



Telecom Notice of Consultation CRTC 2024-318-1

PDF version

Reference: 2024-318

Ottawa–Gatineau, 14 February 2025

Public record: 1011-NOC2024-0318

Notice of hearing – Making it easier for consumers to shop for Internet services – 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 – Enhancing customer notification*, Telecom Notice of Consultation [2024-293](#);
 - *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](#); and
 - *Call for comments – Making it easier to choose a wireless phone or Internet service – Enhancing self-service mechanisms*, Telecom Notice of Consultation [2024-295](#).
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 making shopping for home Internet services easier for Canadians by determining (i) a standard format to present information, (ii) the information that consumers need when choosing plans, (iii) the need to explain technical information, and (iv) the role of the Commission for Complaints for Telecom-television Services in administering any new rule.

4. The deadlines for interventions and replies established in Telecom Notice of Consultation 2024-318 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