Canadian Radio-television and Telecommunications Commission
Conseil de la radiodiffusion et des télécommunications canadiennes

Public opinion research tracker: Wave 5

Report of findings

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Canada

This public opinion research report presents the results of an online and phone survey conducted by Ipsos Limited Partnership on behalf of the Canadian Radio-television and Telecommunications Commission (CRTC). The research study was conducted with 2,554 Canadians between September 26th and November 5th, 2025, and constitutes the fifth wave of research in this area.

Cette publication est aussi disponible en français sous le titre : *Suivi de la recherche sur l'opinion publique : Vague 5*

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Executive Summary

Introduction

Ipsos was commissioned by the Canadian Radio-television and Telecommunications Commission (CRTC) to conduct the fifth wave of public opinion research on Canadians' views with respect to their broadcasting, online, and telecommunications services to compare results to the fourth wave of research conducted in March 2025, the third wave of research conducted in October 2024, the second that took place in March 2024, and the benchmark wave which occurred from June to August 2023.

Background

The CRTC regulates the communications industry in the public interest in a time of significant socio-cultural, economic, and technological change. As such, the CRTC needs to increase its capacity to track the public opinion of Canadians to support new regulatory measures. The CRTC received a new telecommunications policy direction in February 2023, and has implemented the Online Streaming Act (i.e., to make sure that competition, affordability, consumer rights, and universal access would be core to future CRTC decisions and supporting Canadian and Indigenous content through base contributions). These policy directions require the CRTC to continue to develop new regulatory approaches that take into account the views of all Canadians.

To help accomplish this goal and following the success of the Research Tracker pilot (Wave 1), Wave 2, 3, and 4 studies have already been conducted. The current report is for Wave 5 of the study. Beginning with Wave 2, the research has been conducted bi-annually and is used to monitor Canadians perceptions of the communications system.

Research Objectives

The fifth phase of the POR tracker sought to understand the views of Canadians with respect to their broadcasting, online, and telecommunications services. The survey tracks issues of strategic importance to the CRTC.

As with the previous phases of the study, the POR tracker is designed with inclusion in mind and there was specific focus on ensuring sufficient participation from Anglophones, Francophones, Indigenous Peoples, Official Language Minority Communities (OLMC), Racialized Canadians, Canadians living with disabilities, TSLGBTQ+, and those living in the Territories.

In developing the questionnaire, Ipsos worked with CRTC staff to synthesize and incorporate input from all relevant sectors. This included soliciting feedback from staff in the Broadcasting, Telecommunications, Compliance and Enforcement (C&E); Consumer, Analytics and Strategy (CAS); and Communications units.

The questionnaire included a core section of key tracking measures to make comparisons to the previous waves of research and sections to address more topical information needs that are custom to each wave of research.

The fifth wave of the POR survey addressed the following areas:

- Affordability (i.e. changes made to services, confidence in ability to pay, reported researching of services);
- Service bundling, particularly cellphone and home internet services;
- Consumers' satisfaction with their telecommunications services;
- Primary source(s) of media content and satisfaction with the quality;

- Broader attitudes, including affordability of services over time, quality of service, satisfaction with content, importance of local media, trust in media, and cybersecurity;
- Perceptions of the CRTC; and
- Classification questions to ensure the inclusion of diverse groups.

Methodology

The POR was conducted through a quantitative survey executed through a mixed methodology approach including online and telephone interviews among a national sample of 2,554 Canadians aged 18 years and older (1,554 online, 1,000 telephone). Fieldwork was conducted from September 26th to November 5th, 2025. The average survey length was 13 minutes (10 minutes online, 16 minutes by telephone). In order to ensure the ability to compare results between waves, methodologies between the baseline wave and the present research remained consistent.

Quotas and weighting were employed by gender, age, and region to reflect the composition of the Canadian general population based on the latest Census. Results were accurate to within ± 2.4 percentage points of what the results would have been had every Canadian been polled.

Minimum sample sizes (of at least 100) were achieved among key audiences including Anglophones (n=1,803), Francophones (n=541), Indigenous Peoples (n=124), racialized Canadians (n=742) and TSLGBTQ+ (n=202). Oversamples of TSLGBTQ+ Canadians, Official Language Minority Communities (OLMC), and those residing in the Territories were sought. Notably, fieldwork in the Territories and for OLMC respondents proved challenging, and the target of n=100 could not be achieved in the fieldwork period for the Territories (n=70) and among OLMC (n=87).

Notes to Readers

- All results in the report are expressed as a percentage, unless otherwise noted.
- Throughout the report, percentages may not always add to 100% due to rounding.
- When reporting sub-group variations, only differences that are significant at the 95% confidence level, indicative of a pattern and pertaining to a sub-group sample size of more than n=30 are discussed.
- For open-ended measures, results have been coded into thematic category and expressed as individual codes that align most closely to respondent’s answers and broader themes (NETs) for comparison purposes.
- Statistically significant differences between the two most recent waves are noted in charted data using upward-facing arrows for increases and downward-facing arrows for decreases. If no arrow is shown next to a datapoint, this indicates that there is no statistically significant difference between waves.

Expenditure

The contract value for the POR survey was $249,949.76 (including HST).

Key Findings

While trust in the CRTC has remained stable, fewer Canadians have a positive impression, likely due to the lower proportion of Canadians who are well informed about the CRTC's mandate and role, as well as a higher proportion this wave who provided unfavourable comments.

- Three in ten (32%) Canadians said they feel either ‘well’ or ‘very well’ informed about the mandate and role of the CRTC, compared to 68% who were either ‘not very well’ or ‘not informed at all.’ Compared to Wave 4, fewer indicated they were well/very well informed about the role of the CRTC while more indicated they were not well informed.
- Just over one in four (27%) Canadians had a favourable impression of the CRTC, 28% were neutral in their opinion, while 11% were unfavourable and 34% did not know enough to provide an opinion. Compared to Wave 4, fewer Canadians expressed a favourable opinion of the CRTC, and a higher proportion indicated they don’t know enough to provide an opinion.
- Those who felt more informed about the mandate and role of the CRTC were more likely to express a favourable opinion of the CRTC than those who felt less well informed (53% vs. 14%), while those who were didn’t know enough about the CRTC to form an opinion were more likely indicate they were not well informed about the mandate and role of the CRTC (47% not well informed vs. 7% well informed/very well informed).
- The most common favourable comments included that the CRTC regulates/upholds standards/keep providers accountable (8%), followed by promotes Canada content (6%), informative/transparent, satisfied/they regulate well (both 5%), and good service (4%). Negative comments most frequently mentioned were expensive/don’t bring prices down (7%), allows monopolies/not enough competition, too much control/restrictions/censorship, politically biased, and dissatisfied/don’t regulate well/have issues (4%).
- Compared to Wave 4, a higher proportion provided unfavourable comments, and a lower proportion provided neutral comments. Of positive comments, Canadians were less likely to mention they regulate/uphold standards, they protect/have our best interests at heart, and brings prices down.
- When looking at the work of the CRTC and trust in it, ratings were stable compared to Wave 4. The level of agreement was also stable with respect to knowing how to participate in public consultation.
    - 35% of Canadians agreed that the CRTC's work is beneficial – identical to Wave 4;
    - 32% trusted the CRTC to regulate in the public interest – compared to 33% in Wave 4;
    - 22% knew how to participate in public consultations – identical to Wave 4.

Three-quarters of Canadians remain satisfied with their home internet and cellphone services. Reliability and affordability were the main reasons, for positive and negative reasons for their ratings. Compared to 2023, more had either a positive or negative opinion, with fewer saying they don’t know for both home internet and phone services.

- Of those with home internet service, two-thirds (65%) were satisfied with the service they receive, virtually identical to the proportion of cellphone subscribers satisfied with the service they receive (66%). Results remain statistically unchanged compared to the baseline wave in 2023.
- When asked to explain their satisfaction with the internet service they receive, nearly half provided a positive reason (49%) while fewer provide a negative reason (40%). The most common positive comments relate to reliability (39%), and specifically not having issues (21%), a good connection (18%), and fast service (7%), followed by mentions of affordability (10%). The most common negative comments include poor reliability (26%), and specifically poor service (16%) or slow service (8%), as well as poor affordability (11%). Around one-

quarter (24%) said they don't know. Compared to the baseline wave, significantly more gave a positive reason and more gave a negative reason, with fewer saying they don't know.

- When asked to explain their satisfaction with the cellphone service they receive, just under six in ten provided a positive reason (46%) and four in ten a negative reason (42%). The most common positive comments related to reliability (40%), and specifically not having issues (22%) or good connection (19%), followed by affordability (20%). The most common negative comments include poor reliability (19%) and poor affordability (15%). Compared to the baseline wave, significantly more gave a positive reason and more gave a negative reason, with fewer saying they don't know.

A strong majority of Canadians continue to feel confident in their ability to pay for the telecommunications, broadcast or streaming services they receive. Despite this level of confidence, four in ten or higher indicated they feel that each of the services they receive have become less affordable in the past year, though fewer have made changes to improve affordability compared to the last wave.

- Roughly one in four (27%) Canadians receiving telecommunications, broadcast or streaming services reported making changes to improve affordability in the last month, lower compared to Wave 4 (41%).
    - 24% made changes to make services more affordable.
    - 10% cancelled and switched providers.
    - 8% cancelled services entirely.
    - An additional 14% planned to cancel but were convinced to stay with a better price (excluded from the above calculation)
    - All of the above were lower compared to Wave 4, in addition the proportions of Canadians cancelling their cable TV, cellphone, home internet, or satellite TV service being lower.

- Among those reporting having each type of service, confidence in their ability to pay for their service stood at three in four for home internet and cellphone (both 75%) services. Two in three or more indicated confidence in paying for video streaming (66%), satellite TV (69%), audio streaming (70%), and cable TV (72%) services. Compared to Wave 4, there were no significant changes in the proportion of subscribers feeling confident in their ability to pay for any of these services.
- Over four in ten Canadians agreed that smartphone devices (53%), television services (48%), streaming video subscription services, home internet, and cellphone services (all 46%) and streaming audio subscription services (40%) have become less affordable in the past year.
- Roughly half of Canadians believe they have enough choice of cellphone providers (49%) and that it is easy to switch their cellphone provider (48%), while four in ten (42%) feel it is easy to switch home internet providers and that they can easily switch their home internet provider (41%).

At roughly six in ten, more Canadians felt they can count on a reliable high-speed internet or mobile network connection, and the vast majority continued to report that they have not experienced any major service distributions to the services they receive.

- A strong majority of Canadians agreed that they can count on reliable high-speed internet (60%) and mobile networks (58%) where they live, stable compared to Wave 4.

- Three quarters (77%) stated that they had not experienced any major service outages lasting 24 hours or longer for any of the telecommunications, broadcast, or streaming services they receive. Fifteen percent have experienced a disruption to their home internet, 10% their cellphone service, 5% cable TV service, 4% video streaming services, and 2% for audio streaming services and satellite TV service. Compared to Wave 4, a lower proportion said they experienced a major service disruption to their cable TV, satellite TV, audio, or video streaming services.

The primary sources of media content for Canadians continued to be video for both ‘entertainment’ and ‘news and information,’ followed by audio and other media sources. Most frequently mentioned sources of content were for the most part stable, except for a decline in the proportion indicating regular television as a primary source of content for ‘news and information.’ Satisfaction with the quality of ‘entertainment’ content overall has increased, as has satisfaction with the quality of Canadian television programming and music.

- The most commonly mentioned sources for ‘news and information’ are regular television (46%), followed by online media (37%), AM/FM radio (34%), and online social media video sources (29%). The primary sources for ‘entertainment’ were online video streaming (46%) and regular television (40%), followed by video social media (36%), audio social media (24%), online music streaming services, and AM/FM radio (both 23%). Compared to Wave 4, a lower proportion used regular television as a primary source for their ‘news and information’ content.
- Of users of each type of programming, roughly six in ten (62%) indicated satisfaction with the ‘entertainment’ content they receive, while half (50%) were satisfied with the ‘news and information’ content. Satisfaction for ‘entertainment’ content has increased compared to Wave 4, while satisfaction for ‘news and information’ is stable.
- Levels of satisfaction by type of ‘entertainment’ content were similar for video (63%), audio (62%), and other media (61%). The proportion of positive ratings for video ‘entertainment’ content has improved compared to Wave 4, while audio and other media are stable. Rates of satisfaction for ‘news and information’ content were lower than ‘entertainment’ and are stable compared to Wave 4 for all sources: video (52%), audio (51%), and other media (49%).
- Satisfaction for most types of ‘entertainment’ and ‘news and information’ content have remained stable since Wave 4. The only exceptions are improved ratings for regular television, online video streaming services, and online social media as sources of primary content for ‘entertainment.’
- About four in ten agreed they are satisfied with the quality of Canadian music (41%) and television programs (37%) available, both significantly higher than Wave 4. Roughly one in three were satisfied with the quality of information and depth of analysis offered by Canadian news media (36%), trust the information provided by news media in Canada to be accurate and impartial (35%), and see themselves and people like them reflected in the types of programming available to Canadians (32%).

Roughly seven in ten or more Canadians were aware of common tactics used by scammers, while around half or more report they often receive unsolicited emails, texts, or calls with malicious intent, had experienced a scam attempt either directly or indirectly, and were confident in their ability to identify fraudulent communications. Awareness that the CRTC issues warnings of phishing and scam threats continued to be low, as was confidence in personal information being protected when using online services and knowledge of how or where to report scams when they happen. Compared to Wave 4 no significant changes were noted.

- Roughly seven in ten Canadians agreed that they are aware that scammers often use call ID spoofing technology (69%) while about the same proportion were aware that scammers often send phony website links by SMS message and email which embed viruses on your device (70%) and slightly more were aware that scammers often insert false website links to redirect you to a fake website used to obtain personal information (73%).
- Roughly six in ten Canadians agreed that they often receive unsolicited emails, texts, and calls trying to trick them into clicking malicious links or sharing personal information (57%), about half said that they or someone they know have experienced a scam attempt, or agreed that they often receive unsolicited calls trying to trick them into sharing personal information (both 49%). More than half of Canadians agreed that they feel confident identifying fraudulent calls, emails, or text messages (54%), while just over one-third felt confident their personal information is protected when using online services (36%) or are aware that the CRTC issues warnings of phishing and scam threats (37%). About three in ten know where to report scams (31%).

Differences by Demographics

- Francophones continued to provide more positive impressions of telecommunications services and broadcasting in general and indicate greater stability in the services they receive compared to Anglophones. Specifically, they were:
    - Less likely to have made changes to make services more affordable or have cancelled a service entirely.
    - Less likely to say it is a hassle to switch telecommunication service providers.
    - More likely to feel confident in their ability to pay for their cellphone and audio streaming services.
    - Less likely to report having a disruption in any of their subscription services.
    - More likely to have a positive opinion regarding the CRTC.
    - More likely to trust the CRTC in regulating and supervising broadcasting and believe the CRTC's work is beneficial to Canadians, and less likely to indicate they know how to participate in public consultations.
    - More likely to cite regular television as a primary 'news and information' and 'entertainment' source, as well more likely to mention AM/FM radio, print media, and audio books, newspapers, or magazines as primary sources of 'news and information' content. They were also less likely to cite online video or music streaming services and audio or video social media as primary sources of 'news and information' content and less likely to mention online video streaming services and social networking sites as primary sources of 'entertainment.'
    - More likely to be satisfied with both the 'entertainment' and 'news and information' content they receive.
    - More likely to be satisfied with the quality of Canadian television, the quality and depth of analysis offered by Canadian news media, trust Canadian news media to be impartial, be satisfied with the quality of current Canadian television programs, and see themselves reflected in the types of programs available to Canadians.
    - More likely to believe they can count on a reliable mobile network and high-speed internet where they live, that they have enough choice of cellphone and home internet providers where they live, and that it is easy to switch cellphone or home internet providers.
    - Less likely to feel confident they can identify scams and fraudulent phone calls, emails, and text messages, and less likely to know someone or have themselves experienced a phishing or scam attempt in the past month. They were also more likely to indicate that they were aware that scammers often use call ID spoofing technology to trick them into picking up the phone.
    - Less likely to have cellphone or satellite TV services, though more likely to have cable TV service.

- More likely to bundle their services.

- Younger Canadians (in particular, those under 35) tended to indicate challenges with the affordability of the services they receive compared to older Canadians among other differences. Specifically, they were:
  - More likely to have made changes to make services more affordable, cancelled and switched to a different provider, or cancelled a service entirely.
  - More likely to have made changes to their audio streaming services to make it more affordable.
  - More likely to have cancelled cable TV, cellphone, home internet, and satellite TV services.
  - More likely to indicate they had never researched telecommunications services and prices (specifically those 18 to 24).
  - Less likely to be confident in their ability to pay for their video streaming services (specifically those 18 to 24).
  - More likely to state that they have had at least one major disruption in their subscription services.
  - More likely to indicate being well-informed about the CRTC (specifically those 25 to 34).
  - More likely to indicate they do not know enough about the CRTC to provide an opinion.
  - More likely to mention online audio and video social media as primary sources for 'news and information' and 'entertainment' and more likely to mention online music streaming services as a primary source of 'entertainment'.
  - Less likely to indicate awareness of the following types of fraud: scammers inserting false website links to redirect someone to a fake webpage to capture personal information, sending phony website links by SMS to embed viruses on mobile devices, and using call ID spoofing (specifically those 18 to 24).
  - Less likely to say they feel it is easy to switch cellphone providers if they want to (specifically those 18 to 24).
  - More likely to indicate that rates Canadians pay to use their cellphones while outside the country are reasonable.
  - More likely to report having satellite TV service.
  - Less likely to report bundling any of their services.

- There continued to be some differences in those identifying as Indigenous and those who are not. Those identifying as Indigenous were:
  - More likely to have made changes to make services more affordable; planned on cancelling but be convinced to stay with a better price or cancel a service; and to have cancelled a service.
  - More likely to have cancelled their cellphone and home internet services.
  - More likely to indicate the following reasons for not making any changes to their cellphone, television home internet, and/or streaming services and prices: trustworthy/reliable and no good deals/discounts.
  - Less likely to feel confident about paying for their cellphone or home internet services.
  - More likely to indicate a major disruption to any of their services (except for satellite and home internet).
  - More likely to mention that their primary sources of 'news and information' content are online music and video streaming services, online audio and video social media, and social networking sites.
  - Less likely to be satisfied with the 'news and information' content they receive.
  - Less likely to indicate that they frequently receive unsolicited phone calls where they feel they are being tricked into sharing personal information and frequently receiving unsolicited emails or text messages

that they feel are trying to trick them into clicking a malicious link, downloading malicious software, or sharing sensitive information.
    - Less likely to indicate that cellphone services have become less affordable in the past year.
    - Less likely to report having cable TV service.

- Additionally, there were some differences between racialized and non-racialized Canadians. Racialized Canadians were:
    - More likely to have made changes to make services more affordable; planned on cancelling but be convinced to stay with a better price; cancel a service and switch to a different provider; or to have cancelled services entirely.
    - More likely to have canceled their audio streaming service and switched to another provider.
    - More likely to cancel their cable TV, cellphone, home internet, and satellite TV services.
    - More likely to indicate the following reasons for not making any changes to their cellphone, television, home internet, and/or streaming services and prices: trustworthy/reliable, they're essential/important services; and less likely to indicate they had made the changes before/not in the last month.
    - More likely to indicate a major disruption to any of their services.
    - More likely to indicate they knew how to take part in a public consultation.
    - More likely to mention that their primary sources of 'news and information' and 'entertainment' content are online audio and video social media and social networking sites. They were also more likely to mention their primary sources of 'news and information' as being video and music streaming services, audio books, newspapers, or magazines.
    - More likely to indicate that they frequently receive unsolicited phone calls where they feel they are being tricked into sharing personal information.
    - More likely to believe they have enough choice of home internet providers where they live.
    - More likely to agree that the rates Canadians pay to use their cellphones outside of Canada are reasonable.
    - More likely to report having satellite TV and free television service than non-racialized Canadians and less likely to report having cable TV service.
    - Less likely to report bundling any of their services.

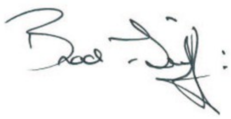
- The following differences were cited among respondents identifying as 2SLGBTQ+, who were:
    - Less likely to likely to feel confident about paying for their home internet or video streaming services.
    - Less likely to indicate that one of their primary sources of 'news and information' or 'entertainment' is regular television. They were also more likely to cite social networking sites, print media sources, and online video social media as primary sources of 'news and information,' and online music streaming services, audio podcasts, online media sources, and social networking sites as primary sources of 'entertainment' content.
    - Less likely to agree that it is easy to switch home internet providers.
    - Less likely to report they currently have cable TV service.
    - Less likely to report bundling any of their services.

- There were also differences among respondents living in the Territories compared to other regions. Those in the Territories were:

- More likely to indicate they had never researched telecommunications services and prices.
- Least likely to have internet at home or cable TV service.
- Least likely to agree with any of the statements regarding reliable services, choice of service providers, or being able to switch easily.
- Least likely to indicate often receiving unsolicited phone calls where they feel they are being tricked into providing personal information and are also less likely to indicate they are confident their personal information is protected when using online services.

POLITICAL NEUTRALITY STATEMENT

I hereby certify as Senior Officer of Ipsos that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.



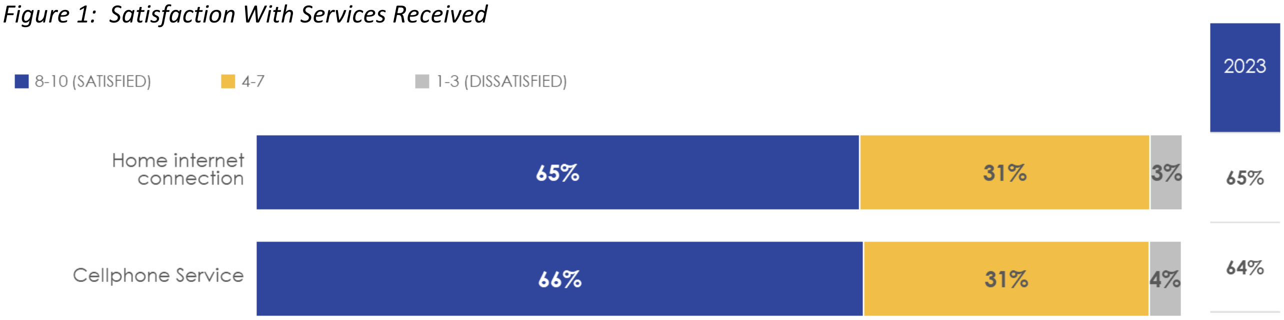
Brad Griffin
President
Ipsos Public Affairs

Detailed Findings

Satisfaction with Home Internet and Cellphone Services Overall

Of those with home internet service two-thirds (65%) are satisfied with the service they receive, virtually identical to the proportion of cellphone subscribers satisfied with the service they receive (66%).

Figure 1: Satisfaction With Services Received



Base: All respondents (n=2510)
Q8. Overall, how satisfied are you with the [SERVICE] you receive from [PROVIDER]?

When asked to explain their satisfaction with the **internet service** they receive, nearly half provided a positive reason (49%) while fewer provide a negative reason (40%). The most common positive comments relate to reliability (39%), and specifically not having issues (21%), a good connection (18%), and fast service (7%), followed by mentions of affordability (10%). The most common negative comments include poor reliability (26%), and specifically poor service (16%) or slow service (8%), as well as poor affordability (11%). Around one-quarter (24%) said they don't know.

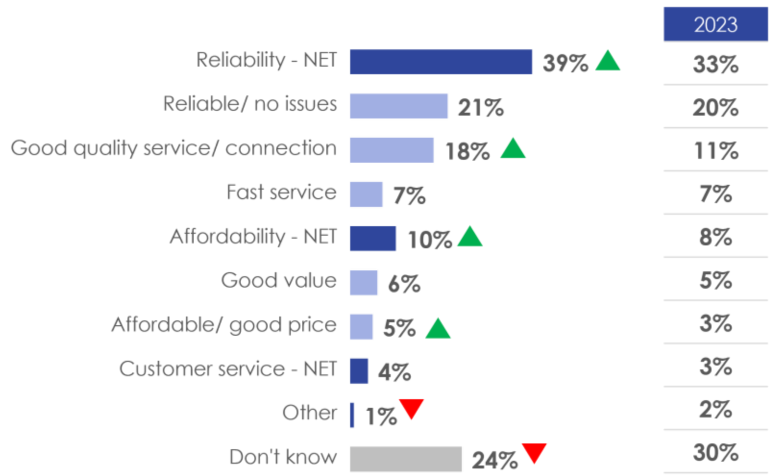
Compared to the baseline wave, significantly more gave a positive reason and more gave a negative reason, with fewer saying they don't know. In addition:

- Canadians under 44 and especially those under 34 were more likely to report fast service than older Canadians, while Canadians 55+ were more likely to report good customer service. Canadians age 55-64 were more likely to report negative feelings regarding prices.
- Men (42%) were more likely than women (37%) to cite reliability. Women were more likely than men to cite poor reliability (29% vs. 23%).
- Anglophones were more likely than Francophones to cite reliability and affordability, but were also more likely to cite negative reasons. Francophones were more likely to say they don't know.
- Non-OLMC Canadians were more likely to cite negative reasons than OLMC Canadians, who were more likely to say they don't know.
- Those with a household income of $100K - $250K were more likely to cite reliable/no issues. Those with a household income of less than $40K or more than $250K were more likely to say they don't know.
- Those with a post-graduate degree were more likely to cite good value, though those with some post-secondary education or higher were also more likely to cite negative reasons.
- Those with children in their household were more likely to cite affordability (13%) compared to those without (10%), while those without children were more likely to cite good customer service (3% vs. 5% those with

children). Those with children were more likely to cite negative reasons such as not being able to share accounts (3% vs. 2% with children), and poor customer service (4% vs. 2%).

- Those not born in Canada were more likely to cite good affordability (13% vs. 10% born in Canada).
- Racialized Canadians were more likely to cite good affordability (12%) compared to those who are not racialized (9%), while non-racialized Canadians were more likely to mention poor prices (12%) compared to racialized Canadians (8%).
- Non-2SLGBTQ+ Canadians were more likely to cite positive reasons such as reliability (40% vs. 30% 2SGLTBQ+ Canadians) but were also more likely to report poor reliability (27%) compared to 2SLGBTQ+ Canadians (20%).
- Canadians without disabilities were more likely to report reliability (40%) compared to those with disabilities (34%).

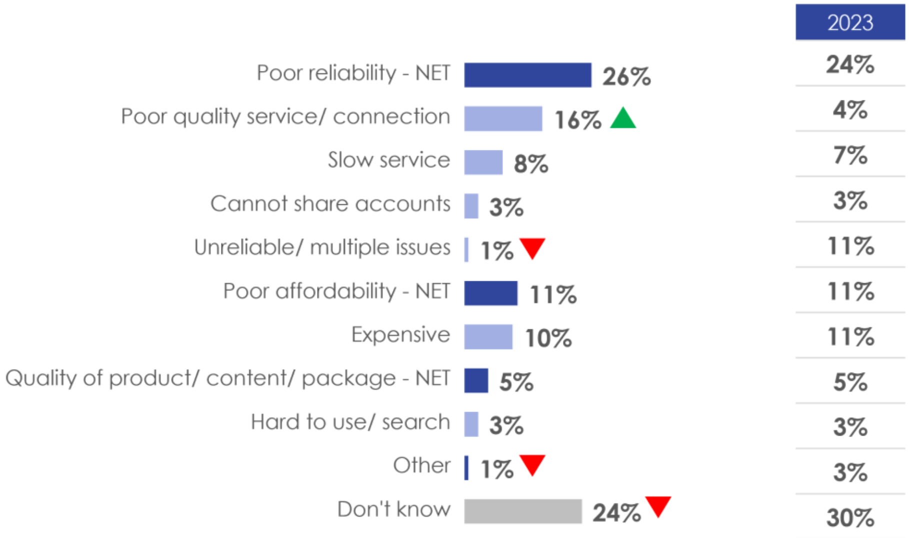
Figure 2: Positive reason(s) for satisfaction with service by internet provider



Base: Those who have internet services (n=2392)

Q9. You provided a rating of [RATING] out of 10 for the [SERVICE] you receive from [PROVIDER]. Why do you say that? Please be as detailed in your response as possible.

Figure 3: Negative reason(s) for satisfaction with service by internet provider



Base: Those who have internet services (n=2392)
Q9. You provided a rating of [RATING] out of 10 for the [SERVICE] you receive from [PROVIDER]. Why do you say that? Please be as detailed in your response as possible.

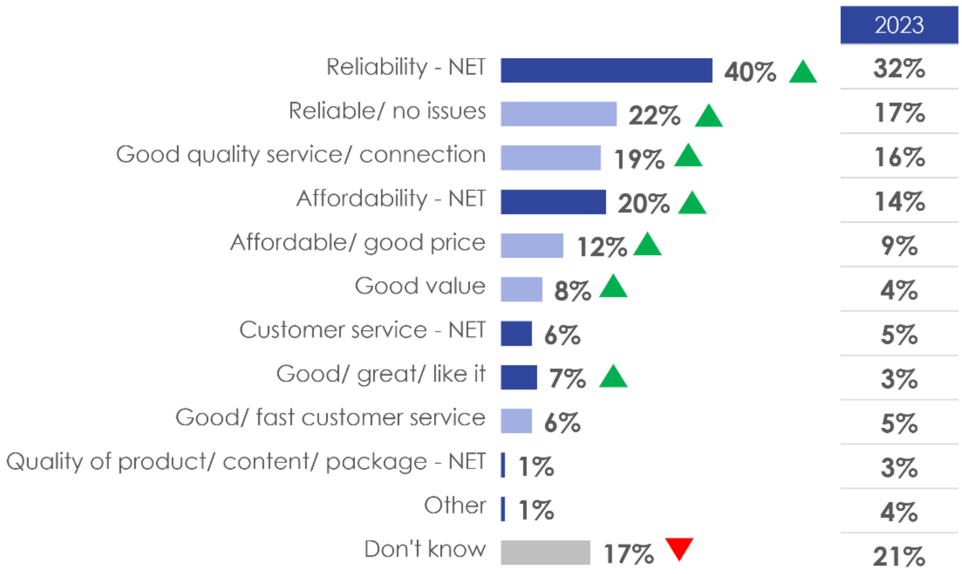
When asked to explain their satisfaction with the **cellphone service** they receive, slightly under half provided a positive reason (46%) and four in ten a negative reason (42%). The most common positive comments relate to reliability (40%), and specifically not having issues (22%) or good connection (19%), followed by affordability (20%). The most common negative comments include poor reliability (19%) and poor affordability (15%).

Compared to the baseline wave, significantly more gave a positive reason and more gave a negative reason, with fewer saying they don't know. In addition:

- Canadians 18-24 were more likely to report unreliable service, while those 35-54 were more likely to cite poor pricing. Those 45-54 were more likely to report poor quality of service.
- Women (7%) were more likely than men (4%) to cite good/fast customer service. Conversely, men (6%) were more likely than women (4%) to cite poor customer service.
- Anglophones were more likely than Francophones to cite negative reasons. Francophones were more likely to cite good customer service as well as to say they don't know.
- Those with a household income of $100K - $250K were more likely to cite reliable/no issues. Those with a household income of $60K - $100K were more likely to cite good affordability. On the other hand, those with a household income of $250K or more were most likely to cite poor reliability and poor quality of product, as were those with an income of $100K - $250K. Those with a household income of less than $40K were more likely to say they don't know.
- Those with a bachelor's education or higher were more likely to cite negative reasons. Those with some post-secondary or less were more likely to say they don't know.
- Those without children were more likely to cite good customer service (6% vs. 4% those with children), while those with children were more likely to cite poor customer service (7% vs. 4%).
- Those not born in Canada were more likely to cite good product quality (2% vs. 1% born in Canada), while those born in Canada were more likely to say they don't know (18% vs. 13%).
- Those who are Indigenous were more likely to cite fast service (5%), than those who are not Indigenous (1%).

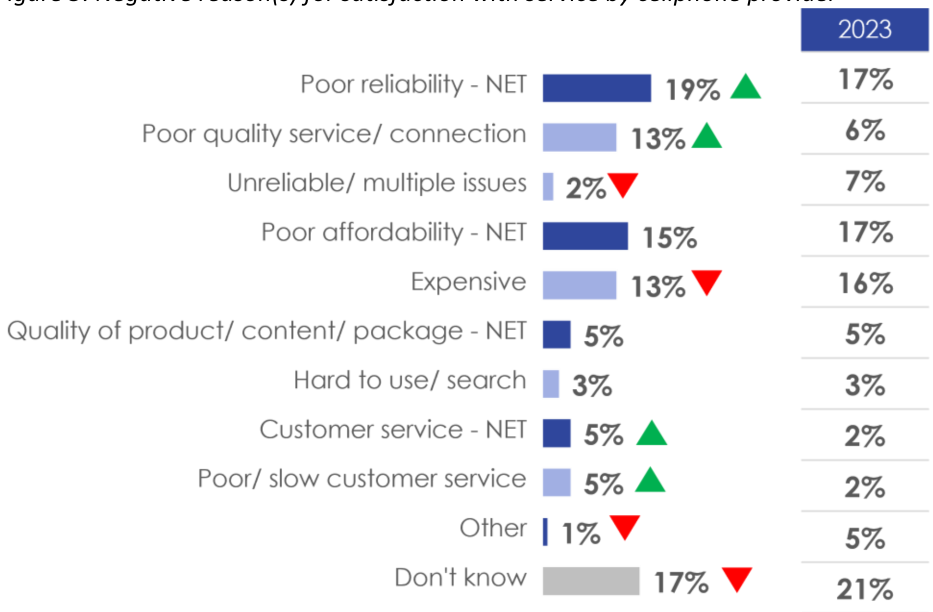
- Racialized Canadians were more likely to cite poor reliability (24%) compared to those who are not racialized (17%), while non-racialized Canadians were more likely to mention good reliability (41% vs. 37% racialized Canadians), services being expensive (15% vs. 11%) or to say they don't know (18% vs. 13%).
- Canadians without disabilities were more likely to report good customer service (9%) compared to those with disabilities (5%).

Figure 4: Positive reason(s) for satisfaction with service by cellphone provider



Base: Those who have cellphone services (n=2381)
Q9. You provided a rating of [RATING] out of 10 for the [SERVICE] you receive from [PROVIDER]. Why do you say that? Please be as detailed in your response as possible.

Figure 5: Negative reason(s) for satisfaction with service by cellphone provider



Base: Those who have cellphone services (n=2381)
Q9. You provided a rating of [RATING] out of 10 for the [SERVICE] you receive from [PROVIDER]. Why do you say that? Please be as detailed in your response as possible.

Changes to Services in Past Month

Among those indicating having telecommunications, TV, audio, and/or video subscription services, about one in four (27%) made at least one type of change to their service in the last month to improve affordability, down significantly compared to Wave Four (41%). One in four (24%) reported making changes in the past month to make their services more affordable, one in ten (10%) cancelled and switched to a different provider, eight percent cancelled their service entirely, and fourteen percent planned on cancelling but were convinced to stay with a better price.

Compared to Wave 4 there were several significant declines:

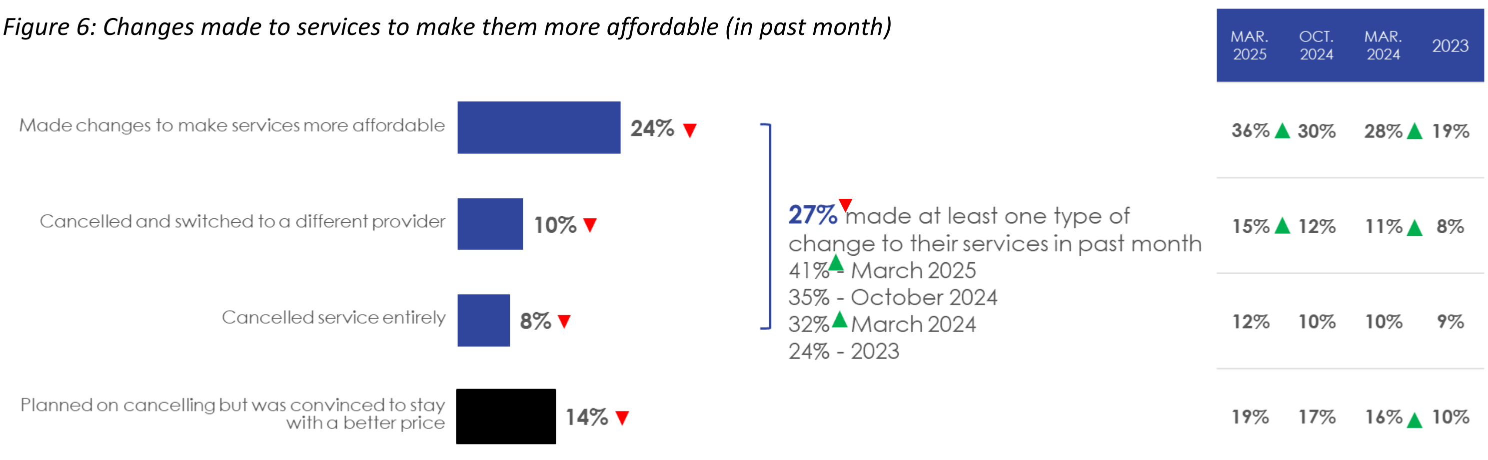
- Made changes to make services more affordable (24% vs. 36% in Wave 4)
- Cancelled and switched to a different provider (10% vs. 15%)
- Cancelled service entirely (8% vs. 12%)
- Planned on cancelling but was convinced to stay with a better price (14% vs. 19%)

Younger Canadians, males, Anglophones, those in households with children, those born outside of Canada, and those who identify as Indigenous or racialized Canadians were more likely to have made at least one service change in the past month.

- Younger Canadians were more likely to make services more affordable, cancelled and switched to a different provider, or cancelled a service entirely.
- Males were more likely to have made changes to make services more affordable.
- Anglophones were more likely to have made changes to make services more affordable or have cancelled a service entirely.
- Those with a university degree were more likely to have made changes to make services more affordable.

- Those with children in their household were more likely to have made any of the changes listed below.
- Those born outside Canada were more likely to have made changes to make services more affordable or to have planned on cancelling but to have been convinced to stay with a better price.
- Racialized Canadians were more likely to have made changes to make services more affordable, planned on cancelling but be convinced to stay with a better price, or cancel a service and switch to a different provider compared to non-racialized Canadians. Racialized Canadians were more likely to have cancelled services entirely compared to non-racialized Canadians.

Figure 6: Changes made to services to make them more affordable (in past month)



Base: Those who have cable TV, satellite TV, internet, cellphone, video streaming, and/ or audio streaming services (n=1539)
Q10. Thinking about the last month, have you or anyone in your household made changes to any of your cellphone, television and/ or streaming services to make them more affordable? This may include altering the services you receive, that you planned on cancelling but were convinced to stay with a better price, cancelling and switching to a different provider, or cancelling the service entirely.
**Note: Upward or downward arrows throughout the report indicate significant differences between waves.*

Among the 24% who made changes to make services more affordable, over one in two made changes to their cellphone (54%), followed by home internet (36%), video (36%) and audio streaming (26%), cable (24%), and satellite TV services (7%).

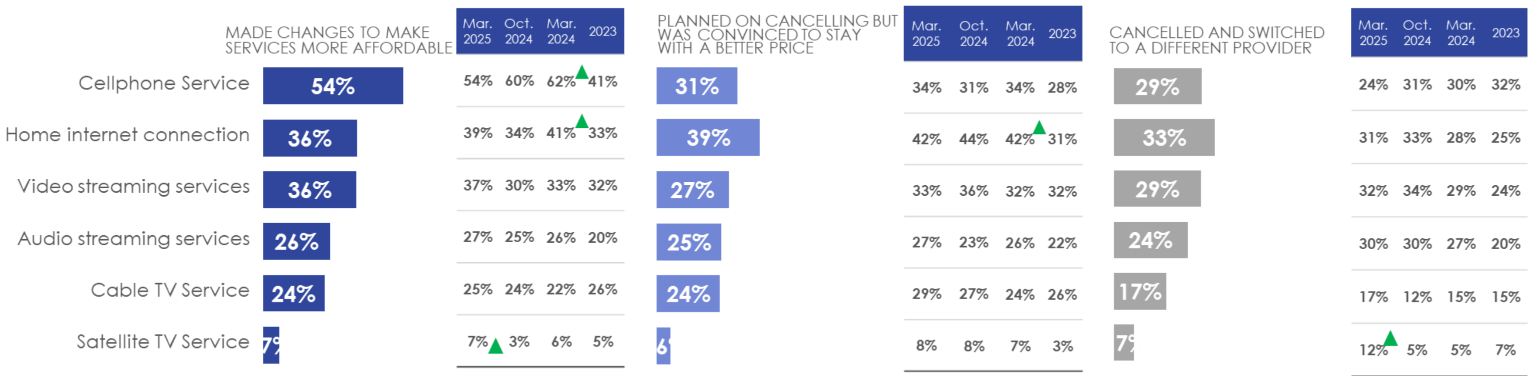
Among the 14% who were convinced to stay with a better price, roughly four in ten mentioned this was for home internet (39%), followed by cellphone (31%), video streaming (27%), audio streaming (25%), cable TV (24%), and satellite TV services (6%).

Among the 10% who cancelled and switched to a different provider, one-third reported this was for their home internet (33%), followed by cellphone and video streaming services (both 29%), audio streaming (24%), cable TV (17%), and satellite TV (7%) services. There have been no statistically significant differences compared to Wave 4.

- Canadians under 45 were more likely to have made changes to their audio streaming service to make it more affordable.
- Those with children in the household were more likely to have made changes to their cellphone service to make it more affordable and less likely to have planned on cancelling their cellphone service but convinced to stay with a lower price.
- Those born in Canada were more likely to have planned to cancel their cable TV service but convinced to stay with it for a lower price.

- Racialized Canadians were less likely than non-racialized Canadians to have planned to cancel their cable TV service but convinced to stay with it for a lower price. Racialized Canadians were also more likely than non-racialized Canadians to have canceled their audio streaming service and switched to another provider.

Figure 7: Changes made by type of service(s)

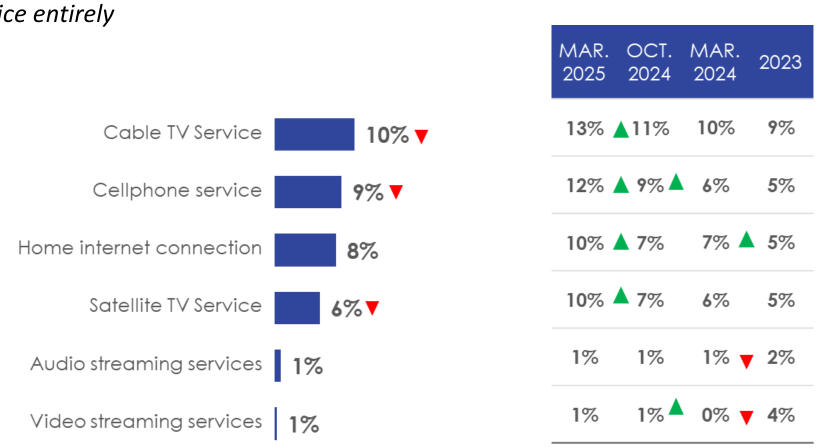


Base: Those who made changes (n=351), planned on cancelling but convinced to stay (n=209), cancelled and switched (n=141)
Q11. Which of these services did you, or someone in your household, ['make changes to'/'plan on cancelling but were convinced to stay with a better price instead'/'cancel and switch to a different provider'] in the last month?

One in ten or fewer Canadians reported having cancelled their cable TV (10%), followed by cellphone service (9%), home internet (8%), satellite TV (6%), or audio and video streaming (both 1%) services. Compared to Wave 4, a lower proportion of Canadians reported having cancelled their cable TV, cellphone service, home internet, or satellite TV service.

- Canadians over 54 were least likely to have cancelled cable TV, cellphone, home internet, and satellite TV services.
- Women were more likely than men to not have cancelled any of their services (80% vs. 75%).
- Francophones were more likely than Anglophones to not have cancelled any of their services (85% vs. 77%).
- Those with a post graduate degree were more likely to have cancelled their cellphone service.
- Those with children in the household were more likely to have cancelled their cable TV (14% vs. 9%), cellphone (13% vs. 7%), home internet (11% vs. 6%), and satellite TV (9% vs. 4%) services compared to those without children in the household.
- Those born outside Canada were more likely to have cancelled their cable TV (15% vs. 9%), cellphone (12% vs 8%), satellite TV (9% vs. 5%), and audio streaming (2% vs. 1%) services.
- Those identifying as Indigenous were more likely to have cancelled their cable TV, cellphone, and home internet services compared to those not identifying as Indigenous.
- Racialized Canadians were more likely than non-racialized Canadians to cancel their cable TV, cellphone, home internet, and satellite TV services.

Figure 8: Cancellation of service entirely

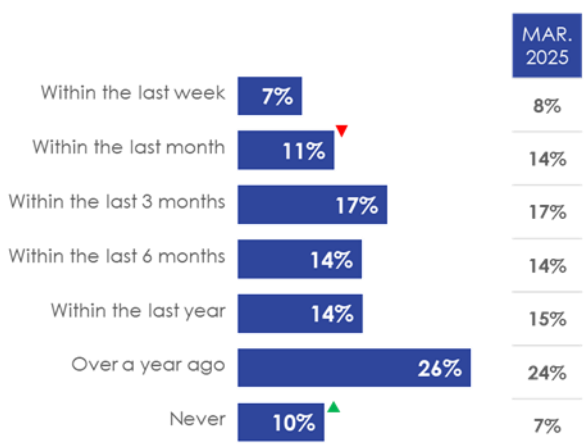


Base: All answering (n=1554)
Q12. And, which of these services did you, or someone in your household, cancel entirely?

Just over one in three Canadians (35%) said they have researched cellphone, television, home internet, and/or streaming services and prices in the past three months. An additional three in ten (28%) said they last conducted research longer than three months ago or within the past year. The remaining one in three (36%) last researched services or prices longer than a year ago (26%) or never (10%).

- Canadians under 25 and over 64, as well as northern Canadians were more likely to indicate they had never researched telecommunications services and prices.
- Canadians with household incomes of $250,000 or more were more likely than those in other income groups to have researched telecommunications services and prices in the past week, as were those who have children in their household compared to those who do not.

Figure 9: Last time researched cellphone, television, home internet and/or streaming services and prices

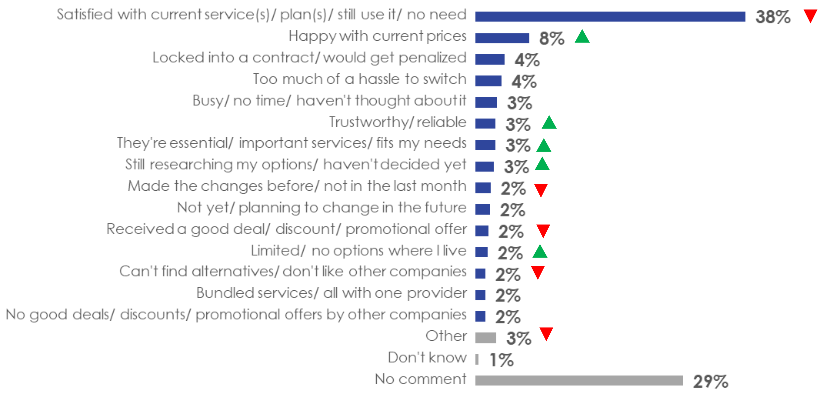


Base: All respondents (n=2554)
Q14A_1 When was the last time you researched cellphone, television, home internet, and/ or streaming services and prices?

Among those who indicated they did not make any changes to their services in the last month, by far the most common reason why was because they were satisfied with their current service (38%), followed by that they were happy with the current prices they were paying (8%). There were a number of additional reasons, mentioned by smaller proportions: locked into a contract/would get penalized, too much of a hassle to switch (both 4% mentions), as well as busy/no time, trustworthy/reliable, they're essential/important services, still researching my options/haven't decided yet (all given by 3%). Compared to Wave 4, a higher proportion mentioned happy with current prices, trustworthy/reliable, still researching my options/haven't decided yet, they're essential, and limited/no options where I live. A lower proportion mentioned satisfied with current service/price, received a good deal, can't find alternatives, and made changes before/not in the last month.

- Those 65 and over are most likely to indicate being satisfied with current service(s)/plans.
- Men are more likely to indicate they find they services trustworthy/reliable (4% vs. 2% for women) and less likely to indicate no good deals/discounts (1% vs. 2% for women).
- Residents west of Ontario were more likely to indicate that they are locked into a contract/would get penalized.
- Those with household incomes of $60k or more were more likely to indicate locked into a contract/would get penalized.
- Anglophones were more likely to say it is too much of a hassle to switch (5% vs. 2%) compared to Francophones.
- Those with children in their household were more likely to indicate their provider is trustworthy/reliable (5% vs. 2%) or they're essential/important services (5% vs. 2%) compared to those without children in their household, and less likely to indicate not yet/planning to change in the future (1% vs. 3%).
- Racialized Canadians were more likely to indicate trustworthy/reliable (5% vs. 2%), they're essential/important services (4% vs. 2%), compared to non-racialized Canadians. Non-racialized Canadians were more likely to indicate they made the changes before/not in the last month (3% vs. 1%) compared to racialized Canadians, and to mention limited/no options where they live (3% vs. 1%).
- Those identifying as Indigenous were more likely to indicate trustworthy/reliable (7% vs. 3%) and no good deals/discounts (5% vs. 1%) compared to non-Indigenous Canadians.
- Those born outside of Canada were less likely to indicate that they made the changes before/not in the last month (1% vs. 3%) and more likely to indicate trustworthy/reliable (5% vs. 2%), when compared to those born in Canada.
- Of those born outside Canada, recent arrivals (<3 years 52% vs. 5+ years 33%) were more likely to say they are satisfied with current service(s)/plan(s) or that they had no reason for their response (5% vs. <1%). Moderately recent arrivals (3-5 years 14% vs. 5+ years 3%) were more likely to mention trustworthy/reliable.
- Those identifying as having a disability were less likely to indicate they're essential services (1% vs. 3%) compared to those not identifying as having a disability.

Figure 10: Reasons for not making changes



Base: Did not change any services (n=1509)
Q13. You indicated that your household has not made changes to one or more of the telecommunications, television, audio, and/or video subscription services you receive in the last month. Why would you say you have not made changes to these services?

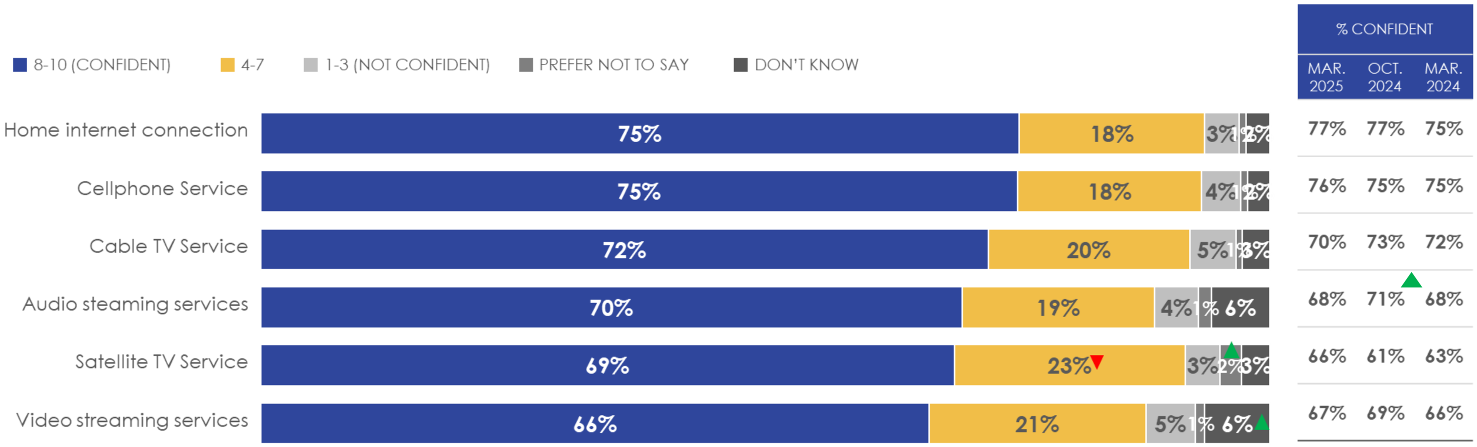
Confidence in Ability to Pay for Services

Among those reporting having each type of service, confidence in their ability to pay for their service with making any changes was three in four for home internet and cellphone (both 75%) services. Roughly seven in ten more indicated confidence in being able to pay for their cable TV (72%), audio streaming (70%), and satellite TV (69%) services, while two in three indicated confidence in paying for their video streaming services (66%).

- Canadians 55+ years of age were more confident in their ability to pay for their cellphone, home internet, and cable TV services compared to younger age groups, while those under 25 were less likely to be confident in their ability to pay for their video streaming services.
- Men were more likely than women to be confident in their ability to pay for their home internet service (77% vs. 74%).
- Francophones were more likely to feel confident in their ability to pay for their cellphone (80% vs. 73%) and audio streaming (78% vs. 67%) compared to Anglophones.
- Households with more than $100k in annual income were more likely to feel confident about their ability to pay for cellphone, home internet, cable TV, video, and audio streaming services.
- Canadians with university degrees were more likely to feel confident in their ability to pay for their cellphone, home internet, video, and audio streaming services.
- Households with children were less likely to feel confident in their ability to pay for their cellphone service (72% vs. 77%) than those without children.
- Persons identifying as having a disability were less likely to feel confident about paying for their cellphone (68% vs. 76%), video (60% vs. 68%), and audio (63% vs. 71%) streaming services.
- Those identifying as TSLGBTQ+ were less likely to likely to feel confident about paying for their home internet (69% vs. 76%), and video streaming (59% vs. 67%) services than those who identify as straight/heterosexual.
- Those who identify as Indigenous were less likely to feel confident about paying for their cellphone (66% vs. 76%), home internet (64% vs. 76%), and audio streaming (61% vs. 71%) services compared to non-Indigenous Canadians.

- Those who identify as Racialized were less likely to feel confident about paying for their home internet (73% vs. 77%) compared to non-racialized Canadians.

Figure 11: Confidence in ability to pay by type of service



Base: Those who have cable TV, satellite TV, internet, cellphone, video streaming, and/ or audio streaming services (n=varies)
Q14. How confident or not are you that you and your household will be able to pay for each of the telecommunications, television, audio, and/or video subscription services you receive without making any changes in the next three months?

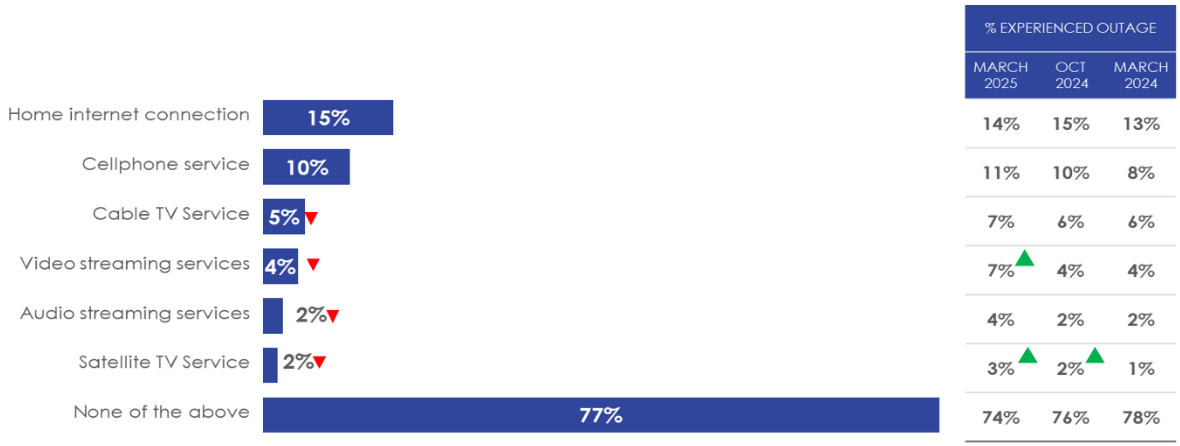
Service Disruptions

Three quarters (77%) said that they had not experienced any major service disruptions lasting 24 hours or longer for any of the telecommunications, television, audio, and/or video subscription services they receive. Fifteen percent said they have experienced a major service disruption to their home internet, followed by their cellphone service (10%), cable TV service (5%), video streaming services (4%), audio streaming, or satellite TV service (both 2%).

Compared to Wave 4, Canadians were less likely to indicate having experienced a major service disruption to their cable TV, satellite TV, or video or audio streaming services.

- Those in Quebec were least likely to say they had experienced a disruption in their home internet service.
- Canadians under 34 were more likely than Canadians 35+ to say they have had at least one major disruption in their subscription services.
- Anglophones were more likely to say they had experienced a major service disruption to their home internet (16% vs. 9%), cellphone (11% vs. 5%), or video streaming (5% vs. 1%) service than Francophones, while Francophones were more likely to report having had no disruptions at all (87% vs. 74%).
- Those with children in the household were more likely to say they experienced a major service disruption to their cellphone (15% vs. 8%), home internet (19% vs. 13%), video (6% vs. 3%), and audio (4% vs. 2%) streaming services compared to those without children in the household.
- Those born outside of Canada were more likely to indicate they had had a major service disruption with their cellphone (14% vs. 8%) and home internet (19% vs. 13%) services compared to those born in Canada.
- Non-racialized Canadians (84%) were more likely to say they had no major service disruptions to any of their services than racialized Canadians (64%).
- Non-Indigenous respondents (78%) were more likely than Indigenous respondents (63%) to have reported not experiencing any service disruptions.

Figure 12: Reported service disruptions



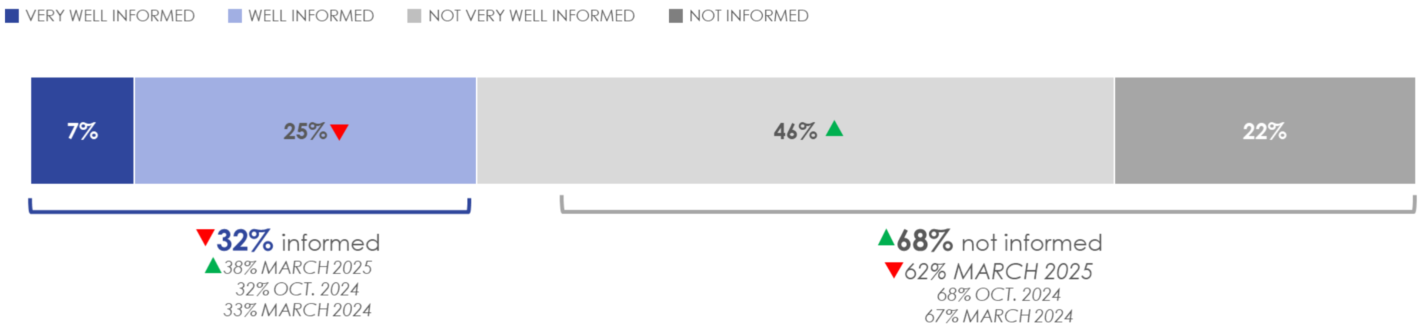
Base: All answering (n=1554)
Q14A.Have you experienced any major service disruptions lasting 24 hours or longer for any of the telecommunications, television, audio, and/or video subscription services you receive?

Perceptions of the CRTC

One in three (32%) Canadians said they feel either well informed (25%) or very well informed (7%) about the mandate and role of the CRTC, compared to two in three (68%) reporting that they feel either not very well informed (46%) or not informed (22%). The proportion of Canadians feeling well informed is lower than in Wave 4 (32% vs. 38%).

- Four in ten (40%) 25- to 34-year-olds indicated being well informed about the CRTC, the highest of all age groups.
- Men (38% very well informed/well informed) were more likely than women (26%) to say they feel informed about the mandate and role of the CRTC.
- Those in households of more than $100k annually are more likely to be well informed about the mandate and role of the CRTC.
- Post-secondary educated respondents (32% some post-secondary, 38% bachelor's degree, 34% post-graduate degree) were more likely than those with less education (26%) to indicate being well informed about the CRTC.

Figure 13: Perceived understanding of CRTC's role and mandate, unprompted



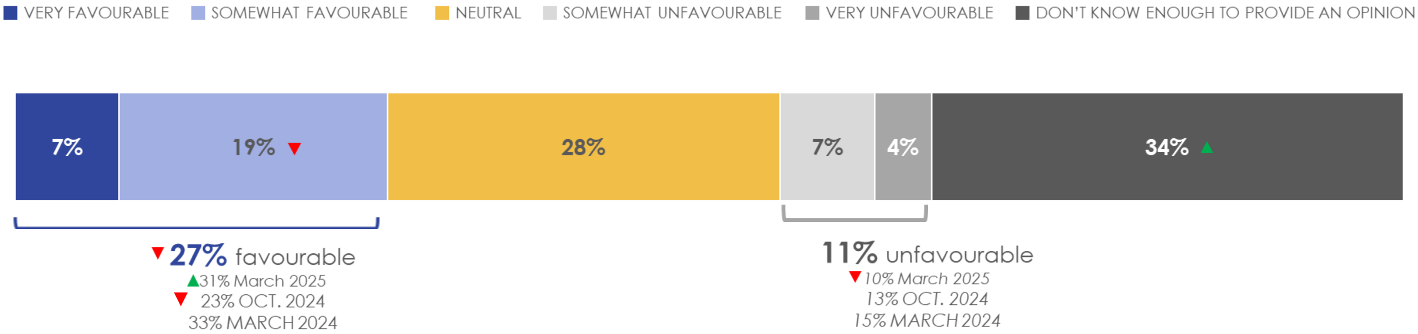
Base: All respondents (n=2554)
Q14B. Overall, how informed are you about the mandate and role of the Canadian Radio-television and Telecommunications Commission (CRTC)?

One in four (27%) Canadians said they have a favourable impression of the CRTC (7% very/19% somewhat), three in ten (28%) were neutral in their opinion, while one in ten (11%) were unfavourable (7% somewhat/4% very). One in three (34%) said they do not know enough about the CRTC to provide an opinion. Compared to Wave 4, fewer Canadians expressed a favourable opinion of the CRTC, while a higher proportion indicated they don't know enough to provide an opinion.

Those who felt more informed about the mandate and role of the CRTC were more likely to express a favourable opinion of the CRTC than those who felt less well informed (53% vs. 14%), while those who were didn't know enough about the CRTC to form an opinion were more likely indicate they were not well informed about the mandate and role of the CRCT (47% not well informed vs. 7% well informed/very well informed).

- Roughly four in ten Canadians under 35 (18-24 40%, 25-34 38%) indicated they did not know enough about the CRTC to provide an opinion.
- Men (31%) were more likely than women (23%) to have a positive opinion.
- Francophones were more likely than Anglophones to have a positive opinion (32% vs. 26%).
- Respondents with household incomes under $60k were more likely to indicate they did not know enough about the CRTC to provide an opinion (38%).
- Those with a university degree were more likely to have a favourable opinion of the CRTC (32% for those with university degrees vs. 17% to 25% in other education categories).
- Those born outside of Canada were more likely to indicate they did not know enough about the CRTC to provide an opinion (38% vs. 33% born in Canada). Of those born outside of Canada, recent arrivals were more likely to have a positive opinion of the CRTC (<3 years 38%, 3 to 5 years 37% vs. 5+ years 24%).

Figure 14: Favourability of the CRTC

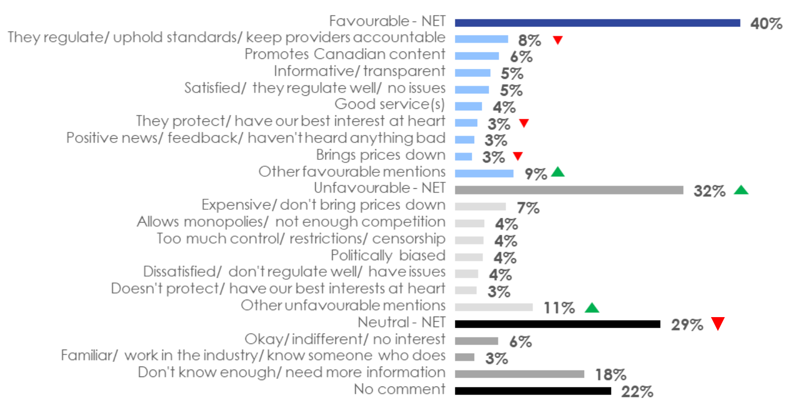


Base: All respondents (n=2554)
Q14D. What is your impression of the CRTC?

When asked the reasons for their opinion of the CRTC, four in ten (40%) provided positive reasons, three in ten neutral reasons (29%), and one in three (32%) negative reasons. The most common favourable comments included that the CRTC regulates/upholds standards/keep providers accountable (8%), followed by promotes Canada content (6%), informative/transparent, satisfied/they regulate well (both 5%), good service (4%), they protect/have our best interests at heart, positive news/feedback and brings prices down (all 3%). Negative comments most frequently mentioned were expensive/don't bring prices down (7%), too much control/restrictions/censorship, allows monopolies/not enough competition, politically biased, dissatisfied/don't regulate well (all 4%). Of the three in ten providing neutral comments, the two most frequently mentioned were don't know enough/need more information (18%) and okay/indifferent/no interest (6%). An additional 22% provided no comments to explain their rating.

Compared to Wave 4, a higher proportion provided unfavourable comments and a lower proportion provided neutral comments. Of positive comments, Canadians were less likely to mention they regulate/uphold standards, they protect/have our best interests at heart, and brings prices down. Other favourable mentions were cited more frequently, as were other unfavourable mentions.

Figure 15: Reasons for opinion of CRTC

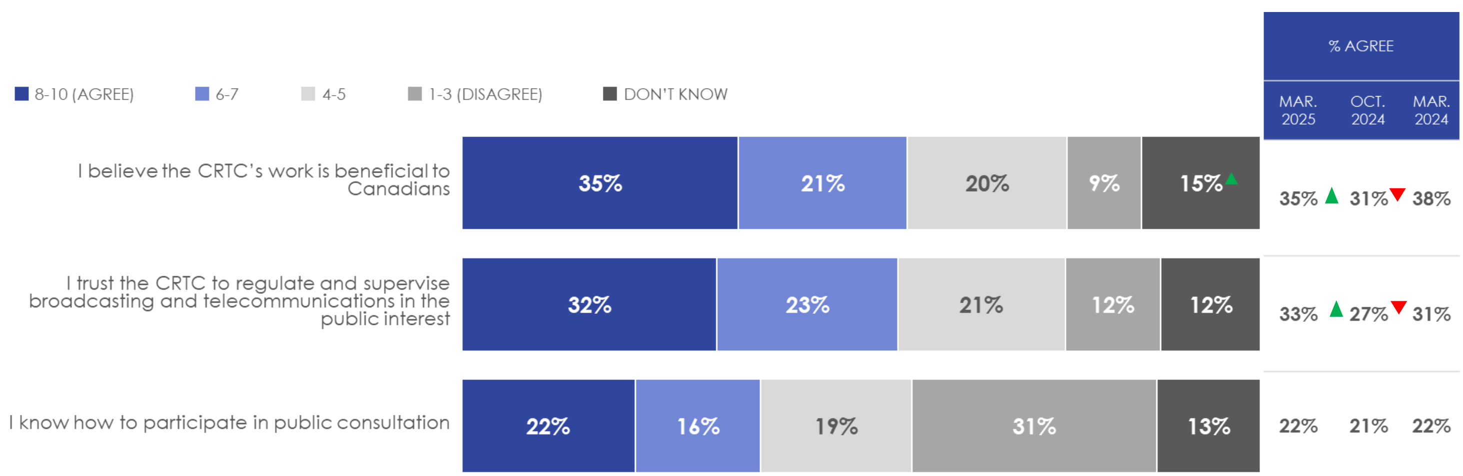


Base: Those with an opinion of the CRTC (n=1699)
Q14E. You indicated you have a [...] impression of the CRTC. Why do you say that?
**Note: Coded mentions less than 3% not shown.*

When asked their opinion regarding statements related to the work of the CRTC, trust in the organization, and engagement in public consultations, a minority of Canadians gave top scores. One in three (35%) believed that the CRTC's work is beneficial to Canadians or trusted the CRTC to regulate and supervise the broadcasting and telecommunications in the public interest (32%) and two in ten (22%) agreed they have the information they need to make informed decisions on whether to participate in public consultations.

- Canadians 55+ were more likely to indicate believing the CRTC's work is beneficial to Canadians.
- Men were more likely to indicate they know how to participate in public consultations (25% vs. 19% women).
- Francophones were more likely than Anglophones to trust the CRTC in regulating and supervising broadcasting (39% vs. 31%) and believe the CRTC's work is beneficial to Canadians (41% vs. 33%), while Anglophones were more likely to indicate they know how to participate in public consultations (23% vs. 17%).
- Those without high school education were less likely to trust the CRTC in regulating and supervising broadcasting or believe the CRTC's work is beneficial to Canadians. Canadians with a university degree were more likely to indicating knowing how to participate in public consultation.
- Canadians with children in their household were more likely to indicate they know how to participate in a public consultation (25% vs. 21% with no children in household).
- Compared to those born in Canada, respondents born outside Canada were more likely to believe the CRTC's work is beneficial to Canadians (39% vs. 33%) and indicate they knew how to participate in public consultations (27% vs. 20%).
- Racialized Canadians were more likely than non-racialized to indicate they knew how to take part in a public consultation (27% vs. 19%).

Figure 16: Perceptions of CRTC work and public engagement



Base: All respondents (n=2554)

Q14F. To what extent do you agree or disagree with the following statements:

Primary Source(s) and Satisfaction with Programming

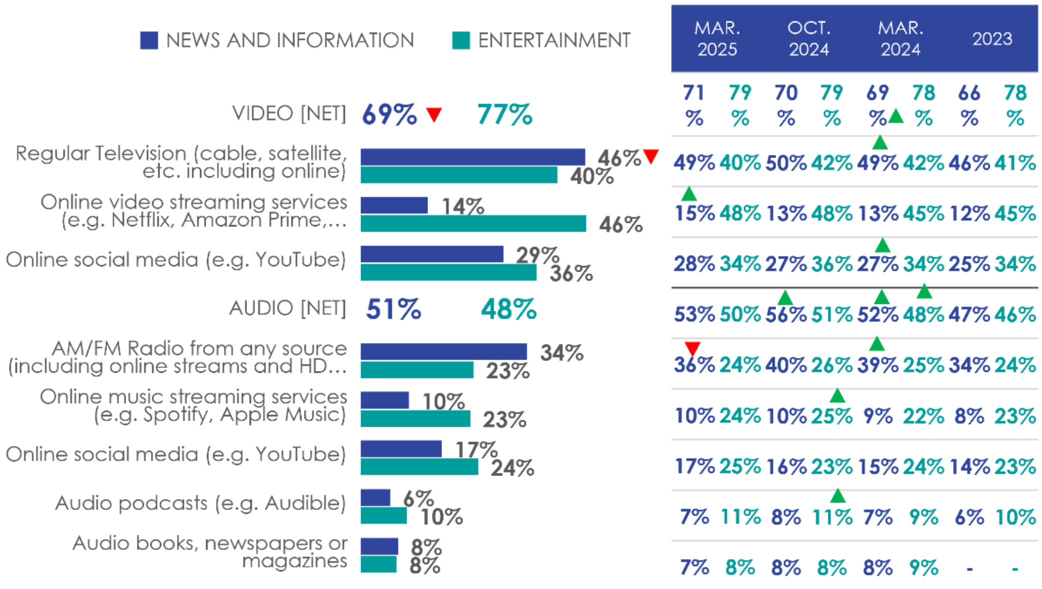
The primary sources of media content for ‘entertainment’ and ‘news and information’ continued to be video (69% and 77% respectively). Roughly half reported their primary sources for either type of content is audio (51% and 48%). About six in ten (58%) indicated they use other media sources for ‘news and information,’ compared to four in ten (39%) who use other media sources for ‘entertainment’ content. Compared to Wave 4, a lower proportion reported using ‘video’ for ‘news and information.’

Regular television (46%) continued to be the most common source of media content for ‘news and information,’ followed by online media (37%), AM/FM radio (34%), and video social media (29%). The primary sources for ‘entertainment’ were online video streaming (46%) and regular television (40%), followed by video social media (36%). Compared to Wave 4, a lower proportion used regular television for their ‘news and information’ content.

- Canadians 45 or older were more likely to report that their primary sources of ‘news and information’ content are regular television and AM/FM radio, and less likely to mention social networking sites. Those 65+ were more likely to mention print media sources than those in younger age groups. Canadians 55 or older were more likely to mention regular television as their primary source of ‘entertainment.’
- Canadians under 35 were more likely to mention audio and video social media as a primary source for ‘news and information,’ while those under 45 years of age were more likely to mention social networking sites as a primary source. Those under 45 years of age were more likely to mention online video streaming services, video social media, and social networking site as primary sources of ‘entertainment.’ Canadians under 35 were more likely to mention audio podcasts, audio social media, and online music streaming services and social networking sites as primary sources of ‘entertainment.’
- Women were more likely than men to cite online music streaming (25% vs. 20%), print media (12% vs. 9%), and social networking sites (28% vs. 21%) as primary sources for ‘entertainment.’
- Francophones were more likely to cite regular television as a primary source for ‘news and information’ and ‘entertainment’ content, as well being more likely to mention AM/FM radio (41% vs. 34%) and print media (24% vs. 19%) as primary sources of ‘news and information’ content compared to Anglophones. Anglophones were more likely to cite online video (16% vs. 7%) or music (12% vs. 5%) streaming services as primary sources of ‘news and information’ content compared to Francophones, and more likely to mention online video streaming services as a primary source of ‘entertainment’ (49% vs. 37%).
- Those in Quebec were more likely to report regular television as a primary source of ‘news and information content,’ and less likely to report online video and music streaming services and online social media. Residents of Quebec along with those in Manitoba/Saskatchewan were most likely to cite regular television as a primary source of ‘entertainment.’
- Those in a household with income over $250k are less likely to cite regular television or video social media as a primary source of ‘news and information’ as well as less likely to cite AM/FM radio and video social media as a primary source of ‘news and information’ and ‘entertainment.’
- Those with less than high school education were less likely to cite regular television and AM/FM radio as primary sources of ‘news and information,’ and less likely to cite social networking sites and online video streaming services as primary sources of entertainment. Those with at least some post-secondary education were more likely to cite online media sources as a primary source of ‘news and information.’

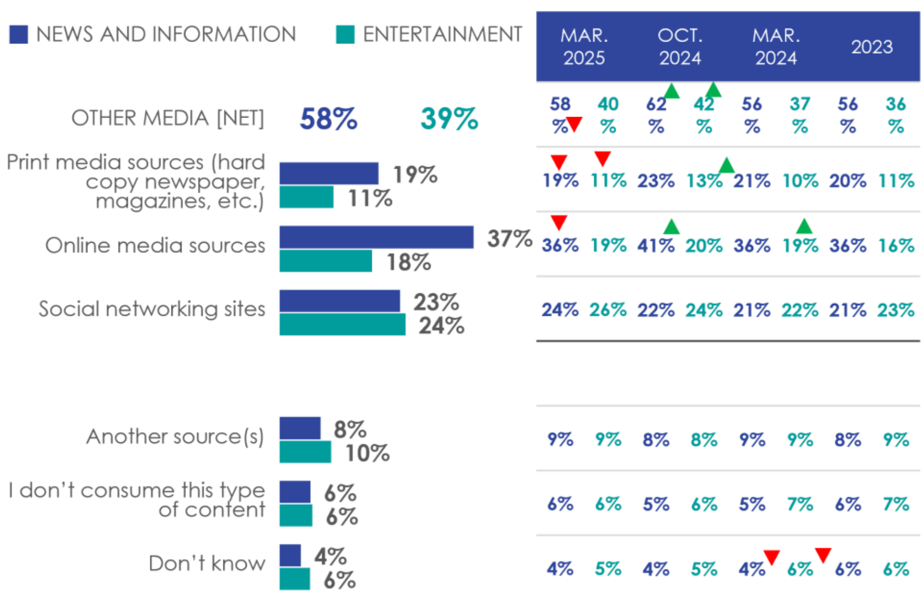
- Those with children in their household were more likely to cite online video and music streaming services, audio and video social media, online music streaming services, online media sources, and social networking sites as ‘news and information’ and ‘entertainment’ sources, and less likely to mention regular television. In addition, those with children in their household were more likely to mention audio podcasts and audio books, newspapers, or magazines as primary sources of ‘entertainment.’
- Those born in Canada were more likely to cite regular television as a primary source of ‘news and information’ and ‘entertainment’ content, as well as being more likely to mention using AM/FM radio as a primary source of ‘entertainment’ content. Those born outside of Canada were more likely to mention audio and video social media and social networking sites as primary sources of ‘news and information’ and ‘entertainment’ content, and more likely to mention online music and video streaming services, audio books, newspapers, or magazines, and online media sources for primary sources of ‘news and information’ content.
- Racialized Canadians were more likely to mention their primary sources of ‘news and information’ and ‘entertainment’ as audio and social media, as online video and music streaming and social networking sites, while less likely to use regular television or AM/FM radio. They were also more likely to view primary sources of ‘news and information’ as audio books and newspapers or magazines, and less likely to use print media.
- Those identifying as Indigenous were more likely to mention that their primary sources of ‘news and information’ content as being online music and video streaming services, audio social media, and social networking sites.
- Those who identify as TSLGBTQ+ were less likely to indicate that their primary sources of ‘news and information’ or ‘entertainment’ are regular television and social networking sites. They were more likely to cite print media sources and video social media as primary sources of ‘news and entertainment’, and online music streaming services, audio podcasts, and online media sources as primary sources of ‘entertainment’ content.
- Persons with a disability were more likely to indicate audio social media as a primary source of ‘entertainment’ than those who do not have a disability (29% vs. 24%).

Figure 17: Primary source(s) for 'news and information' and 'entertainment' content (1/2)



Base: All respondents (n=2554)
Q18. What are your primary source(s) of media content for 'news and information' and 'entertainment'? Please select the most common source(s) you use for each.

Figure 18: Primary source(s) for 'news and information' and 'entertainment' content (2/2)



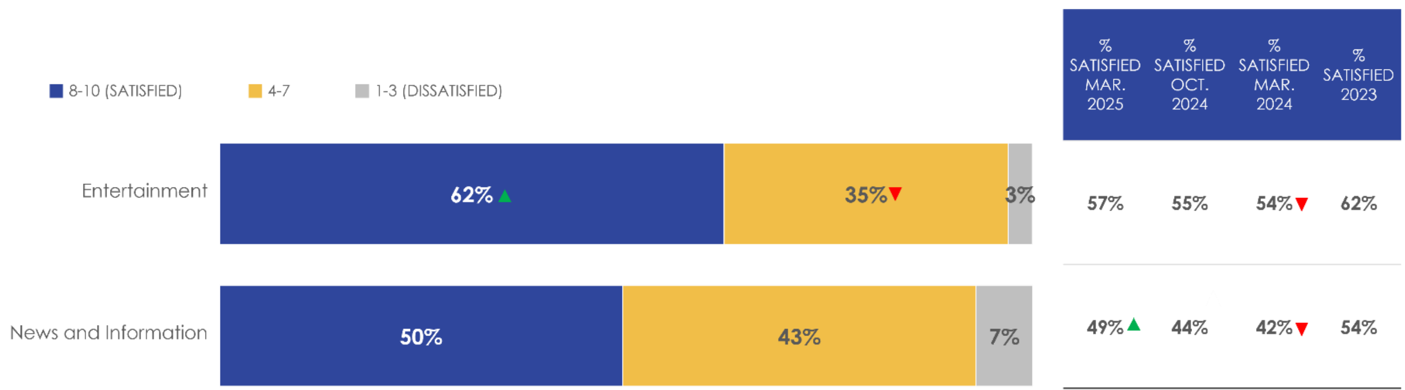
Base: All respondents (n=2554)
Q18. What are your primary source(s) of media content for 'news and information' and 'entertainment'? Please select the most common source(s) you use for each.

Satisfaction with programming by type of content

Among those who reported consuming each type of programming, six in ten (62%) expressed satisfaction with the 'entertainment' content they receive, while half (50%) were satisfied with the 'news and information' content. Compared to Wave 4, a higher proportion were satisfied with the 'entertainment' content they consumed.

- Canadians 55 or older were more likely to be satisfied with the 'news and information' content they receive (65+ 63%, 55-64 54%) than younger Canadians.
- Households with children were more likely to be satisfied with the 'news and information' content they receive (52% vs. 44% no children in household).
- Those who identify as Indigenous were less likely to be satisfied with the 'news and information' content they receive (39% vs. 50% non-Indigenous).
- Those who identify as having a disability were less likely to be satisfied with the 'entertainment' context they receive (55% vs 63%).
- Francophones were more likely to be satisfied with both the 'entertainment' (72% vs. 59%) and 'news and information' content they receive (62% vs. 46%) than Anglophones.
- Respondents in Quebec were more likely to be satisfied with the 'news and information' (61% vs. 41% to 47% elsewhere) and 'entertainment' (71% vs. 57% to 60% elsewhere) content they receive compared to those in all other regions.

Figure 19: Satisfaction with quality of content for 'news and information' and 'entertainment'

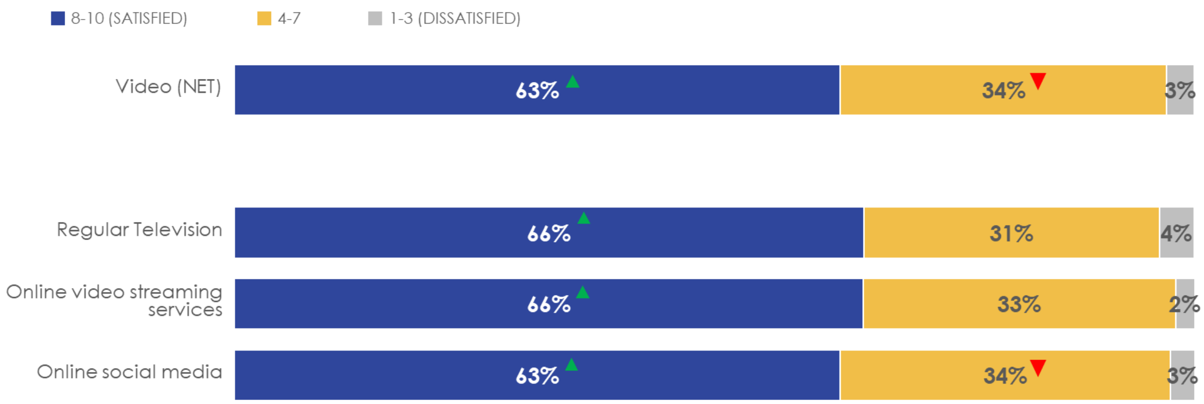


Base: Those who consume 'entertainment' (n=2236) and/or 'news and information' (n=2294) content
Q19. Overall, how satisfied are you with the quality of content you receive for…?

About six in ten were satisfied with the quality of 'entertainment' content they receive from video (63%), audio (62%), and other (61%) media sources. Compared to Wave 4 satisfaction with video 'entertainment' was more likely to be rated positively.

For video entertainment, satisfaction was roughly two in three for regular television and online streaming (66% each) and six in ten for online social media (63%). Compared to Wave 4, all three were more likely to be rated positively.

Figure 20: Satisfaction with quality of content for 'entertainment' by video source(s)

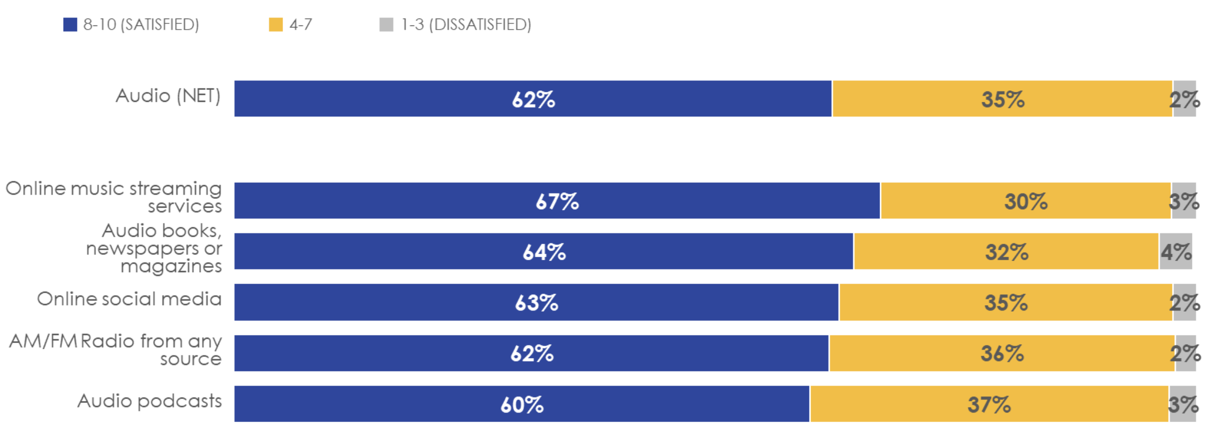


	% SATISFIED MAR. 2025	% SATISFIED OCT. 2024	% SATISFIED MAR. 2024	% SATISFIED 2023
Video (NET)	58%	55%	55%	63%
Regular Television	61%	55%	56%	63%
Online video streaming services	60%	60%	57%	65%
Online social media	58%	56%	57%	64%

Base: Those who consume 'entertainment' (n=2236) content, base varies by source
Q19. Overall, how satisfied are you with the quality of content you receive for...?

Six in ten or more were satisfied with all types of audio entertainment: the content from online music streaming (67%), followed by audio books, newspapers, and magazines (64%), online social media (63%), AM/FM radio from any source (62%), and audio podcasts (60%).

Figure 21: Satisfaction with quality of content for 'entertainment' by audio source(s)

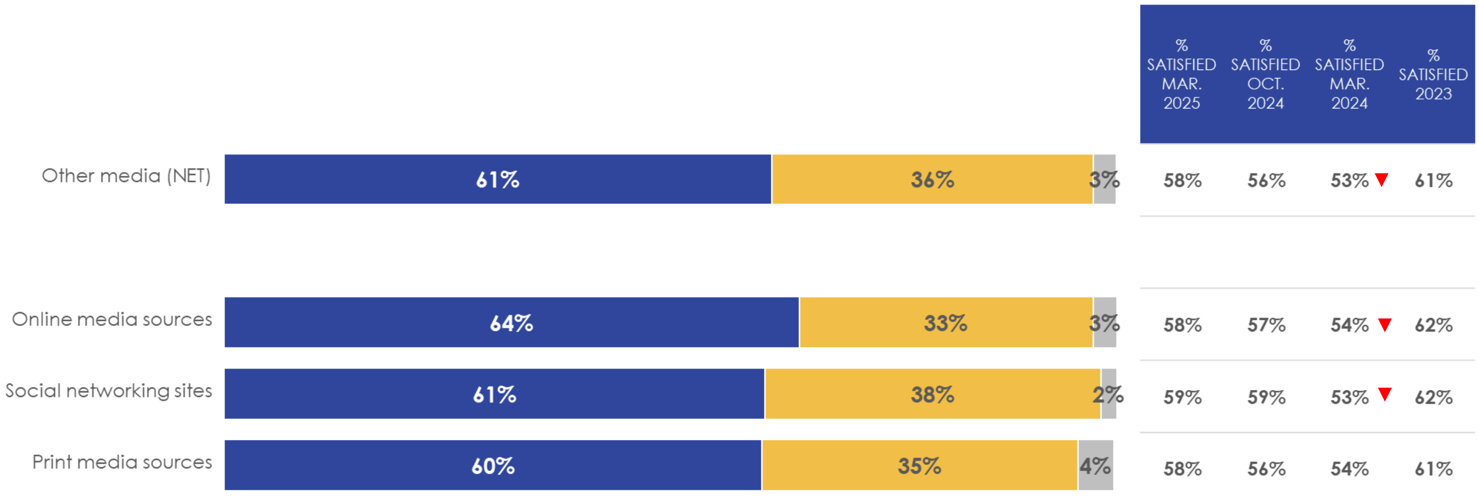


	% SATISFIED MAR. 2025	% SATISFIED OCT. 2024	% SATISFIED MAR. 2024	% SATISFIED 2023
Audio (NET)	60%	57%	55%	60%
Online music streaming services	63%	63%	58%	65%
Audio books, newspapers or magazines	60%	59%	56%	-
Online social media	61%	61%	53%	65%
AM/FM Radio from any source	62%	55%	54%	61%
Audio podcasts	62%	57%	58%	70%

Base: Those who consume 'entertainment' (n=2236) content, base varies by source
Q19. Overall, how satisfied are you with the quality of content you receive for...?

Satisfaction for other types of media content ranged from six in ten for print media sources and social networking sites (60% and 61% respectively) to just under two in three for online media sources (64%). Compared to Wave 4, ratings for all three were stable.

Figure 22: Satisfaction with quality of content for 'entertainment' by other media source(s)

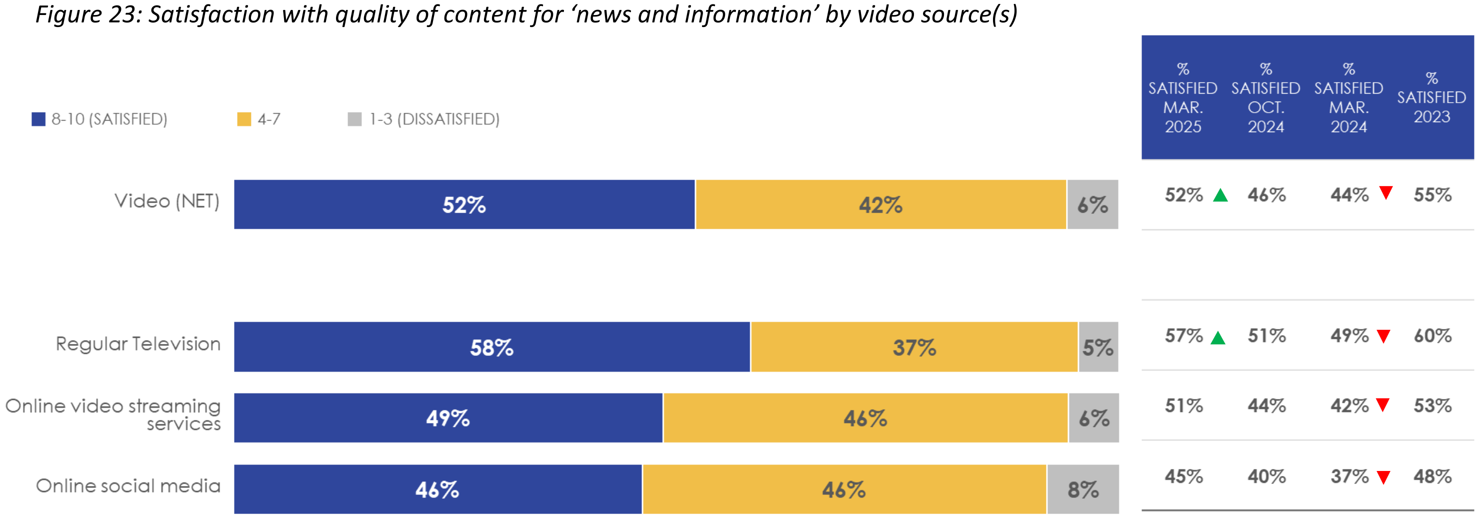


Base: Those who consume 'entertainment' (n=2236) content, base varies by source
Q19. Overall, how satisfied are you with the quality of content you receive for…?

About half were satisfied with the quality of 'news and information' content they receive from video (52%), audio sources (51%), or other types of media sources (49%). All ratings were consistent with Wave 4.

Close to six in ten were satisfied with the video content from regular television (58%), followed by online video streaming (49%) and online social media (46%).

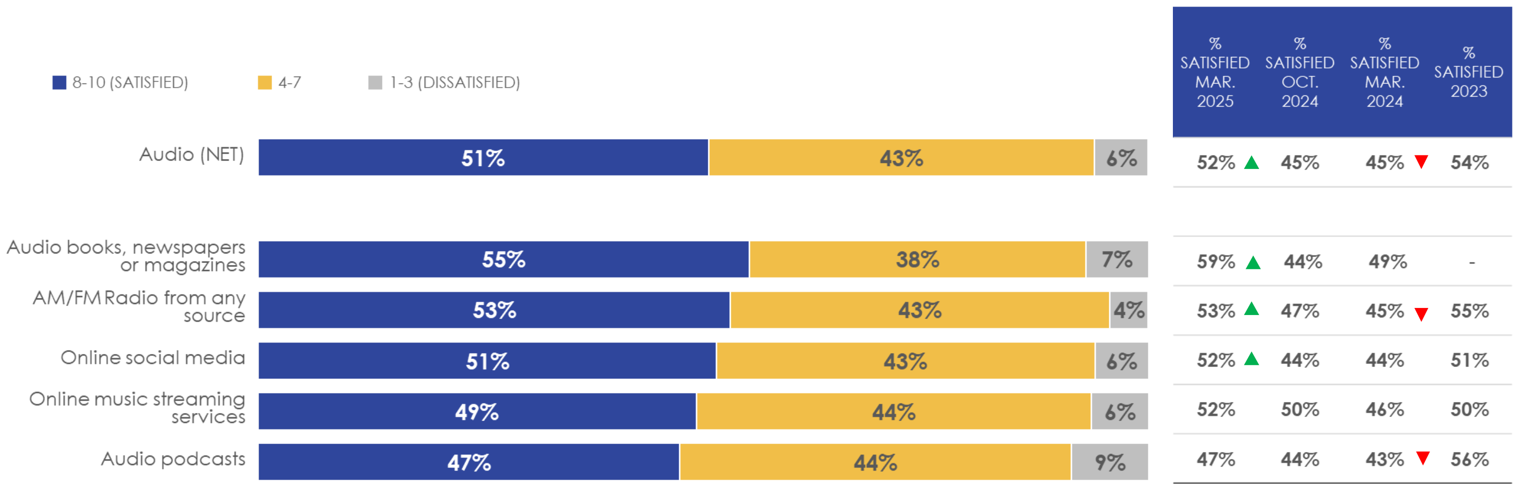
Figure 23: Satisfaction with quality of content for 'news and information' by video source(s)



Base: Those who consume 'news and information' (n=2294) content, base varies by source
Q19. Overall, how satisfied are you with the quality of content you receive for…?

Satisfaction with audio forms of news and information ranged from audio podcasts (47%) to audio books, newspapers, or magazines (55%). Roughly half rated online music streaming services (49%) and online social media (51%) highly, while 53% were satisfied with AM/FM radio from any source.

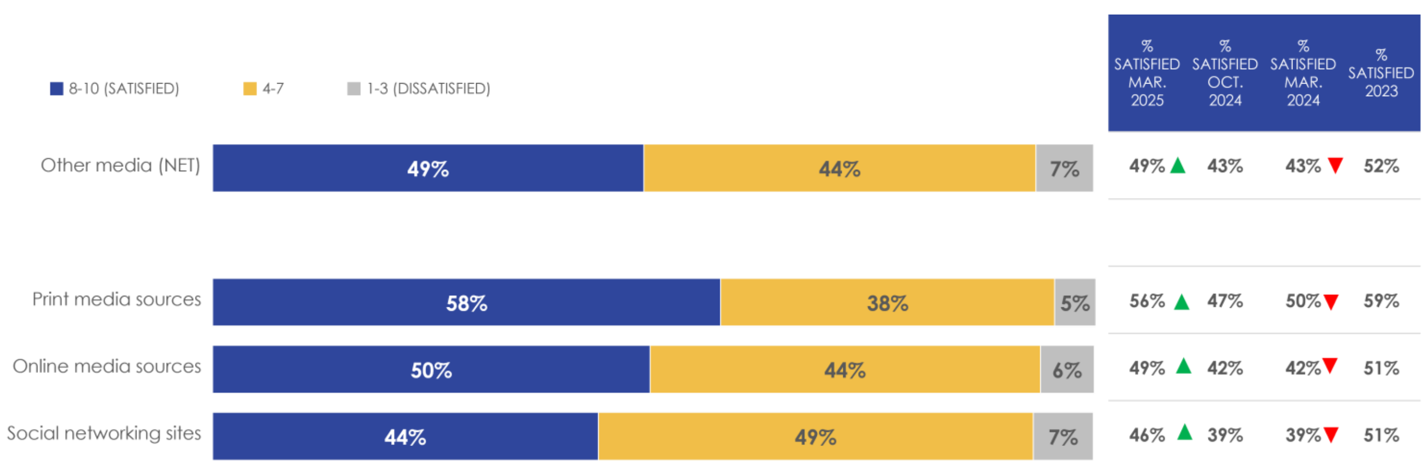
Figure 24: Satisfaction with quality of content for 'news and information' by audio source(s)



Base: Those who consume 'news and information' (n=2294) content, base varies by source
Q19. Overall, how satisfied are you with the quality of content you receive for…?

Six in ten were satisfied with the content from print media (58%), followed by one in two for online media sources (50%) and over four in ten for social network sites (44%).

Figure 25: Satisfaction with quality of content for 'news and information' by other media source(s)



Base: Those who consume 'news and information' (n=2294) content, base varies by source
Q19. Overall, how satisfied are you with the quality of content you receive for…?

Broader Attitudes

Attitudes towards broadcasting

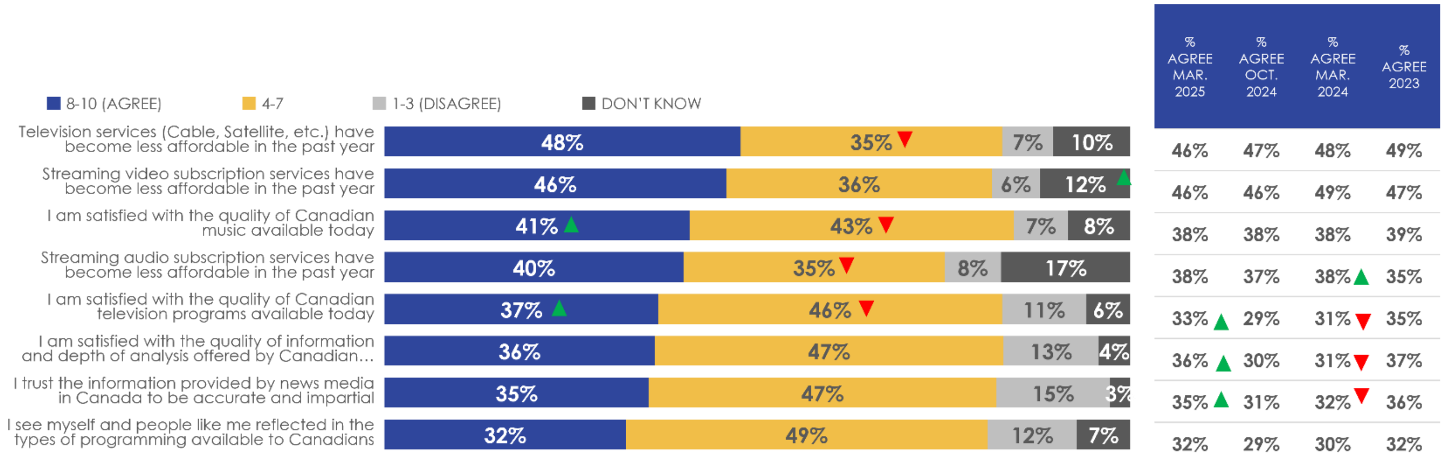
Roughly one half of Canadians agreed that television services (48%) and streaming video subscription services (46%) have become less affordable in the past year, followed by four in ten (40%) who believe that audio subscription services have become less affordable.

About four in ten (41%) were satisfied with the quality of Canadian music available today, while over one in three indicated satisfaction with the quality of Canadian television programs available today (37%), the quality of information and depth of analysis offered by Canadian news organizations (36%), and trust the information provide by Canadian news media to be accurate and impartial (35%). About one-third indicated they see themselves in the types of programming available Canadians (32%).

Compared to Wave 4, Canadians were more likely to be satisfied with the quality of Canadian music and television programs.

- Canadians 65 and over were less likely to believe that streaming audio and video subscriptions have become less affordable in the past year, while they were more likely to be satisfied with the quality of Canadian television programs, the quality of information and depth offered by Canadian news media, and to trust the Canadian news media to be accurate and impartial.
- Women were more likely than men to agree that television services and streaming video and audio subscription services have become less affordable in the past year.
- Francophones were more likely to be satisfied with the quality and depth of analysis offered by Canadian news media, trust Canadian news media to be impartial, be satisfied with the quality of current Canadian television programs, and see themselves reflected in the types of programs available to Canadians. Similar differences existed with respect to Quebecers compared to the rest of Canada.
- Canadians in households with incomes under $60k were more likely to believe that television services have become less affordable in the past year.
- Canadians with a bachelor's degree and some level of post secondary education were more likely to be satisfied with the quality of Canadian television programs available today, while Canadians with one or more university degrees were more likely to see themselves reflected in the types of programming available to Canadians.
- Those with children in the household were more likely to agree that streaming video (50% vs. 44%) and audio (46% vs. 38%) subscription services have become more expensive in the past year, and they were also more likely to see themselves and people like them reflected in the types of programming available to Canadians (36% vs. 31%).
- Those born in Canada were more likely to be satisfied with the quality of Canadian music available today (42% vs. 36% born outside Canada).
- Canadians identifying as having a disability were more likely to believe that streaming video subscription services have become less affordable in the past year (52% vs. 45%).

Figure 26: Attitudes towards broadcasting



Base: All respondents (n=2554)

Q20. Please indicate the extent to which you agree or disagree with each of the following statements.

Attitudes towards spam and nuisance

More than two in three Canadians agreed that they are aware that scammers often used call ID spoofing techniques to trick people into picking up the phone (69%), often send phony website links by SMS message (70%), or often insert fake website links to redirect you to a fake webpage used to obtain personal information (73%). Roughly half or more have or know someone who has experienced a phishing or scam attempt by phone, text, or email in the last month (49%), often received unsolicited phone calls where they feel tricked into sharing personal information (also 49%), felt confident they can identify scams and fraudulent phone calls, emails, and text messages (54%) or often receive unsolicited emails or text messages that they feel are trying to trick them into clicking a malicious link (57%).

Three in ten reported knowing where to report scams and fraudulent phone calls, emails, and text messages (31%). Over one-third felt confident their personal information is protected when using online services (36%) or were aware that the CRTC issues warnings to Canadians of phishing and scam threats spread by phone, text, or email (37%).

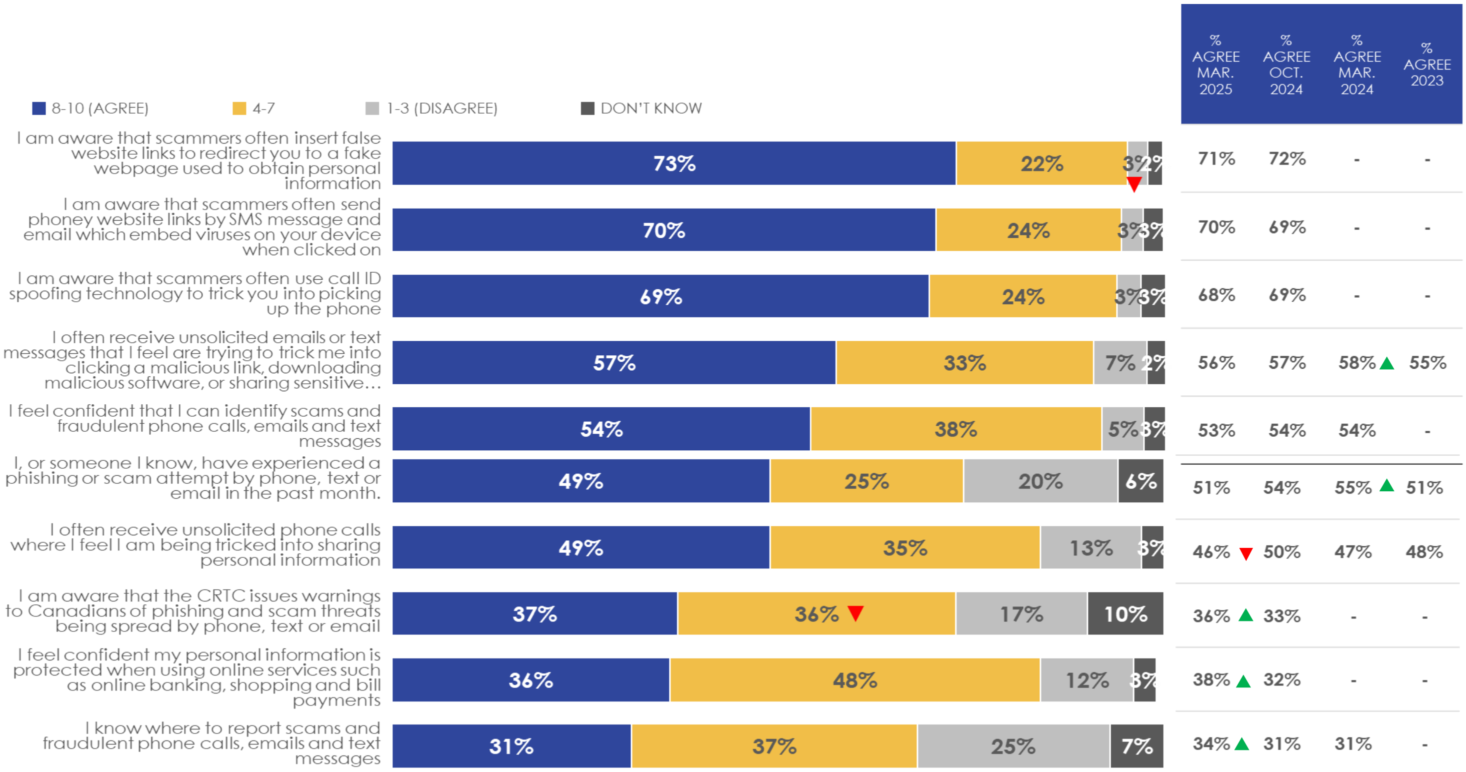
There were no significant differences compared to Wave 4.

- Younger Canadians, especially those 18 to 24, were less likely to indicate awareness of the following types of fraud: scammers inserting false website links to redirect someone to a fake webpage to capture personal information, sending phony website links by SMS to embed viruses on mobile devices, and using call ID spoofing. Those 65+ were most likely to indicate often receiving unsolicited emails or text messages to trick them into clicking a malicious link, downloading malicious software, or sharing sensitive information.
- Women were more likely to indicate they were aware that scammers often insert false website links to direct them to a fake webpage to obtain personal information (76% vs. 69% men), that scammers often send phony website links by SMS message and email which embed viruses on devices when clicked on (74% vs. 66%), and that they were aware that scammers often use call ID spoofing technology to trick them into picking up the phone (73% vs. 66%).
- Anglophones were more likely than Francophones to agree that they feel confident they can identify scams and fraudulent phone calls, emails, and text messages (56% vs 48%), and that they know someone or have themselves experienced a phishing or scam attempt in the past month (52% vs 40%). Francophones were more

likely to indicate that they were aware that scammers often use call ID spoofing technology to trick them into picking up the phone (74% vs. 69%).

- Those living in Quebec were less likely to indicate that they or someone they know have experienced a phishing or scam attempt by electronic means in the last month or that they felt confident in their ability to identify scams and fraudulent phone calls, emails, and text messages.
- Those with household incomes under $40k were least likely to indicate being aware that scammers often use call ID spoofing technology to trick them into picking up the phone, while those in households with income of $250k or more were more likely to indicate confidence that they can identify scams and fraudulent phone calls, emails, and text messages.
- Those with some post-secondary education and university graduates were more likely to indicate they were aware of scammers using call ID spoofing technology to trick them into picking up the phone, that they often receive unsolicited emails or text messages trying to trick them into clicking a malicious link, downloading malicious software, or sharing sensitive information, that they or someone they know have experienced a phishing or scam attempt by phone, text, or email in the past month, or that they often receive unsolicited phone calls where they feel they are being tricked into sharing personal information.
- Those born outside of Canada were more likely to indicate they often receive unsolicited phone calls where they feel they are being tricked into sharing personal information (53% vs. 48% born in Canada).
- Of those born outside of Canada, medium term arrivals are more likely to indicate they or someone they know have experienced a phishing or scam attempt by phone, text, or email in the past month (less than 3 years 44%, 5+ years 50% vs. 3 to 5 years 68%).
- Non-Indigenous Canadians (49%) were more likely than those identifying as Indigenous (36%) to indicate that they frequently receive unsolicited phone calls where they feel they are being tricked into sharing personal information. Non-Indigenous (58%) Canadians were also more likely than those identifying as Indigenous (47%) to indicate frequently receiving unsolicited emails or text messages that they feel are trying to trick them into clicking a malicious link, downloading malicious software, or sharing sensitive information. Non-Indigenous Canadians (70%) were more likely than those identifying as Indigenous (60%) to indicate they are aware that scammers often use call ID spoofing technology to trick them into picking up their phone.
- Those identifying as having a disability were more likely to indicate knowing where to report scams and fraudulent phone calls, emails, and text messages (37% vs. 31% not identifying as having a disability).
- Residents of Northern Canada were least likely to indicate often receiving unsolicited phone calls where they feel they are being tricked into providing personal information and are also less likely to indicate they are confident their personal information is protected when using online services.

Figure 27: Attitudes towards spam and nuisance



Base: All respondents (n=2561)
Q20. Please indicate the extent to which you agree or disagree with each of the following statements.

Attitudes towards telecommunications

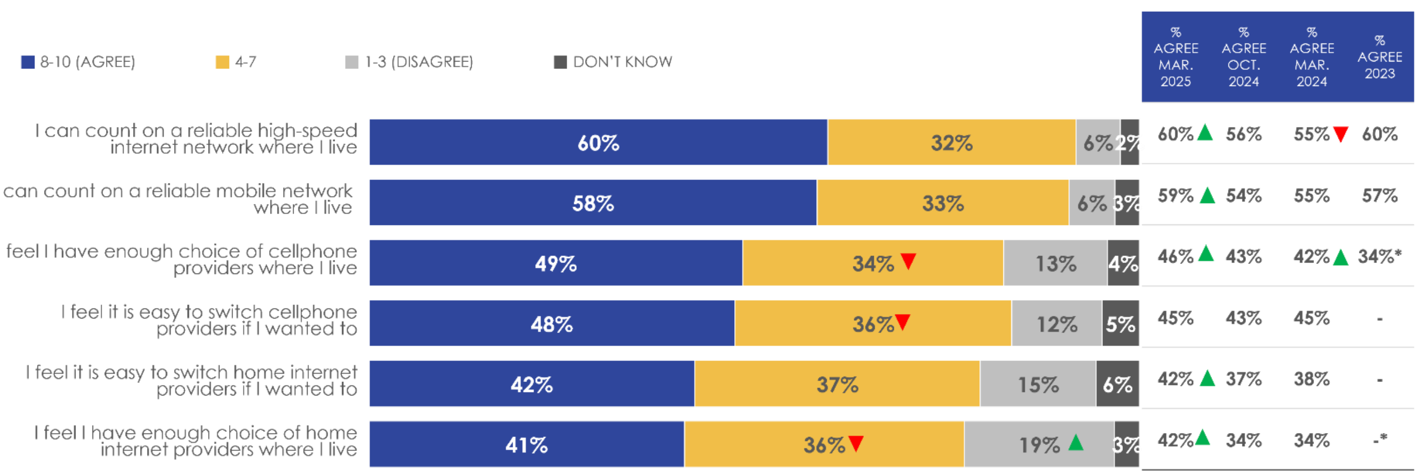
Six in ten Canadians agreed that they can count on reliable high-speed internet (60%) and mobile network (58%) where they live. Half believe they have enough choice of cellphone providers (49%) and that it is easy to switch cellphone providers (48%), while four in ten feel it is easy to switch home internet providers (42%) and that there is enough of a choice of home internet providers where they live (41%).

Compared to Wave 4, there were no significant differences in levels of agreement with each statement.

- Those 55 years of age and older were more likely to believe that they can count on reliable high-speed internet and mobile networks where they live, while those under 25 are least likely to say feel it is easy to switch cellphone providers if they want to.
- Francophones were more likely to agree with all statements listed below. Those residing in Quebec were more likely to agree with most statements than those residing outside of Quebec.
- Those living in households with incomes from $40k to under $100k were more likely than all other income groups to indicate they can count on a reliable mobile network where they live.
- Those with children in their household were more likely to believe it is easy to switch home internet providers (47% vs. 41% no children in household), while they are less likely to indicate they can count on a reliable mobile network where they live (54% vs. 60% no children in household).

- Respondents born outside of Canada were more likely to indicate they have enough choice of home internet providers where they live (45% vs. 40% born in Canada).
- Of those born outside Canada, those arriving in the past three to five years were more likely to agree that they have enough choice of home internet providers where they live (64%) compared to those arriving longer than five years ago (42%).
- Racialized Canadians (45%) were more likely to believe they have enough choice of home internet providers where they live compared to non-racialized Canadians (40%)
- Non-Indigenous Canadians (41%) were more likely to believe they have enough choice of home internet providers where they live compared to those identifying as Indigenous (40%).
- Those identifying as TSLGBTQ+ were less likely to agree that it is easy to switch home internet providers (34% vs. 43%) compared to those identifying as straight/heterosexual.
- Persons identifying as having a disability were less likely to agree that it is easy to switch home internet providers (36% vs. 43%) compared to those not identifying as having a disability.
- Respondents residing in Northern Canada are least likely to agree with any of the statements regarding reliable services, have choice of service providers, or being able to switch easily.

Figure 28: Attitudes towards telecommunications (1/2)



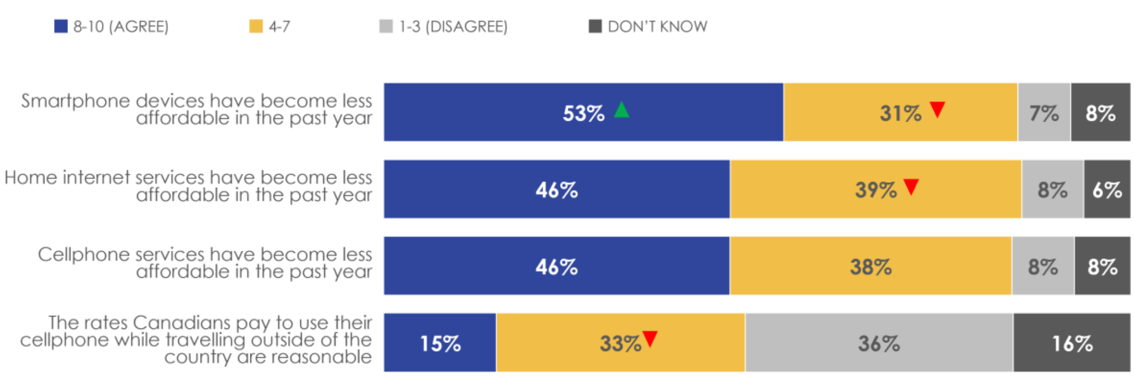
Base: All answering (base varies)
Q20. Please indicate the extent to which you agree or disagree with each of the following statements.
**Note: Broader statement was asked in 2023 as follows: 'I feel I have enough choice of telecommunications providers where I live'*

Around half (53%) of Canadians agreed that smartphone devices have become less affordable in the last year. Over four in ten Canadians agreed that home internet and cellphone (both 46%) services have become less affordable in the past year, while over one in ten (15%) indicated the rates Canadians pay to use their cellphones outside the country are reasonable.

Compared to Wave 4, Canadians were more likely to give a high level of agreement that smartphone devices are becoming less affordable.

- Canadians under 35 were more likely than those 35 or more to indicate that rates Canadians pay to use their cellphones while outside the country are reasonable. Canadians 25 to 64 were most likely to agree that home cellphone services have become less affordable in the past year, while Canadians 45 to 64 were most likely to agree that home internet services have become less affordable in the past year.
- Women were more likely than men to agree that smartphone devices (57% vs. 50%), home internet (50% vs. 43%), and cellphone (51% vs. 41%) services have become less affordable in the past year. Men were more likely to believe that rates for using cellphones outside of Canada are reasonable (18% vs. 12%).
- Those in Atlantic Canada, Alberta (both 54%), and British Columbia (51%) were most likely to believe that cellphone services have become less affordable in the past year.
- Those with a bachelor's degree were most likely to agree that the rates Canadians pay to use their cellphone while travelling outside the country are reasonable.
- Those with children in their household were more likely to agree that the rates paid by Canadians for using their cellphones outside the country are reasonable (20% vs. 13%).
- Racialized Canadians were more likely than non-racialized Canadians to agree that the rates Canadians pay to use their cellphones outside of Canada are reasonable (21% vs. 12%).
- Those who identify as Indigenous were less likely than those who are non-Indigenous to indicate cellphone service have become less affordable in the past year (36% vs. 47%).
- Of those born outside Canada, those who arrived moderately recently were more likely to indicate the rates Canadians pay to use their cellphones outside Canada are reasonable than those who have been in Canada longer (three to five years 31% vs. five years or more 15%).

Figure 29: Attitudes towards telecommunications (2/2)



	% AGREE MAR. 2025	% AGREE OCT. 2024	% AGREE MAR. 2024	% AGREE 2023
Smartphone devices have become less affordable in the past year	49%	-	-	-
Home internet services have become less affordable in the past year	45%	49%	45%	51%*
Cellphone services have become less affordable in the past year	44%	45%	47%	51%*
The rates Canadians pay to use their cellphone while travelling outside of the country are reasonable	14%▲	11%	12%▼	14%

Base: All answering (base varies)

Q20. Please indicate the extent to which you agree or disagree with each of the following statements.

**Note: Broader statement was asked in 2023 as follows: 'Telecommunications services have become less affordable in the past year'*

Classification Questions

More than nine in ten Canadians reported they currently have cellphone or internet (both 94%) service, while half said they receive cable TV service (52%). Just over one in ten reported they currently have satellite TV or free television services (11%). Compared to Wave 4, there was a lower proportion of Canadians reporting having satellite TV service.

- Canadians 55+ were most likely to report having cable TV service, while those 65+ were least likely to indicate having cellphone service, though most in this age group (88%) did have it. Canadians under 35 were more likely to report having satellite TV service.
- Men were more likely than women to have free television (13% vs. 10%).
- Respondents in Northern Canada were least likely to have internet at home (80% compared to 93% to 96% elsewhere) or cable TV service (23% compared to 48% to 61% elsewhere).
- Anglophones were more likely to have cellphone service (94% vs. 91%) and satellite TV service (12% vs. 8%) than Francophones, while Francophones were more likely to have cable TV service (65% vs. 50%).
- Households with income under $60k were less likely to report having cellphone and home internet service than higher income households. Households with $60k+ income were more likely to have cable TV service.
- Those with at least some post-secondary education were more likely to have cellphone or internet at home services.
- Those with children in the household were more likely to report having cellphone (97% vs. 92%), satellite TV (14% vs. 10%), or free television (13% vs 10%) services than those without children, and less likely to have cable TV services (45% vs. 55%) compared to those without children in their household.
- Those born in Canada were more likely to have cable TV (55% vs. 42%) services than those born outside of Canada, while those born outside Canada were more likely to have free television (15% vs. 10%).
- Of those born outside Canada, those arriving at least five years ago (46%) were more likely than those arriving in the past three years (29%) to have cable TV service.
- Racialized Canadians were more likely to report having satellite TV (14% vs. 10%) and free television service (14% vs. 10%) than non-racialized Canadians. Non-racialized Canadians (56%) were more likely than racialized Canadians (46%) to report having cable TV service.
- Canadians who identify as TSLGBTQ+ were less likely to report they currently have cable TV service (44%) than those who identify as heterosexual/straight (53%).
- Those having a disability were less likely to report having cellphone (90% vs. 94%) and internet at home (88% vs. 94%) than those without a disability.

Figure 30: Service(s) received

		MAR. 2025	OCT. 2024	MAR. 2024	2023
Cellphone	94%	94%	93%	93% ▲	91%
Internet at home	94%	93%	94%	93%	93%
Cable TV Service (including Fibre Optic TV also known as IPTV or TELCO TV)	52%	52%	50%	51%	51%
Satellite TV Service	11% ▼	14% ▲	11%	10% ▼	14%
Free television via an Antenna or converter set-top box (e.g.: Roof-top antenna or aerial, rabbit or bunny ears or antenna	11%	12% ▲	10%	11%	10%
None of the above	1%	0%	1%	1%	1%

Base: All respondents (n=2554)
Q1. Which of the following telecommunications and television services do you currently have for your personal use? Please select all that apply.

Among those who currently have **internet at home**, the most common service provider was Bell Canada (20%), followed by Rogers (18%), Telus (15%), Videotron (9%), Cogeco, and Shaw (both 5%). Compared to Wave 4, a significantly lower proportion report using Shaw, Fido, and Aliant (Bell Aliant).

Figure 31: Internet service provider

		MAR. 2025	OCT. 2024	MAR. 2024	2023
Bell Canada (Accept Bell or Sympatico)	20%	22%	21%	22%	20%
Rogers /Rogers Yahoo	19%	16%	17%	15%	13%
Telus	15%	13%	12%	12%	13%
Vidéotron / Illico / Helix	9%	9%	9%	9%	9%
Cogeco	5%	5%	4%	5%	4%
Shaw	5% ▼	7%	8%	9% ▼	11%
Aliant (Bell Aliant)	3% ▼	2%	2%	2%	2%
EastLink	2%	2%	2%	2%	2%
Virgin	2%	2%	2%	2%	2%
SaskTel	2%	2%	2%	1%	2%
Starlink	2%	2%	2% ▲	1%	1%
TekSavvy	2%	1%	1% ▼	2%	1%
Northwestel	1%	1%	2%	2%	2%
Xplore/ Xplorenet	1%	1%	1%	1% ▼	1%
Koodo	1%	1%	1% ▲	0%	-
Fizz	1%	1%	1%	1%	1%
Fido	1% ▼	1%	1%	1%	1%
Access Communications	0%	1%	0%	1%	0%
eBox	0%	1%	0%	1%	0%
Oxio	0%	1%	-	-	-
Distributel	0%	1%	0%	0%	0%
Freedom	0%	1%	0%	0%	0%
Primus	0%	0%	0%	1%	0%
Vmedia	0%	0%	0% ▼	0%	0%
Manitoba Telecom Services (MTS)	0%	1%	1%	1%	1%
Bruce Telecom	0%	0%	-	-	-
Purple Cow	0%	0%	-	-	-
Start Communications	0%	0%	-	-	-
Execulink	0%	0%	-	-	-
T Bay Tel	0%	0%	-	-	-
Beanfield	0%	0%	-	-	-
Galaxy	0%	0%	0%	-	0%
Télébec	0%	0%	-	0%	0%
Wightman	0%	0%	-	-	-
Sogetel	0%	0%	-	-	-
Westman Communications	0%	0%	-	-	-
Valley Fibre	0%	0%	-	-	-
MNSI	0%	0%	-	-	-
Comwave	0%	0%	-	-	-
NorthernTel	0%	0%	0%	0%	0%
SSi Canada	0%	0%	0%	0%	0%
University/College/CEGEP	0%	0%	-	0%	-
Other	3%	3% ▼	8%	7% ▼	10%
Don't Know	2%	2%	2%	2%	1%
(Dk/Ns)	6%	0%	0%	0%	0%

Base: Those who have internet services (n=2392)
Q4. Which company provides your home Internet connection?

Among those who currently have **cellphone service**, the most common service provider was Rogers Wireless (18%), followed by Bell Mobility and Telus Mobility (both 16%). Other more common service providers included Koodo Mobile (9%), Fido (8%), and Virgin Mobile (7%). Compared to Wave 4, Telus Mobility and Fizz were mentioned by significantly more Canadians, while Bell Mobility, Fido, and Aliant Mobility were mentioned by significantly fewer.

Figure 32: Cellphone service provider

		MAR. 2025	OCT. 2024	MAR. 2024	2023
Rogers Wireless	18%	18%	18%	17%	16%
Bell Mobility	16% ▼	19%	18%	18%	19%
Telus Mobility	16% ▲	14%	15%	14% ▼	17%
Koodo Mobile	9%	9%	8%	8%	7%
Fido	8% ▼	10%	10%	11%	10%
Virgin Mobile	7%	7%	8%	9%	8%
Videotron	6%	5%	5%	5%	5%
Freedom Mobile (formerly Wind)	6%	4%	4%	5% ▲	3%
Public Mobile	3%	3%	3%	2%	2%
Fizz	2% ▲	1%	2%	1%	1%

		MAR. 2025	OCT. 2024	MAR. 2024	2023
Chatr	2%	2%	2%	1%	2%
SaskTel Mobility	2%	2%	2%	1%	2%
Lucky Mobile (formerly Solo)	1%	1%	1%	1%	1%
Eastlink	1%	1% ▲	0%	0%	1%
Thunder Bay Tel/TBay Tel	1%	0%	0%	0%	0%
MTS Mobility	0%	0%	0%	0%	0%
Shaw Mobile	0%	0%	0%	0% ▼	2%
PC Mobility (President's Choice)	0%	1% ▲	0%	0%	0%
Aliant Mobility	0% ▼	1%	0%	0%	0%
No Name Mobile	0%	-	-	-	-

		MAR. 2025	OCT. 2024	MAR. 2024	2023
TBay Tel Mobilit	0%	-	-	-	1%
Freedom Mobile	0%	0%	-	-	-
SSi Mobile	0%	0%	0%	0%	0%
Sogetel Mobilité	0%	0%	-	0%	-
NorthWestTel	0%	0%	-	-	-
Knet Mobile	0%	0%	-	0%	-
Ice Wireless	0%	0%	-	-	-
Lum	0%	0%	-	-	-
Petro-Canada Mobility	0%	0%	-	-	-
Other	1%	1% ▼	2%	2%	3%
Don't Know	1%	1%	1%	1%	1%
(Dk/Ns)	2%	-	-	-	-

Base: Those who have cellphone services (n=2381)
Q5. Which company provides your cellphone service?

Among those who currently have **cable TV service**, the most common service provider was Bell Fibe TV (22%), followed by Telus (15%), Rogers Ignite TV (13%), Vidéotron (11%), Rogers Cable (9%), Cogeco (6%), and Shaw Cable (5%). Compared to Wave 4, Canadians were significantly less likely to subscribe to Shaw Cable.

Figure 33: Cable TV service provider

		MAR. 2025	OCT. 2024	MAR. 2024	2023
Bell Fibe TV	22%	23%	23%	23% ▲	19%
Telus	15%	14%	13%	14%	12%
Rogers Ignite TV	13%	12%	14% ▲	10%	8%
Vidéotron (Illico)	11%	12%	11%	12%	12%
Rogers Cable	9%	7%	8%	8%	8%
Cogeco	6%	6%	5%	6%	6%
Shaw Cable	5% ▼	7%	8%	8% ▼	12%
Helix by Videotron	2%	1%	2%	2%	2%
EastLink	2%	2%	2%	2% ▼	3%
Sask Tel (Max TV, Max TV Stream)	2%	2% ▲	1%	1%	2%
Aliant/ Bell Aliant	1%	1%	2%	1%	2%
Bell Alt TV	1%	1%	1%	1%	1%
Access Communications	1%	1%	1%	1%	0%
Virgin (Virgin TV Plus)	1%	1%	0%	0%	0%

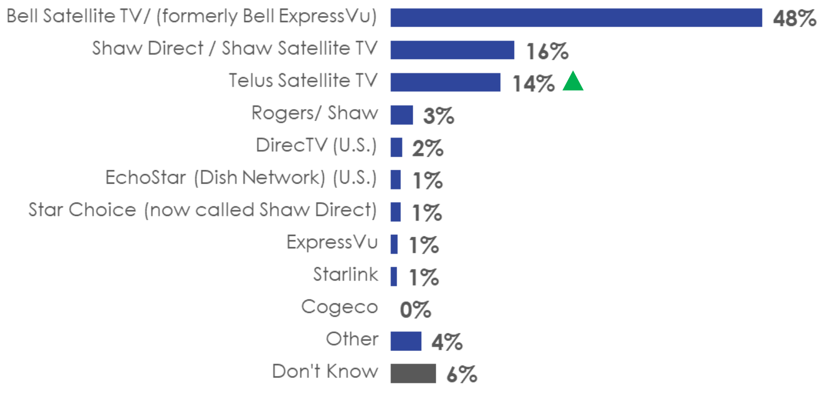
		MAR. 2025	OCT. 2024	MAR. 2024	2023
Shaw Blue Curve TV	1%	0% ▼	1%	1% ▼	3%
Northwestel Fibre Optic TV	1%	1%	1%	1%	1%
Northwestel Cable TV	0%	0%	1%	1%	1%
EBox	0%	0%	0%	0% ▲	-
Teksavvy	0%	0%	0%	0%	0%
AEBC	0%	0%	0%	0%	-
Westman Communications	0%	0%	-	0%	0%
Hay Communications	0%	0%	-	-	-
Comwave	0%	0%	0%	0%	0%
MTS TV (Manitoba Tel/Manitoba…	0%	0%	0%	1%	0%
Seaside Cable Communications	0%	0%	-	0%	0%
Dawson City TV	0%	-	0%	-	-
Bell	0%	1%	-	-	-

		MAR. 2025	OCT. 2024	MAR. 2024	2023
Câblevision du Nord de Québec	0%	-	0%	0%	0%
ATOP	0%	0%	0%	-	0%
Sogetel	0%	0%	-	-	-
Vmedia	0%	0%	-	0%	0%
Delta Cable Communications	0%	0%	0%	0%	-
Commstream	0%	0%	-	-	-
Bruce Telecom	0%	0%	-	-	-
T Bay Tel	0%	0%	-	-	-
Aurora Cable	0%	0%	0%	-	-
Valley Fibre	0%	0%	-	-	-
Persona	0%	-	0%	-	-
Other	0%	3%	4%	4%	4%
Don't know	3%	2%	2%	2%	2%
(Dk/Ns)	4%	-	-	-	-

Base: Those who have cable TV service (n=1365)
Q2. Which company provides your Cable TV Service?

Among those who currently have **satellite TV service**, the most common service provider continued to be Bell Satellite TV (48%), followed by Shaw Direct/Shaw Satellite TV (16%) or Telus (14%). Telus was mentioned by a significantly higher proportion of Canadians compared to Wave 4.

Figure 34: Satellite TV service provider

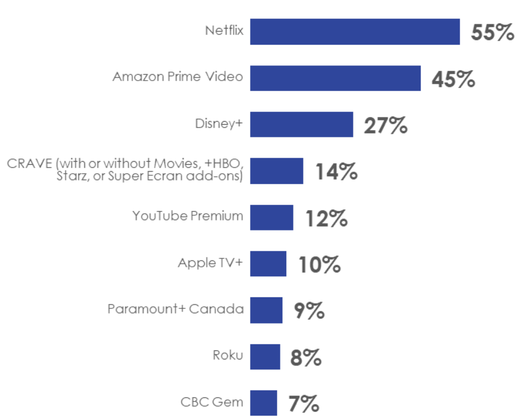


	MAR. 2025	OCT. 2024	MAR. 2024	2023
Bell Satellite TV/ (formerly Bell ExpressVu)	48%	45%	53%	50%
Shaw Direct / Shaw Satellite TV	18%	24%	20%	24%
Telus Satellite TV	8%	6%	8%	7%
Rogers/ Shaw	1%	-	-	-
DirecTV (U.S.)	1%	1%	1%	1%
EchoStar (Dish Network) (U.S.)	3%	1%	-	-
Star Choice (now called Shaw Direct)	2%	2%	2%	1%
ExpressVu	2%	2%	-	1%
Starlink	2%	-	-	-
Cogeco	1%	-	-	-
Other	5% ▼	9%	11%	10%
Don't Know	8%	9% ▲	4%	6%

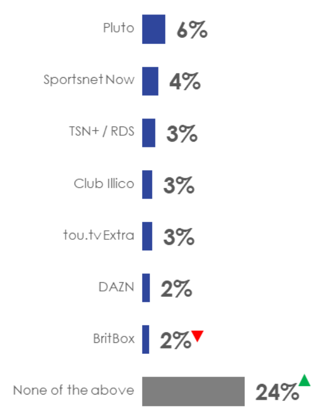
Base: Those who have satellite TV service (n=276)
Q3. Which company provides your Satellite TV Service?

Three in four (76%) Canadians reported they currently subscribe (or have access to) at least one type of **video streaming service**. The most common service cited continues to be Netflix (55%), followed by Amazon Prime Video (45%) and Disney+ (27%). Other common services included CRAVE (14%), YouTube Premium (12%), Apple TV+ (10%), Paramount+ Canada (9%), Roku (8%), and CBC Gem (7%). Compared to Wave 4, fewer reported being subscribed to BritBox.

Figure 35: Video streaming services provider(s)



	MAR. 2025	OCT. 2024	MAR. 2024	2023
Netflix	56%	57%	55%	54%
Amazon Prime Video	45%	43%	42%	41%
Disney+	29%	28% ▲	26%	26%
CRAVE (with or without Movies, +HBO, Starz, or Super Ecran add-ons)	16% ▲	14%	14%	13%
YouTube Premium	13% ▲	10%	9% ▲	7%
Apple TV+	11%	10%	9%	9%
Paramount+ Canada	10% ▲	7%	7% ▲	5%
Roku	9% ▲	8%	8%	6%
CBC Gem	8% ▲	6% ▲	5%	4%



	MAR. 2025	OCT. 2024	MAR. 2024	2023
Pluto	6%	5%	5% ▲	3%
Sportsnet Now	5% ▲	3%	3%	3%
TSN+ / RDS	3%	3%	2%	3%
Club Illico	3% ▲	2%	2%	2%
tou.tv Extra	3% ▲	2%	2%	2%
DAZN	2%	2% ▲	1%	1%
BritBox	3%	2%	2%	2%
None of the above	22% ▼	25%	26%	26%

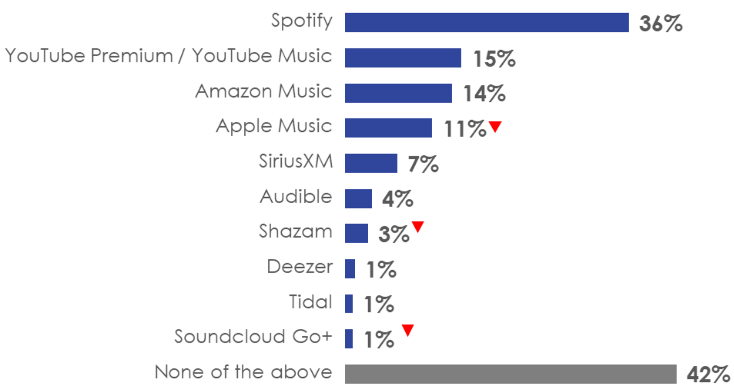
Base: All respondents (n=2554)
Q6. Do you currently subscribe (or have access) to any of the following video streaming services?

Roughly six in ten (58%) Canadians reported they currently subscribe (or have access to) at least one type of **audio streaming service**.[1] The most common service received was Spotify (36%), followed by YouTube Premium/YouTube

[1] Note: responses to this question are based on respondent perceptions of services to which they subscribe.

Music (15%), Amazon Music (14%), Apple Music (11%), and Sirius XM (7%). Compared to Wave 4, fewer said that they currently subscribe or have access to Apple Music, Shazam, or Soundcloud Go+.

Figure 36: Audio streaming services provider(s)



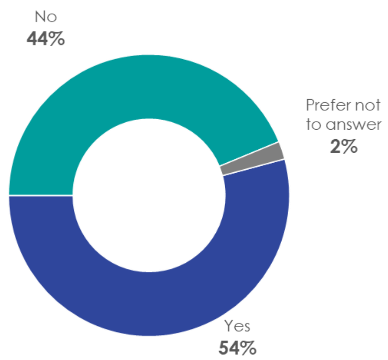
MAR. 2025	OCT. 2024	MAR. 2024	2023
35%	35%	32%	31%
16% ▲	13%	13% ▲	10%
14%	14%	13%	12%
14% ▲	12%	12%	11%
7%	8%	7%	7%
4%	3% ▲	2%	3%
5%	4%	4%	3%
1%	1% ▲	1% ▼	1%
1%	1%	1%	1%
2% ▲	1%	1%	1%
42%	43%	45%	48%

Base: All respondents (n=2554)
Q7. Do you currently subscribe (or have access) to any of the following audio streaming services?

Fifty-four percent of Canadians who have multiple services said they bundle two or more services on the same bill, while four in ten (44%) said do not.

- Younger Canadians (under 35) were less likely to bundle any of their services, while Canadians 65+ were most likely to have at least two services bundled.
- Women (57%) were more likely than men (51%) to bundle any services.
- Regionally, bundling was most common in Quebec (63%), compared to Alberta (55%), and lower in all other regions. Francophones were more likely to bundle compared to Anglophones (66% vs. 52%).
- Canadians with some post-secondary education were more likely to bundle any of their services, compared to other education groups.
- Those without children in their household (56% vs. 50%) were more likely to bundle any of their services compared to those without children in their household.
- Those born in Canada were more likely bundle their services than those born outside Canada (57% vs. 44%).
- Of those born outside Canada, those arriving five or more years ago (49%) were more likely to bundle than those arriving more recently (less than three years 28%, three to five years 29%).
- Non-racialized Canadians (60%) were more likely than racialized Canadians (44%) to bundle their telecommunications services.
- Canadians identifying as TSLGBTQ+ were less likely to bundle than those identifying as straight/heterosexual (43% vs. 55%).

Figure 37: Whether bundle any services on the same bill



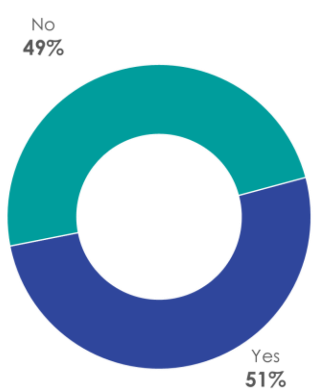
	MAR. 2025
Yes	55%
No	43%
Prefer not to answer	2%

Base: Have multiple services (n=2413)
QB1. Do you bundle any of your services on the same bill?

Fifty-one percent of Canadians who have both cellphone and home internet services said they bundle their cellphone and home internet services with one provider, while 49% said they do not.

- Regionally, bundling cellphone and home internet was most common in Saskatchewan and Manitoba (64%) and Quebec (63%), compared to all other regions. Francophones were more likely to bundle compared to Anglophones (61% vs. 46%).
- Those in urban regions (52%) were more likely to bundle cellphone and home internet compared to rural Canadians (41%).
- Those with a household income of $59,000 or less were more likely to bundle their cellphone and home internet services compared to those with higher income.

Figure 38: Whether bundle cellphone and home internet services with one provider



Base: Receives cellphone and internet at home services (n=1245)
QB2. Do you bundle your cellphone and home internet services with one provider?

Profile of Respondents

The demographic characteristics of the surveyed populations are presented below. Data presented are weighted proportions.

Figure 39: Profile of respondents (1/5)

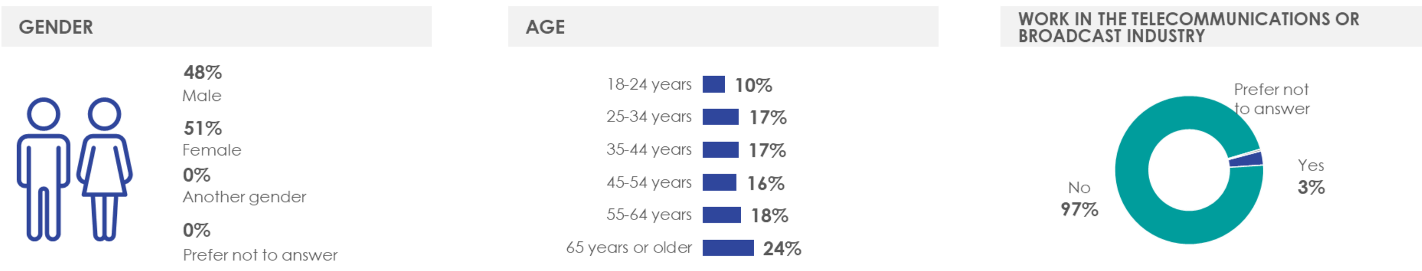


Figure 40: Profile of respondents (2/5)

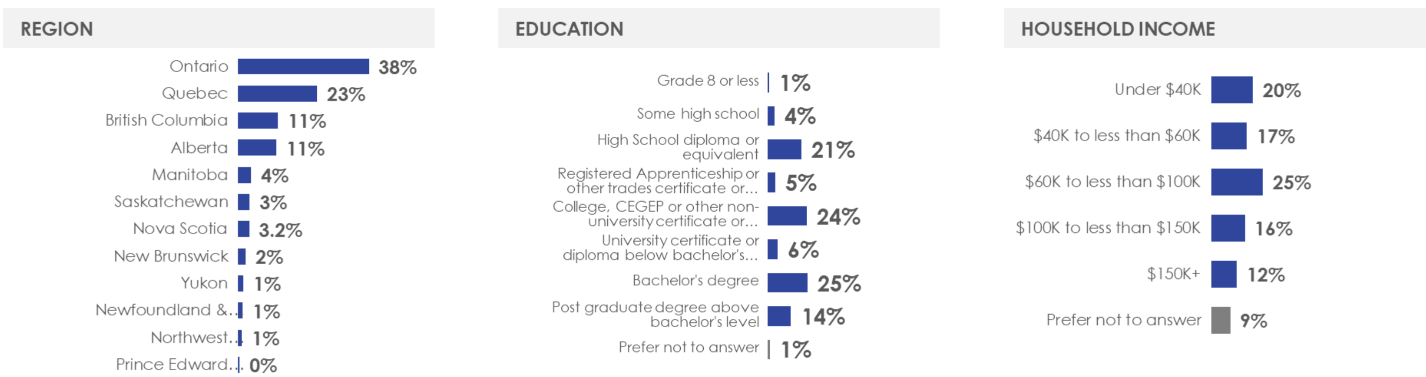


Figure 41: Profile of respondents (3/5)

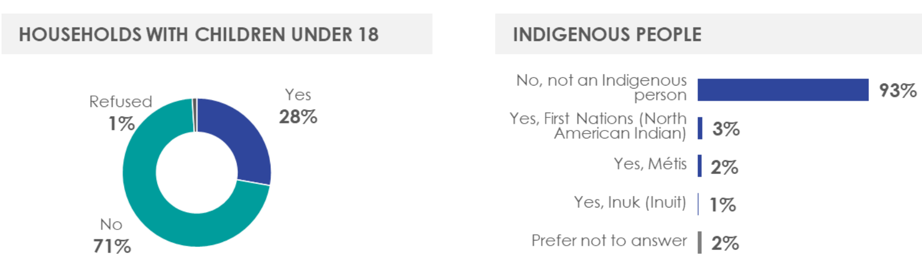


Figure 42: Profile of respondents (4/5)

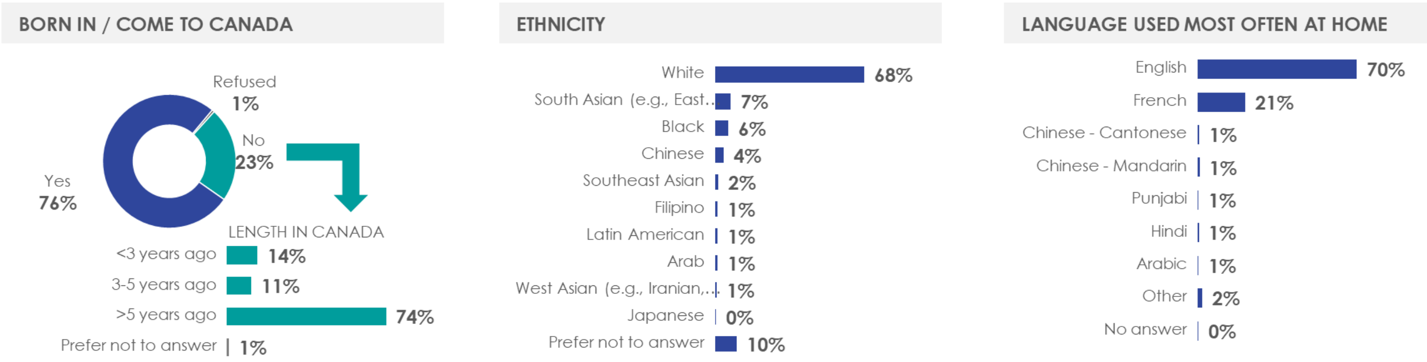
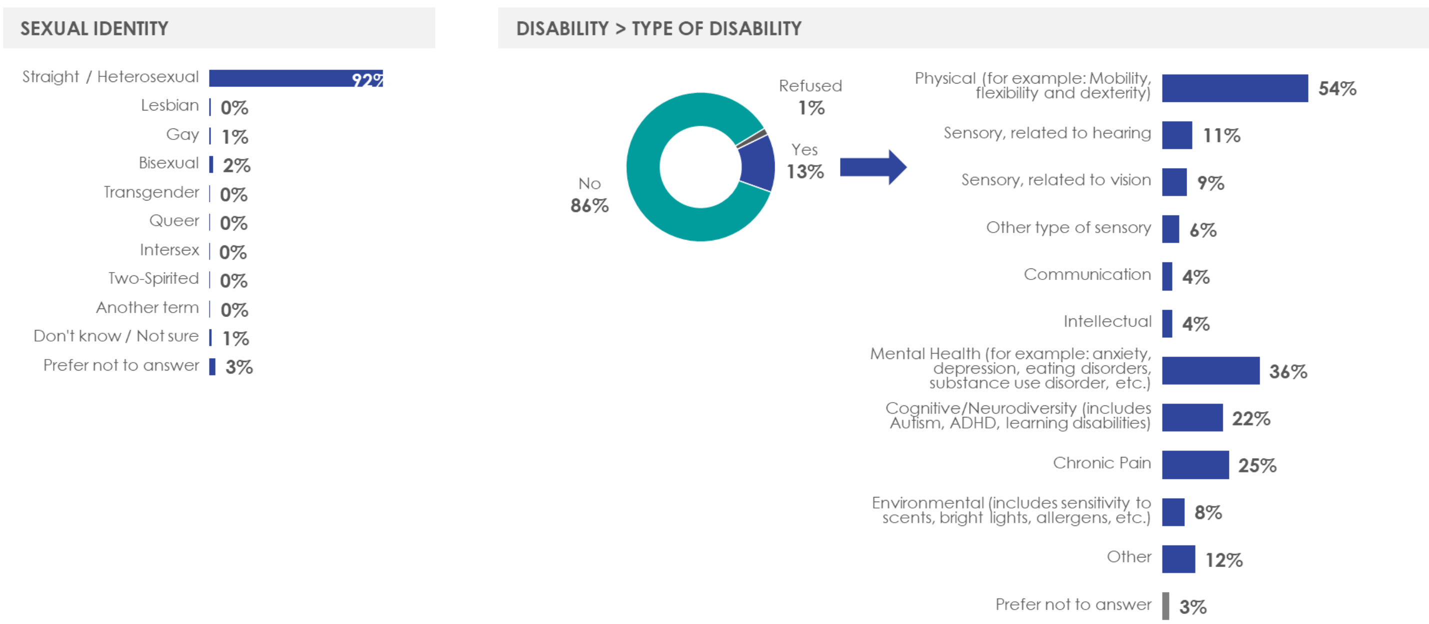


Figure 43: Profile of respondents (5/5)



Appendix

Detailed Methodology

Ipsos conducted a quantitative survey through a mixed methodology approach including online and telephone interviews among a national sample of 2,554 Canadians aged 18 years and older (1,554 online, 1,000 telephone) stratified to the actual proportion of the Canadian population based on the 2021 Census by age, gender, and region. Results were accurate to within + 2.5 percentage points of what the results would have been had every Canadian been polled. Fieldwork was conducted from September 26th to November 5th, 2025. The average survey length was 13 minutes (10 minutes online, 16 minutes by telephone) and the survey was offered in English and French.

Minimum sample sizes (of at least 100) were achieved among key audiences including Anglophones (n=1,803), Francophones (n=541), Indigenous peoples (n=124), racialized Canadians (n=742), and TSLGBTQ+ (n=202). Oversamples of TSLGBTQ+ Canadians, Official Language Minority Communities (OLMC), and those residing in the Territories were sought and notably fieldwork in the Territories and for OLMC respondents proved challenging and the target of n=100 could not be achieved in the fieldwork period in the Territories (n=70) and among OLMC (n=87).

The online survey was administered using Computer Assisted Web Interviewing (CAWI) and the sample was sourced from the online panel from Ipsos' partner Canadian Viewpoint Inc. The survey platform will be Accessibility for Ontarians with Disabilities Act (AODA) compliant according to Web Content Accessibility Guidelines (WCAG2.0AA). Incentives are not used for recruitment purposes to ensure quality, but respondents are incentivized for completing survey directly proportionate to the amount of time taken to complete the survey and with comparable incentives offered by other online panel sources.

The telephone survey was administered through Computer Assisted Telephone Interviewing (CATI) and included a sampling of Canadians by landline and cell phone. Respondents will be selected at random utilizing a random digit dialing (RDD) approach. In order to help ensure the inclusion of people with disabilities TTY will be offered so that those respondents with hearing or speech impairment can readily participate.

The survey was registered with the Canadian Research Insights Council (CRIC) and a survey registration number made available so that survey respondents had the ability to verify the legitimacy of the survey as a research initiative sponsored by the Government of Canada.

Sample composition and weighting

The table below indicates the unweighted (counts and proportions) and weighted demographic distribution (proportions) of the sample. Weighting was applied to the responses to ensure that the final data reflects the adult population of Canada, as per Statistics Canada Census 2021, by age, gender, and region.

Figure 44: Sample frame

Age	Unweighted Sample Size	Unweighted Sample Proportions	Weighted Sample Proportions (Based on 2021 Census)
18-24	203	8%	10%
25-34	329	13%	17%
35-44	433	17%	17%
45-54	422	17%	16%
55-64	462	18%	18%
65+	705	28%	24%
Gender			
Men	1244	49%	48%
Women	1284	50%	51%
Other/ Prefer not to answer	26	1%	1%
Region			
BC	310	12%	12%
AB	275	11%	11%
MB/ SK	172	7%	7%
ON	977	38%	38%
QC	585	23%	23%
ATLANTIC	165	7%	7%
TERRITORIES	70	3%	3%

Non-response Bias

If there is no systematic bias in responding to the survey, the unweighted profile of the survey participants would be very similar to the profile of the Canadian population according to the Statistics Canada Census 2021 (within the sampling error). The tables above demonstrate that, in most cases, the survey sample was very similar to the representative distribution of the Canadian population with respect to age, gender, and region. As the unweighted profile of survey participants and the profile of the Canadian population are consistent, non-response bias was likely not an important factor in this research.

Response Rate

For the online survey, since a non-probability sample was used a response rate cannot be calculated. The following table provides the participation rate for this online survey. The participation rate for this survey was 1% and it is calculated as follows:

Figure 45: Participation rate calculation

Disposition	Survey
Invalid Cases	**N/A**
Unresolved (U)	**N/A**
In-scope non-responding (IS)	**91,867**
Responding units (R)	**1,058**
Participation Rate=R/(R+IS+U)	**1%**

Online survey cases can be broken down into four broad categories:

Invalid Cases

These can include only clearly invalid cases (for example, invitations mistakenly sent to people who did not qualify for the study, or incomplete or missing email addresses in a client-supplied list).

Unresolved (U)

These include all the cases where it cannot be established whether the invitation was sent to an eligible or an ineligible respondent or unit (for example, when email invitations bounce back or remain without an answer before the candidate could be qualified).

In-scope non-responding (IS)

These include all refusals, either implicit or explicit, all non-contacts and early break-offs of known eligible cases and other eligible non-respondents (due to illness, leave of absence, vacation, or other).

Responding units (R)

These include cases who have participated but who were disqualified afterwards (for example, when admissible quotas have been reached). It also includes all completed surveys or partially completed surveys that meet the criteria set by the researcher to be included in the analysis of the data.

Unresolved (U), in-scope (IS), and responding units (R) are all included in the broad category of 'potentially eligible' cases. However, invalid cases are not included in the calculation of outcome rates.

For this survey, a router was used to screen potential respondents and assign them to one of the surveys from the router. The router is a platform used to distribute and manage surveys. This means that individuals who were not eligible to participate in this study because they did not meet the screening criteria would be sent to participate in other surveys that might have been available in the router at that point.

The router assignment precedes the actual survey and given this, it is not possible to estimate the number of cases 'invited' to participate and whether they were eligible or not. Therefore, it is not possible to estimate the 'unresolved' cases. For this survey, responding units are broken out as follows.

Figure 46: Completions

Disposition	Survey
Over quota	1033
Qualified Completes	1554
Partials	25
Responding units (R)	**1,625**

For the telephone survey, the following table provides the response dispositions and response rate calculation. The overall response rate achieved was 4% and was calculated as follows:

Figure 47: Call Disposition

Call outcome	Count of disposition
Call backs	**334**
Completed Interviews	**1000**
Disqualified	**863**
Language Barriers	**391**
No Answers	**32,105**
Not In Service (Out of Scope)	**74,144**
Over quota	**9**
Refusals	**12,874**
Terminations	**83**
TOTAL IN SCOPE	**47,659**
TOTAL RESPONDING	**1,863**
OVERALL RESPONSE RATE	**4%**

Questionnaires

Introduction

Thank you for your interest in taking this survey. The Canadian Radio-television and Telecommunications Commission (CRTC) has commissioned Ipsos, a market research firm, to conduct a public opinion survey. The CRTC is interested in learning your views on a variety of topics related to the telecommunications and broadcast services you use, the impressions of the service you receive and your general attitudes towards the communications sectors in Canada (i.e. cellphone, home phone, TV, radio, online services, etc.).

Your participation is voluntary and completely confidential. Your answers will remain anonymous. The information you provide will be used for research purposes only and will be administered according to the requirements of the *Privacy Act*, the *Access to Information Act*, and any other pertinent legislation.

The survey will take about 15 minutes to complete depending on your responses.

Should you wish to verify the credibility of this survey, you can utilize the Canadian Research Insights Council (CRIC) Research Verification Service by clicking here and entering the following project code: 20250922-IP840

If you have any questions about how to complete the survey or encountered any technical issues, please email xxx@ipsos.com.

Thank you in advance for your participation.

Screeners

S1. What is your date of birth?
[DROPDOWN YEAR] 1910 – 2015
[DROPDOWN MONTH] January - December

[IF LESS THAN 18 YEARS OLD, THANK YOU AND TERMINATE]

HIDDEN VARIABLE- AGE QUOTAS

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years or older

S2. What is your gender?

Male
Female
Non-binary person
Or, please specify:
Prefer not to say

S3. What is your postal code?

Please note: This question may be considered personal. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. The answers that you provide will be presented in aggregate form and none of them will be linked back to you in any way. All data will be collected and processed in accordance with applicable data protection legislation.

Please enter your 6 digit postal code with no spaces.

Please specify:
Don't know / Prefer not to say

[IF S3 = Don’t know/ Prefer not to say ASK S4, OTHERWISE SKIP]

QS4. In which province or territory do you live?

Alberta
British Columbia
Manitoba
New Brunswick
Newfoundland and Labrador
Nova Scotia
Northwest Territories
Nunavut
Ontario
Prince Edward Island
Quebec
Saskatchewan
Yukon

31. Do you consider yourself to be:

Straight/Heterosexual
Lesbian
Gay
Bisexual

Transgender

Queer

Intersex

Two-Spirited

Another term

Don’t know/Not sure **[MUTUALLY EXCLUSIVE] [ANCHOR]**

Prefer not to answer **[MUTUALLY EXCLUSIVE] [ANCHOR]**

[SPLIT SAMPLE: HALF OF RESPONDENTS SHOW SECTION “Perceptions of the CRTC” AFTER Q31 WHILE HALF RECEIVE SECTION “Perceptions of the CRTC” AFTER Q14A_1]

Provider Classification

1. Which of the following telecommunications and television services do you currently have for your personal use? Please select all that apply.

Cellphone

Internet at home

Cable TV Service (including Fibre Optic TV also known as IPTV or TELCO TV)

Satellite TV Service

Free television via an Antenna or converter set-top box (e.g.: Roof-top antenna or aerial, rabbit or bunny ears or antenna built into TV set or a special converter set-top box)

None of the above **[MUTUALLY EXCLUSIVE]**

[IF SELECTED ‘Cable TV Service’ AT Q1 ASK Q2, OTHERWISE SKIP]

2. Which company provides your Cable TV Service?

Access Communications

AEBC

Aliant/ Bell Aliant

ATOP

Aurora Cable

Bell Fibe TV

Bell Alt TV

Hay Communications

Câblevision du Nord de Québec

Commstream

Comwave

Cogeco

Delta Cable Communications

EastLink
EBox
Helix by Videotron
MTS TV (Manitoba Tel/Manitoba Telecom Service)
Northwestel Fibre Optic TV
Persona
Rogers Cable
Rogers Ignite TV
Sask Tel (Max TV, Max TV Stream)
Seaside Cable Communications
Shaw Cable
Shaw Blue Curve TV
Source Cable Ltd.
Teksavvy
Telus
Vidéotron (Illico)
Westman Communications
Vmedia
Virgin (Virgin TV Plus)
Dawson City TV
Northwestel Cable TV
Other, specify: **[TEXT BOX]**
Don't know

[IF SELECTED ‘Satellite TV Service’ AT Q1 ASK Q3, OTHERWISE SKIP]

3. Which company provides your Satellite TV Service?

Bell Satellite TV/ (formerly Bell ExpressVu)
DirecTV (U.S.)
EchoStar (Dish Network) (U.S.)
ExpressVu
Shaw Direct / Shaw Satellite TV
Star Choice (now called Shaw Direct)
Telus Satellite TV
Other, specify: **[TEXT BOX]**
Don't know

[IF SELECTED ‘Internet at home’ AT Q1 ASK Q4, OTHERWISE SKIP]

4. Which company provides your home internet connection?

Access Communications
Aliant (Bell Aliant)
Bell Canada (Accept Bell or Sympatico)
Cogeco
Distributel
EastLink
Koodo
Manitoba Telecom Services (MTS)
NorthernTel
Primus
Rogers /Rogers Yahoo
Comwave
SaskTel
Shaw
Starlink
TekSavvy
Telus
University/College/CEGEP
Vidéotron/Illico/Helix
Xplore/ Xplornet
Télébec
Fido
Virgin
eBox
Fizz
Freedom
Northwestel
SSi Canada
Vmedia
Oxio
Other, specify: **[TEXT BOX]**
Don't Know

[IF SELECTED 'Cellphone' AT Q1 ASK Q5, OTHERWISE SKIP]

5. Which company provides your cellphone service?

Aliant Mobility
Bell Mobility
Fido

Koodo Mobile
MTS Mobility
PC Mobility (President’s Choice)
Public Mobile
Petro-Canada Mobility
No Name Mobile
Rogers Wireless
SaskTel Mobility
Telus Mobility
Videotron
Virgin Mobile
Freedom Mobile (formerly Wind)
Eastlink
Chatr
Lucky Mobile (formerly Solo)
Thunder Bay Tel/TBay Tel
Fizz
Shaw Mobile
Ice Wireless
Knet Mobile
Sogetel Mobilité
SSi Mobile
Lum
Other, specify: **[TEXT BOX]**
Don't Know

6. Do you currently subscribe (or have access) to any of the following video streaming services?

[RANDOMIZE]
Netflix
Amazon Prime Video
CRAVE (with or without Movies, +HBO, Starz, or Super Ecran add-ons)
Apple TV+
Disney+
YouTube Premium
Club Illico
Pluto
Roku
Paramount+ Canada
tou.tv Extra

BritBox
CBC Gem
Sportsnet Now
DAZN
TSN+/ RDS
None of the above **[MUTUALLY EXCLUSIVE]**

7. Do you currently subscribe (or have access) to any of the following audio streaming services?

[RANDOMIZE]
Spotify
Apple Music
YouTube Premium/YouTube Music
Soundcloud Go+
Amazon Music
SiriusXM
Tidal
Deezer
Audible
Shazam
None of the above [MUTUALLY EXCLUSIVE]

[IF MULTIPLE SELECTIONS AT Q1 ASK QB1, ELSE SKIP]

QB1. Do you bundle any of your services on the same bill?

Yes
No
Prefer not to answer

[IF YES AT QB1 AND "INTERNET AT HOME" AND "CELLPHONE" SELECTED AT Q1, ELSE SKIP]

QB2. Do you bundle your cellphone and home internet services with one provider?
Yes
No
Prefer not to answer

Sentiment towards Provider(s)

[LOOP THROUGH Q8 AND Q9 FOR EACH SERVICE INDICATED AT Q1].

[IF SELECTED ‘NONE OF THE ABOVE’ OR ONLY ‘Free television via an Antenna or converter set-top box’ AT Q1 SKIP][PIPE IN SERVICE SELECTED AT Q1 AND PROVIDER SELECTED AT RELEVANT QUESTION DETAILED BELOW][IF RESPONDENT SELECTS ‘Other’ OR ‘Don't Know’ AT PROVIDER QUESTION DO NOT INCLUDE SERVICE IN LIST]

- Cellphone service **[INSERT PROVIDER SELECTED AT Q5]**
- Home internet connection **[INSERT PROVIDER SELECTED AT Q4]**

8. Overall, how satisfied are you with the **[INSERT SERVICE]** you receive from **[INSERT PROVIDER]**?

SCALE 1- 10: 1 ‘Very dissatisfied’, 10 ‘Very satisfied’

9. You provided a rating of [INSERT RATING FROM Q8] out of 10 for the **[INSERT SERVICE]** you receive from **[INSERT PROVIDER]**. Why do you say that? Please be as detailed in your response as possible.

[OPEN END]

No comment

Sentiment towards Provider(s)

[ASK Q10 IF Q1 EQUAL ANY OF CELLPHONE, HOME INTERNET, CABLE TV, SATELLITE TV, OTHERWISE SKIP TO Q12 THEN SKIP TO Q18]

10. Thinking about the last month, have you or anyone in your household made changes to any of your cellphone, television, home internet and/ or streaming services to make them more affordable? This may include altering the services you receive, that you planned on cancelling but were convinced to stay with a better price, cancelling and switching to a different provider or cancelling the service entirely.

[ROWS]

Made changes to make services more affordable

Planned on cancelling but was convinced to stay with a better price

Cancelled and switched to a different provider

Cancelled service entirely

[COLUMNS]

Yes

No

[IF SELECTED YES TO EITHER ‘Made changes‘, ‘Planned on cancelling’ OR ‘Cancelled and switched to a different provider’ AT Q10 ASK Q11, OTHERWISE SKIP]

11. Which of these services did you, or someone in your household, **[IF SELECTED ‘Made changes’ at Q10 INSERT ‘make changes to’],[IF SELECTED ‘Planned on cancelling’ at Q10 INSERT ‘plan on cancelling but were convinced to stay with a better price instead’],[IF SELECTED ‘Cancelled’ INSERT ‘cancel and switch to a different provider’]** in the last month?

[ROWS]

[INSERT SERVICE(S) INDICATED AT Q1 AND Q6, Q7]

Cellphone service

Home internet connection

Cable TV Service

Satellite TV Service

Video streaming services

Audio steaming services

[COLUMNS]

Made changes to make services more affordable

Planned on cancelling but was convinced to stay with a better price

Cancelled and switched to a different provider

12. And, which of these services did you, or someone in your household, cancel entirely?

Cellphone service

Home internet connection

Cable TV Service

Satellite TV Service

[IF NONE OF THE ABOVE IS SELECTED AT Q6 INSERT 'Video streaming services']

[IF NONE OF THE ABOVE IS SELECTED AT Q7 INSERT 'Audio steaming services']

[IF SELECTED 'No' for any services asked at Q10 ASK Q13NEW OTHERWISE SKIP]

13NEW. You indicated that your household has not made changes to one or more of the telecommunications, television, audio and/or video subscription services you receive in the last month. Why would you say you have not made changes to these services?

[INSERT TEXT BOX]

No comment

14. How confident or not are you that you and your household will be able to pay for each of the telecommunications, television, audio and/or video subscription services you receive without making any changes in the next three months?

[INSERT SERVICE(S) INDICATED AT Q1 AND Q6, Q7]

Cellphone service **[SHOW IF SELECTED AT Q1]**

Home internet connection **[SHOW IF SELECTED AT Q1]**

Cable TV Service **[SHOW IF SELECTED AT Q1]**

Satellite TV Service **[SHOW IF SELECTED AT Q1]**

Video streaming services **[SHOW IF NONE IS NOT SELECTED AT Q6]**

Audio steaming services **[SHOW IF NONE IS NOT SELECTED AT Q7]**

SCALE 1- 10: 1 'Not at all confident', 10 'Very confident'
Prefer not to say
Don't know

14A. Have you experienced any major service disruptions lasting 24 hours or longer for any of the telecommunications, television, audio and/or video subscription services you receive? Please select all that apply.

[INSERT SERVICE(S) INDICATED AT Q1 AND Q6, Q7]
Cellphone service **[SHOW IF SELECTED AT Q1]**
Home internet connection **[SHOW IF SELECTED AT Q1]**
Cable TV Service **[SHOW IF SELECTED AT Q1]**
Satellite TV Service **[SHOW IF SELECTED AT Q1]**
Video streaming services **[SHOW IF NONE IS NOT SELECTED AT Q6]**
Audio steaming services **[SHOW IF NONE IS NOT SELECTED AT Q7]**
None of the above

14A_1. When was the last time you researched cellphone, television, home internet and/ or streaming services and prices?

[SCALE]
Within the last week
Within the last month
Within the last 3 months
Within the last 6 months
Within the last year
Over a year ago
Never

Perceptions of the CRTC

14B. Overall, how informed are you about the mandate and role of the Canadian Radio-television and Telecommunications Commission (CRTC)?

Very well informed
Well informed
Not very well informed
Not informed

14D. What is your impression of the CRTC?

Very favourable
Somewhat favourable
Neutral
Somewhat unfavourable
Very unfavourable
Don't know enough to provide an opinion

[IF VERY FAVOURABLE, SOMEWHAT FAVOURABLE, NEUTRAL, SOMEWHAT UNFAVOURABLE OR VERY UNFAVOURABLE ASK Q14E, OTHERWISE SKIP]

14E. You indicated you have a **[INSERT RESPONSE FROM Q14D]** impression of the CRTC. Why do you say that?

[INSERT TEXT BOX]

14F. To what extent do you agree or disagree with the following statements:

[RANODMIZE]
I trust the CRTC to regulate and supervise broadcasting and telecommunications in the public interest
I believe the CRTC's work is beneficial to Canadians
I know how to participate in public consultation

[COLUMNS][SCALE]
1- 10: 1 'Strongly disagree', 10 'Strongly agree', Don't know

Primary source(s) and satisfaction with programming

18. What are your primary source(s) of media content for 'news and information' and 'entertainment'? *Please select the most common source(s) you use for each.*

[ROWS]
News and information
Entertainment

[COLUMNS]<u>Video [HEADER]</u>
Regular Television (cable, satellite, etc. including online)
Online video streaming services (e.g. Netflix, Amazon Prime, Disney+, Crave)
Online social media (e.g. YouTube)
<u>Audio [HEADER]</u>
AM/FM Radio from any source (including online streams and HD radio broadcasts)

Online music streaming services (e.g. Spotify, Apple Music)
Online social media (e.g. YouTube)
Audio podcasts (e.g. Audible)
Audio books, newspapers or magazines
Other Media <u>[HEADER]</u>
Print media sources (hard copy newspaper, magazines, etc.)
Online media sources
Social networking sites
Another source(s)
I don’t consume this type of content **[MUTUALLY EXCLUSIVE]**
Don’t know **[MUTUALLY EXCLUSIVE]**

[IF SELECTED ‘I don’t consume this type of programming’ OR ‘Don’t know’ FOR ALL ITEMS AT Q18 SKIP, OTHERWISE CONTINUE]
19. Overall, how satisfied are you with the quality of content you receive for…?

[ROWS][RANDOMIZE]
[INSERT ITEMS FROM Q18 WHERE RESPONSE IS NOT ‘I don’t consume this type of programming’ OR ‘Don’t know’]
News and information
Entertainment

[COLUMNS]
SCALE 1- 10: 1 ‘Very dissatisfied’, 10 ‘Very satisfied’

Broader Attitudes

20. Please indicate the extent to which you agree or disagree with each of the following statements.

[ROWS][RANDOMIZE]
BROADCASTING [HEADER, DO NOT PROGRAM]
I trust the information provided by news media in Canada to be accurate and impartial
I am satisfied with the quality of information and depth of analysis offered by Canadian news media
I am satisfied with the quality of Canadian music available today
I am satisfied with the quality of Canadian television programs available today
I see myself and people like me reflected in the types of programming available to Canadians
Television services (Cable, Satellite, etc.) have become less affordable in the past year
Streaming video subscription services have become less affordable in the past year
Streaming audio subscription services have become less affordable in the past year

SPAM AND NUISANCE [HEADER, DO NOT PROGRAM]
I, or someone I know, have experienced a phishing or scam attempt by phone, text or email in the past month.

I often receive unsolicited phone calls where I feel I am being tricked into sharing personal information

I often receive unsolicited emails or text messages that I feel are trying to trick me into clicking a malicious link, downloading malicious software, or sharing sensitive information

I feel confident that I can identify scams and fraudulent phone calls, emails and text messages

I know where to report scams and fraudulent phone calls, emails and text messages

I feel confident my personal information is protected when using online services such as online banking, shopping and bill payments

I am aware that the CRTC issues warnings to Canadians of phishing and scam threats being spread by phone, text or email

I am aware that scammers often use call ID spoofing technology (i.e. displaying a misleading telephone number) to trick you into picking up the phone

I am aware that scammers often insert false website links to redirect you to a fake webpage used to obtain personal information

I am aware that scammers often send phoney website links by SMS message and email which embed viruses on your device when clicked on

BROADBAND AND MOBILE [HEADER, DO NOT PROGRAM]

Cellphone services have become less affordable in the past year

Home internet services have become less affordable in the past year

Smartphone devices have become less affordable in the past year

I can count on a reliable high-speed internet where I live

I can count on a reliable mobile network where I live

I feel I have enough choice of cellphone providers where I live

I feel I have enough choice of home internet providers where I live

[IF SELECTED 'Internet at home' AT Q1 ASK] I feel it is easy to switch home internet providers if I wanted to

[IF SELECTED 'Cellphone' AT Q1 ASK] I feel it is easy to switch cellphone providers if I wanted to

The rates Canadians pay to use their cellphone while travelling outside of the country are reasonable

[COLUMNS][SCALE]

1- 10: 1 'Strongly disagree', 10 'Strongly agree', Don't know

Classification questions

We have a couple final questions for statistical classification purposes. Please indicate the answer that best describes you. Be assured that your responses will be held in strict confidence.

22. Do you work in the telecommunications or broadcast industry?

Yes

No

Prefer not to answer

23. Please indicate your annual household income before taxes.

Less than $5,000
$5,000-$9,999
$10,000-$14,999
$15,000-$19,999
$20,000-$24,999
$25,000-$29,999
$30,000-$34,999
$35,000-$39,999
$40,000-$44,999
$45,000-$49,999
$50,000-$54,999
$55,000-$59,999
$60,000-$64,999
$65,000-$69,999
$70,000-$74,999
$75,000-$79,999
$80,000-$84,999
$85,000-$89,999
$90,000-$94,999
$95,000-$99,999
$100,000-$124,999
$125,000-$149,999
$150,000-$199,999
$200,000-$249,999
$250,000 or more
Prefer not to answer

24. What is the highest degree or level of school you have completed?

Grade 8 or less
Some high school
High School diploma or equivalent
Registered Apprenticeship or other trades certificate or diploma
College, CEGEP or other non-university certificate or diploma
University certificate or diploma below bachelor's level
Bachelor's degree
Post graduate degree above bachelor's level
Prefer not to answer

25. Are there any children under 18 years old living or staying at your current address?

Yes
No
Prefer Not to Answer

26. Were you born in Canada?

Yes

No

Prefer not to answer

[IF NO AT Q26 ASK Q27, OTHERWISE SKIP]

27. How long have you lived in Canada?

Less than three years

Three to five years

More than five years

Prefer not to answer

28. Are you an Indigenous person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)? If "Yes", choose the option(s) that best describe(s) you. First Nations (North American Indian) includes both Status and Non-Status Indians.

No, not an Indigenous person **[EXCLUSIVE]**

Yes, First Nations (North American Indian)

Yes, Métis

Yes, Inuk (Inuit)

Prefer not to answer **[EXCLUSIVE]**

[IF NO AT Q28 ASK Q29, OTHERWISE SKIP]

29. Are you? Mark more than one option or specify, if applicable.

White

South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)

Chinese

Black

Filipino

Latin American

Arab

Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
West Asian (e.g., Iranian, Afghan, etc.)
Korean
Japanese
Other — specify
Prefer not to answer

30. What is the language you use most often at home? If you use more than one language at home, please rank the two most used languages. **[RANKING QUESTION, MUST RANK AT LEAST 'FIRST']**

French
English
American Sign Language (ASL)
Arabic
Bengali
Chinese - Cantonese
Chinese - Mandarin
Chinese - other
Cree
Farsi
German
Greek
Gujurati
Hindi
Inuktitut
Italian
Japanese
Korean
Ojibwe
Portuguese
Punjabi
Quebec Sign Language (LSQ)
Russian
Spanish
Tagalog
Tamil
Urdu
Vietnamese
Other
Prefer not to answer

32. Do you identify as a person with a disability?

Yes
No
Prefer not to answer

[IF YES AT Q32 ASK Q33, OTHERWISE SKIP]

33. What type of disability do you have?

Physical (for example: Mobility, flexibility and dexterity)
Sensory, related to hearing
Sensory, related to vision
Other type of sensory
Communication
Intellectual
Mental Health (for example: anxiety, depression, eating disorders, substance use disorder, etc.)
Cognitive/Neurodiversity (includes Autism, ADHD, learning disabilities)
Chronic Pain
Environmental (includes sensitivity to scents, bright lights, allergens, etc.)
Other
Prefer not to answer

CRTC Public Opinion Research

Introduction

Hello, my name is (FULL NAME), AND I'm calling from Ipsos, an independent research company. We're conducting a survey for the CRTC (IF NEEDED: Canadian Radio-television and Telecommunications Commission) to ask your opinions on a variety of topics related to the telecommunications and broadcast services you use, the impressions of the service you receive and your general attitudes towards the communications sectors in Canada.

This survey will only take around 15 minutes. Just to confirm are you 18 years of age or older?

Would you prefer to continue in English or French?

Bonjour, je m'appelle (NOM COMPLET) et j'appelle de la part d'Ipsos, une société indépendante d'études de marché. Nous menons un sondage pour le CRTC (SI NÉCESSAIRE : Conseil de la radiodiffusion et des télécommunications canadiennes) pour vous demander votre avis à propos de divers sujets liés aux services de télécommunications et de diffusion que vous utilisez, vos impressions sur le service que vous recevez et vos attitudes générales envers les secteurs des communications au Canada.

Il ne vous faudra que 15 minutes environ pour répondre au sondage. Seulement pour confirmer, avez-vous 18 ans ou plus ?

Préférez-vous continuer en français ou en anglais?

1 – Continue (English or French)
1 – Continuer (en français ou en anglais)
2 – French Callback
2 – Appel ultérieur en français
3 – English Callback
3 – Appel ultérieur en anglais

Your participation is voluntary and completely confidential. Your answers will remain anonymous. The information you provide will be used for research purposes only and will be administered according to the requirements of the *Privacy Act*, the *Access to Information Act*, and any other pertinent legislation.

(IF NEEDED: Should you wish to verify the credibility of this survey, you can utilize the Canadian Research Insights Council (CRIC) Research Verification Service by https://www.canadianresearchinsightscouncil.ca and entering the following project code and reference number for research registration 20250923-IP856. If you have any questions about how to complete the survey or encountered any technical issues, please email xxx@ipsos.com)

Votre participation est volontaire et entièrement confidentielle. Vos réponses demeureront anonymes. Les informations que vous fournissez seront utilisées à des fins de recherche uniquement et gérées conformément aux exigences de la *Loi sur la protection des renseignements personnels*, de la *Loi sur l'accès à l'information* et de toute autre législation pertinente.

(SI NÉCESSAIRE : Si vous souhaitez vérifier la crédibilité de ce sondage, vous pouvez utiliser le service de vérification de recherche du Conseil de recherche et d'intelligence marketing canadien (CRIC) en https://www.canadianresearchinsightscouncil.ca et le numéro d'enregistrement de projet 20250923-IP856. Si vous avez des questions concernant la manière de répondre au sondage ou si vous éprouvez des problèmes techniques, veuillez faire parvenir un courriel à xx@ipsos.com)

Screeners

S1. As we are looking to speak to a broad cross-section of the public could you please let me know in which month and year were born.

S1. Étant donné que nous cherchons à parler à un large éventail de publics, pourriez-vous s'il vous plaît me dire votre mois et votre année de naissance?

January – December

Janvier à décembre

1910 – 2015

[IF LESS THAN 18 YEARS OLD, THANK YOU AND TERMINATE]

[IF S1 = DK/ REF ASK S1A, OTHERWISE SKIP TO S4]

S1a. Which of the following age ranges do you fall into? (INTERVIEWER: READ LIST UNTIL INTERUPTED.)

S1a. À laquelle des tranches d'âge suivantes appartenez-vous? (INTERVIEWEUR : LIRE LA LISTE JUSQU'À INTERRUPTION.)

18-24
18 à 24 ans
25-34
25 à 34 ans
35-44
35 à 44 ans
45-54
45 à 54 ans
55-64
55 à 64 ans
65 years or older
65 ans ou plus

[HIDDEN VARIABLE- AGE QUOTAS]

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years or older

[GENDER- BY OBSERVATION]

S4. In which province or territory do you live? (DO NOT READ LIST, ACCEPT ONE RESPONSE)
S4. Dans quelle province ou quel territoire habitez-vous? (NE PAS LIRE LA LISTE, ACCEPTER UNE SEULE RÉPONSE)

[SINGLE PUNCH]

Alberta
Alberta
British Columbia
Colombie-Britannique
Manitoba
Manitoba
New Brunswick
Nouveau-Brunswick
Newfoundland and Labrador
Terre-Neuve-et-Labrador
Nova Scotia
Nouvelle-Écosse
Northwest Territories
Territoires du Nord-Ouest
Nunavut
Nunavut
Ontario
Ontario
Prince Edward Island
Île-du-Prince-Édouard
Quebec
Québec
Saskatchewan
Saskatchewan
Yukon
Yukon

[PROGAMMER: SET REGIONAL QUOTA FROM S4, IF DK/REF SET BASED ON SAMPLE VALUE]

[SPLIT SAMPLE: HALF OF RESPONDENTS SHOW SECTION “Perceptions of the CRTC” (Q15a,Q17a,Q18a,Q19a) AFTER QS4, OTHER HALF RECEIVE SECTION “Perceptions of the CRTC” (Q15a,Q17a,Q18a,Q19a) AFTER Q14A_1]

Provider Classification

1. Which of the following telecommunications and television services do you currently have for your personal use? (READ LIST, ACCEPT ALL THAT APPLY)
   Parmi les services de télécommunication et de télévision suivants, lesquels utilisez-vous actuellement à des fins personnelles? (LIRE LA LISTE, ACCEPTER TOUTES LES RÉPONSES QUI S'APPLIQUENT)

[MULTIPUNCH]

Cellphone

Téléphone cellulaire

Internet at home

Internet à la maison

Cable TV Service (IF NECESSARY: including Fibre Optic TV also known as IPTV or TELCO TV)

Service de télévision par câble (SI NÉCESSAIRE : y compris la télévision par fibre optique, également appelée télé IP ou télé TELCO)

Satellite TV Service

Service de télévision par satellite

Free television via an Antenna or converter set-top box (IF NECESSARY: e.g.: Roof-top antenna or aerial, rabbit or bunny ears or antenna built into TV set or a special converter set-top box)

Télévision gratuite avec une antenne ou un boîtier décodeur numérique (SI NÉCESSAIRE : p. ex. : antenne ou antenne de toit, antenne lapin ou oreilles de lapin, ou antenne intégrée au téléviseur ou un boîtier décodeur numérique particulier)

None of the above [MUTUALLY EXCLUSIVE][DO NOT READ]

Aucune de ces réponses [MUTUALLY EXCLUSIVE][DO NOT READ]

[IF SELECTED 'Cable TV Service' AT Q1 ASK Q2, OTHERWISE SKIP]

2. Which company provides your Cable TV Service? (DO NOT READ, ACCEPT ONE RESPONSE)
   Quelle entreprise vous fournit un service de télévision par câble? (NE PAS LIRE, ACCEPTER UNE SEULE RÉPONSE)

Access Communications

Access Communications

AEBC

AEBC

Aliant/ Bell Aliant

Aliant/ Bell Aliant

ATOP

ATOP

Aurora Cable

Aurora Cable

Bell Fibe TV

Bell Fibe TV

Bell Alt TV

Alt Télé de Bell
Hay Communications
Hay Communications
Câblevision du Nord de Québec
Câblevision du Nord de Québec
Commstream
Commstream
Comwave
Comwave
Cogeco
Cogeco
Delta Cable Communications
Delta Cable Communications
EastLink
EastLink
EBox
EBox
Helix by Videotron
Helix de Vidéotron
MTS TV (Manitoba Tel/Manitoba Telecom Service)
MTS TV (Manitoba Tel/Manitoba Telecom Service)
Northwestel Fibre Optic TV
Télévision à fibre optique de Northwestel
Persona
Persona
Rogers Cable
Télévision par câble de Rogers
Rogers Ignite TV
Rogers Ignite TV
Sask Tel (Max TV, Max TV Stream)
Sask Tel (Max TV, Max TV Stream)
Seaside Cable Communications
Seaside Cable Communications
Shaw Cable
Shaw Cable
Shaw Blue Curve TV
Shaw Blue Curve TV
Source Cable Ltd.
Source Cable Ltd.
Teksavvy
Teksavvy

Telus
Telus
Vidéotron (Illico)
Vidéotron (Illico)
Westman Communications
Westman Communications
Vmedia
Vmedia
Virgin (Virgin TV Plus)
Virgin (Virgin TV Plus)
Dawson City TV
Dawson City TV
Northwestel Cable TV
Télévision par câble de Northwestel
Other **(SPECIFY)**
Autre **(PRÉCISER)**

[IF SELECTED 'Satellite TV Service' AT Q1 ASK Q3, OTHERWISE SKIP]

3. Which company provides your Satellite TV Service? (DO NOT READ LIST, ACCEPT ONE RESPONSE)
   Quelle entreprise vous fournit un service de télévision par satellite? (NE PAS LIRE LA LISTE, ACCEPTER UNE SEULE RÉPONSE)

Bell Satellite TV/ (formerly Bell ExpressVu)
Bell Télé Satellite (anciennement Bell ExpressVu)
DirecTV (U.S.)
DirecTV (É.-U.)
EchoStar (Dish Network) (U.S.)
EchoStar (Dish Network) (É.-U.)
ExpressVu
ExpressVu
Shaw Direct / Shaw Satellite TV
Shaw Direct/Shaw Satellite TV
Star Choice (now called Shaw Direct)
Star Choice (maintenant appelée Shaw Direct)
Telus Satellite TV
Telus Satellite TV
Other **(SPECIFY)**
Autre **(PRÉCISER)**

[IF SELECTED 'Internet at home' AT Q1 ASK Q4, OTHERWISE SKIP]

4. Which company provides your home Internet connection? (DO NOT READ LIST, ACCEPT ONE RESPONSE)

Quelle entreprise fournit votre connexion Internet à domicile? (NE PAS LIRE LA LISTE, ACCEPTER UNE SEULE RÉPONSE)

Access Communications
Access Communications
Aliant (Bell Aliant)
Aliant (Bell Aliant)
Bell Canada (Accept Bell or Sympatico)
Bell Canada (accepter Bell ou Sympatico)
Cogeco
Cogeco
Distributel
Distributel
EastLink
EastLink
Koodo
Koodo
Manitoba Telecom Services (MTS)
Manitoba Telecom Services (MTS)
NorthernTel
NorthernTel
Primus
Primus
Rogers /Rogers Yahoo
Rogers /Rogers Yahoo
Comwave
Comwave
SaskTel
SaskTel
Shaw
Shaw
Starlink
Starlink
TekSavvy
TekSavvy
Telus
Telus
University/College
Université/cégep
Vidéotron/Illico/Helix
Vidéotron/Illico/Helix

Xplore/Xplornet

Xplore/Xplornet

Télébec

Télébec

Fido

Fido

Virgin

Virgin

eBox

eBox

Fizz

Fizz

Freedom

Freedom

Northwestel

Northwestel

SSi Canada

SSi Canada

Vmedia

Vmedia

Oxio

Oxio

Other **(SPECIFY)**

Autre **(PRÉCISER)**

[IF SELECTED 'Cellphone' AT Q1 ASK Q5, OTHERWISE SKIP]

5. Which company provides your cellphone service? (DO NOT READ LIST, ACCEPT ONE RESPONSE)
   Quelle entreprise vous fournit vos services de téléphonie mobile? (NE PAS LIRE LA LISTE, ACCEPTER UNE SEULE RÉPONSE)

Aliant Mobility

Aliant Mobility

Bell Mobility

Bell Mobilité

Fido

Fido

Koodo Mobile

Koodo Mobile

MTS Mobility

MTS Mobility

PC Mobility (President's Choice)

PC Mobile (Le Choix du Président)
Public Mobile
Public Mobile
Petro-Canada Mobility
Petro-Canada Mobilité
No Name Mobile
Sans nom Mobile
Rogers Wireless
Rogers Sans-fil
SaskTel Mobility
SaskTel Mobility
Telus Mobility
Telus Mobilité
Videotron
Vidéotron
Virgin Mobile
Virgin Mobile
Freedom Mobile (formerly Wind)
Freedom Mobile (anciennement Wind)
Eastlink
Eastlink
Chatr
Chatr
Lucky Mobile (formerly Solo)
Lucky Mobile (anciennement Solo)
Thunder Bay Tel/TBay Tel
Thunder Bay Tel/TBay Tel
Fizz
Fizz
Shaw Mobile
Shaw Mobile
Ice Wireless
Ice Wireless
Knet Mobile
Knet Mobile
Sogetel Mobilité
Sogetel Mobilité
SSi Mobile
SSi Mobile
Other **(SPECIFY)**
Autre **(PRÉCISER)**

6. What video streaming services do you currently subscribe or have access to? (DO NOT READ LIST, CLARIFY FROM LIST IF NEEDED)
   À quels services de diffusion vidéo en continu êtes-vous actuellement abonné(e) ou auxquels avez-vous accès? (NE PAS LIRE LA LISTE, CLARIFIER À PARTIR DE LA LISTE SI NÉCESSAIRE)

[MULTIPUNCH]

[RANDOMIZE]

Netflix

Netflix

Amazon Prime Video

Amazon Prime Video

CRAVE (with or without Movies, +HBO, Starz, or Super Ecran add-ons)

CRAVE (avec ou sans extensions Films, +HBO, Starz ou Super Écran)

Apple TV+

Apple TV+

Disney+

Disney+

YouTube Premium

YouTube Premium

Club Illico

Club Illico

Pluto

Pluto

Roku

Roku

Paramount+ Canada

Paramount+ Canada

tou.tv Extra

tou.tv Extra

BritBox

BritBox

CBC Gem

CBC Gem

Sportsnet Now

Sportsnet Now

DAZN

DAZN

TSN+/ RDS

TSN+/ RDS

None of the above [MUTUALLY EXCLUSIVE]
Aucune de ces réponses [MUTUALLY EXCLUSIVE]

7. What audio streaming services do you currently subscribe or have access to(DO NOT READ LIST, CLARIFY FROM LIST IF NEEDED)
   À quels services de diffusion audio en continu êtes-vous actuellement abonné(e) ou auxquels avez-vous accès? (NE PAS LIRE LA LISTE, CLARIFIER À PARTIR DE LA LISTE SI NÉCESSAIRE)

[MULTIPUNCH]

Spotify
Spotify
Apple Music
Apple Music
YouTube Premium/YouTube Music
YouTube Premium/YouTube Music
Soundcloud Go+
Soundcloud Go+
Amazon Music
Amazon Music
SiriusXM
SiriusXM
Tidal
Tidal
Deezer
Deezer
Audible
Audible
Shazam
Shazam
None of the above [MUTUALLY EXCLUSIVE]
Aucune de ces réponses [MUTUALLY EXCLUSIVE]

[IF MULTIPLE SELECTIONS AT Q1 ASK QB1, ELSE SKIP]
QB1. Do you bundle any of your services on the same bill?
Regroupez-vous certains de vos services sur une seule facture?

Yes
Oui
No
Non

[IF YES AT QB1 AND “INTERNET AT HOME” AND “CELLPHONE” SELECTED AT Q1, ELSE SKIP]

QB2. Do you bundle your cellphone and home internet services with one provider?
Regroupez-vous vos services de téléphonie mobile et d’Internet à domicile auprès d’un seul fournisseur ?

Yes
Oui
No
Non

Sentiment towards Provider(s)

[LOOP THROUGH Q8 AND Q9 FOR EACH SERVICE INDICATED AT Q1 AND Q7].

[IF SELECTED ‘NONE OF THE ABOVE’ OR ONLY ‘Free television via an Antenna or converter set-top box’ AT Q1 SKIP][PIPE IN SERVICE SELECTED AT Q1 AND PROVIDER SELECTED AT RELEVANT QUESTION DETAILED BELOW][IF RESPONDENT SELECTS ‘Other’ OR ‘Don't Know/REF’ AT PROVIDER QUESTION DO NOT INCLUDE SERVICE IN LIST]

[IF RESPONDENT SELECTS ONLY NONE OF THE ABOVE’ AT Q7 SKIP]

- Cellphone service **[INSERT PROVIDER SELECTED AT Q5]**
- Service de téléphonie mobile **[INSERT PROVIDER SELECTED AT Q5]**

- Home internet connection **[INSERT PROVIDER SELECTED AT Q4]**
- Connexion Internet à domicile **[INSERT PROVIDER SELECTED AT Q4]**

8. **[FIRST ITEM]** Overall, how satisfied are you with the **[INSERT SERVICE]** you receive from **[INSERT PROVIDER]**? Using a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied. **[NEXT ITEM]** And using the same scale, overall how satisfied are you with the **[INSERT SERVICE]** you receive from **[INSERT PROVIDER]**?
   [FIRST ITEM] De manière générale, dans quelle mesure êtes-vous satisfait(e) du/de la/des **[INSERT SERVICE]** que vous recevez de **[INSERT PROVIDER]**? Utilisez une échelle de 1 à 10, où 1 signifie « Très insatisfait(e) » et 10, « Très satisfait(e) ». **[NEXT ITEM]** En utilisant la même échelle, de manière générale, dans quelle mesure êtes-vous satisfait(e) du/de la/des **[INSERT SERVICE]** que vous recevez de **[INSERT PROVIDER]**?

[SCALE 1- 10: 1 ‘Very dissatisfied’, 10 ‘Very satisfied’]

9. Why do you say that?
   Pourquoi?

[OPEN END]
No comment

Sentiment towards Provider(s)

14. How confident or not are you that you and your household will be able to pay for each of the telecommunications, television, audio and/or video subscription services you receive without making any changes in the next three months? Using a scale from 1 to 10, where 1 is not at all confident and 10 is very confident.
Dans quelle mesure êtes-vous certain(e) que vous et votre foyer serez en mesure de payer pour chacun de vos services de télécommunications, de télévision, de diffusion audio et/ou vidéo en continu que vous recevez sans apporter de modifications au cours des trois prochains mois? Utilisez une échelle de 1 à 10, où 1 signifie « Pas du tout confiant(e) » et 10, « Très confiant(e) ». (Pour ce qui est) [INSERT SERVICE]?

[PROGRAMMER INSERT BASED ON SELECTIONS AT Q1, Q6, Q7. MULTIPUNCH]

Cellphone service **[SHOW IF CELLPHONE SELECTED AT Q1]**

Service de téléphonie mobile **[SHOW IF CELLPHONE SELECTED AT Q1]**

Home internet connection **[SHOW IF INTERNET AT HOME SELECTED AT Q1]**

Connexion Internet à domicile **[SHOW IF INTERNET AT HOME SELECTED AT Q1]**

Cable TV Service **[SHOW IF CABLE TV SELECTED AT Q1]**

Service de télévision par câble **[SHOW IF CABLE TV SELECTED AT Q1]**

Satellite TV Service **[SHOW IF SATELLITE TV SELECTED AT Q1]**

Service de télévision par satellite **[SHOW IF SATELLITE TV SELECTED AT Q1]**

Video streaming services **[DO NOT SHOW IF NONE/DK/REF SELECTED AT Q6]**

Services de diffusion vidéo en continu **[DO NOT SHOW IF NONE/DK/REF SELECTED AT Q6]**

Audio streaming services **[DO NOT SHOW IF NONE/DK/REF SELECTED AT Q7]**

Services de diffusion audio en continu **[DO NOT SHOW IF NONE/DK/REF SELECTED AT Q7]**

[SCALE 1- 10: 1 'Not at all confident', 10 'Very confident']

14A_1. When was the last time you researched cellphone, television, home internet and/ or streaming services and prices? Was it… (READ SCALE)

À quand remonte la dernière fois que vous avez fait des recherches sur les services et les prix des téléphones portables, de la télévision, de l'Internet à domicile et/ou les services de diffusion ? Était-ce… (LIRE L'ÉCHELLE)

[SCALE]

Within the last week

Au cours de la dernière semaine

Within the last month

Au cours du dernier mois

Within the last 3 months

Au cours des 3 derniers mois
Within the last 6 months
Au cours des 6 derniers mois
Within the last year
Au cours de la dernière année
Over a year ago
plus d'un an
Never
Jamais

Perceptions of the CRTC

15a. Overall, how informed are you about the mandate and role of the Canadian Radio-television and Telecommunications Commission (CRTC)? (READ LIST)
Dans l’ensemble, dans quelle mesure estimez-vous être bien informé(e) du mandat et du rôle du Conseil de la radiodiffusion et des télécommunications canadiennes (CRTC)? (LIRE LA LISTE)

Very well informed
Très bien informé(e)
Well informed
Bien informé(e)
Not very well informed
Pas très bien informé(e)
Not informed
Pas informé(e)

17a. What is your impression of the CRTC? (READ LIST)
Quelle est votre opinion sur le CRTC? (LIRE LA LISTE)

Very favourable
Très favorable
Somewhat favourable
Plutôt favorable
Neutral
Neutre
Somewhat unfavourable
Plutôt défavorable
Very unfavourable
Très défavorable
Don’t know enough to provide an opinion
Je n’en sais pas suffisamment pour en avoir une opinion

[IF VERY FAVOURABLE, SOMEWHAT FAVOURABLE, NEUTRAL, SOMEWHAT UNFAVOURABLE OR VERY UNFAVOURABLE ASK Q18a, OTHERWISE SKIP]

18a. Why do you say that? (PROBE ONCE FOR ADDITIONAL RESPONSES). (You indicated you have a **[INSERT RESPONSE FROM Q18a]** impression of the CRTC.)

Pourquoi dites vous cela? (SONDER UNE SEULE FOIS POUR OBTENIR D'AUTRES RÉPONSES.) (Vous avez indiqué que vous avez une opinion **[INSERT RESPONSE FROM Q18a]** du CRTC.)

[INSERT TEXT BOX]

No comment

Aucun commentaire

19a. To what extent do you agree or disagree with the following statements. Using a scale from 1 to 10, where 1 is strongly disagree and 10 is strongly agree. How about [INSERT ITEM]?

Dans quelle mesure êtes-vous d'accord ou en désaccord avec les énoncés suivants? Utilisez une échelle de 1 à 10, où 1 signifie « Tout à fait en désaccord » et 10, « Tout à fait d'accord ». Qu'en est-il de [INSERT ITEM]?

[RANDOMIZE]

I trust the CRTC to regulate and supervise broadcasting and telecommunications in the public interest

Je fais confiance au CRTC pour réglementer et superviser la radiodiffusion et les télécommunications dans l'intérêt public

I believe the CRTC's work is beneficial to Canadians

Je crois que le travail du CRTC profite aux Canadiens

I know how to participate in public consultations

Je sais comment participer aux consultations publiques

[SCALE 1 to 10]

Primary source(s) and satisfaction with programming

18. What are your primary source(s) of media content for 'news and information'? And how about 'entertainment'? (DO NOT READ LIST, CLARIFY FROM LIST IF NEEDED)

    Quelles sont vos principales sources de contenu médiatique pour les « actualités et information »? Et pour les « divertissements »? (NE PAS LIRE LA LISTE, CLARIFIER À PARTIR DE LA LISTE SI NÉCESSAIRE)

    [MULTIPUNCH PER ITEM]

[ROWS]

News and information

Actualités et information

Entertainment

Divertissements

[COLUMNS]<u>Video [HEADER]</u>

[COLUMNS]<u>Vidéo [HEADER]</u>

Regular Television (cable, satellite, etc. including online)

Télévision classique (câble, satellite, etc., y compris en ligne)

Online video streaming services (e.g. Netflix, Amazon Prime, Disney+, Crave)

Services de diffusion vidéo en ligne (p. ex., Netflix, Amazon Prime, Disney+, Crave)

Online social media (e.g. YouTube)

Réseaux sociaux en ligne (p. ex., YouTube)

<u>Audio [HEADER]</u>

<u>Audio [HEADER]</u>

AM/FM Radio from any source (including online streams and HD radio broadcasts)

Radio AM/FM à partir de n'importe quelle source (y compris la diffusion en continu en ligne et les émissions de radio HD)

Online music streaming services (e.g. Spotify, Apple Music)

Services de diffusion de musique en ligne (p. ex., Spotify, Apple Music)

Online social media (e.g. YouTube)

Réseaux sociaux en ligne (p. ex., YouTube)

Audio podcasts (e.g. Audible)

Baladodiffusions (p. ex., Audible)

Audio books, newspapers or magazines

Livres audio, journaux ou revues

Other Media <u>[HEADER]</u>

Autre média <u>[HEADER]</u>

Print media sources (hard copy newspaper, magazines, etc.)

Sources de médias imprimés (journaux papier, magazines, etc.)

Online media sources

Sources médiatiques en ligne

Social networking sites (e.g. Instagram, Facebook, Twitter, Tiktok, etc.)

Sites de réseautage social (p. ex., Instagram, Facebook, Twitter, TikTok, etc.)

Another source(s) (SPECIFY)

Autres sources (PRÉCISER)

I don't consume this type of content [MUTUALLY EXCLUSIVE]

Je ne consomme pas ce type de contenu [MUTUALLY EXCLUSIVE]

Don't know [MUTUALLY EXCLUSIVE]

Je ne sais pas [MUTUALLY EXCLUSIVE]

[IF SELECTED 'I don't consume this type of programming' OR 'Don't know' FOR ALL ITEMS AT Q18 SKIP, OTHERWISE CONTINUE]

19. Overall, how satisfied are you with the quality of **[INSERT ITEM]** content you receive? Using a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied. How about the **[INSERT NEXT ITEM]** content you receive?
    De manière générale, dans quelle mesure êtes-vous satisfait(e) de la qualité du contenu de **[INSERT ITEM]** que vous recevez? Utilisez une échelle de 1 à 10, où 1 signifie « Très insatisfait(e) » et 10, « Très satisfait(e) ». Et qu'en est-il du contenu de **[INSERT NEXT ITEM]** que vous recevez?

[ROWS][RANDOMIZE]

[INSERT ITEMS FROM Q18 WHERE RESPONSE IS NOT 'I don't consume this type of programming' OR 'Don't know/REF']

News and information

Actualités et information

Entertainment

Divertissements

[COLUMNS]

[SCALE 1- 10: 1 'Very dissatisfied', 10 'Very satisfied']

Broader Attitudes

[INITIALLY SET ALL COMPLETES TO ASK ALL ITEMS, IF PRETEST LENGTH IS LONG UPDATE TO ASK 2 OF 3 GROUPS]

Q20quota. [QUOTA MARKER]

Ask all items

Demander pour tous les éléments

ASK GROUP 1 & 2 ONLY

DEMANDER POUR LES GROUPES 1 ET 2 SEULEMENT

ASK GROUP 1 & 3 ONLY

DEMANDER POUR LES GROUPES 1 ET 3 SEULEMENT

ASK GROUP 2 & 3 ONLY

DEMANDER POUR LES GROUPES 2 ET 3 SEULEMENT

20. Please indicate the extent to which you agree or disagree with each of the following statements. Using a scale from 1 to 10, where 1 is strongly disagree and 10 is strongly agree. How about [INSERT ITEM]? (READ LIST)
    Veuillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec chacun des énoncés suivants. Utilisez une échelle de 1 à 10, où 1 signifie « Tout à fait en désaccord » et 10, « Tout à fait d'accord ». Qu'en est-il de [INSERT ITEM]? (LIRE LA LISTE.)

[ROWS][RANDOMIZE WITHIN GROUPS]

BROADCASTING [HEADER, DO NOT PROGRAM, GROUP 1]

I trust the information provided by news media in Canada to be accurate and impartial

Je crois que l’information fournie par les médias d’information au Canada est exacte et impartiale

I am satisfied with the quality of information and depth of analysis offered by Canadian news media
Je suis satisfait(e) de la qualité de l’information et de la profondeur de l’analyse offerte par les médias d’information canadiens

I am satisfied with the quality of Canadian music available today
Je suis satisfait(e) de la qualité de la musique canadienne offerte aujourd’hui

I am satisfied with the quality of Canadian television programs available today
Je suis satisfait(e) de la qualité des émissions télévisées canadiennes offertes aujourd’hui

I see myself and people like me reflected in the types of programming available to Canadians
Je me vois et des gens comme moi représentés dans les types d’émissions offertes aux Canadiens

Television services (Cable, Satellite, etc.) have become less affordable in the past year
Les services de télévision (câble, satellite, etc.) sont devenus moins abordables au cours de la dernière année

Streaming video subscription services have become less affordable in the past year
Les services d’abonnement à la diffusion vidéo en continu sont devenus moins abordables au cours de la dernière année

Streaming audio subscription services have become less affordable in the past year
Les services d’abonnement à la diffusion audio en continu sont devenus moins abordables au cours de la dernière année

[SPAM AND NUISANCE [HEADER, DO NOT PROGRAM, GROUP 2]

I, or someone I know, have experienced a phishing or scam attempt by phone, text or email in the past month.

J’ai subi, ou quelqu'un que je connais a subi une tentative d’hameçonnage ou d'escroquerie par téléphone, message texte ou courriel au cours du dernier mois.

I often receive unsolicited phone calls where I feel I am being tricked into sharing personal information

Je reçois souvent des appels téléphoniques non sollicités où j’ai l’impression d’être incité(e) à donner des informations personnelles

I often receive unsolicited emails or text messages that I feel are trying to trick me into clicking a malicious link, downloading malicious software, or sharing sensitive information

Je reçois souvent des courriels ou des messages texte non sollicités qui, à mon avis, tentent de m’inciter à cliquer sur un lien malveillant, à télécharger un logiciel malveillant ou à donner des informations sensibles

I feel confident that I can identify scams and fraudulent phone calls, emails and text messages

J’ai confiance de pouvoir repérer les escroqueries ainsi que les appels téléphoniques, courriels et messages texte frauduleux

I know where to report scams and fraudulent phone calls, emails and text messages
Je sais où signaler les escroqueries ainsi que les appels téléphoniques, courriels et messages texte frauduleux

I feel confident my personal information is protected when using online services such as online banking, shopping and bill payments
Je suis sûr(e) que mes renseignements personnels sont protégés lorsque j'utilise des services en ligne tels que les services bancaires, les achats et les paiements de factures en ligne.

I am aware that the CRTC issues warnings to Canadians of phishing and scam threats being spread by phone, text or email
Je sais que le CRTC émet des avertissements aux Canadiens concernant les menaces d'hameçonnage et d'escroquerie propagées par téléphone, message texte ou courriel.

I am aware that scammers often use call ID spoofing technology (i.e. displaying a misleading telephone number) to trick you into picking up the phone
Je suis conscient que les escrocs utilisent souvent des techniques d'usurpation d'identité d'appel (c'est-à-dire l'affichage d'un numéro de téléphone trompeur) pour vous inciter à décrocher le téléphone.

I am aware that scammers often insert false website links to redirect you to a fake webpage used to obtain personal information
Je suis conscient que les escrocs insèrent souvent de faux liens de sites Web pour vous rediriger vers une fausse page Web utilisée pour obtenir des informations personnelles.

I am aware that scammers often send phoney website links by SMS message and email which embed viruses on your device when clicked on
Je suis conscient que les escrocs envoient souvent des liens de sites Web frauduleux par message SMS et par courrier électronique qui installent des virus sur votre appareil lorsque vous cliquez dessus.

[BROADBAND AND MOBILE [HEADER, DO NOT PROGRAM, GROUP 3]

Cellphone services have become less affordable in the past year
Les services de téléphonie mobile sont devenus moins abordables au cours de la dernière année
Home internet services have become less affordable in the past year
Les services Internet à domicile sont devenus moins abordables au cours de la dernière année
Smartphone devices have become less affordable in the past year
Les téléphones intelligents sont devenus moins abordables au cours de la dernière année
I can count on reliable high-speed internet where I live
Je peux compter sur un Internet haut débit fiable là où je vis
I can count on a reliable mobile network where I live
Je peux compter sur un réseau mobile fiable là où je vis
I feel I have enough choice of cellphone providers where I live
J’estime avoir suffisamment de choix de fournisseurs de services de téléphonie mobile où j’habite
I feel I have enough choice of home internet providers where I live
J’estime avoir suffisamment de choix de fournisseurs de services Internet à domicile où j’habite
The rates Canadians pay to use their cellphone while travelling outside of the country are reasonable

Les tarifs que les Canadiens paient pour utiliser leur téléphone cellulaire lorsqu'ils voyagent à l'étranger sont raisonnables

[IF SELECTED 'Internet at home' AT Q1 ASK] I feel it is easy to switch home internet providers if I wanted to

[IF SELECTED 'Internet at home' AT Q1 ASK] Je pense qu'il est facile de changer de fournisseur d'accès Internet à domicile si je le souhaite

[IF SELECTED 'Cellphone' AT Q1 ASK] I feel it is easy to switch cellphone providers if I wanted to

[IF SELECTED 'Cellphone' AT Q1 ASK] Je pense qu'il est facile de changer de fournisseur de téléphonie cellulaire si je le souhaite

[COLUMNS][SCALE]

[1- 10: 1 'Strongly disagree', 10 'Strongly agree']

Classification questions

We have some final questions for statistical classification purposes. Please indicate the answer that best describes you. Be assured that your responses will be held in strict confidence.

Nous avons quelques dernières questions à vous poser, aux fins de classification statistique seulement. Veuillez indiquer l'option qui décrit le mieux votre situation. Soyez assuré(e) que vos réponses demeureront strictement confidentielles.

22. Do you work in the telecommunications or broadcast industry?

Travaillez-vous dans le secteur des télécommunications ou de la radiodiffusion?

Yes

Oui

No

Non

S3. What is your postal code? [READ IF NECESSARY: This question may be considered personal. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. The answers that you provide will be presented in aggregate form and none of them will be linked back to you in any way. All data will be collected and processed in accordance with applicable data protection legislation.

Quel est votre code postal? [LIRE SI NÉCESSAIRE : Veuillez prendre note que cette question peut être considérée comme étant personnelle. Nous aimerions vous rappeler que votre participation est strictement volontaire et que vos réponses sont uniquement utilisées à des fins de recherche. Les réponses que vous fournissez seront présentées sous forme regroupée et aucune d'entre elles ne sera associée à vous. Toutes les données seront recueillies et traitées conformément aux lois applicables en matière de protection des données.

[OPEN END]

23.What is your annual household income before taxes? (READ LIST UNTIL INTERUPTED)

Quel est le revenu annuel brut de votre foyer? (LIRE LA LISTE JUSQU'À INTERRUPTION)

Less than $40,000
Moins de 40 000 $
$40,000 to less than $60,000
De 40 000 $ à moins de 60 000 $
$60,000 to less than $100,000
De 60 000 $ à moins de 100 000 $
$100,000 to less than $150,000
De 100 000 $ à moins de 150 000 $
$150,000 to less than $250,000
De 150 000 $ à moins de 250 000 $
$250,000 or more
250 000 $ ou plus

24. What is the highest degree or level of school you have completed? (DO NOT READ)
Quel est le niveau d'éducation le plus élevé que vous avez atteint? (NE PAS LIRE)

Grade 8 or less
Études secondaires de premier cycle ou moins (Québec); 8e année ou moins (ailleurs au Canada)
Some high school
Études secondaires non terminées
High School diploma or equivalent
Diplôme d'études secondaires ou l'équivalent
Registered Apprenticeship or other trades certificate or diploma
Apprentissage enregistré ou diplôme ou certificat d'une école de métiers
College, CEGEP or other non-university certificate or diploma
Diplôme d'études collégiales, ou certificat ou diplôme non universitaire
University certificate or diploma below bachelor's level
Certificat universitaire ou diplôme inférieur au baccalauréat
Bachelor's degree
Baccalauréat

Post graduate degree above bachelor's level
Certificat universitaire supérieur au baccalauréat

25.Are there any children under 18 years old living or staying at your current address?
Y a-t-il des enfants de moins de 18 ans qui vivent ou séjournent à votre adresse actuelle?

Yes
Oui
No
Non

26.Were you born in Canada?

Êtes-vous né(e) au Canada?

Yes

Oui

No

Non

[IF NO AT Q26 ASK Q27, OTHERWISE SKIP]

27.How long have you lived in Canada? (DO NOT READ)

Depuis combien d'années vivez-vous au Canada? (NE PAS LIRE)

Less than three years

Depuis moins de trois ans

Three to five years

Depuis trois à cinq ans

More than five years

Depuis plus de cinq ans

28.Are you an Indigenous person, that is, First Nations (North American Indian), Métis or Inuk (Inuit)? (DO NOT READ)

Êtes-vous une personne autochtone, c'est-à-dire membre des Premières Nations (Indiens de l'Amérique du Nord), Métis ou Inuk (Inuit)? (NE PAS LIRE)

No, not an Indigenous person [EXCLUSIVE]

Non, je ne suis pas une personne autochtone [EXCLUSIVE]

Yes, First Nations (North American Indian)

Oui, je suis membre des Premières Nations (Indiens de l'Amérique du Nord)

Yes, Métis

Oui, je suis Métis

Yes, Inuk (Inuit)

Oui, je suis Inuk (Inuit)

[IF NO/DK/REF AT Q28 ASK Q29, OTHERWISE SKIP]

29.Thinking about your ethnicity or background, how would you describe yourself? (READ ONLY IF NEEDED TO CLARIFY INTENT OF QUESTION)

En songeant à votre origine ethnique ou à vos origines, comment vous décririez-vous? (LIRE UNIQUEMENT SI NÉCESSAIRE POUR CLARIFIER L'INTENTION DE LA QUESTION)

[MULTI PUNCH]

White

Blanc(he)

South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)

Asiatique du Sud (Indien[ne] d’Asie, Pakistanais[e], Sri Lankais[e], etc.)

Chinese

Chinois(e)

Black

Noir(e)

Filipino

Philippin(e)

Latin American

Latino-Américain(e)

Arab

Arabe

Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)

Asiatique du Sud-Est (Vietnamien[ne], Cambodgien[ne], Laotien[ne], Thaïlandais[e], etc.)

West Asian (e.g., Iranian, Afghan, etc.)

Asiatique de l’Ouest (Iranien[ne], Afghan[e], etc.)

Korean

Coréen(ne)

Japanese

Japonais(e)

Other — specify

Autre (veuillez préciser)

Prefer not to answer

Je préfère ne pas répondre

30.What is the language you use most often at home? If you use more than one language at home, please identify the two most used languages. (DO NOT READ LIST, ACCEPT UP TO TWO MENTIONS)

Quelle est la langue que vous utilisez le plus souvent chez vous? Si vous utilisez plus d’une langue chez vous, veuillez indiquer les deux langues que vous utilisez le plus. (NE PAS LIRE LA LISTE, ACCEPTER JUSQU’À DEUX RÉPONSES)

French

Français

English

Anglais

American Sign Language (ASL)

Langue des signes américaine (ASL)

Arabic

Arabe

Bengali
Bengali
Chinese - Cantonese
Chinois – cantonnais
Chinese - Mandarin
Chinois – mandarin
Chinese - other
Chinois – autre
Cree
Cri
Farsi
Persan
German
Allemand
Greek
Grec
Gujurati
Gujurati
Hindi
Hindi
Inuktitut
Inuktitut
Italian
Italien
Japanese
Japonais(e)
Korean
Coréen
Ojibwe
Ojibwé
Portuguese
Portugais
Punjabi
Pendjabi
Quebec Sign Language (LSQ)
Langue des signes québécoise (LSQ)
Russian
Russe
Spanish
Espagnol
Tagalog

Tagalog

Tamil

Tamoul

Urdu

Ourdou

Vietnamese

Vietnamien

Other

Autre

[IF TWO LANGUAGES SELECTED AT Q30 ASK Q30B, OTHERWISE SKIP]

30B. And, which of these languages do you use more often at home? (READ LIST IF NEEDED, ACCEPT ONE RESPONSE)

Et laquelle de ces langues utilisez-vous le plus souvent chez vous? (LIRE LA LISTE AU BESOIN, ACCEPTER UNE SEULE RÉPONSE)

[INSERT ITEMS SELECTED AT Q30]

S2. What is your gender? [DO NOT READ]

Quel est votre sexe? [DO NOT READ]

Male
Homme
Female
Femme
Non-binary person
Personne non binaire
Or, please specify:
Autre (veuillez préciser) :
Prefer not to say
Je préfère ne pas répondre

31.Which of the following do you consider yourself to be? Please stop me when I reach your category. Are you [INSERT ITEM]? (READ LIST, UNTIL INTERUPTED)

Auquel des groupes suivants vous identifiez-vous? Veuillez m'arrêter lorsque j'aurai mentionné la bonne catégorie. Êtes-vous [INSERT ITEM]? (LIRE LA LISTE JUSQU'À INTERRUPTION)

Straight/Heterosexual

Hétéro/Hétérosexuel(le)

Lesbian

Lesbienne

Gay

Gai

Bisexual
Bisexuel(le)
Transgender
Une personne transgenre
Queer
Queer
Intersex
Intersexué(e)
Two-Spirited
Bispirituel(le)
Another term
Un autre terme

QTYPE1. (PROGRAMMING MARKER MULTIPUNCH)
[MULTI PUNCH]

French Rest of Canada
Français (reste du Canada)
English Quebec
Anglais (Québec)
Indigenous
Autochtone
Racialized
Personne racialisée
LGBTQ2Splus
LGBTQ2Splus
All Others
Tous les autres

QTYPE2. (PROGRAMMING QUOTA SINGLE PUNCH)
[MULTI PUNCH]
French Rest of Canada
Français (reste du Canada)
English Quebec
Anglais (Québec)
Indigenous
Autochtone
Racialized
Personne racialisée
LGBTQ2Splus
LGBTQ2Splus

All Others
Tous les autres

[IF PROVINCE FROM SAMPLE/S4 IS NOT QUEBEC & FRENCH SELECTED AT Q30 SELECT CODE 1 AT QTYPE1 & QTYPE2]
[IF PROVINCE FROM SAMPLE/S4 IS QUEBEC & ENGLISH SELECTED AT Q30 SELECT CODE 2 AT QTYPE1 & QTYPE2]
[IF YES CODE 2 – 4 AT Q28 SELECT CODE 3 AT QTYPE1 & QTYPE2]
[IF NO AT Q28 AND WHITE IS NOT SELECTED AT Q29 SELECT CODE 4 AT QTYPE1 & QTYPE2]
[IF CODE 2 – 9 AT Q31 SELECT CODE 5 AT QTYPE1 & QTYPE2]
[IF CODE 1 – 5 NOT SELECTED AT QTYPE1, SELECT CODE 6 QTYPE1 & QTYPE2]

32.Do you identify as a person with a disability?

Vous identifiez-vous comme une personne handicapée?

Yes
Oui
No
Non

[IF YES AT Q32 ASK Q33, OTHERWISE SKIP]
33.What type of disability do you have? (DO NOT READ, ACCEPT ALL THAT APPLY)

Quel type de handicap avez-vous? (NE PAS LIRE, ACCEPTER TOUTES LES RÉPONSES QUI S'APPLIQUENT)

Physical (for example: Mobility, flexibility and dexterity)
Physique (par exemple : mobilité, flexibilité et dextérité)
Sensory, related to hearing
Sensoriel, lié à l'ouïe
Sensory, related to vision
Sensoriel, lié à la vision
Other type of sensory
Autre type de handicap sensoriel
Communication
Communication
Intellectual
Intellectuel
Mental Health (for example: anxiety, depression, eating disorders, substance use disorder, etc.)
Santé mentale (par exemple : anxiété, dépression, troubles de l'alimentation, troubles liés à la consommation de substances, etc.)
Cognitive/Neurodiversity (includes Autism, ADHD, learning disabilities)
Cognitif/neurodiversité (comprend l'autisme, le TDAH et les troubles d'apprentissage)

Chronic Pain

Douleur chronique

Environmental (includes sensitivity to scents, bright lights, allergens, etc.)

Environnemental (comprend la sensibilité aux odeurs, aux lumières vives, aux allergènes, etc.)

Other

Autre

Thank you! Those are all the questions we have for you today. On behalf of Ipsos and the CRTC we appreciate you taking the time to share your opinions with us.

Merci. Nous n’avons plus de question à vous poser aujourd’hui. Au nom d’Ipsos et du CRTC, nous vous remercions d’avoir pris le temps de nous faire part de vos opinions.