

# Making it easier for consumers to shop for Internet services

Telecom Notice of Consultation CRTC 2024-318

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#### **DWCC at CRTC 2024-318**

Accessibility by Design, Not Accommodation



#### **Internet Plans Fail DDBHH**

No access = No communication = No equity



Jeff

Jeff

## **Accessibility Lens**

A foundation - not a feature

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### **Broadband Labels Must Answer:**

"Can I video call without lag?"

Broadband Facts Provider Name	
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.

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.



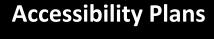
Jeff

Lisa

# **3 Systemic Accessibility Gaps**

Accessibility Plans. Promotion & Outreach. Complaint Systems.

Jeff



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



lessic:

## **Promotions & Outreach**

No ASL/LSQ. Inaccessible materials. Network Oversight.



## **Complaint Systems**

Inaccessible. No ASL/LSQ. No participation.



Lisa

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.





