



Telecom Notice of Consultation CRTC 2024-293-2

PDF version

References: 2024-293 and 2024-293-1

Ottawa–Gatineau, 14 February 2025

Public record: 1011-NOC2024-0293

Call for comments – Making it easier to choose a wireless phone or Internet service – Enhancing customer notification – Changes to procedure

[\[Submit an intervention or view related documents\]](#)

Changes to procedure

1. In addition to this proceeding, the Commission has recently launched three related public proceedings to help Canadians better manage their cellphone and Internet service plans and to make it easier to shop for home Internet services:
 - *Call for comments – Making it easier to choose a wireless phone or Internet service – Removing barriers to switching plans*, Telecom Notice of Consultation 2024-294;
 - *Call for comments – Making it easier to choose a wireless phone or Internet service – Enhancing self-service mechanisms*, Telecom Notice of Consultation 2024-295; and
 - *Notice of hearing – Making it easier for consumers to shop for Internet services*, Telecom Notice of Consultation 2024-318.
2. The Commission has observed that some interventions received in the three proceedings listed above address issues being considered in this proceeding. The Commission wishes to ensure that all relevant interventions received from the public are duly considered in this proceeding.
3. As a result, the Commission will consider the interventions filed on the record of the three proceedings listed above, to the extent those interventions address issues relevant to this proceeding, namely enhancing customer notifications related to the end of a contract, international roaming, and the end of a time-limited discount or promotion.
4. The deadlines for interventions and replies established in Telecom Notice of Consultation 2024-293-1 have not changed.

5. An interested person may request that their submission be considered only in the proceeding for which the submission was filed.
6. When submitting an intervention or reply, interested persons are also encouraged to consider the records of the above-listed proceedings because they may contain submissions that are relevant to the matters raised in paragraph 3.

Secretary General

Related documents

- *Making it easier for consumers to shop for Internet services*, Telecom Notice of Consultation CRTC 2024-318, 4 December 2024
- *Call for comments – Making it easier to choose a wireless phone or Internet service – Enhancing self-service mechanisms*, Telecom Notice of Consultation CRTC 2024-295, 22 November 2024; as amended by Telecom Notice of Consultation CRTC 2024-295-1, 20 December 2024
- *Call for comments – Making it easier to choose a wireless phone or Internet service – Removing barriers to switching plans*, Telecom Notice of Consultation CRTC 2024-294, 22 November 2024; as amended by Telecom Notice of Consultation CRTC 2024-294-1, 20 December 2024
- *Call for comments – Making it easier to choose a wireless phone or Internet service – Enhancing customer notification*, Telecom Notice of Consultation CRTC 2024-293, 22 November 2024; as amended by Telecom Notice of Consultation CRTC 2024-293-1, 20 December 2024