

KNOW YOUR RIGHTS!

WHAT THE CRTC'S WIRELESS CODE MEANS FOR YOU.

CURRENT

NO CANCELLATION FEES AFTER 2 YEARS

You can cancel your contract after 2 years with no cancellation fees – even if you have agreed to a longer term.

LIMIT ON DATA & ROAMING CHARGES

Extra data charges and data roaming charges are capped to prevent bill shock.

UNLOCKED CELLPHONES

You can have your cellphone unlocked after 90 days, or immediately if you paid for the device in full.

TRIAL PERIOD

You can return your cellphone within 15 days, without penalty, if you are unhappy with your service.

CLEAR LANGUAGE

Your contract and related documents must be provided to you in plain language.

UPDATE: The account holder, by default, is the only one who can consent to data overage and data roaming charges beyond the established limits.

STARTING DECEMBER 1, 2017

NO CANCELLATION FEES AFTER 2 YEARS

Remains in effect.

LIMIT ON DATA & ROAMING CHARGES

Remains in effect.

UNLOCKED CELLPHONES

Mobile devices unlocked free of charge, upon request, and all newly purchased devices unlocked.

TRIAL PERIOD

Use up to half of your monthly usage during the trial period.

CLEAR LANGUAGE

Remains in effect.



For more information on the benefits of the Wireless Code, visit crtc.gc.ca/wirelesscode.