



Broadcasting Notice of Consultation CRTC 2015-105-2

References: 2015-105 and 2015-105-1

PDF version

Ottawa, 24 July 2015

Call for comments on a Television Service Provider Code of Conduct working document

Request for further information

1. On 15 May 2015, the Commission issued a clarification of procedure, *Call for comments on a Television Service Provider Code of Conduct working document*, Broadcasting Notice of Consultation CRTC 2015-105-1. In the clarification, the Commission indicated that it may request further information in the form of interrogatories to any party who has filed an intervention as part of this proceeding.
2. During the intervention period, some parties¹ referred to the need for a “cooling off” or trial period to give customers, particularly people with disabilities, the opportunity to determine if a television service provider’s (TVSP’s) services suit their needs and if not, to allow customers to cancel their service without having to pay an early cancellation fee.
3. As such, the Commission is requesting further information from parties to further develop the record on the possible addition of a trial period provision to the TVSP Code. Parties who wish to file a response to the request for information set out in the appendix must do so no later than **13 August 2015**. Replies to the responses to the request for information must be filed by **24 August 2015**.

Secretary General

¹ See interventions by the [Alliance for Equality of Blind Canadians](#), (25 May 2015), paragraph 6; [John Rae](#), (25 May 2015), paragraph 6; [Union des consommateurs](#), (25 May 2015), paragraph 27; and online discussion forum comment by [tommix](#), (15 May 2015).

Appendix to Broadcasting Notice of Consultation CRTC 2015-105-2

As set out in *Call for comments on a Television Service Provider Code of Conduct working document*, Broadcasting Notice of Consultation CRTC 2015-105, 26 March 2015, the objective of the Television Service Provider Code (TVSP Code) is to ensure that customers of TVSPs have the necessary information to make informed choices about their television services and to empower customers in their relationships with TVSPs.

1. Should the Commission include a provision in the TVSP Code that would require TVSPs to offer a trial period to people with disabilities?
2. If so, what would be an appropriate length of time for a trial period for people with disabilities? Under what conditions should a customer with a disability be allowed to terminate their service during the trial period without penalty, including early cancellation fees and installation fees?
3. Comment on the following proposed addition to the TVSP Code:

Trial period

1. When a customer who self-identifies as a person with a disability accepts a service agreement, the TVSP must offer the customer a trial period lasting a minimum of 30 calendar days to enable the customer to determine whether the service and equipment meets their needs.
 - a. The trial period must start on the date on which service begins.
 - b. During the trial period, customers may cancel their service agreement without penalty, installation fees or early cancellation fees if they have returned any equipment provided by the TVSP in near-new condition.
4. Furthermore, the Commission is seeking comment on the feasibility of a trial period provision applicable to all customers. What rationale, if any, is there for a trial period for all customers? What would be an appropriate length of time for such a trial period, and under what conditions should a customer be allowed to terminate their service during the trial period?