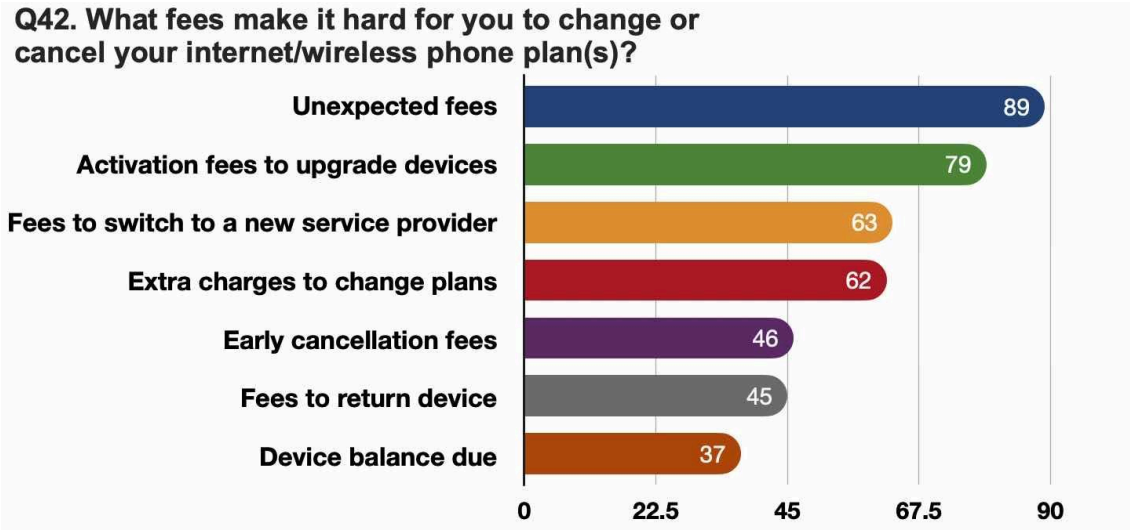
35. DDBHH respondents provided feedback on why extra fees should be prohibited on their internet and wireless phone plans, with the majority expressing strong opinions on several points. **93%** emphasized that prohibiting extra fees would ensure affordable service plans, while **89%** desired for a clearer and simpler pricing system. **84%** emphasized the importance of being able to make service adjustments based on accessibility needs without penalty. **79%** were concerned about ensuring equal access to everyone, and **57%** highlighted that it is a basic service necessity. Additionally, **55%** wanted to ensure fairness for everyone, and **53%** sought to avoid confusion.



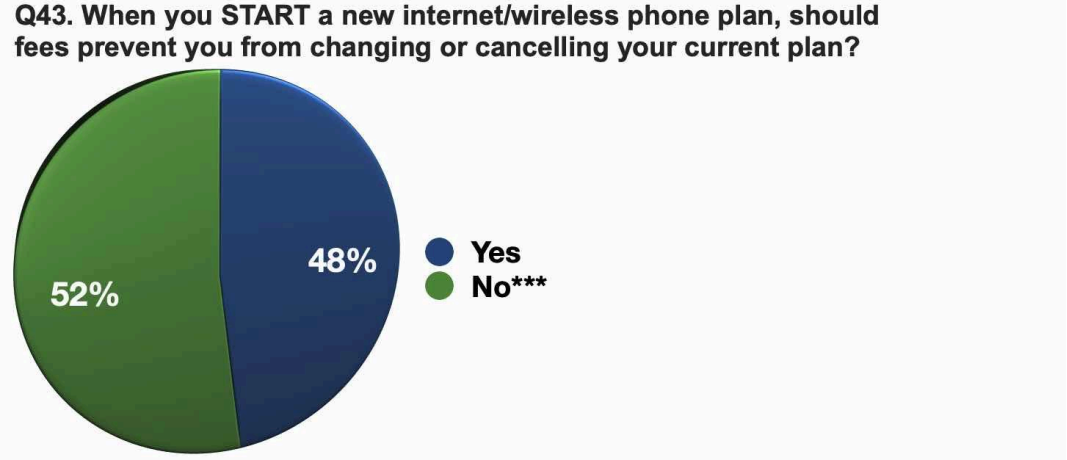
36. The **421 responses** provided by DDBHH respondents on the types of fees that make it difficult for them to change or cancel their internet and wireless phone plans are as follows: **21%** cited unexpected fees, while **19%** mentioned activation fees to upgrade devices. **15%** each pointed to fees for switching to a new service provider and extra fees for changing plans. Additionally, **11%** each highlighted early cancellation fees and fees for returning a device, with **10%** noting a device balance due.



37. DDBHH respondents shared the type of fees that make it difficult for them to change or cancel their internet or wireless phone plans. **89%** mentioned unexpected fees, while **79%** pointed to activation fees for upgrade devices. **63%** identified fees for switching to a new service provider, and **62%** noted early fees for changing plans. Additionally, **46%** highlighted fees for early cancellation, **45%** referred to fees for returning a device, and **37%** mentioned an outstanding balance due on the device.

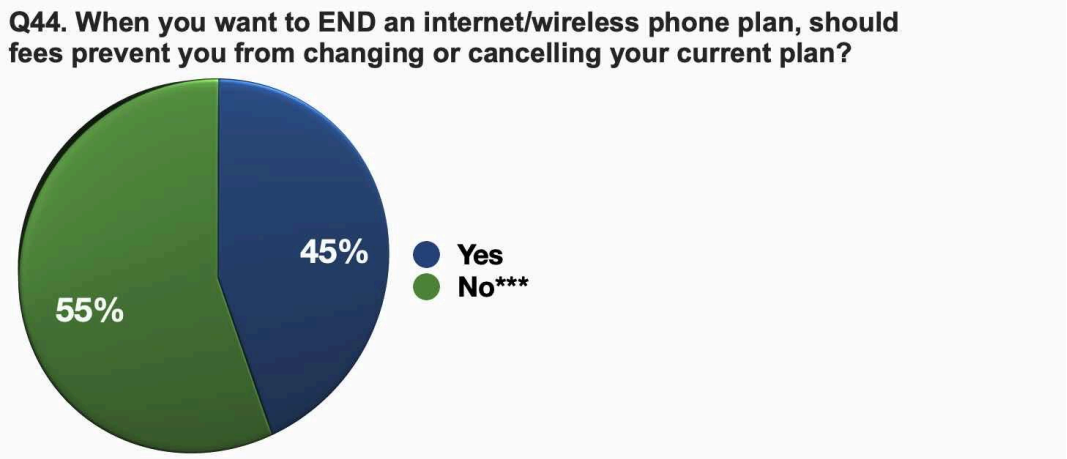


38. **52%** of DDBHH respondents believed there should be no fee when starting a new internet or wireless plan, while **48%** thought a fee should be charged.



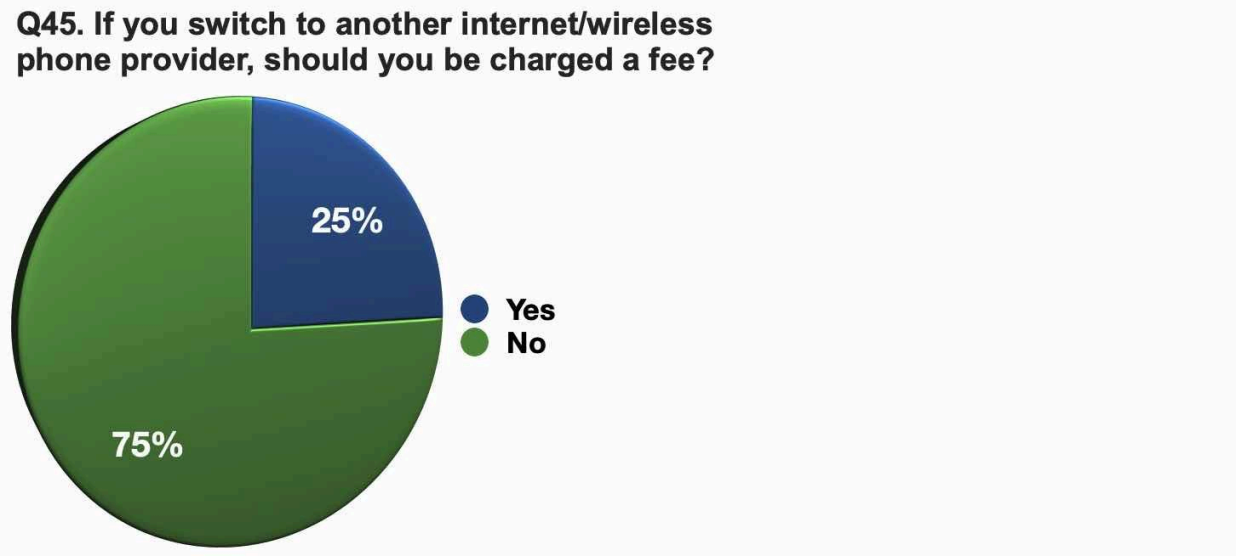
*** Note: This survey question may have been misunderstood by some respondents due to its wording, which was not presented in plain, easily understandable language. This could have led to confusion regarding the intent of the question potentially affecting how respondents interpreted and answered it.

39. **55%** of DDBHH respondents believed there should be no fee when changing or cancelling current internet or wireless plans, while **45%** thought a fee should be charged.

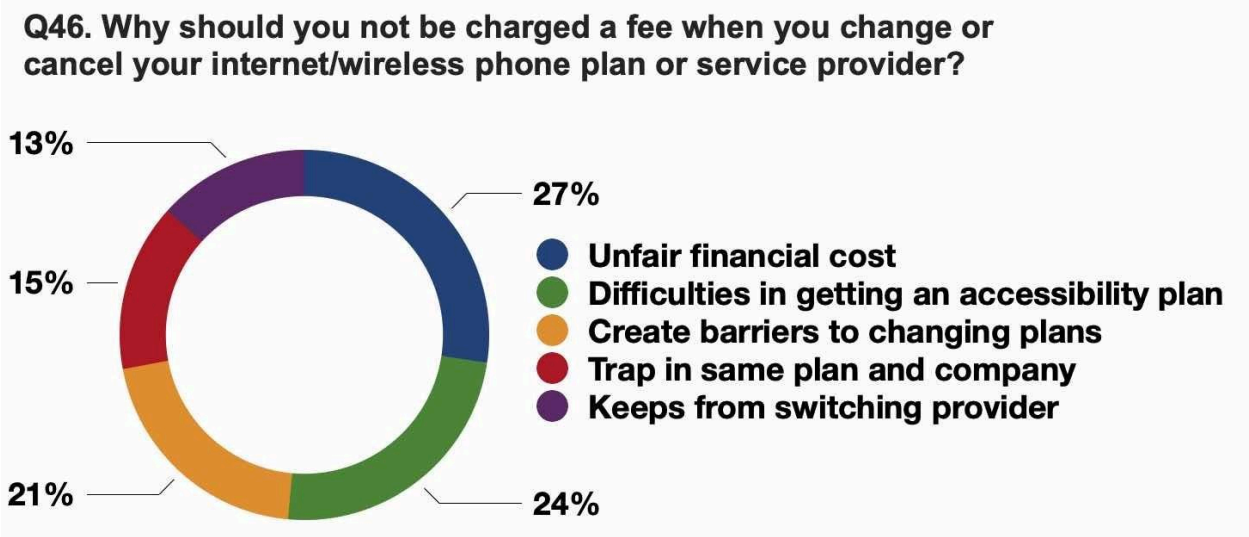


*** Note: This survey question may have been misunderstood by some respondents due to its wording, which was not presented in plain, easily understandable language. This could have led to confusion regarding the intent of the question potentially affecting how respondents interpreted and answered it.

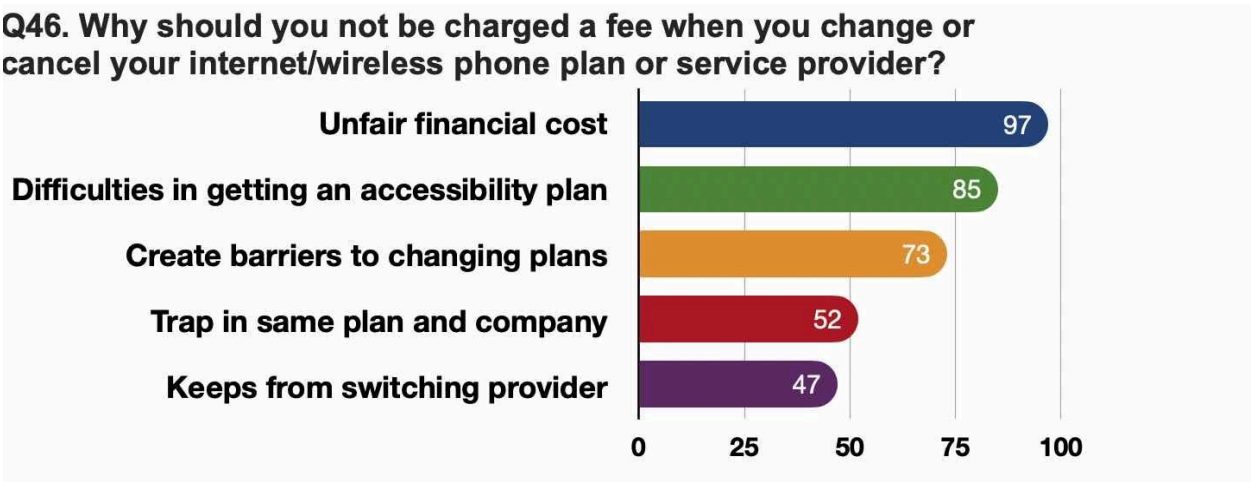
40. **75%** of DDBHH respondents believed there should be no fee when switching to another internet or wireless phone provider, while **25%** thought a fee should apply.



41. The **354 responses** provided by DDBHH respondents highlighted several reasons why they should not be charged a fee when changing or cancelling their internet or wireless plan or provider. **27%** cited it as an unfair financial cost, while **24%** expressed that it creates difficulties in obtaining an accessibility plan. **21%** believed it creates barriers to changing plans, and **15%** stressed that it traps them in the same plan and company. Additionally, **13%** felt that it prevents them from switching providers.



42. DDBHH respondents shared several reasons why they should not be charged a fee when changing or cancelling their internet or wireless phone plan or service provider. **97%** cited it as an unfair financial burden, while **85%** pointed to difficulties in obtaining an accessibility plan. **73%** felt that such fees create barriers to changing plans, and **52%** noted that it traps them in the same plan and company. Additionally, **47%** mentioned that these fees prevent them from switching providers.



APPENDIX C: Survey Questions

DDBHH Accessibility of Wireless Phones or Internet Services: Customer Notifications, Barriers to Switching Plans, Self-Services

The Deaf Wireless Canada Consultative Committee (DWCC), is conducting a national survey to investigate how wireless and internet customers should be notified of changes to their plans, switch plans and the self-services available to them to adjust their plans.

The Canadian Radio-television and Telecommunications Commissions (CRTC) launched three proceedings to establish three regulatory policies for wireless phones or internet services: CRTC 2024-293 (customer notifications); CRTC 2024-294 (barriers to switching plans); CRTC 2024-295 (self-service mechanisms).

The goal is to find out the perspectives and experiences of Deaf, Deaf-Blind, and hard of hearing people with the accessibility of customer notifications, barriers to switching plans, and self-service mechanisms with their wireless devices and internet services. The Commission will create new rules and policies for receiving the updates and notifications from the companies, and the point to when customers are ready to change plans and how they manage self-service tools for their internet and wireless use and plans in Canada.

The CRTC has approved our survey, as seen in these links: CRTC 2024-293-1, CRTC 2024-294-1, CRTC 2024-295-1.

DWCC's goal is to improve accessibility for telecommunications including wireless and internet in line with Accessible Canada Act, which aims to remove barriers for people with disabilities by 2040.

Most of the questions in this survey are designed to address the specific issues for which the CRTC has requested public comment in this proceeding:

This survey is a web-based questionnaire hosted by SurveyMonkey. A paper or PDF version of this questionnaire is also available by request. There are a total of 56 questions.

In some places on the survey you will have the opportunity to type in text in English or French, but you can also film a response and create a youtube link and paste the link in your sign language of preference (ASL, LSQ or a preferred Indigenous Sign Language).

Your participation in this important survey will provide valuable data to CRTC.

If you have any concerns or questions, you may contact Jeffrey Beatty, DWCC Chair at chair@deafwireless.ca.

To take this survey, you must be:

1. At least 18 years old; and
2. A Canadian consumer of a wireless or internet company for at least one year; and
3. Deaf, Deaf-Blind, Hard of Hearing, or Late-deafened; and

This survey is available in ASL, English, LSQ and French. Please keep in mind: through the survey you will see “other” in many questions. Feel free to provide additional details about these at the end of the survey.

For a large print edition or other alternative formats, please contact us at: survey@deafwireless.ca

Your privacy, confidentiality and trust are important to us. All data collected will be stored according to industry wide data security standards.

At the end of the survey you will have the option, it is your choice, to enter your name and e-mail to enter your name in a prize draw. *This contact information is used only for the verification purposes for the prize draw. Once the draw finishes, your contact information will be erased from our records.*

Thank you for participating in this survey.

PART I: QUALIFYING QUESTIONS

1. **I hereby consent that my responses will be used to present the information to the Canadian Radio-television and Telecommunications Commission (CRTC) Notice of Consultations 2024-293, 2024-294, 2024-295**
   a. Yes
   b. No

2. **Are you Canadian or a resident of Canada?**
   a. Yes
   b. No

3. **Are you 18 or older?**
   a. Yes
   b. No

PART II: DEMOGRAPHICS

ABOUT YOU

4. **How do you self-identify?***
   a. Deaf (a sign language user-- for example: ASL or LSQ)
   b. Deaf-Blind or DeafBlind (low vision, Usher Syndrome)
   c. Hard of Hearing
   d. Oral deaf
   e. Late-deafened

5. **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

6. **What is your gender?**
   a. Female
   b. Male
   c. Non-binary
   d. I prefer not to provide information

7. **Which languages do you use? Click on all applicable languages.**
   a. ASL
   b. LSQ
   c. English
   d. French

8. **Are you Deaf-Blind or DeafBlind? (answers will lead to related questions) *SKIP LOGIC* go to #9 or #10**
   a. Yes
   b. No

9. **Which modes of communication do you use?**
    a. Sign Language
    b. Tactile ASL or Tactile LSQ (hand on hand communication)
    c. Protactile
    d. Two hand manual

RESIDENTIAL INFORMATION

10. **Which Canadian province or territory do you currently 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

11. **Where do you live (metropolitan vs. rural)?**
    a. City or metropolitan/suburban 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

EMPLOYMENT

12. **Do you have a paid job?**
    a. Yes
    b. No

13. **If you do not have paid work, what do you do?**
    a. Student
    b. Volunteer
    c. Parent or Caretaker for family members (senior or young children)
    d. Retired
    e. None of Above / Not Applicable (N/A)

14. **If you do not have paid work, your income is from where?**
    a. Government Disability or Social Assistance (PWD)
    b. Employment Insurance (EI)
    c. Canada Pension Plan (CPP)
    d. Old Age Security (OAS)
    e. None of above

15. **What is your total personal gross income, before taxes?**
    a. Less than $34,999
    b. $35,000 - $54,999
    c. $55,000 - $69,999
    d. $70,000 or more
    e. I prefer not to provide information

PART II: WIRELESS PHONE OR INTERNET SERVICE PROVIDER

A. WIRELESS PHONE SERVICE PROVIDER (3 questions)

16. **Do you have a wireless data plan? [293]**
    a. Yes
    b. No ***SKIP LOGIC* go to #26**

17. **Which wireless service provider (company) do you currently use? [293]**
    a. Bell Mobility
    b. BellMTS
    c. Eastlink
    d. Rogers Wireless
    e. Sasktel
    f. Telus Mobility
    g. Vidéotron
    h. Fido
    i. Freedom Mobile
    j. Koodo Mobility
    k. Public Mobile
    l. Virgin Mobile
    m. My provider (company) is not listed / None of the Above

18. **What kind of smartphone device do you use most for wireless data service (for example, LTE)? [293]**
    a. iOS (Apple iPhone)
    b. Android (for example, Blackberry, Google, LG, Samsung, Sony)

c. Windows
d. I don't use a smartphone, I use a tablet (ie. iPad)
e. Other

B. WIRELESS PHONE SERVICE (90 DAYS & ROAMING) (3 questions)

PLEASE WATCH THIS VIDEO ABOUT 90-DAYS IN ADVANCE NOTIFICATIONS BEFORE YOU ANSWER THE QUESTIONS BELOW
[insert youtube link]

19. **Should your new WIRELESS PHONE provider inform you that they can cancel your old wireless phone provider and still keep your phone number within 90 days? [293-Q4]**
    a. Yes ***SKIP LOGIC - go to 20**
    b. No ***SKIP LOGIC - go to #22***

20. **Why should your WIRELESS PHONE provider tell you have 90 days left to return a smartphone device or to keep it? [293-Q5]**
    a. Make the process easier
    b. Make good choices with smartphone device
    c. Clear instructions on how to return smartphone
    d. Avoid unexpected charges or pay extra fees
    e. To ensure fairness and transparency
    f. To make sure I don't miss important deadlines

21. **What information do you want to receive from your WIRELESS PHONE provider when you have 90 days left on your contract? [293-Q1]**
    a. Pricing, plans, and affordability
    b. Payment schedule and amounts for device financing
    c. Added data or GB limits to monthly wireless data plan
    d. How many days left on current contract
    e. Specialized wireless accessibility plan for DDBHH
    f. Summary of wireless service offerings

C. INTERNATIONAL ROAMING (4 questions)

PLEASE WATCH THIS VIDEO ABOUT INTERNATIONAL ROAMING $100 LIMITS BEFORE YOU ANSWER THE QUESTIONS BELOW
[insert youtube link]

22. **Do you use international roaming? [293]**
    a. Yes
    b. No ***SKIP LOGIC - go to #26***

23. **Why should you be notified before your $100 international roaming usage limit when using your WIRELESS PHONE in other countries? [293-Q10]**
    a. Avoid high charges
    b. Have time to stop international roaming
    c. Change to another plan if needed
    d. To put cell phone/tablet on public wifi
    e. Be aware of current roaming costs

24. **When should you be notified via text message that you are approaching your $100 international roaming usage limit when using your WIRELESS PHONE in other countries? [293-Q10]**
    a. 50%
    b. 75%
    c. 90%

25. **When you use your WIRELESS PHONE in another country, why should you be informed about pay-as-you-go costs/pricing? [293-Q11]**
    a. To switch to better available options
    b. To not have surprises or hidden fees
    c. To avoid unexpected high charges
    d. To look for a more affordable plan
    e. To be given fair pricing
    f. To know how to turn off settings for international roaming

D. WIRELESS ACCESSIBILITY PLAN (1 question)

PLEASE WATCH THIS VIDEO ABOUT ACCESSIBILITY PLANS $20 / $10 & UNFETTERED SRV CANADA VRS
BEFORE YOU ANSWER THE QUESTIONS BELOW
[insert youtube link]

26. **Are you aware of the WIRELESS PHONE accessibility plan (i.e. $20.00 discount for major wireless companies, $10.00 for smaller wireless companies)? [ADDED]**
    a. Yes
    b. No

E. INTERNET SERVICE PROVIDER (4 questions)

27. **Do you have an internet service plan? [293]**
    a. Yes
    b. No ***SKIP LOGIC* go to #31**

28. **Which INTERNET service provider (company) do you currently use? [293]**
    a. Bell Canada
    b. Rogers Communications (Shaw)
    c. TELUS
    d. Vidéotron
    e. Coegco
    f. Sasktel
    g. Eastlink
    h. TekSavvy
    i. Starlink
    j. TBaytel
    k. Distributel
    l. Bell Aliant
    m. Xplornet
    n. None of the above

29. **What information do you want to receive from your INTERNET provider when you have 90 days left on your contract? [293-Q1]**
    a. Pricing, plans, and affordability
    b. How many days left on current contract
    c. Unlimited data of internet plan
    d. Internet speed
    e. Summary of internet service offering

30. **Why should your INTERNET provider tell you have 90 days left to return a router device or to keep it? [293-Q5]**
    a. Make the process easier
    b. Make good choices with router device
    c. Clear instructions on how to return router
    d. Avoid unexpected charges or pay extra fees
    e. To ensure fairness and transparency
    f. To make sure don’t miss important deadlines

F. INTERNET ACCESSIBILITY PLAN (2 questions)

31. **Should there be an accessibility plan for those with internet (at home wifi)? [ADDED]**
    a. Yes
    b. No

32. **Why should there be an accessibility plan for Deaf, Deaf-Blind and Hard of hearing internet users with at home wifi? [ADDED]**
    a. Home phone to make video calls in ASL/LSQ
    b. Require significantly more high-speed bandwidth for uninterrupted video quality
    c. Access to audio with captions or visual alternatives
    d. Participate in virtual meetings with sign language interpretation or captions
    e. Make calls using video relay services
    f. Access emergency services and essential resources online
    g. Eliminate barriers for accessible customer services that require multiple video platforms open simultaneously

G. CONTENT OF THE 90-day NOTICE (3 questions)

PLEASE WATCH THIS VIDEO ABOUT
A 90-DAY NOTICE IS A PHONE ALERT, TEXT MESSAGE, OR EMAIL NOTIFYING YOU ABOUT CHANGES TO YOUR INTERNET OR WIRELESS PLAN 90 DAYS IN ADVANCE.
[insert youtube link]

33. **What information do you need when you have been notified you have 90 days left on your internet/wireless phone contract(s)? [293-Q2]**
    a. Reason for notice
    b. Support services
    c. Clear timelines
    d. Contact information
    e. Expected cost changes
    f. New pricing & plan offer options
    g. Instruction in plain language
    h. Pre-recorded ASL or LSQ videos

34. **Why should your internet/wireless phone provider be required to let you know or notify you have 90 days left on your contract(s)? [293-Q2]**
    a. Make the process clearer

b. Avoid extra fees or charges
c. Be aware of available options
d. To remind about important deadlines
e. To make sure device is returned on time
f. Keep the process simple and easy to understand

H. MONTH-TO-MONTH PLANS (3 questions)

PLEASE WATCH THIS VIDEO ABOUT
DEFINITION OF MONTH TO MONTH
BEFORE YOU ANSWER THE QUESTIONS BELOW
[insert youtube link]

35. Why should you be informed of changes to your month-to-month internet/wireless phone plan(s) 90 days in advance? [293-Q7]
a. Be informed of the new plan
b. Be updated on new prices
c. Avoid confusion with changes
d. Have time to make changes or cancel
e. Prevent unexpected service interruptions
f. Be informed of new rules/regulations
g. Not be charged with hidden fees/charges (transparency)

36. How often should you be reminded about changes to your internet/wireless phone plan 90 days in advance on your month-to-month contract(s)? [293-Q8]
a. Twice a week
b. Once a week
c. Once every two weeks
d. Once every 30 days
e. Day before contract expires

37. Why should the information in month-to-month contracts be the same for 1 or 2 year internet/wireless phone contract(s)? [293-Q9]
a. Avoid confusion
b. Be treated equally the same
c. Consistent information
d. Be aware of available options
e. Plan ahead for changes
f. Fairness and transparency for all plans

I. NOTIFICATION BEFORE THE END OF A TIME-LIMITED DISCOUNT OR PROMOTION (2 questions)

PLEASE WATCH THIS VIDEO ABOUT
TIME-LIMITED DISCOUNT OR PROMOTION
BEFORE YOU ANSWER THE QUESTIONS BELOW
[insert youtube link]

38. **Why should your internet/wireless phone provider notify you that your special discount or promotion has stopped? [293-Q12]**
    a. Prevent unexpected pricing changes
    b. Have time to cancel or switch plans
    c. Be fully informed of upcoming changes
    d. Prepare to budget for higher prices to avoid bill shock
    e. Have time to find other special discount/promotions

39. **What information should your internet/wireless phone provider inform you when your special discount or promotion has stopped? [293-Q13]**
    a. Exact end date of special discount/promotion
    b. New pricing & plan offer options
    c. Fees/charges after end date
    d. How to cancel or change the plan
    e. Information on how to avoid price increase
    f. Accessibility plan availability
    g. Customer support in ASL or LSQ

PART III: SWITCHING PLANS

Insert video MUST WATCH ASL or LSQ first before doing the questions: MUST WATCH ASL or LSQ Define and explain switching plans are and what means by removing barriers

J. REMOVING BARRIERS TO SWITCHING PLANS : ADDITIONAL FEES (6 questions)

40. **Should extra fees on your internet/wireless phone plan(s) be allowed? [294]**
    a. Yes ***SKIP LOGIC - go to #43***
    b. No ***SKIP LOGIC - go to #41***

41. **Why should extra fees be not permitted on your internet/wireless phone plan(s)? [294-Q1]**
    a. Make it more affordable
    b. A basic service necessity
    c. Equal access to everyone
    d. Increase fairness for all
    e. Reduce confusion
    f. Service adjustments for accessibility without penalty
    g. Clear and simple pricing system

42. **What fees make it hard for you to change or cancel your internet/wireless phone plan(s)? [294-Q1]**
    a. Activation fees to upgrade devices
    b. Fees to return device
    c. Device balance due
    d. Fees to switch to a new service provider
    e. Extra charges to change plans
    f. Early cancellation fees
    g. Unexpected fees

43. **When you START a new internet/wireless phone plan, should fees prevent you from changing or cancelling your current plan? [294-Q2]**
    a. Yes
    b. No

44. **When you want to END an internet/wireless phone plan, should fees prevent you from changing or cancelling your current plan? [294-Q3]**
    a. Yes
    b. No

45. **If you switch to another internet/wireless phone provider, should you be charged a fee? [294-Q3]**
    a. Yes
    b. No

46. **Why should you not be charged a fee when you change or cancel your internet/wireless phone plan or service provider? [294-Q2 & Q3]**
    a. Create barriers to changing plans
    b. Keeps from switching provider
    c. Trap in same plan and company

d. Difficulties in getting an accessibility plan
h. Unfair financial cost

PART IV: SELF-SERVICE MECHANISMS

PLEASE WATCH THIS VIDEO ABOUT
SELF-SERVICE MECHANISMS
BEFORE YOU ANSWER THE QUESTIONS BELOW
[insert youtube link]

K. ENHANCING SELF-SERVICE MECHANISMS (5 questions)

47. What do you need when you use self-service (when you go to access the wireless or internet account app) with 90 days or less left on your internet/wireless phone contract? [295-Q1]

a. Access to account via website or smartphone app
b. Font, colour, and size adjustments
c. Clear instructions in plain language or visual format
d. Direct video communication customer service in ASL or LSQ
e. Other: _____[text]

48. What features do you require to have when using self-service with your internet/wireless phone provider? [295-Q2]

a. View data usage
b. Service plan details
c. View new pricing & plan offer options
d. Change service plans easily
e. View past bills
f. Option to pay bills online
g. Easy online account management
h. Option to reset passwords
i. Information and updates on service outages
j. Access to discounts, ie. accessibility plan
k. Access to customer support in ASL or LSQ
l. Customize notifications for bills, payments, devices

49. Why should there be basic features in self-service with your internet/wireless phone provider? [295-Q2]

a. Manage own account anytime
b. Make changes/cancellations without asking for help

c. Easily switch settings on/off
d. Quickly pay bills or check data usage
e. Understand service plan

50. How should you access self-service for your internet/wireless phone service? [295-Q3]

a. Apps
b. Smart TV app
c. Website
d. Text messaging
e. Email link
f. QR Codes
g. Direct video call in ASL & LSQ
h. Video Relay Services
i. Live chat (online chat)
j. In-store or store kiosk in malls

51. Why should you be able to change or cancel internet/wireless phone plan(s) your service using self-service? [295-Q4]

a. Make it faster and easier to make changes or updates
b. Avoid waiting in line or on phone for help
c. Manage own account in private and from anywhere
d. Fix problems on own and more quickly
e. Prevent extra charges or fees

L. EXTRA FEES & ACCESSIBILITY (4 questions)

52. Why should you not be charged extra fees for any type of customer service from your internet/wireless phone provider? [295-Q6]

a. Service provider's responsibility
b. Keep service fair for everyone
c. Remove barriers in getting help
d. Make it easier to get support when needed
e. Avoid surprise costs on bills
f. Reduce unnecessary stress
g. Make sure help is always accessible and inclusive

53. **How can self-service from your internet/wireless phone provider be more accessible to you as a DDBHH Canadian? [295-Q5]**
    a. Enable direct video communication in ASL and LSQ
    b. Provide visual alerts or notifications
    c. Enable Video Relay Services
    d. Use captions on all videos
    e. Use plain language for easy reading
    f. Make website or app easy to use
    g. Bluetooth-friendly for accessible options (braille, screen reader compatibility)
    h. Other: _____[text]

54. **Why should all internet/wireless phone companies be required to provide self-service options? [295-Q8]**
    a. Check account services anytime, 24/7/365
    b. Make changes/cancellations independently
    c. Resolve technical and general problems faster and without delays
    d. Alternate options to customer service
    e. More accessibility options for DDBHH Canadians

55. **Should wireless/internet service providers be exempted from providing accessibility plans? [ADDED]**
    a. Yes
    b. No

PART V: YOUR COMMENTS

56. **Anything else that you would like to share with us and/or with the Canadian Radio-television and Telecommunications Commission (CRTC) related to accessibility of customer notifications, barriers to switching plans, and self-service mechanisms with their wireless devices and internet services? [type in text or video in ASL, LSQ, any ISLs in youtube and insert link here] [Please write on the lines below or on the back of the last page of this survey]**

    _____
    _____
    _____
    _____

57. **I want to enter my name into the prize draw for this survey.**
    a. Yes ***SKIP LOGIC to #58**
    b. No ***SKIP LOGIC to end thank you message**

Part VI: TO ENROLL IN THE DRAW - OPTIONAL

58. If you would like to enter your name in the draw for the prizes - Choose which prize you want:

⬜ iPhone
⬜ Android

Name:
City of Residence:
Province:
Email or phone number (your preferable contact):

⬜ By entering this draw, I acknowledge and agree that winners' names and their cities will be made public. No other identifying information will be made public.

This contact information is used only for the draw. Once the draw finishes, your contact information will be erased from our records.

Disclaimer: This giveaway is provided free of charge by DWCC with no purchase required to enter. None of the organizations receive a monetary profit from this prize draw. DWCC reserves the right to forfeit the prize draw if the winner is from out of Province.

Part VII: THANK YOU!

On behalf of Deaf Wireless Canada Consultative Committee and all supporting partners, thank you for your time to do this survey.

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