



REGULATORY BULLETIN

February 14, 2022

CRTC DECISION ON PAPER BILLS

The Message

In Telecom & Broadcasting Decision CRTC 2022-28, issued this week, the CRTC set out new rules for when customers must be provided with paper bills. The CRTC said:

- the Commission mandates that TSPs, including Canadian carriers, provide paper bills upon request and at no charge to the following groups:
 - (i) customers who self-identify as people with disabilities;
 - (ii) customers who do not subscribe to Internet or wireless data from their CSP, or in the case of a wireless voice-only subscriber, do not have zero-rated access to the billing portal; and
 - (iii) seniors.
- The Commission further mandates that TSPs, including Canadian carriers,
 - (i) make information easily available concerning how to request paper bills in the billing information or frequently asked questions sections of their websites, in their account management systems, and through their customer service representatives;
 - (ii) train customer service representatives on how to answer inquiries on paper bills consistent with this decision;
 - (iii) inform any new subscribers whether they provide paper bills generally or whether paper bills are limited to certain groups of customers, including those mandated by the Commission in this decision; and
 - (iv) receive verbal or written consent prior to transitioning customers who do not subscribe to their Internet access or mobile data services to electronic billing and maintain associated records.
- The Commission expects BDUs to adhere to all these same requirements as of the publication of this decision and intends to impose conditions of licence to this effect at the next opportunity. It also intends to revise the exemption order for smaller BDUs accordingly.

What To Do

These rules will apply to all CCSA members, regardless of your system size or exemption status. You should act now to ensure your internal procedures meet the requirements set out above.

Please direct any comments and questions to Chris Edwards at cedwards@ccsaonline.ca or (506) 849-1334, ext. 211.