

DEAF
WIRELESS
CANADA
COMMITTEE



COMITÉ POUR LES
SERVICES
SANS FIL DES
SOURDS DU
CANADA

Making it easier for consumers to shop for Internet services

Telecom Notice of Consultation CRTC 2024-318

Tuesday, June 10, 2025

DWCC Team



Jeffrey Beatty
Chairperson



Lisa Anderson
Consultant



Jessica Sergeant
Consultant

DWCC at CRTC 2024-318

Accessibility by Design, Not Accommodation



Jeff

Internet Plans Fail DDBHH

No access = No communication = No equity



Jeff

Accessibility Lens

A foundation - not a feature

Jeff



Broadband Labels Must Answer:

“Can I video call without lag?”

Lisa

Broadband Facts	
Provider Name	
Service Plan Name and/or Speed Tier	
[Fixed or Mobile] Broadband Consumer Disclosure	
Monthly Price	\$00.00
This monthly price is an introductory rate	Yes / No
Time the introductory rate applies	YY months
Monthly price after the introductory rate	\$00.00
Length of contract	YY months
Link to Terms of Contract https://www.example.com/terms-of-contract	
Additional Charges & Terms	
Provider Monthly Fees	
Fee description	\$00.00



DWCC Calls for Labels To Be:

Visual. Plain. ASL/LSQ. No data caps.

Lisa

Video Relay Services
Direct video call in ASL & LSQ
Apps
Website
Text messaging
Live chat (online chat)
Email link
QR Codes
In-store or store kiosk in malls
Smart TV app



Key Metrics to Include:

Speed (actual). Latency. Jitter. Packet Loss. Uptime.

Jeff



3 Systemic Accessibility Gaps

Accessibility Plans. Promotion & Outreach. Complaint Systems.



Jeff

Accessibility Plans

Buried/non-existent. Throttled data. Confusing labels.



Jessica

Promotions & Outreach

No ASL/LSQ. Inaccessible materials. Network Oversight.



Lisa

Complaint Systems

Inaccessible. No ASL/LSQ. No participation.



Lisa

Regional Equity Matters

Rural and remote failures = Communication cutoffs

Jeff



Enforce in the Internet Code

Mandatory, not optional

Lisa



Accessibility by Design

Proactive. Built-In. Enforced.

Jessica



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chair@deafwireless

Lisa Anderson
lisa@deafwireless

Jessica Sergeant
jessica@deafwireless