



June 22, 2023

Claude Doucet
Secretary General
Canadian Radio-television and
Telecommunications Commission
Gatineau QC, K1A 0N2

Dear Mr. Doucet,

Re: Telecom Notice of Consultation CRTC 2023-56 - Review of the wholesale high-speed access service framework (CRTC File No: 1011-NOC2023-0056) — Intervention of OpenMedia

1. OpenMedia is a community-driven organization that works to keep the Internet open, affordable, and surveillance-free. Further to Telecom Notice of Consultation 2023-56, please find enclosed OpenMedia's intervention on all other issues within the scope of the Commission's review of the wholesale high-speed access (HSA) service framework that we have not yet addressed through the expedited process on the matter of temporary fibre-to-the-premises (FTTP) access over aggregated wholesale HSA services.
2. Please do not hesitate to contact either myself or Ms. Laura Tribe if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Knight".

Erin Knight
Digital Rights Campaigner, OpenMedia
1 (888) 441-2640 ext. 708
erin@openmedia.org

A handwritten signature in black ink, appearing to read "Laura Tribe".

Laura Tribe
Executive Director, OpenMedia
1 (888) 441-2640 ext. 2
laura@openmedia.org



Intervention in the Matter of

**Telecom Notice of Consultation CRTC 2023-56
CRTC File No: 1011-NOC2023-0056**

**Submitted to the
Canadian Radio-television and Telecommunications Commission**

22 June 2023

*OpenMedia is a community-based organization that works to
keep the Internet open, affordable, and surveillance free.*

<https://openmedia.org>

*OpenMedia Engagement Network P.O. Box 21674, 1424 Commercial Dr.
Vancouver, BC, Canada V5L 5G3
1-888-441-2640*

INTRODUCTION

1. OpenMedia is pleased to submit the following evidence on behalf of our grassroots community in Canada for the Commission's consideration within the review of the wholesale high-speed access (HSA) framework. It is OpenMedia's position that the present deterioration of retail Internet competition will persist unless the Canadian Radio-television and Telecommunications Commission (CRTC) takes swift action to lower its tariffed wholesale HSA rates, in addition to urgently enabling fibre-to-the-home (FTTP) wholesale access as submitted in our earlier intervention in the expedited portion of this proceeding. OpenMedia firmly believes that fairly-priced wholesale access in Canada's telecommunications market is the most straightforward and sustainable way to drive down home Internet prices, and that this ultimate retail outcome must take priority.

THE STATE OF COMPETITION AS IT RELATES TO WHOLESALE ACCESS

2. The context today that surrounds the Commission's vital review of the wholesale HSA framework looks much different than it did in 2019, let alone during earlier wholesale proceedings in the years prior. As submitted in our earlier intervention in the expedited process of Telecom Notice of Consultation 2023-56, Canada is presently in the midst of an affordability crisis, and the rise of remote work driven by the global COVID-19 pandemic has made access to high-quality connectivity at home more critically important to the public interest than ever before.
3. Canada's incumbent telecommunications providers have gained considerable ground in this time frame. The recent surge in acquisitions,¹ including Rogers' purchase of Shaw Communications, demonstrates a clear increase in incumbent market power. The trend continues with no signs of stopping; on June 22, 2023,

¹ CRTC TNC 2023-56 Intervention of Competitive Network Operators of Canada (CNOC) with respect to temporary fibre-to-the-premises access over aggregated wholesale high speed access services, para. 32.

the Globe and Mail reported that independent provider TekSavvy had put itself up for sale.² Without significant new market entrants to challenge the incumbents, it stands to reason that the dominance of these large players has grown significantly more deeply entrenched within the last eight years.

4. The Canadian public is also concerned about this phenomenon. In a survey of the OpenMedia community conducted in June 2023, approximately 94% of respondents indicated they believe telecom giants like Rogers, Bell, and Telus have more power and influence today than they did in 2019.³ Recent polling data from Mainstreet Research, commissioned by OpenMedia and civil society group Ekō, revealed that 92% of Canadians believe that high market concentration is driving up the prices they pay across multiple sectors, including telecommunications.⁴
5. Increased telecommunications market concentration and the price gouging it enables are both contributing to significantly worse outcomes for customers. Within the retail Internet market in particular, prices are increasing and choice of providers is declining. This downward trend has a direct impact on the position of customers in their relationships with service providers — a concern of the 2023 CRTC policy direction.⁵ Presently, subscribers' relationships with telecommunications providers are showing signs of deterioration; the Commission for Complaints for Telecom-television Services (CCTS) Mid-Year Report 2022-23 shows that customer complaints are up 12%, and complaints

²The Globe and Mail, *Independent internet provider TekSavvy puts itself up for sale amid industry turmoil*, (Accessed 22 June 2023),

<https://www.theglobeandmail.com/business/article-teksavvy-for-sale-internet-provider/>

³ See Appendix A.

⁴ Mainstreet Research, *Mainstreet Research Survey - Canada*, (2023),

https://openmedia.org/assets/Canada_Open_Media_Mar_2023_Final.pdf

⁵ Innovation, Science and Economic Development (ISED), *Order Issuing a Direction to the CRTC on a Renewed Approach to Telecommunications Policy*, (Date modified: 13 February 2023),

<https://ised-isde.canada.ca/site/mobile-plans/en/order-issuing-direction-crtc-renewed-approach-telecommunications-policy>

directed at Rogers and TELUS increased by 29.0% and 81.3% respectively during the reporting period.⁶

6. Competition in the Internet retail market today is in an extremely precarious state due to a combination of failures of both the regulatory regime and government policy. The wholesale regime's failure to facilitate tariffed access to fibre-to-the-premises (FTTP) technology since 2015, further compounded by the failure to implement the final rates for aggregated wholesale HSA access services set by Telecom Order 2019-288, has Canada's wholesale-based providers writ large struggling to remain in business. In the past year alone, incumbents have acquired independent providers at an alarming rate, sparking urgent concerns over the future of telecommunications competition and affordability in Canada.
7. This degradation of competition will continue so long as the CRTC's tariffed wholesale HSA rates remain too high, and the regime fails to functionally enable FTTP wholesale access. Such failures of Canada's wholesale access regime to support and enable the viability of wholesale-based competitors is magnified when viewed through the broader policy lens of nationwide broadband rollout. OpenMedia has long asserted that structural barriers to funding support significantly hinder non-incumbent providers from engaging in the rollout of broadband network facilities to the communities that need it most, and disproportionately advantage incumbent providers.⁷ This concern has been clearly substantiated by the significant amount of funding provided to incumbent

⁶ Commission for Complaints for Telecom-television Services (CCTS), 2022-23 Mid-Year Report, (2023), <https://pub.ccts-cprst.ca/2022-2023-mid-year-report/>

⁷ CRTC TNC 2017-112 Intervention of OpenMedia - Development of the CRTC broadband funding regime No.: 1011-NOC2017-0112, para. 64-89, (28 June 2017).

providers since the CRTC's Broadband Fund and the federal government's Universal Broadband Fund were announced and began distributing funds.^{8,9}

8. Taking into account both the dysfunction of the current wholesale access framework to enable services-based competition and the failures of infrastructure funding programs to enable non-incumbent facilities buildout in rural, remote, and Indigenous communities, we conclude that the regulatory approach of the CRTC in combination with the policy approach of Innovation, Science and Economic Development (ISED) are squeezing independent Internet providers from both directions. Neither facilities-based or services-based competitive activity has been supported for non-incumbent providers, leaving no meaningful support for retail Internet competition in Canada whatsoever.
9. While concerns with regards to the Broadband Fund are out of the scope of this proceeding, the Commission must focus its attention on facilitating services-based competition via the wholesale access regime to support the public interest. Services-based competition is more effective than any facilities-based model at introducing widespread choice of Internet providers and putting sustained downward pressure on retail Internet prices.

CRITICAL CONCERNS WITH THE WHOLESALE HSA FRAMEWORK HELD BY MEMBERS OF THE CANADIAN PUBLIC

10. Please see Appendix C for all individual comments submitted by OpenMedia community members for the Commission's consideration in its review of the wholesale HSA service framework.

⁸ Innovation, Science and Economic Development (ISED), *Selected Universal Broadband Fund projects*, (Date modified: 19 June 2023), <https://ised-isde.canada.ca/site/high-speed-internet-canada/en/universal-broadband-fund/selected-universal-broadband-fund-projects>

⁹ Canadian Radio-television and Telecommunications Commission (CRTC), *Broadband Fund: Projects selected for funding*, (Date modified: 7 March 2023), <https://crtc.gc.ca/eng/internet/select.htm>

11. For the Commission's review, we have highlighted below three relevant exemplary comments from the OpenMedia community, which have been sourced from the full batch of community comments referenced in paragraph 10:

- a. *"I work remotely, so my internet service is fundamental to my livelihood. Right now, in Quebec, I am paying double what my work colleagues in Calgary pay for High Speed communications. Yet my speed is a tenth what they get, and far less reliable. I can't count how many online meetings I've been in when I've suddenly lost all contact. I live in a major metropolitan area and Bell owns the wires that my ISP uses. Yet Bell doesn't seem to care that my connections are poor as five years of complaints have gotten me nothing. I would switch if there was a viable alternative but there doesn't appear to be one. So, I have to ask, why am I paying some of the world's highest premiums for Internet, when its [sic] of third world quality? We desperately need real competition in this space so that users can have choices, and so that companies will have to compete for users by offering better services and lower prices. Maybe then I'll be able to get reasonable service for my money."* - Stirling W., Quebec
- b. *"I am disabled, chronically ill, and live with severe chronic pain. I am homebound, often bed bound, and my only access to the world, my friends, and family, is via the internet. My social life and creative outlet is also entirely online. I read my books online because holding a physical book or digital book reader is too painful. Without the internet I would be completely, utterly, alone and disconnected from interacting with people on a daily basis. Internet fees in Canada have been some of the highest in the world for a long time and it'll only get worse when the telecom giants keep buying up the smaller companies who can't compete. It's disgusting that the CRTC either doesn't care, or does not want to ensure there are fair internet (and cell phone) prices in Canada. If the prices get too much*

higher, I may very well have to choose to cancel my internet service. Especially when the cost of groceries keeps going up and up and up. This is why affordable internet is important to me.” - Shannon H., Ontario

- c. *“I had internet from TechSavvy [sic], then it stopped working and I was waiting for SHAW to fix it but they delayed. After a week I switched to SHAW and the problem was fixed instantly. I have to conclude that because SHAW owns some of the infrastructure they can hold other smaller companies hostage. I am not sure what strategies could fix or prevent this unfair situation, perhaps the government could take over some of the infrastructure or the operation of some infrastructure. I do not support the existence of monopolies especially when the product or service has become an essential one. It might be best be best [sic] if the big companies were split into smaller operations. The situation as it exists now puts monopolies before customers.” - Rosemary P., British Columbia*

Negative impact of inflated tariffed rates on retail pricing

12. Canada has experienced documented increases to home Internet pricing since the failure to implement the CRTC’s 2019 tariffed wholesale HSA rates.¹⁰ In 2021, the CRTC discarded years of its own analysis to reinstate the interim 2016 rates — rates that were purposefully set too high to begin with pending further analysis by the Commission, and were never meant to be permanent.^{11,12} Telecom Decision 2021-181 led to an immediate contraction in independent provider activity and price competitiveness.¹³ These independent providers,

¹⁰ Innovation, Science and Economic Development Canada (ISED), *Price Comparisons of Wireline, Wireless and Internet Services in Canada and with Foreign Jurisdictions: 2021 Edition*, (Date modified: 22 June 2022),

<https://ised-isde.canada.ca/site/strategic-policy-sector/en/telecommunications-policy/price-comparisons-wireline-wireless-and-internet-services-canada-and-foreign-jurisdictions-2021#s0>

¹¹ CRTC Telecom Decision 2021-181, <https://crtc.gc.ca/eng/archive/2021/2021-181.htm>

¹² Global News, *Small internet providers preparing to raise prices, cut services amid CRTC decision*, (2021), <https://globalnews.ca/news/7904273/crtc-independent-internet-providers/>

¹³ House of Commons Standing Committee on Industry, Science and Technology, *Report of the Standing Committee on Industry, Science and Technology Re: Accessibility and Affordability of*

having initially passed on the savings of Telecom Order 2019-288 to their customers, had no choice but to start increasing their retail prices yet again; this was to account for both the higher operating costs of more expensive rates, as well as the substantial losses from the back pay from incumbents they would never receive due to Telecom Decision 2021-181.¹⁴ Coinciding with the wholesale HSA rates reversal, a report released by Innovation, Science and Economic Development (ISED) showed that prices increased in 2021 across nearly every tier of home Internet service.¹⁵ In a survey of the OpenMedia community conducted in June 2023, approximately 78% of respondents indicated that their monthly Internet plan is less affordable today than it was in 2019.¹⁶

13. The OpenMedia community, which comprises close to 300,000 people in Canada, have strongly advocated for a return to lower wholesale HSA rates because of the significant impact our destabilized wholesale regime has had on telecom affordability. In 2021, nearly 32,000 OpenMedia community members signed a petition asking the federal government to rescind CRTC Telecom Decision 2021-181, and reinstate the rates set by Telecom Order 2019-288.¹⁷ Since the August 15, 2020 Order in Council decision concerning Telecom Order 2019-288,¹⁸ people in Canada have taken action over 100,000 times via OpenMedia in support of lower wholesale HSA rates.

Telecommunications Services, p. 32, (2021),

<https://www.ourcommons.ca/Content/Committee/432/INDU/Reports/RP11439444/indurp07/indurp07-e.pdf>

¹⁴ TekSavvy, *CRTC Decision Will Kill Telecom Competition, Guarantees Even Higher Prices: TekSavvy*, (2021), <https://www.teksavvy.com/in-the-news/2021-press-releases/crtc-decision-will-kill-telecom-competition-guarantees-even-higher-prices-teksavvy>

¹⁵ Toronto Star, *Canada's internet prices are rising again — and critics say the CRTC's broadband reversal is to blame*, (2022), <https://www.thestar.com/business/2022/07/20/canadas-internet-prices-now-highest-in-the-world-for-some-speeds-continue-to-climb-report-finds.html>

¹⁶ See Appendix A.

¹⁷ OpenMedia, *Your voice, DELIVERED: OpenMedia's submission to Cabinet on the CRTC's wholesale rates decision is in!*, (2021), <https://openmedia.org/article/item/openmedia-cabinet-submission-crtc-wholesale-rates-decision-2021>

¹⁸ Innovation, Science and Economic Development Canada, *Order in Council responding to petitions to the Governor in Council concerning Telecom Order CRTC 2019-288*, (2020), <https://www.canada.ca/en/innovation-science-economic-development/news/2020/08/order-in-council-responding-to-petitions-to-the-governor-in-council-concerning-telecom-order-crtc-2019-288.html>

Lack of consumer choice, market consolidation, and barriers to entry

14. Consumer choice is a fundamental element of a healthy, competitive retail Internet market. Where robust competition exists, members of the public hold the power to choose which providers will receive their business. This concept of contestability¹⁹ encourages providers to improve their pricing, service quality, and customer care, as well as stimulates innovation overall. Lack of choice has the opposite effect, especially in a market that provides the public with an essential service like broadband; there is no pressure to attractively price services or treat subscribers fairly if there is no threat of losing business.

15. People in Canada have strongly indicated that it is in their best interest to have the option to choose between more than one Internet service provider — in particular, one that is not owned by or affiliated with an incumbent (including incumbent-owned flanker brands). In a survey of the OpenMedia community conducted in June 2023, approximately 98% of respondents indicated that it is important to have the option to choose between more than one Internet service provider.²⁰ In the same survey, approximately 98% of respondents indicated that it is important to have the option to choose an independent ISP who is not owned by or affiliated with a large telecom company such as Rogers, Bell, Telus, or Quebecor.²¹ Survey data shared in our previous intervention in the expedited portion of this proceeding indicates that people in Canada are highly willing, but structurally unable, to switch providers.²²

16. We agree with the Commission's assessment that the current wholesale HSA framework is not effectively facilitating wholesale-based competition outside of

¹⁹ Competition Bureau, *Delivering Choice: A Study of Competition in Canada's Broadband Industry*, pg. 21, (2019), <https://ised-isde.canada.ca/site/competition-bureau-canada/sites/default/files/attachments/2022/CSBP-BR-Main-Eng.pdf>

²⁰ See Appendix A.

²¹ See Appendix A.

²² CRTC TNC 2023-56 Intervention of OpenMedia regarding the review of the wholesale high-speed access service framework - expedited process, Appendix A, (24 April 2023)

Nova Scotia, Ontario, Quebec, or select urban centres, and that this negatively impacts the degree of choice available to people in all other parts of the country.

17. It is not merely a question of lack of growth in certain geographic regions, but of active competitive decline across the board. As stated above and in our previous intervention in the expedited portion of this proceeding, the current wholesale access framework has directly enabled sweeping consolidation to take place in the wireline Internet market. In a survey of the OpenMedia community conducted in June 2023, approximately 66% of respondents indicated that they have fewer Internet providers to choose from today than they did in 2019.²³ People in Canada have expressed grave concerns about this phenomenon; in a survey of the OpenMedia community conducted in April 2023, approximately 98% of respondents indicated that they were concerned that Big Telecom's recent purchases of independent ISPs in Canada are resulting in less choice.²⁴

Incongruity with the 2023 CRTC policy direction

18. The current wholesale HSA framework demonstrates core misalignment with the 2023 CRTC policy direction.²⁵ Ensuring that wholesale-based competitors are able to viably compete under the wholesale access regime is in the best interest of consumers, a priority identified by ISED in the current policy direction to the CRTC for competition, affordability, consumer rights and universal access. Independent wholesale-based providers play a critical role in the retail market, including: offering consumers more affordable services, presenting an alternative choice to incumbents, and driving down market prices for telecommunications services via competitive pressure.

²³ See Appendix A.

²⁴ See Appendix B, question 5.

²⁵ Innovation, Science and Economic Development (ISED), *Order Issuing a Direction to the CRTC on a Renewed Approach to Telecommunications Policy*, (Date modified: 13 February 2023), <https://ised-isde.canada.ca/site/mobile-plans/en/order-issuing-direction-crtc-renewed-approach-telecommunications-policy>

RECOMMENDATIONS FOR THE WHOLESALE ACCESS FRAMEWORK

19. It is paramount that the Commission prioritize curbing the current sweeping consolidation within the wireline Internet market in Canada, and prevent further loss of competition. Both objectives should make up a primary part of the policy and regulatory lens through which the wholesale access regime is viewed. In the interests of promoting affordable, sustainable, and vibrantly competitive retail Internet services to the fullest extent possible in Canada, the Commission should structure the wholesale HSA framework in a manner that ensures fast and easy market entry for new service providers and protects the viability of wholesale-based providers in the medium and long term; this includes, but is not limited to, urgent recalculation of the tariffed HSA rates, a guarantee of framework stability within a reasonable timeframe, and applying accountability measures surrounding quality of service.

Rates

20. The importance of the Commission calculating lower, fairly-priced tariffed HSA rates cannot be overstated. We agree that the 10% interim rate reduction was a very important step in the right direction, but it is our position that this reduction remains insufficient. Tariffed HSA wholesale rates must be reduced much further and on a permanent basis.

21. In addition, the Commission should ensure that tariffed wholesale rates are not set higher than incumbents' retail pricing on wireline Internet service plans, including on any of their flanker brands. Failure to do so structurally prevents wholesale-based providers from competitively pricing retail Internet services, guarantees undercutting by incumbents, and ultimately forces the wholesale-based provider out of the market.

22. We strongly encourage the Commission to examine the use of off-tariff agreements (OTAs) within the scope of its review. If a provider requires lower,

off-tariff wholesale access rates from an incumbent in order to be competitive, the CRTC's tariffed rates are therefore inflated, unfavorable, and disadvantageous to independent wholesale-based providers.

Stability

23. In addition, we submit that wholesale-based providers and subscribers should have the ability to expect stable wholesale HSA rates moving forward, in contrast to the previous eight years of instability under the current framework. Uncertainty and rate instability not only have a chilling effect on wholesale-based providers' activity in the market, it also has the same effect on subscribers who may be considering making the switch from an incumbent to a wholesale-based provider.

Quality of service

24. We believe that the Commission should apply accountability mechanisms to incumbents within the wholesale access framework to ensure adequate quality of service for wholesale-based providers and their subscribers. For subscribers to feel confident making the switch from an incumbent to a wholesale-based provider, there should be no reasonable expectation of a decline in service quality due to circumstances outside of the wholesale-based provider's control.

25. Service installation experience is one such area of quality control that must be addressed. Wholesale-based providers have reported long-standing issues with incumbent-dispatched service installation at subscribers' homes, including lengthy installation delays, significant instances of missed or rejected installs, and installation technicians poaching customers on behalf of incumbent providers.²⁶ When subscribers experience greater delays, errors, and overall frustration with a wholesale-based provider due to circumstances imposed by an

²⁶ TekSavvy, *TekSavvy submission to Competition Bureau Market Study: Competition in Broadband Services, Abridged version*, section D.I - D.III, (2019), <https://ised-isde.canada.ca/site/competition-bureau-canada/sites/default/files/attachments/2022/TekSavvy-Submission-CompetitionBureau-ABRIDGED.pdf>

incumbent facilities operator, the subscribers' ability to freely choose their provider is unduly hindered.

KEY INDICATORS OF WHOLESALE REGIME SUCCESS

26. We agree with the Commission that the collection of industry data through the Data Collection System, and the release of this data through the Communications Market Reports, should remain a practice to inform people in Canada about the latest trends impacting the telecommunications market. In addition, we agree with the Commission that collecting new types of data is key to the effective monitoring of the wholesale access framework. It should be a priority of the Commission in this review to identify and implement new metrics and key performance indicators related to the wholesale access regime that can demonstrate if progress has been made on the objectives set out by the 2023 CRTC policy direction.

Affordability

27. We submit to the Commission that it is essential to track the affordability of retail Internet services, and to use this data to evaluate the success of the wholesale access regime. In particular, it is vital that the Commission monitor the affordability of comparable retail Internet services relative to other countries in our global community, rather than solely Canada's own past performance. This would help identify any broader industry-wide trends that are not easily visible when only examining data in the Canadian context.

28. These global data comparisons would also assist the Commission in addressing concerns voiced by people in Canada about comparative telecommunications affordability relative to other countries. In a survey of the OpenMedia community conducted in June 2023, approximately 79% of respondents indicated that their friends and family in other countries are receiving cheaper Internet plans than

they are themselves;²⁷ however, at present, there is no mechanism within the CRTC or ISED to adequately monitor this phenomenon, let alone address it.

29. The absence of affordability monitoring at the CRTC and ISED has been recently called into question by external review. In March 2023, the Auditor General released its report on Connectivity in Rural and Remote Areas in Canada.²⁸ The audit examined if the programs run by ISED and the CRTC had improved the accessibility, affordability, and quality of high-speed Internet and mobile cellular connectivity for Canadians in rural and remote areas. The report found that connectivity is significantly lagging in such areas, and that key indicators such as cost of services are not even being adequately measured by ISED or the CRTC. Without adequate tracking data, it is incredibly difficult for the public, government, or regulator, to hold stakeholders accountable.

Market share

30. We submit that the Commission should consider evaluating the success of the wholesale access regime through the use of indicators such as: decline in market concentration, growth of wholesale-based provider market share, and the presence of new entrants in the market.

CONCLUSION

31. Promoting vigorous services-based competition, greater consumer choice, and affordably-priced Internet services are of the utmost importance — and inextricable from the need for a functional wholesale access regime. We urge the Commission to curb the current competition and affordability crisis in Canada's retail Internet market by addressing key concerns with tariffed rates, framework stability, service quality, and barriers to entry for competitors within the wholesale

²⁷ See Appendix A.

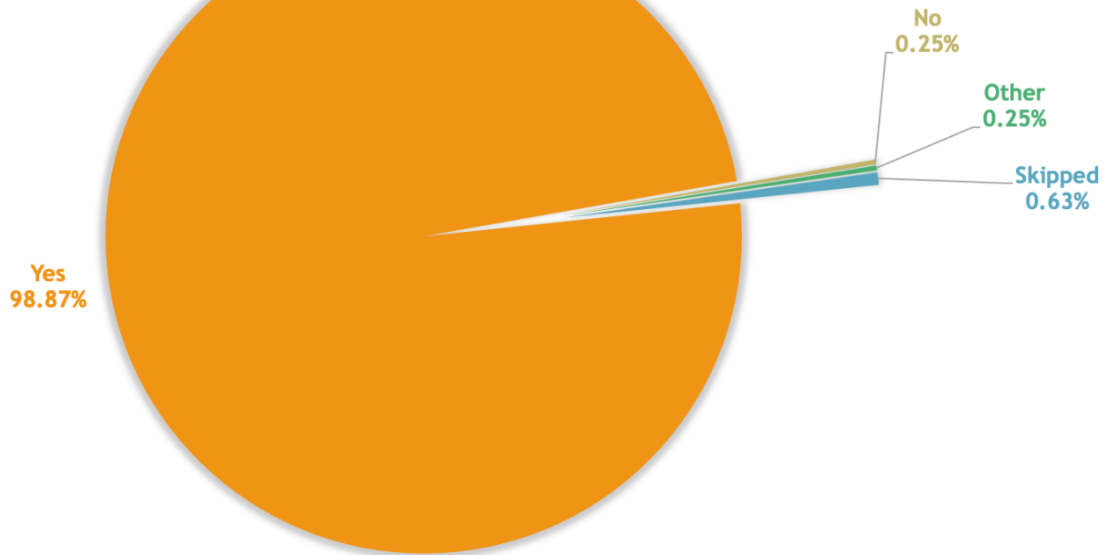
²⁸ Office of the Auditor General of Canada, *Reports of the Auditor General of Canada to the Parliament of Canada, Report 2: Connectivity in Rural and Remote Areas*, (2023), https://www.oag-bvg.gc.ca/internet/docs/parl_oag_202303_02_e.pdf

HSA framework. In addition to taking swift action to further — and permanently — reduce tariffed wholesale HSA rates beyond the interim 10%, the Commission should take steps to closely align the broader wholesale access regime with the 2023 CRTC policy direction with regards to affordability, competition, and the rights of consumers.

Appendix A: Breakdown of OpenMedia Community Feedback

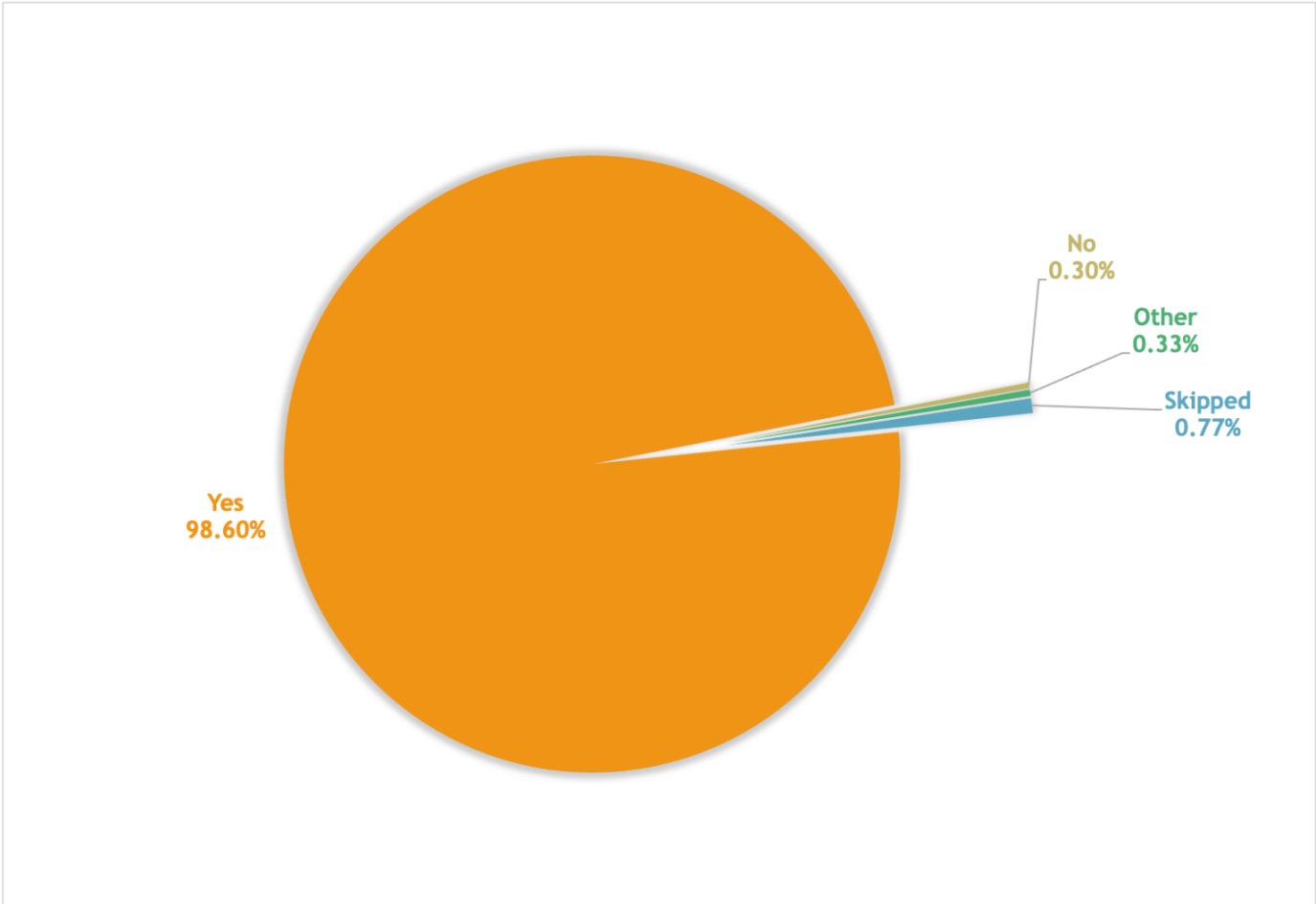
Q1: Is it important that you, your family, or your community have the option to choose between more than one Internet service provider (ISP)?

| Answer | Count | Percentage |
|----------------------|-------------|---------------|
| Yes | 3596 | 98.87% |
| No | 9 | 0.25% |
| Other | 9 | 0.25% |
| Skipped | 23 | 0.63% |
| Total answers | 3605 | 99.12% |



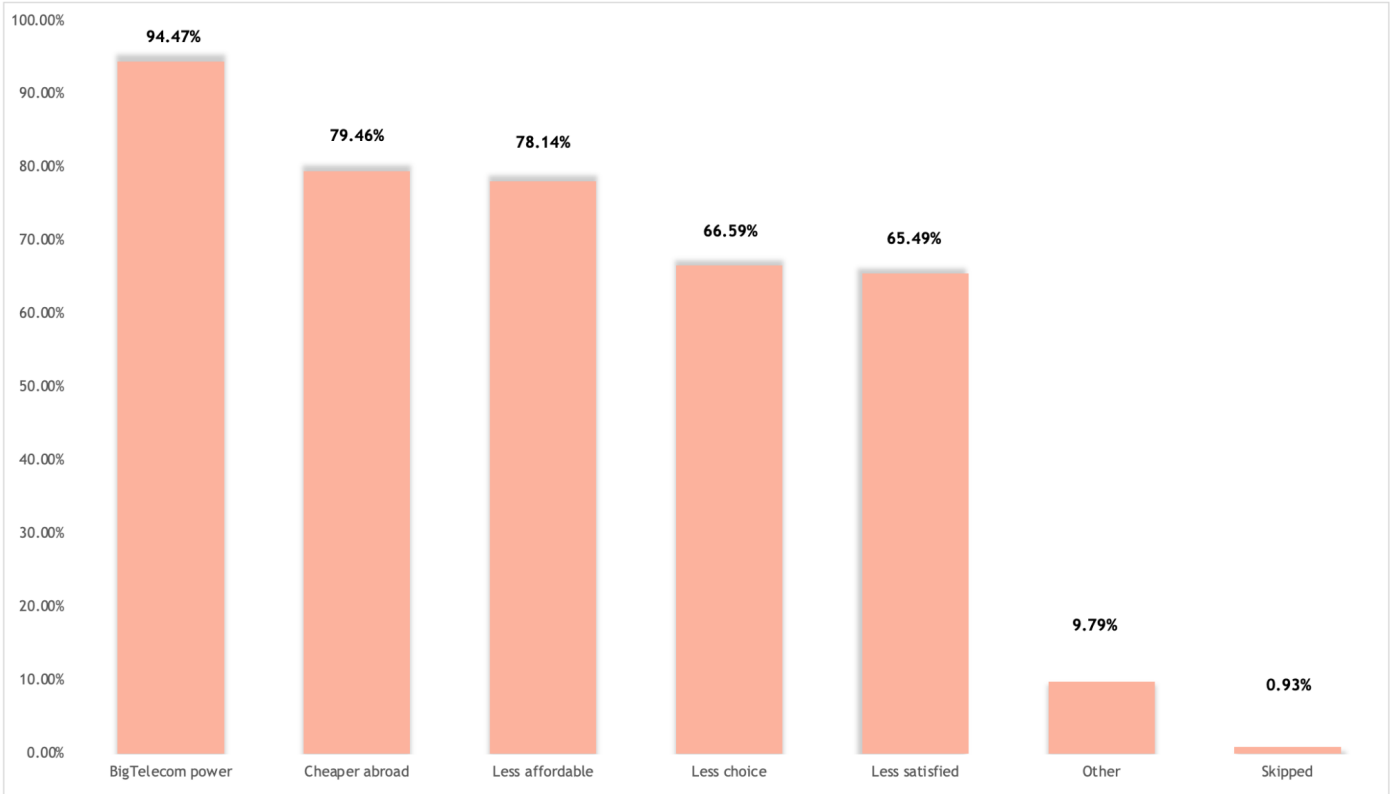
Q2: Is it important that you have the option to choose an independent ISP who is not owned by or affiliated with a large telecom company (such as Rogers, Bell, Telus, or Quebecor)?

| Response | count | percentage |
|---------------|-------|------------|
| Yes | 3586 | 98.60% |
| No | 11 | 0.30% |
| Other | 12 | 0.33% |
| Skipped | 28 | 0.77% |
| Total answers | 3609 | 99.23% |



Q3: Select all of the following that apply to you:

| % | count | Answer | Legend |
|--------|-------|---|------------------|
| 94.47% | 3436 | I believe telecom giants like Rogers, Bell, and Telus have more power and influence today than they did in 2019 | BigTelecom power |
| 79.46% | 2890 | My friends and family in other countries are getting cheaper Internet plans than me | Cheaper abroad |
| 78.14% | 2842 | My monthly Internet plan is less affordable today than it was in 2019, | Less affordable |
| 66.59% | 2422 | I have fewer Internet providers to choose from today than I did in 2019, | Less choice |
| 65.49% | 2382 | I am less satisfied with the value of my Internet service today than I was in 2019, | Less satisfied |
| 9.79% | 356 | Other (please describe in Question 4) | Other |
| 0.93% | 34 | Skipped | Skipped |

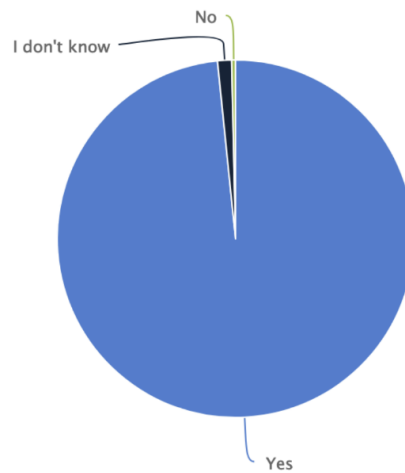


Appendix B: Excerpt from *intervention of OpenMedia in the expedited process of CRTC TNC 2023-56, Appendix A*

Q5: Are you concerned that Big Telecom's recent purchases of independent ISPs in Canada are resulting in less choice?

| Answer | Answered | Percentage |
|--------------|----------|------------|
| Yes | 4,434 | 98.38% |
| I don't know | 58 | 1.29% |
| No | 15 | 0.33% |

Are you concerned that Big Telecom's recent purchases of independent ISPs in Canada are resulting in less choice?



Appendix C: OpenMedia Community Comments

Q4: In your own words, please tell the CRTC why it matters to you that they curb Big Telecom's monopolistic power over Internet services to improve choice and affordability immediately:



| First name | Last initial | Province* | Q4 - Comment response |
|------------|--------------|-----------|---|
| | | | <i>*Please note that a technical error has accidentally deleted the province data of select individual supporters, but OpenMedia will gladly either remove their comments from this list or go back to the supporters directly to request their postal code/province, if the Commission so desires.</i> |
| Andrew | T. | ON | Because Canadians are getting less and less choice about who they get their internet from and how much they pay for it and that needs to change!!!! |
| Arlene | H. | n/a | I am elderly but still able to have internet but don't think it will be for long. I cannot afford such huge price. I live on Canada Pension plus a few other dollars but I cannot afford my car anymore and I think my internet to lose is next. I am sure there are 1000's more elderly people that are just hanging on by a thread. Trudeau has taken the rest of our dollars. Please re consider and allow us some (one) better price to keep on. Thank you. |
| ERIC | B. | BC | Encouraging diversity will only help provide higher quality and better competition between telecom companies allowing us better rates, more financial autonomy and, more importantly, equal right of communication and capacity to use them. |
| Jacob | P. | AB | The bits at the end of this tell a less personal story, but are a big reason why this is important, please, please read it. I have not seen any better value plans from any provider appear since I got my plan over a decade ago. We ask for more data and they offer plans with throttled speeds, we ask for cheaper plans and they make plans with less "value". Nobody is offering anything worth giving a damn about for any reasonable price. After having just travelled in Canada, even with them raking in money there are still areas with little to no coverage. It's pathetic. I got coverage from US telcos! If any of them have actually invested in their business at all, why am I not able to get better value for my money than I did 10 years ago? From "any" carrier. There's a summer sale on "right now" across all the providers and they all throttle speeds in ways they didn't on my decade old plan. On technology they've had available for 10 years. Have they built capacity or not? Have they done anything? And they do this because they can't sell 5G. It's not necessary for most people and the telcos would have to build infrastructure. They'd have to "work for it". Much easier to just bleed us. Cory Doctorow is your guide here, heed him well (like seriously, please contact him https://www.eff.org/about/staff/cory-doctorow): (for example) https://pluralistic.net/2022/06/13/public-choice/ https://pluralistic.net/2023/05/19/fake-it-till-you-make-it/ https://boingboing.net/2017/08/07/economists-so-fragile.html |
| Michel | G. | QC | J'ai un petit forfait que je conserve par droit acquis. Il n'est plus offert aujourd'hui. J'aimerais ramener un peu, mais le dégrèvement suivant amènerait une hausse de tarif de 33%. Ça a fait dispendieux une hausse de 33% de quelque chose qui est déjà très onéreux. Vous avez le pouvoir de rendre ma cyber vie moins difficile; et je vous implore de le faire. Merci. |
| Tom | C. | ON | Rogobelus owns the CRTC |
| Shelley | G. | n/a | Canadians have overpaid for telecom services for years. Competition is the best way to ensure fair market prices for these services. |
| Robert | W. | BC | Partly because of the criminally outrageous prices of the monopolies, I can't afford internet. |
| Kathleen | T. | n/a | curb Big Telecom's monopolistic power over Internet services, bring back competition. Help stop price fixing. |
| Keith | M. | ON | Access to the internet is absolutely critical to participating in banking, entertainment, research, truth and/or news. Increasing costs to access and reducing competition is detrimental to the well-being of society and liberty and will especially harm lower income citizens. In addition, concentration into big monopolistic companies may lead to increased censorship and cancellation of alternate viewpoints. |
| PAT | B. | QC | Free markets are at the foundation of a thriving and healthy society. This requires true competition. |
| Mark | P. | BC | We supposedly have anti competition laws but in practice, nothing has stopped Canada's big telecoms from buying up the independent ISPs. Choice matters. |
| Erwin | D. | ON | I am a long time subscriber to a community-based ISP. It is being squeezed by the big boys. I pay more than I should. The CRTC should return to the decision it made earlier to bring wholesale rates down. |
| Vincent | C. | BC | I am paying more than before for less service and my provider attempted to decrease my loyalty discount despite having been their loyal customer for at least 15 years, while they continue to make record profits. It is so transparent that it is corporate greed. |
| Eric | P. | BC | Expensive service and poor reliability/availability with few options other than big-telco. |
| Shane | H. | BC | Monopolies by their very nature keep prices high to increase profits. It's a basic known fact. Please lower wholesale rates so independents have a fighting chance. |
| Antonio | C. | ON | High internet fees and other are a burden on us working and taxpayers people, let's be reasonable. |
| Brent | E. | BC | Monopolies are wrong large conglomerates only care about how much profit they'll make and will rake the citizens of Canada over the coals to make more. Small independent companies worry more about quality of service, competition is good, not the fake competition between large companies but small companies fighting for your business. |
| Betty | C. | BC | I am a low income senior but not low enough it seems for Telus to give me a cheaper plan. Big Telecom just want people to buy more and more and yet we get less and less. I can't afford their 5 G monstrous plans and more money. I just want a plan for a single computer, phone and t.v. at a reasonable price, not their bloated prices for even my basic plan! You as the CRTC let us all down, that are low income and allow these huge corporations to get bigger! |
| Ernie | M. | ON | We need competition. Please allow more companies to provide services. Monopolies do not bring prices down. |
| Kenny | C. | ON | Need more competition Need better more efficient method of transmission |
| Michael | J. | ON | The Telecom monopolies can charge whatever they like and increase & add extra fees at will. |
| Scott | T. | ON | The CRTC should be disbanded. They take their orders from the federal government (liberal). |
| Will | S. | ON | Internet services are fundamental to life today. The high prices imposed by the telecom's oligopolistic powers threaten the Canadian public. Please help! |



| | | | |
|----------|----|----|---|
| Bryan | K. | MB | Over the years, internet prices have been rising fast and there have been fewer options to choose from. It also feels like I have not been getting good value for my dollar, especially when I hear the deals that my friends in other countries get on pricing and speeds. In a time of rapid inflation, I must be careful in how I allocate my limited funds. So when it seems like Big Telecom is taking advantage of their monopolistic powers and price-gouging customers, it is especially frustrating since I know it doesn't have to be this way. And for too long the Canadian government has been giving them a free pass. This complicity is unacceptable and needs to end as soon as possible. |
| Craig | S. | AB | I'm old enough to remember when there were more choices than the big 3 for internet access. Back then, they had to be competitive in their pricing, and they had to be responsive to customer problems if they wanted to stay in business. Now it seems that any time I try to call for assistance, it's a 2 hour wait minimum to talk to someone who knows what to do. And these prices! They just keep going up. Competition is the only thing that will bring back any semblance of affordability in Canada. |
| Shawnda | S. | ON | We need to have the freedom to choose the right company for our needs and it shouldn't put us in the poor house! |
| Anna | P. | ON | The CRTC should be protecting the interests of Canadians not those of Big Telecom. The whole world can see that Canadians are being gouged. Why can't the CRTC see/care? |
| Brian | C. | ON | Big telecom only serves to profit off of everybody via surging prices (including regular price increases), stifling competition and forcing indie ISP's to either merge with them (ie. Hostile take-over), lose business or pay far more for whole-sale rates. Thus, making it less competitive and affordable for everybody, especially those on a low-income such as myself and millions more. Outside of Canada, prices are far lower (\$15-\$35/month) in terms of DSL, coaxial or fibre-optic service compared to here, where the average price is roughly \$85/month, up to \$570/month based on the highest speeds available over a WIRED connection. This is real disappointing in terms of how the big three have price gouged customers. This shouldn't be happening. Period. |
| Alex | L. | ON | Monopolies over any service have never given good output as shown in history. Life should be about options and choices when it comes to affordability for the cost of living, entertainment and the search for information on the internet. Accordingly, I believe that there should be a more open and fairer market to allow healthy competition between smaller, more independent ISPs versus the larger, more corporate ISPs. |
| Gerrit | B. | ON | I have friends all over the western world and they cannot believe what we pay here. |
| Elaine | V. | ON | What we have for options is unacceptable and unaffordable. We overpay by huge numbers compared to the rest of the world in every way. It is unfair and immigrants are seeing it huge. Our government is perfect at giving out corporate welfare and starving the taxpayer. Go figure. |
| Donna | B. | ON | We as Canadians have less income due to the tax we pay when we spend our dollar, we have less of our dollar due to the tax that we are taxed with our yearly income tax that's due to CRA, we as Canadians already have said no to luxurious meals with real fruit and veggies due to the higher cost of produce, and have resulted in preserved canned goods instead, we as Canadians cannot afford the luxury of cable and internet, or even home phone plans due to having so much less of our \$1 dollar .. we as Canadians are living in poverty and the lower class, while the government is helping refugees more than they are helping Canadians .. the people of our nation. :(|
| Brigitte | M. | ON | I have no printer, no car, no TV, no friends because I don't have enough money. Internet is my ONLY socializing when I email or watch an educational documentary, e.g. about climate abuse. But it is far too expensive. As I watch documentaries, if I don't have a certain number of GB download speed, the docu buffers and buffers and buffers and ... yes, buffers. --- Because Internet with Bell is sooo expensive I do eat a lot of less expensive foods, certainly few vegetables and fruit. You, CRTC, can change that - Please do. Thank you. |
| Trent | H. | ON | It is incumbent upon the entities such as the CRTC to aid the Canadian government in making every effort to stop the monopolization of industries, especially critically necessary industries such as telecommunications, within the country. Canada needs to explore every avenue in protecting its citizens from current and future monopolies as they have multiple adverse effects on our economy and society such as an increase in the cost of living. We are seeing the harmful effects of such monopolies in the gas and oil and grocery retail industries. If the CRTC along with the Canadian government cannot stop the monopolization of our telecommunications industry they have failed Canadians. |
| Mark | D. | ON | I'm sick and tired of getting ripped by big telecoms we pay the highest rates in the world. I'm retired and my internet bill is the second highest bill that I have to pay over \$200.00 a month for T.V. and internet it's getting to the point that I may cancell it all together crazy. |
| Kennith | B. | ON | We are supposed to be in a free market democracy where the people are heard, and where the market determines prices organically through supply and demand. The CRTC is made up of cronies and fat cat telecom buddies that put corporate interests ahead of consumer interests. It is a useless entity and should be abolished. Do your god damn jobs you communist pigs. |
| Erik | W. | BC | Internet connectivity should be treated as an essential service in today's digital age because people need basic connectivity to perform regular everyday activities, much like we need water, electricity, food, shelter, and a feeling of belonging within our community to live a happy lifestyle. |
| Andrew | H. | BC | Given the importance of internet access to daily life in modern times, and the ever-increasing demand for high bandwidth applications for many different purposes beyond entertainment, allowing ongoing market consolidation (i.e. Rogers/Shaw) and the major players to stifle independent ISP's business models (like TekSavvy) is directly in opposition to the interests of the Canadian public. Recent info shows Canadian rates to be in the top 6 countries in the world for cost vs. speed. I can only lay the blame for this at the feet of the telecom companies' greed and hegemonic intent or political influence. CRTC, please stand up for the interests of the Canadian public over the telecom giants' already inflated profits. |
| Michael | D. | MB | I think the government should reign in monopolist behavior for the good of the average citizen. It is unconscionable that the government lets them take advantage of the little guy. |
| Gordon | M. | ON | I left Rogers because their service was poor and the structure of their plans made it impossible to get certain features without other features that I did not want. |
| Tony | E. | ON | Newspapers are expensive and tv news limited so most people need web access to be informed. Why does it have to be so expensive and bundled when other countries offer much more affordable options. |
| Jason | C. | ON | Less choice will inevitably result in higher prices for less service. This is obvious. It's up to our elected and unelected representatives to do what is right for the nation's long term health vs short term gains. |



| | | | |
|----------|----|----|--|
| Andre | B. | ON | Better service and better rate when there is more competition |
| Gerry | L. | ON | We need healthy competition in our world in order to have better products at a price that is reasonable for a normal working person. |
| Cary | D. | NB | they try to blame it on expansion, using our money to put the internet everywhere, charge us more for them to expand |
| Stuart | E. | BC | The CRTC should allow fair competition between Internet providers. There should not be stiff requirements for startups to compete with the larger companies that have the capital to buy out the means of other competitors. |
| Maryam | M. | BC | I think monopolies of any kind are damaging at community level, whether its internet companies or MacDonalds. They destroy small community based organizations. The community organizations are vested in the well being of the communities they work in, where as the large corporations are only interested in making money, with no concerns for their staff or customers |
| Graeme | C. | ON | I cannot find a reasonable phone provider with a minimum (less than 20GB) data plan for less than \$55 a month, which for a developed first world country is both ridiculous and unacceptable, especially when European telecom companies can provide significantly better service for a fraction of the price. Even American telecom plans cost less, and their service is barely better than ours. I firmly believe that we should open the airwaves to outside competition, because at the very least it would incentivize Canadian providers to smarten up. The Shaw deal, regardless of whether or not it creates an alternative 4th major provider, should never have transpired, and the sooner more competitors can actually partake in the Canadian market place, the sooner the service options will actually improve. |
| mathieu | c. | QC | An example of internet being less affordable and I am less satisfied is because I pay for a little less for the same price. In the last decade, telecom have charge more and had subsidies to improve the infrastructure. But we end up paying more for same or less. |
| Donald | C. | BC | 10 years ago when I first got my own internet, my options in companies was much larger than it is now. Now, I have fewer choices. I am lucky enough to live in a housing co-op, which reduces my fees. I am also turning 65 which, I think, will qualify me for a lower seniors rate. Still, I know many who are suffering from high fees. This industry should be rated as an essential service like telephony. Internet is no longer an optional service. I also waited until 10 years ago to get internet, preferring to piggyback on open links or the library. This is because internet in Canada has always been outrageously expensive. |
| Thomas | E. | ON | Civilized countries understand that internet access is important to democracy. Less affordable internet access means less democratic society. Do the right thing. |
| Hitesh | B. | QC | The Big telecom companies are trying to decrease our options and therefore decrease competition, the bedrock of capitalism. |
| Gerry | R. | ON | Having a monopoly only creates higher prices. You need to put a stop to these monopolies |
| Dafydd | L. | QC | Really, there's only one thing to be said: Canada has the most expensive internet in the developed world - and even among some countries in the underdeveloped world. |
| François | S. | QC | We are supposed to have an open market but CRTC controls it. CRTC is supposed to protect us but protects all telecom companies instead of us. Come on, do something useful for once! |
| Ryan | P. | AB | There is no true competition in the telecommunications market here in Canada, not when small providers start up and then are quickly purchased by the big 3 telecoms that monopolize our poor country. They can make whatever excuse they want for poor service and expensive contracts because in truth there is nowhere else to go. With these companies and government services increasingly being pushed to online only service, telecommunications should be deemed an essential service. It is painful to hear the multi billion dollar telecommunication companies in Canada cry that they can't do better for us. Telus just announced they can't bring fibre optic to everyone citing that our national security measures have hindered them. They will do anything to raise prices on consumers for their shortcomings. It is galling to hear what other countries pay for services and to know that the big 3 go out of their way to make things more expensive and harder for Canadian's to access their always increasingly necessary services to run our daily lives. I understand that most of you at the CRTC don't want to disrupt these big 3 as it seems many of you get cushy jobs with them once your tenure is done. But it would be great if those of you working there actually did something for Canadian's that is beneficial to us. We are having to spend more and more of our ever shrinking paychecks to these companies that try to provide less and less for higher prices. Help break them up, please!!! Make rules where a startup service provider can't be bought out for a decade. Better yet deem their services essential and set a cap on all prices for the services they provide. Hold them accountable for failing to make it affordable for us to use these services. Have them at their expense make every community in rural have full access to services at reasonable rates. Please help the us, we looked to you for help and often come away disappointed in your actions. Help Canadian people not corporations!! |
| Ms F | D. | ON | CRTC is public organisation with a mandate to regulate telecommunication carriers to enhance services in Canada. The CRTC is not following its mandate if it does not enhance services for all Canadians by allowing Big Telecom the power to influence independent carriers and monopolize the market. This raises the question of what are they regulating if they cannot execute this fundamental task? |
| Jan | D. | AB | The way the current ISP services are done in Canada allow for few new entrants to compete and enter the market. The laws and government action protect the incumbents who own all or most of the infrastructure to set prices as they see fit to the detriment of the customer/citizens of this country. Having travelled all over the world and seen how things are in multiple different countries it pains me to have such an important and vital service be so disregarded and used as a cash cow in this country. The fact that three companies basically all have the same rates on sale at the same time does not show there is competition in Canada but rather a comfortable agreement between companies to extract as much money as they can out of struggling peoples hands. The fact that they then also charge the same rates to smaller independent companies that have to use their infrastructure does not allow the new companies to expand and grow and be able to set up their own infrastructure to be able to properly compete in our markets. |
| Albert | M. | QC | Internet good, telecoms bad. |



| | | | |
|----------|----|----|---|
| peter | c. | ON | WE , the average Canadians , paid the big telecoms to build the existing networks with OUR money back in the 50's , 60's and 70's. Governments paid them huge subsidies to build systems coast to coast (especially the new fibre system for rural canada) They should have 1 year of exclusive coverage in new areas , then it must be opened up to the smaller ISPs. Why can't ALL the ISP's benefit from them? Why are the BIG 2 (BELL and ROGERS) the only ones to profit .. and grossly profit. Wake up! Set reasonable rates for the smaller guys too. They will push new technologies and make things cheaper in Canada. BTW , news flash for the CRTC . High speed satellite internet coverage is on the horizon (and it will be way cheaper than Bell or ROGERS) We will soon no longer be tied to the Canadian system and it's archaic rules and pricing. |
| marjorie | c. | ON | Once their monopoly is set, they can charge anything they want bcs there is no competition. ALL three Rogers, Bell & Telus collude & fix their prices to match. THIS has to stop. |
| luc | l. | QC | Stop that big monopoly ! |
| Angie | G. | BC | I am a justice system participant and whistle-blower against my former employer, Canada Post, the RCMP and the Vancouver Police Department. I have been the target of longstanding and well-documented psychological, professional, social, financial, physical, emotional and algorithmic abuse by these powerful and corrupt institutions. In addition to 8 years of targeted surveillance and numerous crimes committed against me by the VPD, RCMP and Canada Post, I have also waited on hold for 2 hours and 1.25 hours during my last 2 interactions with Telus which provides only my Internet. I feel certain that an Artificial Intelligence algorithm is punishing me for my effective dissent against corporate psychopaths and their government fixers who likely received generous kickbacks for enabling these monopolies. Not only am I certain that I have been targeted with algorithmic abuse by Telus but I also feel certain that they have repeatedly aided and abetted the crimes of warrantless search and seizure of my emails which had compromised my legal defense using an IMSI Catcher against me. It gets worse, I'm pretty sure the head (John, now retired) of Canada Post's Security and Investigative Services Department was abusing his power and likely connection with CSIS to remotely access footage from my motion detector in order to see me naked in my condo. Canadians desperately need an act to amend the Criminal Code which protects us from controlling and coercive conduct by our governments and their Public-Private Partners. |
| Lars | L. | BC | Any monopoly is dangerous. Consumers need a choice. |
| H. | H. | SK | Something is very wrong with this internet system in Canada. Who besides the big Telecom CEO,Äôs is benefitting from not correcting this monopoly? The lack of affordability and constant customer gouging is very suspicious, given that so many other countries are doing a much better job for their citizens. |
| Onni | M. | BC | Independent ISPs across the country rely on wholesale access to Big Telecom,Äôs networks to offer people cheaper services and an alternative to Telecom corporations. I understand that wholesale rates set by the CRTC are EXTREMELY high, making it impossible for independent providers to stay in business. Those rates helped Big Telecom increase their profits, monopoly power and control technology as independent ISPs closed their operations. I am a senior Canadian who uses my computer on a daily basis to connect to latest world events as well as friends and family. When I began to use a computer, I used telephone internet via Vancouver Community Network. I was determined not to go to Telus or Shaw because I wanted to support an internet service not controlled by a corporation whose only motive is profit at any cost. That lasted until I realized I couldn't connect to many websites due to lack of gigabyte power. As a resident in a housing co-op, I reluctantly joined Telus through our BC Housing Co-op program. I've continued on that track as I have no intention of giving my internet service, my connection to the world outside. I feel luckier than many others through my reduced charges for internet service and angry when I hear how Big Telecom continues to gouge their customers to increase their already hefty profits. When will this government govern for citizens instead of acting like rubber stampers for corporate interests? In today's world and economy, internet service is NOT a luxury but a necessity. Everyone left out of this service becomes a third world citizen who no longer is connected to needed services. GIVE US INTERNET SERVICE THAT IS AFFORDABLE TO ALL AND ACCESSIBLE TO ALL NO MATTER WHERE THEY LIVE. Big city. Far North. Village. Everyone deserves to be connected to low cost internet services. Time For Real Change Now. |
| Leah | L. | ON | I live in Ontario, where -- if all goes according to the current plan -- children will soon be mandated to complete some of their schooling online. This is going to happen despite the fact that vast swathes of the province do not have reliable internet. Furthermore, internet access is becoming more and more of a necessity (for completing job searches, for instance), yet we're limiting access for those who cannot afford to pay the costs towards Big Telecom which, strangely enough, all seem to be in lock-step with one another. This is why it's so important for us to improve access, choice and affordability for Canadians. |
| Garett | M. | MB | We need to fix the internet wholesale system because I can,Äôt take it anymore, I just want my friends to know that I need a better future for Canada. |
| George | C. | ON | Monopolies or in this case an oligopoly is not good for the consumer; there is no incentive for Big Telecom to innovate or provide cheaper internet services. They only provide reduced rates to smaller companies because they have to. A free and open market is the best way to provide competition. You can bet your bottom dollar that if a lot of smaller companies could offer lower rates, the others would respond in a hurry. |
| Jim | R. | BC | Dear CRTC, Would you please remember that you work for rhe citizens of Canada and not the telecom corporations that are trying to glad hand you. The infrastructure on the poles outside should be nationalized, but failing that run by separate entities from retail ISPs and should be obliged to sell at reasonable rates the last mile connections to anyone who wants to be an ISP. |
| Tony | K. | NS | It is very important as these services are vital, necessary and life saving in many cases. All federal provincial and municipal services are only available online. Yet the cost to users keeps increasing with added surcharges and reduced services, disruptions and poor to nonexistent customer service. Long waits, useless responses and unhelpful agents are endemic in this industry. Confusing plans, hidden fees only add to the frustration and angst among users. Time to fix what is essentially a monopoly with a powerful lobby group, paid for ultimately by us the customers. Feel the pain, I do! |
| Bob | S. | SK | We allow capitalism to operate, and even grant it limited liability for encouragement because competition is a good way to ensure better service and lower prices. Obviously, companies prefer to provide worse service at higher prices, because their mandate is to maximize profit. To let them operate without competition is as crazy as just flooring the accelerator on a car that is not in gear. Things need regulation, and that is your job. |
| Jacob | F. | BC | Cell phone and internet bills are frankly unbelievably high. Why should I pay \$100 per month for moderate use without any device charge for unreliable service? Just terrible! |



| | | | |
|---------------|----------|----------|---|
| Kelly | K. | BC | We almost got cheaper internet in 2019 - before the CRTC caved to big telecom companies and reversed their evidence based pricing decision. Now those same companies are getting bigger, gobbling up all of the independent competition. If 3 companies are going to have a monopoly over the distribution network, they should be regulated as a utility. The big 3 should get out of the retail ISP market entirely. They should provide backbone infrastructure ONLY, and let smaller, independent companies compete to offer connectivity services to Canadians, based on fair and equal wholesale rates. |
| Patrick | P. | QC | Hi, You may contact me Patrick Perron phone 416- 417-9856 or my partner Frank Manieri 514 451-4562 We have some insider information. Cheers. |
| Robert Bohdan | P. K. | QC ON | With Videotron, a power outage also affects my telephone line; the Internet and telephone are connected in series rather than in parallel. (This spring, my area has had two, one of which lasted more than a full day and was reminiscent of the Ice Storm of 25 years earlier.) An independent provider would be unlikely to pose this problem. I live in a province where the French language is valued above any and all else and the English language is viewed as the deadliest enemy of all mankind. The objective is to create a superficial diversity and an internal uniformity in the same breath. Sugar Sammy promptly captured the prevailing mood of the English-speaking island towards the government's handling of the crisis. I am not interested in a digital identity, as it would be a huge invasion of my privacy. (Google the freezing of bank accounts in the wake of the Freedom Convoy for proof.) A central banking digital currency should also be an automatic deal-breaker. In fact, cash needs to be front and center for absolutely anything. If anyone is wondering why the CRTC is seen as a titanium wall or accomplice to a perceived complot, this is what they will be pointing to. |
| Angele | B. | MB | Monopolies do NOT belong in any capitalist democracy. What did our soldiers die for? |
| Jean | H. | QC | I am a senior and cannot afford a large internet bill. The Internet is important to me to visit with family and friends and to read about the world. We have been getting gauged for many years and it is time to stop taking advantage of all users. More choices the better - competition is good for all. |
| Mario | P. | QC | There no reason not to have the same deal as in France: 150G for 20\$ per month, no contract, no small print, and very very very fast speed!!!!!!!!!!!!!!!!!!!!!! |
| Chris | S. | NS | IF the CRTC and the Federal government continue to NOT be able to think by themselves, well then do what the Europeans have been doing already for many many years. We are the worst country on the planet for internet prices, with slow service, and the Europeans do better ACROSS THE BORD. I would also like to mention that Italy has cheaper rates than even the rest of Europe. CRTC, DO YOUR JOB. |
| Janet | H. | NS | Network Technology is akin to Hydro, it is now synonymous with breathing. Having only a handful of providers controlling so much of the internet landscape is a prescription for disaster, as we witnessed last winter when Rigers networks went down and crippled business, and people with impunity. |
| Jason | M. | ON | Canadians have no protection from the service monopolies that take full advantage of their freedom to exploit customers. And they can because 'elected representatives' stood by all these years and watched this happen to their constituents never once lifting a hand to open the field to other service providers. |
| Brad | M. | AB | There needs to be more ISPs like the one in my area (MNSi) that are not affiliated with or owned by the big telecom companies like Bell, Cogeco, Telus, and Rogers. These big companies just stifle the market and prevent competition by basically working together to keep the prices they charge consumers the same. This Oligopoly needs to END!!!! More independent ISPs need to exist, or as an alternative, municipally-ran ISPs should be considered. The CRTC themselves declared High-speed internet to be a basic right for all Canadians back in 2016. It should therefore be ran like a service, not a for-profit operation by greedy giant corporations. I am fortunate enough to have MNSi in my area and switched to their Fiber internet as soon as it was available to my home. |
| Edward | B. | ON | We are so screwed in Canada when it comes to Internet affordability. Citizens in other countries pay a fraction of what we pay. For example in Thailand you can purchase a 6 month, UNLIMITED, cellular data plan, 6Mb up/down, for \$80. That's \$13.33/month. We don't have anything close to that in Canada. And even worse we have to deal with the likes of Telus, Rogers, and Bell. These companies are hopeless to deal with, their internal departments don't talk to each other, so stuff gets screwed up on a regular basis, and when it does it's impossible to get it corrected. These monolithic, bloated, inefficient, scourges should be removed from our telecommunications landscape and relegated to the trash heap, because that is about as useful as they really are. Oh and for the icing on the cake, these scourges have the government backing them in monopolistic practices which encourages them go gouge the consumer and provide sub-standard service. AND!, now that Rogers owns Shaw, this is only going to get even worse as Shaw is Rogersified into the oblivion of uselessness. |
| Marlon | N. | QC | Monopolies are wrong on so many levels. Only the few profit from this. To control the general population by the Monopolies will ultimately result in a negative way, Time and time again, history has shown us this fact! |
| Susan | S. | ON | Innovation and affordability are stifled by the lack of competition. The big telecom companies have no incentive to pour money into improving infrastructure, service, reducing costs and making internet affordable for as many Canadians as possible. Internet is a service that is constantly expanding but not getting cheaper despite the expansion, eschewing all logic of economies of scale. Competition makes internet more affordable, and drives innovation as an alternative to cheap internet. |
| Erin | M. | BC | Because they will never be willing to invest as much in specific areas and continue to thru bias and prejudice only choose communities which appeal to their company instead of investing for the greater good of every Canadian individually and even for all as a whole. That and they will always keep their overburdening overpricing model instead of investing their fair share of money into their infrastructural projects and architectural updates and/or upgrades as well as refusing to make the price of said package to where the real true fiber line cost is what they actually pay; we could be paying \$70 for 1gbps pure real truth fiber as subscriber dues instead of a whopping unreasonable 100+ dollar a month costful expense. |
| Jason | M. | BC | The top three checkboxes (q3) used to be true for me, but I recently (as in ~3 months ago) switched to an independent ISP and I haven't had those problems since then (well not as much anyway - prices are still too high for a service with such high importance in the modern world, but they're still like 1/2 of my prior major ISP bill, and for better service to boot). |
| | | | Supporting small businesses and fostering competition are frequent political talking points. This is a chance to put action to those points. This would be a refreshing change of course for this country. |



| | | | |
|-----------|----|----|---|
| dean | L. | ON | I'm retired and live alone. I have one device (desktop) that's plugged into the wall. It's only on for an hour each day. At present time I'm paying for 8 devices with NO improvement to the SINGLE connection I use. I don't need all the WIFI and other garbage I'm forced to pay for. WHY? Tell me why I have to pay for a school bus worth of internet when all I need is a bicycle. |
| Janine | F. | BC | Canada appears to want to limit and monetize peoples access to communicate via the internet and work from home which is despicable. The internet is a basic service now a days and has replaced phone service for many. |
| Alton | H. | ON | My only options are one provider on DSL or cell phone internet. |
| Todd | R. | BC | Internet is absolutely critical to daily life now. The federal and provincial governments are starting to require the public accesses services via the internet. Companies are requiring internet for offering support and making appointments. My local medical laboratory requires internet to get test results. Internet should be treated the as an essential service in Canada. Allowing these three companies to monopolize internet is dangerous and hurts Canadian's competitiveness in the global economy. End the monopolies in Canadian Internet now. |
| Howard | P. | QC | I only need a basic plan but I am pay a deluxe price for it. We need this to stop now! |
| Ian | G. | QC | Less competition leads to higher prices! Cell phone plan prices are exorbitant!! |
| Rodden | G. | NS | It looks like the crtc is just a rubber stamp for Telco exec bonus pool and share holder dividends. That are not looking out for ordinary Canadians. |
| Adrian | V. | ON | I believe choice and multiple options for ISPs contributes to a healthy economy. Canada seems to be lacking the necessary restrictions on monopolies that other countries with healthy economies have. In addition, Canadian hard working families deserve freedom of choice in what we pay for - and during COVID 19 families had to have internet to working and to school from home. COVID showed Canadians that internet is an essential service not an extra commodity. |
| Aiman | Y. | ON | Would be nice to be able to get good (fair) deals, without having to jump through hoops. And to keep those good deals without having to jump through more hoops. More competition should help with that. |
| Frances | C. | BC | A monopoly can set prices to whatever it wants, and people have no other choice than to go with it. Competition makes prices more affordable. |
| Matt | B. | ON | I,Äm in an older neighbourhood, and Rogers (and third party resellers) are the only provider that has speeds above 50 mbps. Cost is high because of the monopoly, and most of the third party resellers have raised their rates to be very similar to Rogers, if not a little more expensive, after the wholesale rates were rolled back by the CRTC. My family uses the higher bandwidth when working from home, so Bell,Äs dsl isn,Ät a good option. |
| Alexander | C. | QC | The internet is a necessity in today's world and therefore it should be easier to access. Without it you would not be able to get a job. People need this and it is unfair that a select few people have such power over it. |
| Phil | L. | AB | With their monopoly power, the big telecom businesses are raking in massive profits. I understand business is in business to make money but when what you are supplying is an essential service there should be a limit to the power you hold over that pricing. |
| Ellis WYN | R. | BC | Society has never been well served when competition is minimised. Allowing a crucial socio-political service such as the internet/social media to be left in the hands of a small number of companies weakens the foundations of democracy and is dangerous for many reasons - including national security. It is hypocritical to criticise business oligarchies in other countries but allow them under another guise in Canada. Similarly, Big Telecom,Äs monopolistic power over Internet services increases the continuity of high inflation while stifling technical, financial, etc innovation. |
| Brian | W. | ON | Ending the monopolistic power than Internet service providers have in this country is important because it would mean that there is more competition which would equal lower prices. As it is now the companies don ,Ät have to worry about lower priced competition so they can continue to charge higher prices for Internet services. This is important to everyone as a cost of living is increasing seemingly every day, but to myself, especially because I,Äm on permanent WCB a and disability pension thanks to a brain injury from an accident in 1997. My income is going less and less just like everybody else,Äs, except the bulk of the people make more than I do. If there were more choices for Internet services, I could change my Internet service provider and make my paycheque go farther each month just like everyone else would have the potential to do if there were more competition. |
| Francois | G. | QC | What is worse than communism? Capitalism under the boot of monopolies. No more invisible hand of the market, just very visible hands in the till. |
| jesse | b. | ON | Choice and service. Monopolies and Oligarchies limit both, while raising prices. I don't want to use Rogers or Bell or Telus. I left Rogers 3 years ago and switched to Tek savvy. With no changes in service, my monthly charge from Tek savvy has gone up approx \$25 a month and is over \$90 a month now. There is no other independent ISPs in Toronto. Can we have SOME choice please? I'm already having to go back to Rogers for mobile phone services since you idiots in the CRTC let them acquire Shaw cable, which essentially killed Freedom Mobile as a somewhat independent provider. |
| Jeff | T. | BC | Canada has some of the most expensive Internet costs in the world. Comparable plans are significantly cheaper in other first world countries. I want to believe that the CRTC cares about this, but thus far they haven't shown it. We don't need cheaper slow plans, we need fast, high-end internet plans that cost the same as they do in the majority of other first world countries. |
| Kerri | M. | ON | We are a single income family with 2 kids with disabilities and with everything else skyrocketing will be eventually forced to cancel many things we need and our kids rely on the internet for school work and other things. |
| Merv | N. | BC | Internet service is now on a par with telephone, water, electricity -- a basic fundamental utility -- it must not be in the hands of a few giant corporations whose ONLY interest is in BIGGER PROFITS for themselves. We need to democratize the system and make access available to everyone, rather than wasting resources on pumping up the wealth and control of a tiny part of the population. Please act on behalf of the majority of the population, not on behalf of rich owners. |



| | | | |
|---------|----|----|---|
| Sanjeev | H. | ON | In my opinion, curbing big telecom's monopolistic power over Internet services matters because it promotes competition, lowers prices, and expands choices for consumers. It encourages innovation, investment, and development in the industry. It safeguards net neutrality, ensuring equal treatment of all Internet traffic. It protects consumer rights, promoting fair pricing, transparent practices, and improved service quality. By curbing monopolies, we enhance affordability, foster a more inclusive digital environment, and empower individuals and communities to benefit from the advantages of the Internet. You are doing a very good job in bringing this awareness to the people. Please keep up the good work! OpenMedia! |
| Annette | R. | BC | Internet Services are now vital to carry on anything from home to business. It IS an essential service that needs to be available to ALL at street level and at a reasonable price point. Enough with the filling of 'stakeholders' portfolios, as the saying goes 'you can't take it with you when you die' |
| Kenneth | L. | ON | I fear that if the cost of having Internet/mobile access goes any higher, I may have to cancel my subscription as there are no other viable choices. leaving me vulnerable and cut off from all and any emergency government services or communications. |
| Troy | S. | ON | The CRTC needs to think about the people. Not the money. Someone tried saying that the Rogers buyout would mean cheaper internet costs for the public. That's a blatant lie. Only competition (that is not in collusion) will result in lower prices and better service. We have the potential to be a great country. But foolish governments and spineless leadership from government appointed positions have made Canada an embarrassment. |
| Daniel | H. | BC | Inflation. Groceries. Economic participation. Canadians are being brutally affected by all of these factors. Do your job and actually get ahead of the curve for once. Properly regulate and curb the telecom oligopoly |
| Carl | T. | MB | I have worked for a small ISP, a bit after I went back mining, they got bought out, by bigger telecom, and folded into their system. I am a big supporter of independent ISPs. |
| John | S. | BC | I recently filed a formal complaint against Telus with CCTS regarding the outrageous price I was charged for the exact service I had the two previous years and They wanted to charge me for a landline service they gave me for free as a senior. Even that they tried to increase over the years. Big Telecom is arrogant and do not care if average Canadians and seniors can afford this basic communication technology that has become a daily necessity. It has replaced the telephone that was a lifeline for many Canadians. We need need more affordability. |
| Dave | W. | ON | Competition makes prices lower and improves service. |
| Mike | M. | BC | We need affordable & most importantly reliable internet service, whether it's fiber optic or otherwise. Rogers, Bell & Telus have been monopolizing the internet providing market with an iron fist for far too long & it needs to stop. |
| Brian | M. | ON | Oligopolies and moreso, monopolies mean that few players don't need to compete and they don't. They instead extract exorbitant fees out of their customers who have nowhere else to go and no choice but to make Big Telecom richer and richer on the backs of Canadians trying to make ends meet. This is a bad market. It needs fixing immediately before what little competition that's left in it is stomped out also. |
| Leon | S. | ON | It stands to reason that fewer competitors in the industry only ensures that prices will be higher than they would be with more competition. |
| Louise | S. | BC | Big corporations are the Government in Canada and it has to change. Our supposedly democratically elected government is the corporations puppet. Government is elected to work for the people not the corporations. |
| Doug | R. | BC | Monopolies in a free market system are a contradiction and do not fit unless stringent accurate and fair controls with a monitoring system are in place and that has not happened. Competition is key to a free market survival. |
| Thomas | A. | ON | Nobody needs to explain anything to the CRTC. I'm sure they are well aware that monopolies jack up the cost of services and crush small businesses. The question is, do they care enough about the average citizen to actually stand up against monopolies and actually do something about it? In Canada it seems like the answer is no. So far, it seems like exploitation is the clear path ahead. Par for the course. |
| Barry | D. | BC | Shameful conduct of those responsible for affordability in this country. Get on with proven ways that increase internet user affordability. Make high speed fiber as a product open to all internet providers. More competition the merrier. |
| Matt | B. | AB | This is actually a fairly simple problem. The cost of entering the telecom market is huge. Therefore, this particular market is going to tend toward oligopolies. To deal with this problem, there are 3 major ways: .1 Regulate the big companies, which doesn't work because they have lots of money and incentive to work around your regulations. .2 Nationalize the industry, which is either politically disastrous or extremely costly. .3 A blended approach that forces the big companies to wholesale to smaller sellers to create partial competition. None of these options is great. Personally, I would opt for 2 because capitalism works very poorly at this scale and with products that are hard for consumers to properly evaluate. However, I think most people can support option 3. It's at least a reasonable solution for the near term. But we will have to spend some taxpayer money to watch carefully and make sure that the big companies play nicely, and I would support that too. |
| Shannon | B. | AB | Everyone today NEEDS the internet. Even those of us who can't work and are forced to live on government subsidy. The more I have to pay for the internet, the less I have for food. I'm diabetic so this is a big problem. |
| JOHN | D. | ON | AFFORDABILITY |
| Sacha | T. | QC | One would have to be wilfully blind not to see that the CRTC has failed to regulate the industry in Canadians' best interests. It has in effect enabled and aided an oligopoly to engage in price fixing among other such unsavory practices. |
| Antonio | F. | ON | Being on disability makes it hard to afford a lot of things especially since everything has to be done by internet now a days. |
| John | R. | ON | Competition is needed. A duopoly in most of the country is a disgrace |
| Jeral | A. | ON | so people have more options and different price ranges instead of paying sky high bills every month |
| Travis | F. | ON | In this era of unprecedented ecological collapse and the climate crisis, in addition to the cost of living and the cost of housing crisis, big telecom's monopoly power over internet services diminishes Canadians' choices and access to internet and telecom services that are commonly available - significantly more affordably - almost everywhere else in the world. Shame on big telecom for unjustifiable profit gouging and on the CRTC for failing to regulate these monstrous monopolies in the interest of Canadians. |



| | | | |
|----------|----|----|--|
| Stewart | M. | BC | Wouldn't it be nice for us to hear that something was done for us, not BIG TELECOM? |
| C | R. | QC | I only have access to Bell in rural Quebec. They charge so much and they don't have any competition. Monopolies have no incentive to charge reasonably. |
| Charles | H. | BC | I use an independent ISP and have been with the same ISP since 1996 as none of the big players could provide the competence of the technical support as this ISP. That is still the case. Every year, I see the alternatives to the big telecom companies dwindle and the prices for available options rise. When it comes to fibre, Telus has my ISP priced out of the market. The wholesale market should be fully opened including Fibre To The House (FTTH). The government and the CRTC have protected the big monopolies for too long. I understand that Canada is a large and sparsely populated country and that this may justify somewhat higher rates, but what we are being charged is beyond fair and reasonable. |
| Mahbod | M. | ON | Removing the monopolistic power of the big telecom companies leads to better competition, innovation, and improved services. |
| Greg | L. | AB | One of the very few things that a government should do is to not allow monopolies but here we are with a defacto monopoly and no real competition thanks to the government doing what bad governments always do which is make more and more bad decisions |
| Wayne | C. | BC | Communication is fundamental to a functional society. The ability to communicate is a right and it is a violation of that right to allow corporations to control it and profit from it. |
| Joe | E. | BC | The internet has gone from being a luxury to a nesseary part of life . It is effectively no longer optionable . Regulated choice and affordability are also no longer optional. |
| Richard | P. | ON | The only way to bring internet affordability is more competition. CRTC needs to encourage more independent internet services in Canada. We have so few choices and the prices keep going up. As a retired person, I am very limited in choosing an affordable inter provider. The big monopolies, Bell and Rogers are too expensive for me. Please bring to Canada more competition in the internet providers so we can have affordability and more choices. |
| Murray | R. | ON | Monopolies=Control. The Internet is for everyone. Not just for injestion by moneymaking machines. |
| Stephen | C. | ON | We need to have more choice for all of our telecom needs. In an increasingly digitized world, having expensive and poor quality telecom options are inexcusable in Canada. |
| Rosemary | P. | BC | I had internet from TechSavvy, then it stopped working and I was waiting for SHAW to fix it but they delayed. After a week I switched to SHAW and the problem was fixed instantly. I have to conclude that because SHAW owns some of the infrastructure they can hold other smaller companies hostage. I am not sure what strategies could fix or prevent this unfair situation, perhaps the government could take over some of the infrastructure or the operation of some infrastructure. I do not support the existence of monopolies especially when the product or service has become an essential one. It might be best be best if the big companies were split into smaller operations. The situation as it exists now puts monopolies before customers. |
| Joan | G. | ON | I do not support very high wholesale rates that you(CRTC) has currently set right now, that make it so difficult for indie/small providers to stay in business. Competition is a good thing and your really high wholesale rates reduce the options I have drastically. I am currently paying a very high rate for internet with Rogers, who are one of the monopolies, along with Bell and Telus , who overcharge as well and all have more power and influence today than ever, raising their rates every year and making it less affordable, and I am on a fixed income. Please fix the internet wholesale system and make it a priority.. I also believe, allowing Rogers to buy Shaw makes Rogers a bigger monopoly, which is not in the customers best interest. |
| Arsham | S. | AB | Internet is as important of a utility as electricity. Profits should be regulated, it should be illegal to cap data (it's not a resource!), and speeds should have high minimums (e.g. 250 megabit fully symmetric at a minimum). Anything less than is unethical price gauging that inequitably affects lower income class individuals more and costs our economy and stifles growth by children in those lower income bands. |
| John | M. | AB | Internet service is critical infrastructure, like water, housing, natural gas, etc. Monopolies are something that should not be tolerated as they control access, pricing and content. |
| Roch | L. | ON | Big telecom are starving the markets to prevent competitors, resulting in sky high cost for basic internet or cell phone services, all of which is deamed essential today. Enough with the gouging!! |
| Dennis | D. | BC | My European and USA Friends pay Half what I do now with Bell and Wind/Freedom, even with \$\$exchange factored in. Canadians are gouged for inferior Canada-wide coverage/signal strength, SLA service levels and get to choose from fewer plan options. Canadian Providers do not provide satisfactory in-person service/support. They seem only to want the sign-ups and the monthly fees. My observation is the only competition in Canada is each BIG Provider stealing equal numbers of Customers from each other each month. Provides MUST obligate Apple, Google, Samsung et. al to support 5+ Years of OS function, APP and Monthly Security Updates for every device sold. |
| Daryl | T. | BC | In today,Ãd economy, competition is disappearing and prices are rising. My wage has stayed stagnant and I am finding it harder to pay for items. My telecommunications bill keeps rising and becoming increasingly unaffordable and these companies are continuing to become more profitable. Our government continues to side with the companies instead of looking out for the people that elected them. I have no faith in the politicians or out governmental system anymore. |
| Seann | G. | ON | My formerly independent ISP offered low rates, a wide range of speed tiers, and had excellent customer service and technical support in 2012 when I started service with them. My bill each month was fairly consistent for many years, with the rates only going up after the last CRTC decision to clamp down on wholesalers. Then Telus took over. My service provider is no longer a regional independent and my bill is no longer the lowest advertised price for my tier. |
| Heidi | G. | QC | The cost of the internet is too high in Canada and that is because there are only a few providers to choose from. |
| Yurek | K. | ON | Fibre optic cable was installed on my street over 7 years ago. It,Ãd own by one of the big telecom companies, which doesn,Ãt have any plans for the foreseeable future to provide fibre optic connections to the houses on the street! The cable connections are very slow especially for the people who nowadays work from home. The smaller providers can,Ãt use the existing fibre optic cable to supply the houses because the owners of the cable won,Ãt lease the cable to them. CIRCLE JERK! |
| Larry | N. | SK | Paying more for less in the way of services doesn't make sense. And these escalating costs are hurting people with less income even more. Internet services are a vital today to access education and jobs. The monopoly over internet services needs to end to create more choice and affordability. |



| | | | |
|---------|----|----|---|
| Trish | P. | ON | If things keep going at the rate they are, soon no one from fixed lower incomes (seniors, etc.) will be able to afford internet access. Given today's society, having affordable internet access available is every bit as important as having telephone access was to Canadians in the 1960s. |
| Nimesh | C. | ON | Wholesale rates are regulated in the UK, US, Europe and other developed nations. I used to live in the UK and was (and still am!) completely shocked how much power and profit big telecoms have. What reason would these 3 providers have in supplying better pricing for consumers? They control 90%+ market with NO competition to help bring prices down. On a separate subject, it seems that telecoms are not even concerned or fear the regulator. They constantly push and delay with any reporting deadlines that CRTC request. recently I noticed CRTC extended the deadline for cost studies for FTTP because big telecoms apparently couldn't deliver. Why is this still happening?! Overall, wholesale rates need to be regulated and make it much easier for ISPs enter the market. Flanker brands like Fido internet - owned by Rogers - severely under cut ISPs, how on earth are ISPs suppose to exist? I see that is why many ISPs have been bought out and it is too expensive for new businesses to come in. Big telecoms have it great, consumers do not. Especially as internet and cell phones are now a necessity and much like a hydro, gas and water. They are used in hospitals, schools, universities and during the pandemic, these technologies are used to communicate with family members and aid workers working from home etc. Bringing wholesale rate regulation would make it cheaper for consumers, small businesses and federal and provincial departments. Again, it would also allow new ISPs enter the market AND create jobs and investment |
| Hugo | P. | QC | More competition and more options is always a good things for consumers. Monopoly over a essential service like internet is bad cause it means that they can do whatever they want or so. If we don't have the choice of our internet provider, we don't have power over them it is them that have power over us. |
| Donald | K. | ON | Monopolies aren't good for consumers. Competition lowers prices and increases innovation. The government needs to police the providers of critical services to enforce anti price fixing and open the infrastructure to more companies to offer more and cheaper services. Every 3 years we have to switch providers, Bell or Rogers to avoid being gouged. It is a ridiculous and and time wasting game played by all who must to get introductory pricing so we can afford to be connected. |
| Kenneth | F. | PE | The Telecom industry was born out of a regulated environment and has grown as the years go by and able to stifle competition and the CRTC seems to be unable or unwilling to rectify the inequalities between the ISP's and their customers. Access to the Internet has become essential to the lives of Canadians generally, much like access to water, heat, etc. That being said the infrastructure should be owned by and maintained at the public expense (by the Federal Government). This would make the owner of the Internet in Canada directly answerable to the public. The Government could then license access to ISP's to use the infrastructure in order to provide the service to their customers (regulated by the CRTC as to cost to their customers). This is much like the provision of electricity and other forms of heating, water companies, etc. all of which have varying regulations (Provincial or Federal, depending on jurisdiction). The Telecoms have demonstrated that without effective regulation they will continue to raise fees in order to pay their executives, shareholders, etc. Access to the Internet has become an essential service and should be owned and regulated as such. |
| Louis | V. | BC | Too expensive for a service that stops and starts. |
| Rakesh | S. | ON | For years governments have been promising lower internet bills and cell phone bills. To date internet and cell phone bills have just been increasing. Governments have lied to us. I have friends and family in the UK, Europe, Philippines and Saudi Arabia, who pay at least 50% less for cell and internet than we do in Canada. Canada has the highest cell and internet charges in the world. To say that the CRTC and the Political parties have been totally co-opted by Bell, Telus and Rogers would be an understatement. |
| Brock | S. | BC | Telecommunications have become a necessity, one that should be renationalized, not monopolized by profiteers who have degenerated once public services. Privatization was never in the interest of Canadians, all capital gains should be clawed back. |
| Maria | J. | BC | I, a senior and the bills are getting bigger all the time. |
| Alex | G. | ON | I use Teksavvy. I have an unlimited DSL plan with them and they have done right by me for years under this plan. I have never received any overage charges. My connection has been stable and at the advertised speed, nearly at all times. When wholesale rates went down they passed the savings on to me and subsequently I didn't begrudge them when they were forced to raise their rates again when the rate reduction was repealed. If they offered unlimited fibre I would switch to it immediately. I fear losing this reliable indie ISP and the good service it has provided me for many years if telecom monopolies are allowed to continue to amass power unchecked. Teksavvy is forced to run off of infrastructure owned by the Big 3, (yet the construction of which was financed massively by our tax dollars). The Big 3 must be broken up, and our infrastructure must be made a common good that no singular company has control of. To let the Big 3 continue to grow and consume does a disservice to small Canadian businesses like Teksavvy, and to all Canadians that should be able to expect so much better. |
| Stella | S. | AB | Monopolies do not allow for consumer choice, nor does it allow for competition to encourage companies to provide better deals and have more competitive edge. Canada's internet is far overpriced. Internet is a necessity to functioning in this day and age in this society, and something so integral should not be so drastically unaffordable. |
| Gina | H. | AB | To increase employment and general economics, so there is more competition, to keep the big telcos in line |
| Brian | S. | ON | When corporations are allowed to become enormous conglomerates, the choice obviously lessens, and overall consumer value lessens as profit is the ONLY thing important to company shareholders. |
| paul | a. | BC | On the top of the continuous bill increases for internet service Big telecom decided to add credit card processing fees to the bill - 2-3.5% increase. Usually it is absorbed by vendors but this fee will add to already high profits of big telecom. |
| Chuck | R. | ON | With monopolies, prices always go higher and higher, service becomes poorer, and if a person needs these services they have no choice to go to a different provider. Competition makes for a healthy economy. |
| LES | B. | ON | We are trapped in the big telecom circus, disgruntled with one means going to another with the same charges (collusion methinks for price setting/gouging). There is no real choice when they are all the same. |
| Roger | P. | ON | No one who values freedom of choice, would ever condone the rise and proliferation of monopolies. It's not in the public interest. It only serves the avarice of the privileged few. |
| Michael | J. | AB | Large monopolistic corporate interests only have one duty, to provide shareholder value. That is their role, that is fine and transparent. Your job at the CRTC is to represent the interests of the public, not suckle at the teet of these corporate interests. |



| | | | |
|-----------|----|----|--|
| Francesco | B. | BC | It's scary to see the pricing of internet increase, instead of decrease. It should have been a public utility, but it still isn't. I rely on internet to do my job, for my hobbies and to greatly reduce my impact on climate change by avoiding having to go by car to file forms. The most scary move is that lower priced plans sre removed in favor of more performant but more expensive ones. The result is the same though: price goes up, independently of requirements. |
| Warren | C. | QC | South Korea - \$35/month phone, \$30/month with router internet, the best I have seen between four countries. Canada - base phone bill is 2x the combined cost of the aforementioned utilities. |
| Shapour | S. | ON | With Covid-19 lots of people started working from home and majority still do, as such we need affordable and reliable internet for our home while ado indicated above the quality and the price of internet service doubled or even tripled for the same service as prior to Covid-19. |
| Stephen | P. | NL | Is it not us, the tax paying citizens of this country, that are funding government and the CRTC? You should in turn be supporting us in facilitating better choice and affordability of internet service, rather than leaving us at the mercy of monopolistic big telecom. |
| Cheryl | H. | NL | There should never be a monopoly on any service providers! Competitors usually help to lower prices, in Canada we have the highest prices for cell phones, tv, internet. What we need is lower prices, not a monopoly that have us with no options but pay their inflated prices. |
| Paul | M. | NL | Big Telecom like most corporations are only interested in satisfying their shareholders and will do whatever it takes to show an ever increasing profit margin. This can only mean higher fees for users, poorer services and stagnant wages for their employees. |
| Jeff | R. | NL | Stop being a sell out to the corporate machine and protect Canadians. |
| Bill | M. | NS | The greed driven giants of telecom continually bleed us, and provide ever lesser coverage in rural areas as well in the more populous centres. The CRTC must absolutely rein in the power that these monopolies wield with impunity. They bray and cry for government assistance to improve their own networks all the while still screwing over their beleaguered customers. Their time of reckoning is upon them and in the hands of the CRTC. Fix this part of the problem ! |
| Lloyd | M. | NS | So much of what we do these days depends on a safe, fast & reliable internet connection. We live in a rural area, so like many other services, we tend to be the last to be looked after. That does not chage the fact that we pay as much or more than our urban counterparts but receive much less -- frequent service interruptions and very slow speeds. History has not shown us that monopolies think of their customers first -- rather, the primary beneficiary of any changes in service equipment and/or pricing always seems to favour the shareholders (not the end-users) and urban (not rural) customers. Nor do we see a reduction in our bills after service interruptions or reflecting the slow service. |
| P | M. | NS | Governments and business treat the public as if everyone can afford the internet and continually place important information on the internet only, which is a form of discrimination to the many sectors of the public for who the prices are ridiculously unaffordable. |
| Terry | M. | NS | GREED !!!!!!! |
| Iain | L. | NS | With more use and opportunities for use the internet has become a necessity for all to access everything from shopping to especially government services. Cheap affordable internet is a social necessity now and must be improved and maintained as such. |
| barry | c. | NS | More competition means better service and lower prices which would be fair to everyone |
| M√@lodie | D. | NS | The fact that Canadians pay one of the highest rates for internet is not explained by being the 2nd largest country in the world. Russia, who has 3 times the land, doesn't pay our rates. Government agencies, banking, insurance, and other essential services all expect Canadians to have appropriate access to the internet. Access to the internet needs to be mandated as an essential service. Technology is moving at rate never seen before and therefore information has become weaponized rather than a foundation of societal support. It behooves our local, provincial, and federal governments to reflect this essential service and its importance in managing safety and efficiency while protecting users. I have just been notified by the biggest Canadian financial institute that my personal information has been compromised and the understanding is that I have no protection, let alone a guarantee that identify theft will not victimize me. Mandating access to the internet would, I believe, forces the government and authorities to protect this essential service. |
| Jonah | B. | NS | If you can,Ãt see that the rates are out to lunch and completely driven by profit then I think you need a refund on all of the consulting services you have paid for. Also you should all resign immediately. |
| Anne | S. | NS | Nobody can do anything without the internet: information searches, government services, official documents, education, finding and contacting businesses, looking for hours of opening, emergency calls, Zoom and Teams meetings, activism - the need never ends. Obscene profits everywhere at the cost of people on the lower income end, inflation, economic uncertainty ALL keep us online, even when we'd rather not be on our laptops or phones. Canada's high prices are a disgrace. Other countries offer these services at affordable prices, and Canadians are being financially squeezed in new ways every week. Competition has to be real, and it isn't in Canada. Real competition would offer us many more choices and - if the capitalist principle is to be believed - would bring prices down. |
| Katherine | M. | NS | It is not fair that their prices keep increasing, without any notice. People have no way to influence the prices. I have internet and satellite TV from Bell that now cost over \$200.00 per month. People need more choices. |
| shane | t. | NS | sick and tired of this monopoly. need MVNO and wholesale internet providers |
| David | T. | NS | Three companies should not be dictating or controlling, with the government's help or apathy, the prices of internet (and cellular) services in Canada. I have personally seen no less than a 40% increase in my home (standalone) internet costs over this last four to five years and, realistically, have only one option, Bell, for internet in my town. The government NEEDS to regulated the Big 3/Internet & Cellular oligarchy much more stringently AND allow foreign companies and MVNOs greater opportunity and less opposition to enter the Canadian market in order to breed actual and legitimate competition and lower prices for Canadians. Ultimately, and simply, our elected and appointed government officials NEED to side with Canadians and work for us, those to whom officials are accountable and for whom they are responsible, NOT big business or corporate powerhouses. |
| Barbara | N. | NS | My Internet / Cable selection has just been decreased by more than 30 choices due to Big Telecom blocking my little guy provider Forcing people to choose between What you have and what Big Telecom won,Ãt sell to or they make it too costly for the little guy to purchase forcing some clients to make a decision , switch or not. |



| | | | |
|---------|----|----|---|
| Scott | M. | NS | Simply allow, and demand more competition rather than bow to the big 3! |
| Mary | P. | NS | Our internet provider charges exorbitant monthly fees and the service is getting worse instead of better. (half the time our WiFi cuts out!) We need affordable, reliant internet! Big Telecom makes this impossible! |
| Karen | H. | NS | Being a severely impaired-hearing person, having internet services helps me to communicate with family, friends; along with the few business connections that I have, I can only communicate by e-mail messages. Trying to find closed-captions with news media, social media & you-tube programs has always a hit & miss issue daily, unless it's all printed out in front of me to read ! Also, being a senior on a fix income pensions, there isn't too many internet services that I can really afford to use. |
| Brian | C. | NS | Greed is out of control ; why do we pay so much more in Canada for internet services than other countries ; capitalism is out of control and what is our government doing to make life more affordable for working people ? |
| Wayne | S. | NS | The internet situation in Canada is dismal. According to a recent study, Canadians pay an average of \$102 per month for their internet plans, which are overpriced and too slow for many users. Internet prices have increased by 6.42% on average in the past year, and 40% of Canadians said they may not be able to afford their monthly internet bill if it rose by just 5%. Compared to other similar countries, Canada has some of the worst internet prices and services. This is partly due to the lack of competition among internet providers, who often have regional monopolies or duopolies that prevent consumers from having more choices and lower prices. Canada needs to reform its internet market and foster more innovation and competition to improve the quality and affordability of internet access for all Canadians. |
| michael | m. | NS | We desperately need more small telecom providers to help get some lower prices. There is no competition so they just keep raising prices whenever they feel like it and you are not doing anything to stop them. |
| Nick | L. | NS | The internet has become such a big part of our lives and we all know that it will become even more important and so, an efficient but affordable system is what Canadians deserve. |
| Peter | M. | NS | Monopolies are running our countries, and are rigging the system to protect the rich. |
| Katie | H. | NS | Internet is by far my biggest monthly bill. It is not a luxury, it is a necessity for work and keeping healthy - it makes no sense that it shouldn't have the same checks and balances as other utilities. |
| Robert | H. | NS | I'm tired of the Liberal party telling us they're the natural governing party of Canada. Since they've been in power, I have less freedom's and privileges and pay more for everything and there will be more increases yet to come. The excessive prices I pay for phone and internet are just the tip of the iceberg. |
| Joe | S. | NS | Access to the internet has become a necessity in day to day life. Whether it's your work, school, healthcare, or necessary information, you need the internet, it's no longer optional. The telecom corporations have taken advantage of this fact, in order to charge exorbitant prices, as well as taking actions to maintain their monopoly. We need policies that treat access to the internet as the public necessity that it is. The CRTC needs to create these policies and put them into place, lest they become a useless or worse an actively harmful entity to the public. |
| Sulaye | T. | NS | Please keep my small independent ISP alive. I love them and their local service. It is so much better and affordable than bell. They are cheaper, pick up the phone when I call and have options for setup. Nobody needs the internet to get quicker, we need it to be cheaper! |
| Joel | B. | NS | Because as Trudeau attempts to bankrupt Canadians and have to decide to skip meals, buy gas to get to work to make more money for the liberals to tax out of existence or to pay a mortgage or rent that, A&S twice what it was when Trudeau took office even though 66% of Canadians voted against, it feels like we are becoming a 3rd world country. Not only do we need more affordable internet, mobile data, heat, lights and gas, we need to be available from more Canadian, independent providers. |
| ANDREW | W. | NS | All Canadians should have the right to access information and learning! Slowly increasing internet cost by allowing telecom companies to eliminate market competition is discrimination. It will disproportionately affect lower income Canadians and minorities. |
| Russell | F. | NS | Access to affordable internet service has gone from a convenience to a necessity Even if you don't browse the web just to while away the time it is impossible to avoid as more and more companies, along with the banks, conduct their business through this medium, some exclusively. Canada is on the cusp of a recession with a steady growth in families relying on food banks as bankruptcies mortgage defaults increase. In 2022, for its wireless business, Bell reported \$2.666 billion in operating revenue for Q4, an increase of 7.7% year-over-year. The company also beat its Q3 2022 wireless revenue of \$2.466 billion. For 2022 as a whole, Bell reported wireless revenue of \$9.588 billion, up 6.5% from 2021. Revenue for others within the Big Three are similar. Maybe it's just me but these profits seem more that a little extreme. Access to an affordable internet is needed now more than ever, with the consumer (read me) continually paying more to their internet provider. With no real alternative competition there is little incentive for the BIG Three to change this pattern. Given the current economic climate consumers need a break, not service increases and not the usual platitudes offered by politicians and the big telecom companies. Competition is healthy, its time we saw more. |
| Micah | E. | NS | Monopolies are wrong and Canadians shouldn't be paying such high amounts for internet services |
| Gareth | Y. | NS | I've got friends and family across the world, in rich countries and poor, and my internet and phone rates are probably the highest of all of them, for the least service. I was in Europe a year ago, and could get a month long SIM card for 15 euros, that provided far more data than I have here. I have family in PEI who, up til the last couple years, have been stuck with worse internet than my family in 3rd world countries in terms of cost, speed and reliability. This is absurd, yes Canada is big, but there's plenty of internet and phone infrastructure, and the big telecoms rake in huge amounts every year by squeezing us Canadians dry. We're world renowned for having terrible internet, and that really needs to change! Thank you, Gareth |
| Leigh | F. | NS | My wife and I are retired. We use the Internet for contact with our family and as our source of news and information. I use it for research and for daily contact with the MOOC providers I create lectures for (Udemy & Alison). The Internet and telephone are the two largest fixed costs we have -- and the costs are excessive, in my opinion. Please take meaningful action on behalf of people like ourselves. |
| Chuck | S. | NS | Look, I want Canada's internet to be provided by Canadian companies. Like many other things it's a resource that should be free from foreign interference or control. BUT that said it should be possible to foster healthy competition between providers that leads to competitive pricing for Canadians. Monopolies are not the answer! Get on it CRTC! |
| Peter | Q. | NS | Honest competition between providers keeps prices lower in competitive markets . Large oligarchies are much more inclined to collude than compete ! |



| | | | |
|-------------|----|----|---|
| Amanda | A. | NS | My husband and I are with Netfox internet, and I also set it up at my late mother's home across the province. I am grateful that there are carriers like them, as well as more local options to us like Purple Cow and City Wide Communications. Even our Eastlink is more expensive now, and they are not part of the big 3. I also just heard that one of their reps lectured a caller about inflation and gas prices when the caller asked about a discount for the removal of Corus channels... yes, Eastlink wouldn't pay to get those anymore, and the caller asked to speak to retention. Purple Cow now offers a Corus package, and they seem to be the most cost efficient choice in the area if you want more than just internet (that you don't have to pay for a wireless modem as an initial outlay). We are fortunate to be able to access these, but not all areas can. And of those who can access the ones we can, we know other people we know will only deal with Eastlink and Bell, because of the fear that resellers could shut down. So they pay more (after an initial welcome deal), and then can't make ends meet. They shouldn't have to fear this, or have to remember to call every two or three years to switch back and forth for a better deal. |
| Terry | S. | NS | I would like the option of having more service providers in order to have competitive rates. Right now I am paying 30 dollars a month more than my friends in the US for the same services. |
| C | d. | NS | Clearly, monopoly de facto opens the door to abuse of customers. |
| Kathryn | B. | NS | We should have more and affordable choices for our internet in today's tech world. Internet is needed for everyday chores, from online banking to keeping in touch with distant friends. As with cell phones plans, Canadians pay exorbitant prices compared to other industrialized countries. The CRTC should be looking out for us. |
| Andr@e | L. | NS | - The price of my fiber optic bundle (internet, phone, TV) has doubled since 2012 with no extra service (I have the cheapest Bell bundle), and it's too pricey. I get regular price increases without justification or increase in service. If companies want to increase their coverage and service, the investors should pay for it, not the old and loyal customers who get nothing in return. - I had a reliable phone land line until last fall after Fiona when the land line started to work as it should only occasionally. Finally a technician told me that Bell was not supporting the land lines anymore, that I would have to switch my phone to fiber optic, not my choice. When there is a power failure, I'm without a phone like I experimented during the recent forest fire in Upper Tantallon. I am old and live alone and not having a phone during an emergency could be life threatening, and I have no access to public emergency messages either. - When they switched my phone from landline to fiber optic a battery was installed in the modem; it was supposed to charge and be good for 24 hours of phone use (not 24 hours of time). When the power failed, so did the phone. The battery or the charger must be defective. I was without means of communication for 2 days in a potential evacuation zone. - I do not want a mobile phone as the phones and the packages are too expensive for something I do not want nor need. Not supporting the land lines and forcing people to use a mobile phone seems a money grab for Big Telecom. - Bell, a Canadian company who makes huge profits in Canada, outsources its customer service to other countries to increase its profits, and I think it may be legal but unethical. For service in English you usually end up speaking to someone in the Philippines, and for service in French, you now end up in Morocco where they answer you first in English and will switch in French if you request it. Bell should be forced to service its customer from Canada exclusively. |
| lisa | d. | NS | I have had enough of outrageous monthly fees for internet. |
| Ryan | L. | NS | Having an open, competitive market with less monopolies will lower prices and incentivize innovation (both a gain for for customers!) |
| Mark | C. | NS | It is time for real competition and choice in internet service in this country. What we have now appears to be a defacto monopoly because of obvious collusion between the big three. You are a regulator. Please regulate! |
| Dietrich | G. | QC | Rates we pay in Canada are not commensurate with the service that is provided nor the cost of providing those services. Fairness and affordability must be established in the ISP industry. |
| Jonathan | L. | NS | Monopolies can charge whatever they want |
| Janet | L. | PE | Despite hundreds of thousands of dollars being invested with these giants I still in rural PEI have limited choice and maximum cost! Small, local and reasonable providers are gobbled up and rural Cost keeps climbing! |
| Leslie | M. | PE | Less value for higher price. big telecom has too much veto power. They do not believe in their customers are paying enough and like the greedy pigs they are will try and make you pay more. |
| Michael | L. | PE | Repeats of old shows repackaged into different shows= little value. |
| Eugene | L. | PE | Competition is a good thing for a consumer. Big telcos will be forced to offer better and cheaper services if there is independent providers. |
| Kevin | B. | PE | You are forced to bundle with other services for the best value. |
| Rita | J. | PE | The internet has become a driver of the Canadian economy. The providers are throttling the internet and the economy with their anti-competition practices. |
| Cody | R. | NB | Regardless of the direct impact, even if my internet wasn't worse than it was in 2019 (which it is), or if it hadn't gone up in price (which it has), the duty of the CRTC is to prevent monopolistic power grabs by companies like Rogers and Bell. And they have completely failed to do so. If they will not do their duty, then we need to appoint people who will. |
| Christopher | B. | NB | It appears that the CRTC is protecting the interests of big telecom's business and not protecting us tax paying Canadians so that we could at least pay close to what the rest of the world pays instead of higher than what most of the world pays. If that is what the CRTC is supposed to do? |
| S@bastien | V. | NB | Internet rates are way too expensive for the average consumer. We have seen time and time again that the best way to help reduce those costs is by eliminating monopolies or enacting strict regulations to prevent monopolies from gouging the public. Letting Indy providers having access to the big telecom's infrastructure at an extremely disconnected rate will go a long way in fixing the current high cost issue. |
| Marc | L. | NB | Let's allow one regulated firm to connect all communities with the best internet connections and have retailers purchase and resell connections to consumers. Canada is not well connected with the Big 2 or 3 concentrating on urban markets. By having one connector, we would eliminate urban duplication and connect far-away regions faster. |

| | | | |
|-------------|----|----|---|
| Lorinda | n. | NB | There is no real reason why the Internet is so expensive in Canada, nor is there a reason why cellular phone plans so expensive. When Rogers had their blackout in the Summer 2022 - the response was it could happen again. That's unacceptable!! As a consumer that gives me no confidence in having this company as my internet provider. I'm sure the upper management of Rogers still got paid and probably got bonuses while consumers got a measly day or two rebate for no service. Having competition benefits all sectors in a market based economy. Companies will actually strive to provide the goods and services their clients want with reasonable prices. Companies who monopolize the market get fat and complacent and don't care if consumers get a raw deal because - hahaha - they are the only game in town. Either pay the extortion prices or do without. In this day and age, consumers are directed to use forms on a website as opposed to speaking with a real person. With no internet, how will a consumer get the help they need? Break up the telecom monopoly, thank you. |
| Janice | B. | NB | I live in a rural area and don't have access to high speed internet. There are very few options for ISP besides Bell and Rogers here in rural New Brunswick. Neither Bell or Rogers offer real choice. One can bounce back and forth between the two trying to improve service and maintain or negotiate a better deal. That's simply unfair. |
| Tracy | G. | NB | A consumer should have options based on access to any companies willing to provide a service. These companies should be allowed to exist based on an open market economy, on a level playing field. |
| Francine | G. | NB | We are being gouged by internet prices here in Canada. It's unfair and not necessary to just keep filling the pockets of telecom giants! |
| Sean | M. | NB | They should curb Big Telecom's Monopolistic Power over Internet Services to improve choice and affordability because everyone needs their own services and to start their own companies and businesses with better and faster Internet not the ones provided by the telecoms themselves. I'm also keeping it simple and straight to the fact according to new important and proper life skills that I learned from Celina from Key Industries, Saint John, New Brunswick, Canada and I live at 79 Clarendon Street, Saint John, New Brunswick, Canada |
| Sean | M. | NB | We should allow everyone to start their own Internet Companies all over Canada basically all free of charge by applying online and taking online schooling and offline schooling for college and university etc. |
| Paula | B. | NB | I believe that in our society the Internet should be free-for-all. |
| Xi | Z. | NB | Dear, whoever it may concern: Internet technology is an important backbone of our modern day-to-day life. It powers our personal communication and professional correspondents and its accessibility is an important factor in our economy. With the rise of working from home, we need more competition in Internet access providers to ensure that everyone has a fair chance at living and working life. As one example, where I live (Saint John, New Brunswick), despite being in an urban area, we only have two fiber internet options to choose from (Bell and Rogers). While this is not so bad in itself, we really only have one option if we also rely on working from home and need fiber class upload speed (Bell only), since Rogers' gigabit upload plan is limited to commercial areas only. The duopoly may not be in immediate danger to the safety of income of our lives, having more options and competition in the space should let Canadians have better and more accessible Internet services that empower their modern-day needs. |
| Raymond | C. | NB | What protects me from having my payment for computer use rise whenever the provider wants to increase it. |
| Christian | P. | AB | The telecom companies have always excuses to raise the price for the services they offer e.i countries that is to big. Well nobody forced you to go in that industrie so stop complaining and filling your pocket and start sharing the welt with this country. And like the government is always saying they are working for us well up to now I see nothing helping us. Make me wonder !!!! |
| Cole | M. | NB | monopolies are bad. we could make telecom a government owned industry and create well paying jobs and good infrastructure. |
| Joan | L. | NB | Affordability of internet services is a question of equality in this age of communications. |
| Brennan | P. | NB | 1. Internet today is a primary source of information. Anyone looking for work needs affordable, quality internet. 2. Monopolies allow for companies to engage in price fixing 3. Monopolies limit competition and therefore limit quality of service relative to price. |
| Christopher | D. | NB | Monopolies hurt everyone but the richest of the rich, so they need to be split up no matter what. They stifle choice, lead to higher and higher prices that most people struggle to afford, and don't give you any way out short of just not having that service anymore. |
| Danielle | J. | NB | The lack of internet providers in my area means that rates are not competitive. On top of that rates in Canada in general are not competitive with other comparable countries. |
| David | J. | NB | It's absurd my bill goes up \$12 to \$15 every year. Even more absurd that they can give new customers a huge discount for 3 years, yet existing customers have to pay nearly double. |
| Fern | E. | NB | I am a Retired, person with disability with limit income and I find the cost of internet and phone is too costly. Please reduce the monthly rate. I feel that using both internet and phone is very important to maintain communication. Please do not make me to force to stop using it because it is starting to drain my saving account from the internet and phone bills. |
| Lorraine | N. | NB | It's too expensive. |
| Valerie | N. | NB | Stop harming Canadians when you have the power to change things |
| Stephen | T. | NB | Governments and business are forcing us into doing as much as possible online. It shouldn't be so crippling. I have a pretty basic Rogers plan, and it's catching up to what I have to pay for healthcare and dental coverage. At the rate of inflation, and government indifference, I'll probably have to give up both in two to three years. |
| Stephen | T. | NB | My monthly Rogers bill, which is fairly basic, is almost as much as my monthly medical coverage. If something doesn't change, especially with inflation, I will probably have to ditch both in a couple of years and just get a cell phone. |
| Renee | A. | NB | Internet service is no longer a luxury, it is a necessity. Yet despite the more widespread use, and the springing up of more companies willing to enter the competitive marketplace, we still have an effective monopoly on internet distribution in Canada, with incredibly high prices. How can this be? We need to ensure the democratization of internet service, and make it more affordable for everyone to access. |
| Jim | C. | NB | I believe, the consumer of internet services, would get better service at a lower cost, if you, the CRTC, would curb, big Telecom monopolistic powers. |

| | | | |
|--------------|----|----|--|
| Dorothee | K. | QC | I am retired and must rely on pensions to survive. I struggle to afford the high cost of uninterrupted internet connection. Living alone, I need to be able to communicate with family and friends in other parts of Canada and the world. |
| David | B. | QC | It is of the greatest importance that there be competition in the market in order that there be control of prices for individual users. |
| Paul | C. | QC | We mostly need good quality internet in the rural regions of Quebec, what we have is extremely deficient for the price we pay |
| Alain | P. | QC | I want more independent content independent of the 2 big company |
| Philippe | L. | QC | I'm pretty sure one of the reasons is the high price independent ISPs have to pay big telecoms to use their services. I worked for many years at an independent ISP. At that time, there were 2 choices of high speed, DSL and cable, and for a customer on DSL, there was \$8 per customer per month left to the ISP to pay for its equipment, employees, offices, etc. It was not the most profitable sales! In addition to having astronomical costs, the deadlines for technical requests were at least 72 hours before the support ticket was opened by the technicians at Bell. My prediction? It will remain that Bell, Videotron (for how long) Roger and Telus to provide Internet at ridiculously expensive prices. Meanwhile, the CRTC is polluted by lobbyists and promises to connect the regions to the Internet in exchange for freedom to control the Internet, in addition to allowing the purchase of the smallest by the largest. We are not stupid, we are prisoners. |
| Robert | I. | QC | I get worse service from the Big Telecoms than I ever got compared to the small ISP I had for 15 years. Bell force them to shut down. |
| Laurent | M. | QC | In my opinion, it is of utmost importance for the CRTC to address the monopolistic dominance of Big Telecom in the realm of Internet services, in order to promote choice and affordability for consumers. By fostering a competitive environment, we can ensure that Canadians have access to a diverse range of options, allowing us to catch up with other countries and become leaders in Internet services. Encouraging competition not only benefits consumers by offering more choices, but it also sparks innovation and drives improvement in the quality and affordability of Internet services throughout the country. |
| William | W. | QC | The big telcos are taking big profits and spending them on vertical integration, rather than research or infrastructure investment. The vertical acquisitions should be sold, and they should be mandated to improve infrastructure and resilience as a condition of their operation and licenses. |
| Jean | R. | QC | I'm a professional software technical architect often using telecommuting. Slow Internet speed is unacceptable for work. In practice, it leaves me with only Videotron as a service provider. Telus offer service but far from fast enough. Other providers are using their network. What's more, if I don't get a Helix subscription, I don't get enough bandwidth for high need. The best but least important example is when my son tries to play online games. There are sudden cutoff every so often because of lack of sufficient bandwidth. I'm suppose to have a 100 Mb/s connexion but I really get much less. I live about 35 km from the Videotron station head in Quebec city. How come they can't give me better service? Why hasn't Telus offered a optic fibre service yet? There's a lack of competition in this market and high cost of bulk availability force companies like Oricom to charge high price when using Videotron's network. There is a manifest tacit collusion to fix prices. |
| Claude Franc | H. | QC | Do not accept monopol situation and CRTC job by big telcom lobby |
| Shane | B. | QC | I think the present system of doling out IP ranges is unfair since companies like Tekksavvy and other providers are forced to compete against bigger telecoms. Frankly, to increase competition we should be prioritizing smaller companies to get these cellphone and internet access prior to the larger ones to encourage more. My internet is extremely expensive on Magdalen Islands (~ \$80/month), which is somewhat crazy considering we don't have that fast internet. |
| christian | M. | QC | Monopolies are not good and will never be good, except for the monopoly itself. Small players should have their running chance to provide alternatives. |
| Ebenezer | L. | QC | more competition |
| Chris | B. | AB | Consumer choice needs to be opened wide to preserve the free market aspect of capitalism that provides fair outcomes to citizens. |
| Olivier | L. | QC | Why Canadians have to pay more for something that should be considered essential and that is more affordable in other countries, even under-developed countries?? |
| nicandro | g. | QC | coming from Europe and comparing prices for internet and mobile plans .. I FELT LIKE HERE IN CANADA WE LIVE IN A 3RD WORLD COUNTRY WHICH THEY HAVE BETTER PLAN AND SERVICE THAN US |
| Jasmine S. | P. | QC | Freedom of choice. |
| Anthony | D. | QC | Big Telecom has squashed competition in Canada. Every ISP is increasing their prices year over year and it's hurting all Canadians. Independent ISPs have been bought up by large telecoms leaving us consumers with little to no choice for our provider. |
| Suzanne | N. | QC | Il est important que le CRTC limite le pouvoir monopolistique de Big Telecom parce que les prix ne cessent de grimper et avoir des services internet haute vitesse de qualité devrait être un droit et devrait être gratuit. Internet fait parti de nos vies et est devenu un incontournable, nous en avons maintenant besoin non seulement pour le web mais également pour la téléphonie et même la télévision. Pour toutes ces raisons, le CRTC devrait agir et limiter leur pouvoir. |
| Eric | A. | QC | Every time I travel abroad, I'm reminded how much more we pay in Canada for Cell and Internet services. Corporations are designed to maximize profits at all cost (lousy pun intended) and only two things can mitigate their grip on customers : regulations and competition, both of which we are sadly lacking in Canada. The CRTC must seriously regulate the industry and clear the path for meaningful competition. |
| Patrick | G. | QC | The internet and the World Wide Web have for more than thirty years been a model of openness. The very idea that a single company can own a production company, an entertainment studio, a news outlet, and the means of transmitting all of that is already very bad for consumers and democracy. I have been with EBOX for years; the reason I chose it was because it was independent. However, the CRTC's disastrous 2019 decision about wholesale forced them into a position where they had to sell the company to Bell. I am furious but feel that I have little to no choice. How long until these media giants decide to only allow their own product to be transmitted along their lines? The game of Monopoly has only one winner, and the rest of us are inevitably losers. |
| K | S. | QC | Lack of choice is lack of democracy |



| | | | |
|-----------|----|----|---|
| Thomas | J. | QC | Curtailing Canada Big Telecom's monopoly will ignite competition, empowering consumers with more options, superior service, and crucially, wallet-friendly internet prices. |
| Yves | B. | QC | The base of capitalism is competition. It is almost a monopoly if 3 giants consult each other to fix prices. I'm not a savage capitalist but if it looks like a state monopoly, like Hydro-Québec, the provincial Healthcare systems or any other socialist entity, but composed of 3 partners coordinating their rates then create a state monopoly. Other comparable countries have more freedom of choice than Canada even if they are not so different than ours. Maybe a real regulation organism. |
| Francisco | C. | QC | While I'd rather have ISPs that are majority owned by Canadian corporations, the current dynamics in the market are more a cartel than fair competition that promotes innovation and lower prices for consumers. Internet access is an essential service and in the present day, should be a right and there should be no asymmetrical advantages for wealthier people (internet access and speed is correlated to health, wealth, and development). The CRTC needs to put guardrails and steer the industry towards the interests of Canadian internet users, not the stockholders from Big Telecom. |
| Thomas | R. | QC | Good morning, Internet services could be offered through market competition between private actors or publicly owned and offered by municipalities. Today we have neither. This monopolistic situation is an in between which makes zero sense. Choose a direction, stick to it, and impose your will on Rogers, Bell, Telus, and Quebecor. We're not sovereign to those corporations, they are. Thank you! |
| Ryland | C. | QC | Canadians are already living through a difficult economic climate and any action taken to improve the affordability of a service for the average working Canadian is more impactful now than ever. |
| Nicolas | S. | QC | Canada is a laggard in internet prices and services, it's a shame. Please curb Internet monopolies by fixing our Internet wholesale system. |
| Natalia | K. | QC | I am concerned about the great monopoly of the internet providers in Canada because it could mean that prices could skyrocket and we are left with no choice but to use these monopolies. Canada is a diverse country so I think it's best to keep it diverse and give smaller companies a chance as well. I would be horrified if these giants like Rogers, Bell and Telus were there only options for us and I believe I write this for many Canadian citizens who feel the same way. Thank you for your consideration. |
| Suzanne | D. | QC | I find it hard to believe that my daughter who lives in Jamaica gets better, dirt cheap internet service whereas I pay 75% more in Canada |
| Kai | S. | QC | It is well known by now that Canadians pay far more for internet than most of the world. And we pay big to have mediocre service, especially in rural areas. If you live in a big city, you are lucky because you can get fast speeds, but it's ridiculously expensive. Companies like Bell and Rogers have no interest in changing this because they make billions in profits. We need the CRTC to step in and do what is best for Canadians. Regulate telecoms to reduce wholesale prices. Let some market competition re-enter, so that Canadians can afford something that, let's be honest, is becoming increasingly necessary in today's world. If someone can't afford internet, they may lose out on education, work, and resources. In a world that is increasingly online, it is important that everyone can "afford" to be online. And let's not forget that there are still areas in Canada where internet service is poor, yet who pay even more for their service, like Nunavut. On a personal note, I've struggled to maintain access to internet, because it is usually about 3 times what I can feasibly afford. I have to pay my bills and rent online, look for jobs online, even most entertainment has moved online. Even most games can't be played offline any more. But mostly, I use the internet for things like FB groups that tell you where someone dropped off food in a park, ordering groceries (since I'm disabled and carrying them home is difficult), and access resources. And whenever I can't afford my internet bill, I lose access to all of that. And there are millions of other Canadians who struggle to access the internet due to the high prices. |
| Andrea | T. | QC | Let many companies offer internet services so the public can choose between quality, value & price. |
| sean | M. | QC | It is moats important to curb big telecom powers and have healthy compantion in our mark,cetes to affordable internet and cell service no mater the income range they have or the age they are as it is no longer a luxury to be connected it is a life nccessity for medical services , education and learning , job seeking employment and government web sites ,Banking , community orignations services and housing of all types . Please CRTC WE SHOULD NOT BE AT THE MERCY OF BIG TELLECOM IN ORDER TO BE PART OF SOCIETY AND A ACTIVE CONCERNED CITZAN ! Thank you for listing may this not fall on deaf ears as you are there to protect us all in these regards and we need you now more than ever to protect all Canadians . Kind Regards Sean.M |
| Bonnie | S. | QC | The Big Telecoms have too much power, and they are setting unreasonable rates that, without any serious competition, are essentially gouging the Canadian consumer. This has to stop! |
| Janet | L. | QC | I cannot access what I need for the price I would like to pay. For example to get a quasi affordable internet and telephone I must buy the package that includes TV which does not interest me. And the price keeps slowly climbing and will last as a fixed price only until 2024!!! Then I am obliged to renegotiate a new package and price. I am willing to pay an affordable price for service and not have it change. |
| Sebastian | C. | QC | It's important to have options that represent the interests of the Canadian population. Higher prices will leave out a portion of our society and will add more stress on an already burdened middle class. Moreover, higher internet speeds are crucial in our digital era. Not providing it would blunt the potential of a lot of people and employees. |
| Nicole | G. | QC | Big Telecom is an oligopoly that fixes the price of all our communications: internet, cell phones, and landlines (old though this technology may be!). Their profits are tremendous and the consumer is the one who is left to pay the price. The state is responsible for ensuring that the market operates fairly by ensuring that there's competition. At this point, big telecom manipulates and controls the market. Your job is to act to rein them in. |
| Virginia | T. | QC | With the increasing trend to communication for all services by internet, affordable internet is essential. I am on a fixed income and in this global society even communication with family members is becoming more and more difficult to afford, and access, and the Internet provider I presently use is behaving more and more like a bully. I was given no option but to switch to Fibe - which I did not want. Not to mention that internet consumers like myself have now become the source of data and revenue for many data collecting and exchanging companies. Why should I even be paying at all? Perhaps they should be paying me. Please keep costs down and internet affordable and I may add, private. |
| Anthony | M. | QC | Most recnt bill from Bell was for \$401. That's outrageous! |
| David | F. | QC | Monopolies bother me. |
| Lea | K. | QC | IT'S TOO EXPENSIVE, PERIOD! DO SOMETHING! STOP HELPING YOUR FRIENDS AND HELP CANADIANS LIVE BETTER LIVES NOW! |



| | | | |
|---------------|----|----|--|
| Hugh | C. | QC | Every year I had to phone my internet service provider and haggle over price increases they slip in. They always finished by dropping my monthly bill back to the previous level. Why do I have to go through this rigmarole every year? I know that in Australia, with similar land mass and population distribution to Canada, internet prices are half what they are here. The Canadian regulator has simply failed to allow true competition. |
| Lionel | B. | QC | Comparison with other countries show a clear market distortion, that is unfairly damaging both the economy and the people. A cheaper Internet in Canada, with more competition would be a net gain for the country. |
| armando | m. | QC | Internet access should be nationalized because it's an essential service. |
| rishi | s. | QC | an important requirement for a normal living standard should not have big corporations dictating its direction. this is the government's responsibility. the crtc should reign in these big corporations. our freedom to choose is paramount to a democratic ideal. big corporations are responsible only to their shareholders and will put our concerns to the wastebasket but not if there is competition for the citizen's dollars. |
| lan | P. | QC | Collusion and price gouging are not what regular Canadians need. Rogers, Shaw, Bell et al have more than enough money...there needs to be true competition in this country and the gov't/CRTC need to monitor and regulate what big telecoms can charge and how many brands they can own. |
| Pablo | n. | QC | Internet access today is as important as electricity. Every person needs Internet access like they need electricity. Internet access cannot be left at the hands of a handful of giant market-dumping, politically-meddling, customer-disrespecting companies; real, quality-maximizing competition as per is how it absolutely needs to be. The other possibility would be to go state-operated and WE DO NOT want this. Please please please let the free market do what it was built to do: maximize profit for providers through the maximization of quality for customers. |
| John | J. | QC | My own independent internet provider was taken over by Bell through their subsidiary Distributel. Reliability sank and and there are fewer options to replace them. |
| David | B. | QC | Out of all developed countries, Canada is the hardest hit, price and choice wise. These monopolies have to change. |
| Amjad | K. | QC | Perhaps it's time an advanced country like Canada is NOT one of the most expensive countries in terms of internet pricing |
| Gillian | M. | QC | The Internet is pivotal to the economy, to any economy. That's why governments around the world are making sure citizens have access. If the federal government is serious about helping middle class families have lives that are more affordable, fixing these outrageous internet costs is the first step. Even if we go back to 2019 prices, we are still paying WAY MORE than other countries. It is unacceptable. |
| Seyed | H. | QC | When the whole internet space is controlled by few providers then they are going to have power even on what content you are allowed to see and what not and prioritizing client and if you are able to run a server at home or not and we are going to lose net neutrality even if we have it on paper. |
| Jean-François | P. | QC | Innovation and services that we need don't come from the majors; I was an early subscriber of a very tiny provider in Qu'bec that is now much-better known; eBox. And I mean *early* - I have received (excellent) technical support at the time from its president, that's how small they were. They offered me a service that isn't available anymore, fixed IP on a residential service, which I used for years to host my own web services and email services. Then they grew, and got merged into Videotron; my service got terrible - I started getting glitches and downtimes, all in the name of the merger, and the best I could get as support from them was well, there's nothing we can do now, we'll be done soon. So I ended up with a broken service during that merge, no support, and paid full price for it. Even when trying to leave, they made it veeeeeeery difficult. All this because they were being eaten up by a giant. Yes, it's episodic as evidence, but to me it's symptomatic. Small business has their users at heart. Big business has its profit obligations/bottomline at heart. Not the same kind at all. And losing the small ones will HURT. BAD. |
| Kathy | V. | QC | As a service consumer, with the increasing of costs on basic services, I want to make affordable choices & in having a variety of providers, like the USA, gives me better options to put my money & get the best deal with the best Internet service including customer satisfaction. |
| Mel | E. | QC | Access to reliable internet is necessary nowadays to perform a variety of important functions and to access information and keep in touch. It is those who are most marginalized who are hurt the most by lack of affordable access to internet. The fewer companies there are, the less competitive and accountable to their customers they are. |
| Kyriakos | S. | QC | Monopoly has to end!!! We are exhausted with the current unacceptable system of one company pretending to be many so they can gain profits without adequate services. Shame on running such a system style in our country. We know how and can do better! |
| Nanci | L. | QC | If the power over the internet is curbed then more people could afford better services with more reasonable pricing as is offered in other countries. People on fixed incomes and others on low income should not be subjected to either not have or have mediocre services. We need more choices!!! |
| Sheryl | H. | QC | If the choice will be limited to only Big Telecom there will be NO competition and the people on the boards of these companies will only get richer and richer while SO MANY people who are of modest means won't be able to afford the necessity of being connected to the broader world. I understand the concept of Capitalism, but there has got to be a point where wealth is shared with those who have less or have not. There becomes a point when it is simply greed. |
| Linda | F. | QC | We must be able to choose |
| Aynsley | G. | QC | I believe Choice for consumers keeps larger corporations ,Ådon their toes,Åd. Choice and competition can lead to innovation. |
| Linda | F. | QC | We must be allowed to choose! |
| Linda | F. | QC | We must be able to choose! |
| Valentin | E. | QC | I have been a client of an independent ISP for over a decade. After the CRTC reversed it's pricing decision, many independent ISP could no longer compete with big telecom discount brands that were offering the services cheaper (or very close to) than the wholesale prices. To add another nail to the competition's coffin, many independent ISPs were bought-out by the Big Telecom. In my particular case, a great ISP, EBox was bought by Bell. Now, it is just a question of time until the prices start going up significantly and service quality going down due to lack of competition. |



| | | | |
|----------|----|----|---|
| Rigas | V. | QC | Without competition there is NO incentive for huge corporations to reduce prices, increase service or even treat their customers with fairness and respect!. It's Business 101!. It only opens the door to never ending corporate greed! |
| Octavian | C. | QC | Access to information is an essential element for a democratic society to function in good health. When Internet services are controlled by a few powerful corporations, who also control and produce content, it places said corporations in a direct conflict of interest that impedes the good functioning of that society. Big Telecom perceives the elimination of competing Internet access providers as a way to suppress not only competition for access, but to eliminate competition for content consumption. This leads to an erosion of access to information where the consumer is denied opinions, content and views that may not be aligned with the interests of the monopoly/oligopoly. Moreover, Big Telecom has the power and resources to aggressively lobby the regulating government body (CRTC), effectively capturing it with the objective to shape policies according to the interests of the monopoly/oligopoly, instead of the society's interest to remain a healthy, functioning democracy. |
| Ghislain | B. | QC | Obviously, the more big tech gets the monopoly the more they will get to make the cost of internet higher. No independant competition will make the prices go up. |
| François | G. | QC | Stop feeding the pigs! They are fat enough now... |
| Lise | L. | QC | Monopolies are never good for consumers yet large corporations continue to do this. It is the job of the CRTC to ensure that consumers are not subjected to increasingly unaffordable prices because these large corporations have too much power over the marketplace. |
| Kelly | R. | QC | I'm very aware that there is less and less competition in the internet market and more and more collusion with the large conglomerate companies patting each other on the back and ensuring that they all align their rates to the highest and most profitable for them while offering as little service as possible for the amount paid. Compared to the US, we pay ridiculously high internet rates and there is very little choice. All the companies, even if they seem independent go through Bell or Videotron because they have no choice. Canada is supposed to be free market, no? It doesn't often seem like it. With the cost of everything else going up as well, internet is becoming unattainable for some families with lower incomes who are already disadvantaged in so many ways. Please do your best to get us more options and better prices. |
| Stanley | P. | QC | You have to stop the flagrant abuse of monopolistic behavior by telecoms' of gouging the Canadian consumers. |
| Stephen | P. | QC | It is time to sdtop having a beer with the lobbyists and actually work for the citizens you are responsible to. I would like to have a better deal with internet and mobile phones, but it seems that all the CRTC is doing is partying with the monopolies, rather than resisting their souless corporations where the actual persona means nothing, especially when there is a way to corner the market. You need to focus your efforts to eliminate the possibility for these corporations with nop soul and profit only on their mind to walk all over real citizen's rights to a free and independent internet competition for everyone. |
| Grzegorz | P. | QC | I wish to support independent ISPs such as Teksavvy. At the moment they do not have access to fibre networks of the large telecoms at *reasonable* wholesale prices makes it impossible for them to compete when providing internet access at higher speeds. I request that you force the large telecoms to offer access to their fibre networks at *reasonable* wholesale prices similar to what's been done with DSL and Cable access. Thank you. |
| Stirling | W. | QC | I work remotely, so my internet service is fundamental to my livelihood. Right now, in Quebec, I am paying double what my work colleagues in Calgary pay for High Speed communications. Yet my speed is a tenth what they get, and far less reliable. I can't count how many online meetings I've been in when I've suddenly lost all contact. I live in a major metropolitan area and Bell owns the wires that my ISP uses. Yet Bell doesn't seem to care that my connections are poor as five years of complaints have gotten me nothing. I would switch if there was a viable alternative but there doesn't appear to be one. So, I have to ask, why am I paying some of the world's highest premiums for Internet, when its of third world quality? We desperately need real competition in this space so that users can have choices, and so that companies will have to compete for users by offering better services and lower prices. Maybe then I'll be able to get reasonable service for my money. |
| Carl | M. | QC | I have had experience contacting customer service from several telecom companies over the years. It has generally been lacking. I have contacted my current independent ISP, Teksavvy twice and they answered my questions within minutes. We need the independents, otherwise those big companies will continue to abuse customers. |
| Robert | P. | QC | We had to give up our land line due to high internet costs ! Why do we Canadians have the highest internet costs in the world , can you explain that to me ? |
| Mark | G. | QC | The CRTC needs to stop pretending that it's acting in the interest of citizens, when in fact it has been acting in the interest of corporations....you allowed these telecom companies to get big, claiming it would produce economies of scale and lower rates, but all they do is make up excuses that they cannot charge less. It's really because the CRTC lets them. How about for once in human history we choose the greater good for society over maintaining corporate profits? |
| Chris | Z. | QC | This is a basic life necessity as all utilities, work matters, even entertainment are moving online. |
| Shane | P. | QC | We have some of the most expensive ISPs in the world, almost entirely because Bell and Rogers feel like they can get away with the price-gouging. I don't buy their excuses about Canada's low population density or the need for lots of expensive infrastructure -- other, similar countries have better rates. They are only interested in boosting their profits, at our expense! |
| Colleen | O. | QC | Corporations, by default do not care about customers. They care only about keeping the shareholders happy and that means they only care about profit. They do not care how unaffordable access to the internet has become. I thought the Canadian government and the CRTC exist to help Canadians. Why don't you restore our faith in this government body and give some power to small ISP's by forcing the large corporations (with RECORD Profits year after year) to make wholesale prices fair. This will not hurt Bell and Rogers and the other big players. It might upset them, but they will continue to have record profits. What it will do is make them be a little more competitive. I really don't understand why here in Canada, the politicians permit theses monopolies. Are they lining the pockets of the politicians who are allowing this to happen. I see these acts of allowing such monopolies as corruption at the highest levels. Prove me wrong. |



| | | | |
|------------------|----|-----------|--|
| Michael | L. | QC | We constantly here from the big Telecom companies that prices in Canada are so high because Canada is too big!. Yet somehow, there are other countries, with similar geographic sparsity that don't seem to suffer the same fate, and somehow manage to have affordable internet. Internet is no longer a luxury, and hasn't been for some time. Internet is a necessity for many, as it remains our lifeline in today's world. Canada is becoming a running joke with other countries regarding our monopolies and oligopolies, and this is yet another example of that - because Telus, Rogers, and Bell get to dictate how much competition there can be and what prices we pay. It's time things changed and Canadians had fair internet plans and pricing. |
| Sandro | D. | QC | Competition = Choice and Innovation. |
| Jeremy | C. | QC | My friends and family outside Canada have better internet services at a much lower cost. The CRTC has let down Canadians through past policies that have allowed a few large companies to dominate the market and kill competition. A change is long overdue. |
| Erin | M. | QC | Canada has some of the highest telecom prices in first world countries for absolutely no reason |
| Yves | M. | QC | Allow to have more competitors for better price; we pay too much, it got to stop |
| Jacques | D. | QC | In my region only one high speed internet provider is available, so impossible to negotiate or choose another company for a lower rate. |
| Rene | B. | QC | Monopolies always lead to worse service and higher fees. We already have really high prices for internet services. This has to stop now. |
| Alain | L. | QC | Internet is essential today so NO monopoly allowed , everybody should have opportunity to compete for price fairness ; transparency would also be a byproduct of healthy competition . Canada need to go for a fair future and not return to feudal model like kings and paisants . |
| Evelyne | T. | QC | It's important to me to have a lot of competition between phone et internet providers, to have a lot of options, good products and fair prices. It might also help on the fight on internet censorship and phone and internet surveillance, and different companies will have different opinions on this and will be more numerous to push back against governments and some big tech companies, and some customers will flock to these companies. |
| Jean-Francois G. | | QC | It matters to me because the CRTC is a government agency and their mandate is to serve the interests of the consumers, not the interests of their corporate buddies. What they are doing now is the very opposite of what they are supposed to do. The harm that is being done goes much further than impoverishing consumers (as if that weren't already bad enough), it also promotes institutionalized corruption and endless corporate greed. It erodes the very foundation of our democracy and it is unsustainable. |
| Sean | M. | not found | The big telecom providers have become dangerously predatory in their attitudes towards customers. Without competition, they do what they want without fear of losing customers. Personally I have had and continue to have issues with two: Bell and Telus. When attempting to cancel a Bell Canada internet service several years ago, Bell continued charging month after month for the service I was no longer using. It took six months to get them to stop billing me. Currently my wife and I are having exactly the same fight with Koodo, a Telus company. We are eight months past requesting cancellation of a cell phone service, for which there is no contract. But we continue to be billed and they are threatening our credit rating if we refuse to pay. Their own billing shows we are not even using the cell phone. I expect they would do the same with internet service. These mega corporations need real competition to keep them honest. These corporations need to honor cancellation requests and stop gouging customers. |
| peter | o. | QC | HIGH SPED INTERNET IS BECOMING ESSENTIAL TO EVERYONE AS IT BECOMES INTEGRATED IN OUR WORK AND LEISURE. THERE ARE MANY DEAD, OR BARELY ALIVE, SPOTS EVEN WITHIN URBAN AREAS, NEVER MIND RURAL. |
| Jani | T. | QC | I am a single mother, I work two full time jobs just to pay the bills and with rising costs and the federal child benefit being lowered I just can't manage to pay the bills as it is. |
| Alexandre | M. | QC | The population can't afford all the rates increases on everything going on while huge corporations can stand to make less profits. |
| Nicholas | S. | QC | If other modern democracy economies can have ISPs that are affordable and with good service, then it,Äôs not the technology that is expensive. For too long prices in Canada have been way too high and ISPs have made huge profits on the backs on Canadians. This needs to stop and more choices need to be legislated and stop the lobbying from Bell and other providers. Otherwise we,Äöre no better then authoritative regimes like China and Russian. So what,Äôs it going to be ? |
| Chris | G. | QC | Living in rural Quebec, I don't have any choice for my high speed ISP, it's Bell Canada or nothing. I depend on high speed internet to work from home, this means that I also need low latency for my VoIP work phone. I am lucky that Bell installed fiber in our area and I have high speed internet as many people in our area are still waiting. Understand that I don't even have cell phone coverage where I live, I must travel 5 km to get a signal. If fair bulk internet were available I could have a better selection and price competition. |
| Jean | R. | QC | As inflation eats away at our buying power, the CRTC can help us by mking wholesale rates reasonable and introduce competition to internet access across the country. Tell the big companies that they must open up access to resellers and ultimately consumers. |
| Georgette | S. | QC | Internet is too expensive. You start at reasonable price and then you end up paying way more . I think everyone deserves affordable internet. |
| Alain | F. | QC | more choices for cheaper |
| Margery | S. | QC | Having a choice matters |
| Romain | B. | QC | I come from France and the competition in telecom over there, although not optimal, is much saner than in Canada, with prices significantly lower and equivalent quality. Obviously, France,Äôs territory is smaller, but high prices in Canada cannot be fully explained by this, the competition clearly is locked up. |

| | | | |
|---------------|----|----|--|
| Robert | R. | QC | Telecommunication services such as broadband internet and mobile phones are not optional. These essential services are required by citizens to participate in employment, society, and private life. All levels of society must pay to access these services. The financial burden falls most heavily on lower income - lower wage earners. High profit margins are enforceable on low-income segments of society because telecom corporations have inadequate market restraints and too much political power. The truism "Power tends to corrupt, and absolute power corrupts absolutely," is what human history has proven. A healthy and just society can only be maintained with an equalization of power. There is an acceleration of disequilibrium of power and wealth being held by a very small segment of society. Everyone loses when society is controlled by this layer of society and the masses have little to no power to create more socioeconomic equilibrium. Telecom corporations are continuing to abuse their power and wealth by extracting the maximum net profit across levels of society that are already suffering more because of inflation in key sectors of products and services such as food, automobiles, housing, and energy. Who is going to win this class warfare? What are our chances of surviving climate change when the world population is controlled by a thin elite class. We are witnessing the changes that are happening in the USA and elsewhere. How will our actions define us as Canadians? |
| Sylvain | B. | QC | It's clear to me that without independent ISP, the internet price would be really higher than now. It's why we need more competition with different ISP. |
| Matthew | L. | QC | Internet service is not optional in the modern era. If you want to be competitive in the modern workplace you absolutely need an Internet connection. In this day and age, even telephone service and television are less important than a good Internet connection. The fact that my Internet connection costs more than both of the aforementioned put together is a direct blow against my ability to function in the modern market place. Please correct the situation with immediacy so that Canadians can remain relevant in today's world economy. |
| Philippe | G. | QC | We pay way too much compared to other countries for internet access either fixed or on mobile phone. We need more choices. |
| Jean-François | B. | QC | The liberal government has done everything to allow telecom giants to screw us over by buying small independent ISPs and hike up prices. We need rules to prevent Bell, Rogers et al from monopolizing the market. We also need to forbid the nomination of former big telecom execs to the CRTC. One image that sticks in my mind is that of Ian Scott and Mirko Bibic having a beer in some Gatineau pub. Please! Never again! |
| David | D. | QC | Nous avons maintenant affaire à un oligopole de quelques joueurs, avec une croissance des coûts facturés aux consommateurs causée par la disparition des forfaits de base, aux subventions versées et une diminution de la compétition. |
| Mark | Z. | QC | Canada has too many oligopolies which severely affects our competitiveness and quality of life. Mergers like the Rogers Shaw is already moving us in the wrong direction. We need strong anti-trust regulations against telecoms, banking, groceries, engineering and other oligopolies. |
| Tanveer | N. | QC | With the rising cost of living, stagnant wages, scarcity of affordable housing and rental spaces, it's important that government organizations like the CRTC look out for what's in the best interests of everyday Canadians over those of big corporations. Already, we've seen Bell Media continue to make cuts to our media coverage on both radio and TV, limiting not only the number of voices and perspectives Canadians have access to, but also restricting what information we now have to rely on non-Canadian sources via the Internet to inform and influence our decisions. Big Telecom is definitely not interested in the best interests of Canada and Canadians and the only way to encourage disruption, not to mention healthy competition that's good for both consumers and the industry at large is by facilitating new entrants - not low cost providers like Koodo, Virgin, etc that are mere offshoots of the Big Telecom - to disrupt the industry, ensure Canada remains competitive on the international stage, and innovative in a field we used to be a dominant power in. Companies like Bell Media and Rogers are already showing their unwillingness to give up any control by how they're treating not just Canadians, but their willingness to fire talented Canadians to prove their focus is on their shareholders and bottom line. The time has come for the CRTC to equally flex its muscles on behalf of Canadians to let Big Telecom know Canadians will not blink first. If the EU can regulate AI, the least the CRTC can do is create a better environment for more affordable options for Canadians by spurring real competition in this space. |
| Olivier | L. | QC | Big telecoms never had a vision for great customer service. |
| Philippe | B. | QC | Over \$60 monthly to have a wire coming into my house so I can enjoy videos and read my journals is outrageous. When I was younger, telecoms scammed us with long-distance phone rates and the inability to have more than one phone in your home. Cell phones and the internet disrupted this cash cow but they've found a new way to milk us! I think I need a glass of milk right now for some reason? |
| david | w. | QC | We need accountability, affordability, and a true free enterprise market where competition is not suppressed by the few. |
| Stephen | S. | QC | We need to have freedom of choice on how we access information on the Internet, and not just a choice of a few monopolists. I use a smaller ISP; if it were to be swallowed up by Rogers or Bell, I am certain that the result would be increased prices and bandwidth-throttling of media sites not controlled or owned by the larger monopoly. |
| Irene | S. | QC | Competition is healthy - especially for the consumer |
| Pedro | M. | QC | Freedom of choice without sacrificing quality and without exceedingly overpriced service. CRTC it's time to carry out what you preach and it's time to end the stooping attitude towards bigcoms. DO YOUR JOB! We, the common citizens of Canada, are the ones funding your salaries. |
| Rosemary | C. | QC | I should not have to pay so much for Internet service! What more can I say? |
| Jean | S. | QC | Competition is good to keep cost in check. |
| Tarik | Q. | QC | We are paying more and the quality and value of the service is going down. Then we have all the censorship going on. |
| Yvan | D. | QC | My internet currently cost 253\$ because I'm forced to use a business connection by Bell, the sole purveyor of service for the last 8 years on our street. I cannot use a normal internet connection because Bell has self determined that anyone wanting to access their home computer from outside the house (photo, music, documents) is a business consumer and not just a normal person in a modern connected world. 253\$ is more money than what I use in gas every month, It is 2 week worth of groceries, It is a tooth repair, It's legalized robbery. Just to be connected with the outside world... |
| Christine | B. | QC | Our government should be working for the people, not just the business interests that give them donations. Bring communications costs in Canada to the same level Europe is enjoying please. Thanks. |

| | | | |
|---------------|----|----|---|
| Sebastien | D. | QC | Internet is already an essential resource for the average Canadian. The bills must be kept in check. |
| emilie | P. | QC | Competition encourages innovation. A monopoly stagnates progress, which is why having a choice in ISP providers is so important. If every competitor can simply be bought out, then why even pretend to have the choice? I pay over 80\$ per month for middling internet service when I used to pay 50\$ with an independent company. |
| Leon | S. | QC | First of all if you are working for the CRTC, you should be banned from being employed by the majors for 10 years. This will ensure that your employment in Government is not a catapult to be employed by the majors. If you are working for the CRTC your sole preoccupation should be 'How to reduce cost and increase protections from the majors who are always looking to fix the market. Lastly if you are working for the CRTC and you are also a member of the World Economic Forum as a Global Leader, then you need to resign from your post immediately because you are involved in traitorous activity that will soon become a target for law enforcement. |
| Mauricio | B. | QC | The foundational principle of a health economy that benefits the end user is business competition. Competition drives innovation and lowers prices. |
| Francine | T. | QC | In a society that has healthy competition, not only does the consumer win all around, but it forces the companies that are competing to develop not only better products, but better service. This enables the consumer to choose the best price of the services & products they want without breaking the bank. In this situation when you have big conglomerates they continue to raise their fees, yet the quality of their products and services are of a lesser value. This is why I believe that we need to curb the Big Telecom's monopolistic power over the internet services to improve choice and affordability immediately, as many Canadians are suffering. Sincerely, F. Turgeon |
| Allan | P. | QC | Monopolies are not good for consumers. As soon as an independent ISP becomes available it no sooner gets bought up by the big corporations |
| Patrick | T. | QC | Competition is the bedrock of capitalism, it fosters higher quality, lower price and better service. The CRTC needs to make it easy for small entrepreneur to create new telecom companies and stop allowing only the big tech to have a monopoly. |
| Charles | R. | QC | Prices are too high. |
| Jean-Christop | C. | QC | I have been a loyal customer of TekSavvy for more than 10 years. I am still using their services despite the fact that the price of my plan has increased by more than 40% since 2019. For the same price, I could get a connection that is at least 10 times faster by switching to a big telecom. I am seriously considering switching to save some money. If loyal customers are abandoning smaller providers because they can't compete on price and speed, it is just a matter of time before they go away or they get bought out by the big telecom companies. Big telecom have shown for years that when there is less competition, their prices go up. You just have to look at cell phone plan prices between provinces. The same plan in Quebec is cheaper than it is in Ontario. The only reason is that Quebec has more competition. Access to the Internet is a necessity in Canada, so it is very important that Canadians have more choices of Internet providers, because it can lower internet prices. We are already paying a lot more for food and basic necessities, so the last thing we need is big telecom rising internet prices. |
| Alexandre | L. | QC | to have more choices among telecom means that competition is fair and allows for lower prices. why do i have to tell you this. Are you all disconnected from reality? |
| Patrick | M. | QC | To paraphrase former Harvard Economics professor Senator Elizabeth Warren (from Massachusetts), free markets work really well at distributing goods and services, far better than any other form of distribution (like government planning), ***but*** only when those markets are truly free and equal. Restricting the number of competitors makes the telecom market *less* free (in the sense of giving consumers fewer options), and so diminishes the capacity of the free market to optimize distribution to consumers. ...If the CRTC's goal is to *improve* distribution (including choice and availability) of telecom services to consumers, then it is clear what the CRTC should do (viz., allow consumers to choose independent ISPs...) |
| Ian | D. | QC | We have some of the highest rates in the world and our small communities still have terrible service. The old Bell phone lines are in disrepair and they have no intention of fixing them. With a 6MB DSL line I am lucky if I can get 1.5MB download speed with 0.5MB up due to the deteriorated insulation on the lines. |
| Thierry | B. | QC | The big companies that own the infrastructure are severely limiting what my independent ISP is able to offer me, which is much less than any of their competitors. |
| Natalya | K. | QC | Why are we (Canadians) forced to pay exorbitant rates for Internet and mobile phone costs that are much higher than the rest of the world? How can the CRTC justify the monopoly it allows just a few large telecom companies? This is a question of justice and quality of life for Canadians! |
| Gerry | C. | ON | Consolidation leads to monopolies and monopolies always result in less favourable outcomes for consumers. The big telcos can try to make geography-based excuses all day long, but the fact is that Canadians pay some of the highest telecom rates in the world for generally poor service, while these companies continue to rake in profits hand over fist. There is simply no legitimate case justifying the current environment beyond corporate greed, that our government has let steamroll us as they put telco executives in charge of the bodies that are supposed to regulate them. |
| Vu | H. | ON | Competition will force the Big 3 to actually innovate or compete for business, instead of relying on their gentleman's agreement to keep the market contained to only them. I've only used Alternative ISP's for my internet for the last 15 years and have experienced better customer service, more competitive, better priced options. We are a G7 nation with telecom offerings that pale in comparison to countries that have half our population and a fraction of our GDP. The current state of our telecom market is shameful. |
| Jean-Marc | D. | ON | I worked for Telecom Canada (Stentor Canadian Network Management (SCNM)) until retiring in 1997. SCNM was sadly dismantled in 1998 due to a squabble between Bell and AGT. SCNM provided facilities between all provinces. A similar organization should be created in Canada and all long distance facilities should be transferred to it. It would then administer these facilities and allocate them to all carriers, large and small. |
| Rob | S. | ON | Canadians pay some of the highest prices in the world for internet service. This is a direct result of lack of competition. |
| James | S. | ON | Canada is one of the most expensive countries for internet services. Costs are ridiculously high, especially for retired seniors like myself and my spouse. There is no competition in Canada among service providers so they can basically charge whatever they want. |



| | | | |
|------------|----|----|---|
| Linda | P. | ON | We cannot have huge conglomerates controlling internet access. Get a quote from each of these companies, the cost is virtually the same. Is this not collusion? How can it be truly competitive if there are not companies of all sizes-small medium and a couple of large ones. We have seen when one company becomes compromised-it brought the province of Ontario to a screeching halt. The impact was felt in banks, hospitals, stores as well as consumers at home. We cannot allow 3 or 4 companies to have this much power/control! |
| Chantal | A. | ON | Given that many people are continuing to work from home in some form of hybrid plan, it's important for workers to have access to affordable and reliable internet plans. In addition, many high school and post-secondary students rely on internet to access learning tools, course material and program assessments. Many college and university students are struggling financially and will continue for many years after their graduation due to higher than normal cost of living. We need to stop setting them up for financial failure. |
| Brett | S. | ON | More choice = lower rates! |
| John | M. | ON | Monopolies always tend to maximize profit by reducing service and increasing prices. Electronics and communication infrastructure costs should have declined as time goes on but I only see the increase in the cost of my service. About the only options that are provided to me are the ability to get more data/throughput for more money. However, there are more service options to provide than that. If there is a larger ecosystem of providers, they can offer different types of service. I use to have symmetric down/up bandwidth but now it is mostly down with a lower bandwidth up. I used to have a fixed IP that allowed me to access my systems from anywhere in the world but now I cannot obtain it. My provider used to provide simple dns registration and web sites for my service that I now have to go to outside specialist vendors for, even though I need little in the line of support or web capabilities. I used to have phone modem support as a backup to my delivery service but it no longer exists, yet service interruptions is still a possible issue. If there were multiple providers of service, I would could choose the options I want since each could differentiate themselves from each other by providing different options. Even though I have lost the above options, I am with a smaller service provider and have always appreciated their dedication to giving good technical support. As well, I feel very strongly that there needs to be service providers that I can trust will ensure my privacy and not succumb to government/outside agent surveillance. In general, no single provider can provide all internet options but a thriving ecosystem of alternative providers will give us the options that we look for. |
| Mike | B. | ON | I can think of no cases where a market oligopoly has been good for consumers. Freedom of choice for consumers and the ability to compete on a level playing field and potentially disrupt the status quo are key for suppliers. Without this, there is only stagnation and price gouging. We CANNOT tolerate a continuation of the same old policies and expect improvement. As Einstein said the definition of insanity is to repeatedly do the same thing and expect a different outcome. |
| michael | P. | ON | Internet is over priced here in Canada. |
| Steve | S. | ON | Everyone goes back and forth from Bell/Rogers, unhappy with both but stuck. I have been back and forth with Bell for OVER a YEAR because they are billing me for a service they are not providing. They are ripping us off and don't care, they are protected. |
| Robert | J. | ON | Internet service had become a necessity today, much like telephone service was in the past. Unfortunately it has become out of reach for many. Competition is one way to encourage a more affordable service. |
| Robert | M. | ON | The big Telecoms attempt to justify their inflated pricing by only offering high monthly bandwidth and download and upload speeds. I do not need and do not want unlimited bandwidth. I do not need and do not want fibre based speeds. What I do want is far lower pricing. I am tired of envying the drastically lower price my American friends pay for more service than what I pay for less service. |
| Pat | P. | ON | The cost of living is way up and the internet is needed to stay in contact, informed and for work. Canadians can't afford the costs brought on by monopolies. More competition = more competitive prices. |
| Beverly | M. | ON | If I can, find affordable rates in the immediate future, then we will be forced to give up our cell phones. As it stands we don't have internet because we simply can't afford it. I really hope that changes. |
| Brian | D. | ON | You exist only for the people..when you will have mass exodus, you can weep by yourself!., |
| William | M. | ON | The monopolies of telecom giants such as Rogers, Bell, and Telus mean that they can charge small ISP's extremely high rates to use their networks, keeping rates high for consumers and ultimately forcing many smaller ISP's out of business. This reduces ISP choice availability and keeps prices high and rising - not good for the consumer. |
| Anna Maria | L. | ON | Big Telecom companies own internet AND phone lines!! As Rogers tried to give in a little on Internet service prices after the merger, Bell did the same. Though the cut in service price was limited to a few customers- I wasn't one of those customers - Bell is now trying to offset this with increasing telephone prices. Bell is advertising that the price for my telephone line will increase another \$2.00. Although Bell increased the price for my telephone line \$10.00 last August. Hence, the cost for my telephone (landline) increased 30% since last August. And, the service for my internet AND telephone is pathetic. Every time there is bad weather(wind) the lines go out. The service man are at a loss how to FIX the DECREPIT phone lines!!!! Why does a country like Canada cater to BigTelecom? Is it that the Ministers get plum jobs or they go beer drinking with the right people? When is the CRTC holding Big Telecom Companies accountable???? |
| Joe | R. | ON | You have a chance to change things for the better, and it is important that this be done. We are victims of what is effectively a monopoly, since there is no doubt that the telcos agree among themselves how to maximize their profits by various means, including squeezing out competitors. We live in the country, and the telcos ignore us because there's not enough density and profit in it for them. The non-satellite service available is so ridiculously bad that we now use Starlink. This is expensive but far and away better than the previously-used Xplornet and Teksavvy. CRTC - get serious about helping Canadians, not the telcos. |
| Donald C | A. | ON | Monopolies are always bad for consumers whether it be telecom's, food producers, or news organizations. The CRTC should be there to protect consumers, not to cater to big tech lobbyists. |
| Jay | G. | ON | Internet access in our rural community is despicable for a first world nation. The slow upload speed and unreliable service we receive from 3 potential providers in our region limit local businesses in the services they can provide, and the type of businesses our economic development agencies are able to attract. Moreover, with hybrid and remote work on the rise, my family members are now limited by the jobs we can compete for! With no reliable internet providers with sufficient upload speeds for our type of work it PREVENTS our family from accessing high paying jobs which require working from home and bringing those jobs to the rural community in which we live. |



| | | | |
|-----------|----|----|--|
| Jeri | W. | ON | We recently moved to a rural area, but only 10 kms from a small eastern Ontario city. We really didn't understand how truly under-served some areas are still. In 2023! When we moved here, our internet options were only DSL, and sucked. We have not had a land line in 10 years, and not going back to one. We have such terrible phone reception here, we can usually only have successful calls from a certain point OUT ON OUR DECK. Ridiculous. All because of a lack of towers. Wasn't government money designated for the improvement to serve under-served communities like ours? Where has this money gone? Does the CRTC know how funding has been used when delivered to these communication corporations? I can tell you, it hasn't been here in eastern Ontario. Unless of course it's gone to help upgrade existing municipal infrastructure. It is just so frustrating that we are all held hostage by these corporates, there is no government oversight and the CRTC seems to only side with the corporations and never the consumers, who without us, these greedy capitalists wouldn't exist. No accountability and we're all just guinea pigs. It's 2023! |
| Jessie | A. | ON | Internet was created by people, for the people. Canada's basic infrastructure shouldn't be sold to the highest bidder. Stop privatizing everything so that the capitalist pigs can make citizens choose between quality of life and basic necessities for life. All telecommunications (internet/phone) should be publicly owned/managed. This goes for all basic life requirements, food and housing.. It really disturbing to be a Canadian these days, almost embarrassing. How the politicians are pissing away our country to the USA and other greedy capitalist. |
| Chris | D. | ON | Monopoly, are undemocratic in all terms. They take away from the freedom of choice. Communism is the lack of all choice and far too many have sacrificed to ensure freedom of choice is a given right. Stop the tyrannical monopolies and put democratic freedoms first. |
| Jocelyn | R. | ON | It makes sense to have a more open market which allows for competition. |
| David | S. | ON | Our internet prices are sky high. Please help more small providers to exist. |
| Jeff | G. | ON | The more choice, the more competition and hopefully better prices. |
| Kevin | P. | ON | Competition is the only way to keep rates down. Governments have been using our tax money to build a lot of the internet infrastructure and should allow all competition to fairly use it and provide services that are affordable. |
| Curtis | H. | ON | It's completely ridiculous that these few companies have the complete monopoly over all internet. The government doesn't seem to care that they are all together and manipulate the pricing. The fact that Canada has one of the highest prices for internet and the highest prices for cell phone is completely flabbergasting. As Canadians, we're better than this and it's all about corporate greed and that's it. I live in a rural community and the only thing that I can get is Bell line, associated, and have had to switch to a much higher priced ISP because it was the only thing available to me and my family to function as a normal Canadian resident. It just sickens me that we've allowed them to get this far. |
| Karl | M. | ON | High speed internet is essential. I live in rural South Ontario and cannot get it. |
| Caylee | R. | ON | It is embarrassing that Canada lags so far behind in our Telecom services. Accessing the internet is no longer a choice - it is a mandatory part of everyday life, and we deserve to have meaningful choices in selecting our services. |
| Wilf | F. | ON | Big telecoms are in competition with each other in name only. They watch each other's rates and move them upwards in lock-step. Real competition via independent ISPs with affordable wholesale rates are necessary. I live in a rural area where we will never see fibre optic cable connections, as the big telecoms have no interest in investing in low density areas. And their wireless connections are also below par. We cannot even get 4G here and the coverage is a matter of luck. Living at the edge of the tower coverage area; some days you have connection most of the time not. My wire connection with an independent ISP is better than dial-up, but certainly not at a speed level where it should be in this day and age. Can't run a business like that. Some so-called third world countries do better than we do in rural Canada. |
| Larrie | T. | ON | I don't understand why the CRTC allows Canadian rates to be so incredibly higher than most other countries, regardless of size, population, standard of living, and any other measure of a country's wealth. |
| Kris | A. | ON | We need more choice and affordability. |
| Peter | C. | ON | I have switched from Rogers and Bell for internet providers to a local company that truly works for their customers. Service is quick and fixes are immediate! With the Rogers or Bell, we fought with them for weeks at a time to get service!! I will use local personal service providers over 'big box' providers, everytime!!!! |
| Diana | T. | ON | I pay almost \$100 a month, not even for Fibe and my internet service was better 10 years ago. I have had to remove my phone from the WiFi as its inconsistency eats up the battery - it is always searching for the connection. Funny, it is stable off of it and my battery lasts like it normally did. |
| ROBERT | M. | ON | My kids and family depend on the internet for everything from school to banking and government activities. We can barely afford you internet needs to be more affordable |
| Peter | W. | ON | Bell is taking a much larger percentage of my income for what is becoming an essential service. |
| Alexander | W. | ON | To me, it matters from an economic justice and fairness aspect. We seem to be subsidizing these corporations through our taxes, and their increasing rates and fees are amounting to double taxation, for little return in value, when the former is taken into consideration. |
| Rita | J. | ON | The big telecom companies do not have service on their minds, just inventing ways to make ever higher profits. Other countries prove that rates in Canada are artificially inflated. Customers are consistently unhappy with the rates they have to pay. |
| Joanne | M. | ON | I am a senior and on a limited income. Like a lot of other people (in similar financial situations who need the internet for connection to family, friends and more) I find it disturbing, to say the least, that these big telecoms would hold us all hostage. It's bad enough with what is happening today, causing families to choose which basics or necessities of life they can afford. |
| Sidonie | W. | ON | Dear CRTC, There are some critical reasons to justify improving choice and affordability for Canadians: The consumer wallet is shrinking as prices on so many things go up and our salaries don't keep up. People are struggling! Telecom companies in all other countries charge less than Canadian telecoms do. There is no valid excuse for Canada having the world's highest internet prices. It's sheer greed on the part of the ISPs. We can't afford to have a single ISP hold the power to disrupt communications the way Rogers did. People could have died. Businesses lost money. Legislation needs to prevent the big players from swallowing up the newcomers, and prices have to go down. We need all Canadians to be able to thrive, not just the robber barons who effectively hold us in chains. |
| Vicki | W. | ON | It gives Canadian citizens a better chance to be innovated. |



| | | | |
|---------|----|----|---|
| Luke | S. | ON | In Canada, prices are set by an oligopoly of businesses. Internet and mobile service is so much cheaper elsewhere, we are getting a raw deal by the price-fixing telecoms of yesteryear. Grow a new future. |
| MIKE | S. | ON | CRTC ITS TIME TO OPEN THE FULL MARKET UP TO HELL WITH CANADIAN CONTENT EITHER IN TV PROGRAMMING AS WELL WE WANT OUR CHOICES NOT GOVTS CHOICES WE KNOW WHAT WE WANT NOT JUSTIN TRUDEAU OR HIS WEF LIBERAL SOCIALIST NAZIS OPEN UP THE MARKET TO BRING ALL OUR COSTS DOWN ON NET TV AND PHONE SERVICES |
| N | W. | ON | Internet rates, as well as cell phone rates, are ridiculous and should be reviewed allowing the average person to be able to afford the service without going broke! There is too much of a monopoly on prices and this has to stop! My family and I would love to have a cell phone but we are already paying more than \$220 for cable and internet each month |
| Paul | H. | ON | As a retired person I only have so much income to go around. At the moment I am paying at least as much as 1/3 of my property taxes. It is so expensive that I am considering going with Elon Musk's satellite service which is not only faster but more reliable. I would rather keep my money in Canada, but if it has to go to the USA so be it. I have to put my budget ahead of the big telecom businesses. |
| Ian | D. | ON | Other countries large low population countries like Australia have much cheaper phone and internet bills, so it is possible to have lower bills and viable telecom companies. |
| Helga | G. | ON | We are getting hosed by big banks oil companies and big business. Lead the way to reining in the profits of all of them so the everyday person does not have to choose what bill they are going to pay and whether they can afford to eat 3 meals a day and pay for housing and utilities |
| Robert | S. | ON | Monopoly's and Government's can collude which makes it difficult to distinguish who is controlling who. Free market and government work better for the people. What we have now is the government working for the Monopoly. |
| Judy | K. | ON | If a monopoly is permitted, there is no longer any opportunity for fair competition between providers and the giants take advantage of subscribers by indiscriminately raising rates for low quality service and there are no alternative service providers to turn to. There needs to be opportunities for choice for the best service and price. |
| sharron | m. | ON | I am a senior living on fixed income and the Internet is my lifeline. The bills keep getting higher and higher and I see no excuse for this Internet should be affordable if not free to everyone. |
| Harold | M. | ON | Internet access has become a necessity for most of us. There definitely needs to be strong protection of competition and an open market rather than protection of monopolies. |
| Fred | S. | ON | I only get DSL.I cannot watch youtube.netflix without any stutter .This is not high speed anymore.I could get starlink and i wish i could afford the monthly payment.Either the big 3 get digging or get sats for everyone or the government steps in does it for them.This is going on long enough. |
| Cindy | M. | ON | Competition is "always" a good thing in a democracy. Monopolies are by nature selfish and self-serving. Canadians deserve choice and affordable Internet service. |
| Gary | C. | ON | Where I live we have very limited access to any internet providers let alone affordable fast internet. The few small providers that did service our area have been goobled up by the big three. |
| William | L. | ON | We need more competition in the Internet market space. Many rural subscribers like myself have limited options when it comes to communication services like Internet and cell phone and TV. We once had a few independent providers but they have been bought up by the large players, especially Rogers. |
| Sylvain | L. | ON | Big woke companies that own a large share of the market they are in does not care about their clients. They attract you with what seems to be a good deal that pretends to be for a long period only to raise their prices once you are locked into a contract and fall back on the small print that says that prices may raise during the life of your contract. |
| Alan | B. | ON | I am writing to express my deep disappointment and concern over the current state of wholesale rates and fibre access in Canada. The existing model is detrimentally affecting small, independent ISPs and, more worryingly, negatively impacting Canadian consumers. The high rates small ISPs must pay to Big Telecom are distorting the competitive landscape, leading to a worrying consolidation of the industry. In the past year, over a dozen independent ISPs have been absorbed by larger firms. As a result, Canadian consumers are saddled with cost increases and deprived of the benefits of competition and choice. The fallout from this lack of competition is a market that burdens consumers with among the highest connectivity rates worldwide. This is a blatant contradiction of the CRTC's mandate to encourage competition in telecommunications markets to ensure that Canadians have a choice of innovative and affordable services. Furthermore, the CRTC's fibre access rules, implemented in 2015, have failed to provide wholesale access to fibre eight years on. This has essentially created a fibre market monopoly, further reducing consumer choice and stifling competition. I implore the CRTC to take immediate action to set fair wholesale rates and ensure genuine wholesale access to fibre. Without these crucial changes, independent ISPs cannot survive, let alone offer competitive pricing, and the market's competitiveness will continue to diminish. These regulatory shortcomings are not merely business matters; they are directly harming Canadian consumers who bear the increased costs and miss out on potential choice and competition. It is high time the CRTC fulfills its duty to ensure a balanced and competitive market, protecting fairness, competition, and consumer choice. |
| Steven | B. | ON | Companies with power don't share that power and don't use it for the good of their customers. They use to build profits and keep the board wealthy and earning more money and more bonuses while laying off employees and trying to pay them as little as possible. Helping them get bigger and get more power helps those that need it the least. |
| Louis | L. | ON | Costs are too high. |
| MICHAEL | W. | ON | What we are paying is scandalous. For data, for example, we pay up to 1,000 times more (really!) than they do in Finland. The usual arguments do not hold. Australia is also sparsely populated. And these are the wrong arguments. It's the market! It is ridiculous that we even have to explain that in a market with only a few large players, there will be inefficiency and unjustifiably high price levels. The world has learned this stuff about how markets work since, oh, the 18th century. But Canada, it appears, has not. Scandalous. Michael |
| Andre | O. | ON | Two words; Navdeep Bains |
| Ralph A | C. | ON | Competition makes for better service and better pricing. Canada has the most expensive internet in the world. Do something. |
| J | V. | ON | Canada has the worst telecommunications industry and the worst prices in the developed world. We're an embarrassment. Fix this. |



| | | | |
|-----------|----|----|--|
| Mitch | M. | ON | Internet services is to expensive for the average household. The business community is crying for employees and the unemployed are without proper individual connection that they can afford and thus be at businesses beck and call for interviews. No internet, no interviews, no jobs, less money for internet. The CEO's of Big Telecom have huge boats with internet, everybody else struggles in the wake of Big telecom's waves. Canada should not have sink or swim policies for access to the information highway. Canada should be helpful to its citizens and not full of whatever they are being fed by Rogers, Bell or Telus. Monopolistic power historically overshadows peoples rights. CRTC should be fighting for our rights, not the corporations. Please do your sworn duty, Help the common citizen. Mitch M |
| Lewis | L. | ON | A duopoly isn't significantly better than a monopoly. The price is set to high and the service is sub par. Anywhere else in the developed world I'd be getting more data faster for less money. |
| Garth | M. | ON | This current situation should not be. People in other countries, such as in Europe, the US, etc. pay far less than what we pay on average. They are gobsmacked when they learn how much we actually pay, compared to what they pay. There is no reason that we should be held hostage to the few large providers. |
| Stuart | n. | ON | Independent ISO Teksavvy has been my Internet provider for as long as I can recall. As a retiree on a fixed income, I find their rates to be extremely attractive and customer service is second-to-none. Big Telecom's prices, on the other hand, are prohibitively high, and customer care is so lacking that callers can wait long periods before connecting with an agent. Even then, customers are not guaranteed adequate service. When monthly fees increase unexpectedly, Big Telecom will use the excuse that you, the customer, did not read the fine print. Rather than frequently increasing prices like the Big Telecom companies do, Teksavvy has actually rolled back prices on several occasions. Then, within the last year or two, subscribers received letters from Teksavvy advising us that the company had no choice but to raise fees because of wholesale rate increases. I for one cannot believe that large Telecom monopolies have been allowed to prosper and grow to the extent that rates are out of control and choice has been limited. Where is Canada's Competition Act as it applies to these huge Telecom Monoliths? |
| Pat | B. | ON | Our household is paying almost double the price that we signed up for just a few years ago. This is mostly for internet service, along with a very basic cable tv on one monitor only. I feel we,Âre trapped by one large monopoly (Rogers), with no competition, much higher rates, and frequent service interruptions, as we need internet service for our family,Âs needs and use, two adults, one child, though no-one works or studies from home since pandemic restrictions ended. Our household consists of a disabled senior, a single-parent and an elementary student. For me, the disabled senior, the internet represents a lifeline, to do some chores (like banking), a post-stroke exercise class 3 times a week, as well as communicating with relatives and friends since Incant get out much any more. Our income is limited, and these high internet costs are a real hardship for us these days. Sincerely, Pat Bowie |
| Dave | H. | ON | I work from home for the GoC. As such I need an un-capped un-limited service. My independent ISP offers me that at the same price as Roger's, Bell and Telus offer their capped and limited service. If I want the same service from them I have to pay double for their business plans... which is ridiculous considering it is on the same infrastructure (my ISP leases Roger's cable). If fibre was avail in my area via my ISP I'd be using that. |
| paul | m. | ON | The two big players just keep getting bigger and bigger thus allowing them to dictate the market prices. Internet is now an essential service to all Canadians yet it is not affordable for all. Obviously all businesses are in it to make money however when they know that they can gouge their customer base with no real repercussions they will take full advantage of this (as they currently are). |
| Mary | D. | ON | Because it sucks having to pay so much for the same 3 providers. |
| Barrie | G. | ON | I am an ex-pat from the UK and I cannot believe how much more costly our Internet and cell network rates are here compared with Europe. Clearly something is wrong and it needs to be fixed. IMHO, it is obvious that Rogers and Bell dominate our market and both of those Companies are the least Customer-focused Corporations I know! If they are allowed to buy up the smaller Companies they will just charge as much as they want, as they are not motivated to provide acceptably-priced, competitive Internet and cell networks. |
| Barrie | G. | ON | Allowing the Big Telcos to gain more and more share of our Internet, will result in higher rates and cost us more money down the road. They are too greedy not to take advantage of an effective monopoly on Internet provision that is just round the corner after the misguided actions (possibly fraudulent - beers with CEOs - and unwise decisions allowing mergers that should not have been allowed) of the CRTC under the preceding Chair, Scott. I am not seeing that much improvement under the new Chair, although she does seem to be making some noises of possible improvements, but no real effective results yet. :(|
| Leo | C. | ON | Price for internet has gone through the roof. ☹️☹️☹️ |
| Alexandre | S. | ON | The Internet is becoming more and more essential for everyday activities and ensuring we have affordable access for all citizens should be a priority. |
| Kathy | M. | ON | Curb big telecom & give use more choice. More competition & lower prices. |
| George | L. | ON | Monopolies serve corporations best, that's why they strive for them. This is always at the expense of consumers since competition doesn't exist with monopolies. |
| Hicham | B. | ON | We are all struggling as it is and can't bear to see the daylight robbery of Canadians in broad daylight by Rogers, Bell, and Telus. |
| Mary | S. | ON | Big Telecom's monopolistic power is gouging the average consumer in a time when the internet is no longer a luxury but a necessity. In our daily lives we cannot conduct business without the internet even when dealing with Federal Government Departments. Big Telecom offer consumer loyalty deals if you subscribe to more than one of their services and then they slowly but surely claw back the discounts or the deal has a time limit. If you do not commit to one of their loyalty deals the price for the services is not very affordable. On the whole Big Telecom deliver quality services but it must be more affordable. To top it all off Big Telecom do not even hire their own employees to install or maintain services anymore they are contracted out to various independent companies. |
| curtis | h. | ON | cause with no competition big tech get a win fall monopoly and we get priced out of service and choice we need as much competitive providers that can make bills affordable with deals not greedy telecom |
| Tina | G. | ON | Big telecom companies make it very difficult for those surviving under the poverty line to afford digital services like the internet or a phone line. The prices for internet and phone keep going up while disability benefits and pensions have no hope of keeping up with the increases. We already have to make a lot of hard choices to make it month-to-month, not having internet and a phone line makes things that much harder. I'd also like to bring up how it's getting rare for a telecom company to offer a landline service these days. Just a reminder: Not everyone wants or needs a cell phone! |



| | | | |
|------------|----|----|---|
| Jacqueline | M. | ON | Monopolies are not good for business or the country. We need to encourage more competition. |
| Nathan | B. | ON | Less choice/competition leads to less innovation and higher prices. |
| Clara | N. | ON | It is important that all citizens whether they live in a big city or the country have the choice of affordable fibre home internet service. Everyone needs to be kept abreast of what is happening in our world and also need the opportunity to select programs of interest to them. |
| Peter | U. | ON | Rogers is aggressively trying to sink the independent providers in my area. I would prefer more options. |
| Ross | O. | ON | Canada is suffering under the rule of a brutal telecom monarchy. Since Minister Champagne approved the Rogers-Shaw buyout, Rogers has become the biggest telecom giant in Canadian history, effectively crowning them "King of Canada". King Rogers and their court of monopoly pals, Bell and Telus, have spent years doing everything they can to keep me on shoddy, expensive, and outdated Internet connections. |
| Samantha | H. | ON | Indie ISPs across the country rely on wholesale access to Big Telecom's networks to offer people cheaper services and an alternative to the giants. Right now, the wholesale rates set by the CRTC are EXTREMELY high, making it impossible for indie providers to stay in business. This has helped Big Telecom make massive gains in profits, monopoly power, and control, all while indies die out. Canadians need more choices via fair market competition, not less, and definitely not bigger market monopolies. |
| Jay | C. | ON | The CRTC has utterly failed at standing up for customers rights. It's time to consider the results of your actions on the citizen's that provide you with your platform to make these decisions. You work for us. Time to do your job. |
| Katy | A. | ON | At this point in time internet has become a basic necessity. We can't apply for jobs, work, access medical care and so many other essential things without access to the internet. It's even gotten to the point where the only way to use coupons or other means of saving money on many purchases has to be done through an app and hence requires the use of internet. Why is it then, that access to reliable internet is so expensive? I am with a smaller ISP and am still paying \$80 a month for a just okay package that drops connection constantly. But the ISP providers don't care, maybe that's their MO since when that happens I have to tether to data on my phone so that I can complete tasks for my job. And guess who is getting paid when I use the data from my phone plan? Those same major ISP companies who have a monopoly on our overpriced cellular/mobile services! |
| mike | n. | ON | Canada is one of the most expensive industrialized countries to be online in. The excuse is often that our country is so huge that we need large and expensive networks; but this misses the point that most of the population is concentrated in a narrow band. The real reason is the monopolistic situation created by Rogers/Bell/Telus. The only thing that could hold them to account is the services provided by others, using wholesale bandwidth purchased from r/b/t. The CRTC needs to stop thinking of the internet as a privately held asset for generating profit, and more of public good run for the benefit of all. I am not contesting the right of r/b/t to make money; but an essential service like internet needs enough regulation on its pricing to ensure that it is accessible to all. |
| Lennard | K. | ON | Disparity of ISP's is akin to disparity of wealth - both are bad for society. |
| Brad | L. | ON | We have regional duopolies for home internet service and that is unlikely to change. The wholesale program seems to work fine for DSL and Cable, but it needs to be applied to Fibre too. Bell has received billions of dollars of subsidies from federal and provincial governments to expand access to high-speed internet. There is no realistic way to introduce competition for building another residential Fibre network, but Bell should be legislated to compete with third party resellers on price and customer service. Contractual service level agreements for speed and reliability should be the same for third parties as for the network owner. |
| Mark | C. | ON | Real competition means more choice and better rates and services. Monopolies spend money on protecting their advantage rather than delivering better service at lower prices. |
| Rosemary | L. | ON | More choice means more competition and a means to reduce rates for users. |
| Angela | B. | ON | The internet is more important than ever before. It is a chief source of both information and jobs and contact with other people. And the bills are rising and the money to pay them is getting smaller and smaller. This is not sustainable for either companies or consumers. |
| Bernard | Y. | ON | Big Telcom has too much power no competition Look at Roger's and Bell partners in Toronto Maple Leafs. What a joke!!! Who is Crtc working for??? Not the people that's for dam sure |
| Alan | A. | ON | Why can I get fiber optics from Bell? |
| Stephen | M. | ON | I shouldn't have to pay this much for basic internet services. The CRTC reduced the wholesale pricing years ago and brought it higher with the last chair of CRTC |
| Jason | B. | ON | In no way does less competition drive prices down. This comment made by the telecom companies is almost as ridiculous as Galen Weston claiming to lose money on every breast of chicken sold in Loblaws stores. It is a fact known around the world that Canada has the worst telecom services, be it home internet, cable, home phone or cell phone. The big three are gouging us left, right and centre in the name of profit. |
| Lee | R. | ON | Monopolies monopolize and we all know this is not good for the populace. |
| Pete | W. | ON | What we pay here in Canada for mobile and Internet services is incredibly high compared to other countries, and the lack of choice between providers is obviously a major part of this. Because the big providers have been allowed to gobble up others, now the situation is even harder to untangle, with very few companies owning all the infrastructure and being in a position to bully those who must lease it from them. Internet access is required now for education, for the economy, for keeping abreast of news. It's not a toy, but an essential service on par with electricity, sewer access, etc. Allowing just a few companies to get rich from that, while limiting competition for them, is bad for all Canadians. |



| | | | |
|-----------|----|----|--|
| David | S. | ON | The incumbents have repeatedly been caught using their monopolistic last mile access to harm people like me who use an independent ISP for home internet. Independent ISP customers should be able to get the same level of service as Bell and Rogers customers, yet time and time again our support tickets are not serviced for weeks or months, where Bell and Rogers customers can get immediate service from the same subcontractors. The rates that independent ISPs have been forced to pay for access to incumbent networks is not fair and has not created true competition for Canadian consumers. The only time I have experienced true competition for home internet pricing was when I lived in Saskatchewan and had the option to switch to SaskTel if the large ISPs weren't being price competitive. The CRTC should work for the best interests of Canadians, not the large oligopolistic ISPs who make billions in profit each year while applying for rate increases that do not reflect their true costs. It doesn't take an expert to compare the prices of internet plans in Saskatchewan and other provinces. We all know that when one large telecom company announces a price hike the other big telecoms immediately follow suit. We all know that the devil is in the fine print of every short term discount they offer, which always turn out to be very expensive over the long term. Bundles and contracts are anti-competitive tools used to lock consumers in, and they should be closely monitored to ensure they do not stop consumers from accessing better prices. |
| Ryan | L. | ON | Time to implement what UK did years ago. Wholesale and Retail. |
| Justin | D. | ON | The power of the Big Telecom monopoly has shown us for a long time how profits are the sole focus of these companies and the use of scapegoat excuses has gone on long enough. |
| Nathan | C. | ON | Without competition, a monopoly possesses broad powers to dictate pricing. Consumers have every disadvantage and this is obviously unfair. In this case, internet providers are not held to account for failure to uphold promised action, such as infrastructure upgrades. |
| Daniel | S. | ON | The Canadian government has pledged countless times to help hard-working Canadians battle inflation and ensure they can pay their bills. But there has been much inaction around how. This is a clear way the government can put their money where their mouths are. |
| Josie | P. | ON | Monopolies on such important public services and communication tools that are necessary to function in today's world (electric power, energy sources) are a dangerous thing, and inevitably lead to higher prices and less accountability. |
| John | K. | ON | The CRTC is run by former Bell and Rogers people. This needs to change. The appearance of impropriety is evident in every decision they make. Every decision the CRTC makes sides with the big three. What is the point of a CRTC if they aren't there to help Canadians? It's just more corruption from the current government. Regards, John |
| Lisbeth | S. | ON | Monopolies are in, and of themselves, abusive. We can't look for better service or prices if there's a monopoly. Right now, the giants have us in a stranglehold. |
| Patrick | C. | ON | I have used TekSavvy for over 10 years, and despite their buying time from Rogers, they provide 100% (or more) better service than Rogers ever did. I'd sooner go back to dialup service than use a cable modem under Rogers (or Bell) My father has Bell, because of a contract in his building, and it is much more troublesome (and bandwidth is throttled - as a tech I've measured it!) The only reason my other relatives use the big internet companies is because of bundled services (internet/TV/phone) and family/business packages. |
| Michael | R. | ON | I believe that Bell's push to eliminate landlines (POTS) will significantly negatively affect seniors, the poor, and access to alternative systems based upon VDSL2. Few VoIP systems work that well, and almost none of them have backup UPS required to make 911 service work. This is a life threatening tragedy waiting to happen. It is time for Bell to be removed from ownership of the last mile: they can buy it wholesale from a public ownership like the rest of the ISPs. Bell says they invested all this money into FTTN and FTTH, but really, it was all regulated profit. We already paid for it. Back in 1994,1995,1996 Bell demanded \$2/month more (each year). The regulator gave it to them. For free. No promises. They used this windfall to upgrade their own network, and then they screwed all the smaller providers. They repeated this in the 2000s. It will just repeat over and over again as long as Bell owns the CRTC. |
| Katherine | B. | ON | Dependable and affordable internet service has become an essential utility in Canada, part of our infrastructure. It is essential to everyday citizens and to businesses. the prices must be controlled so that even someone of modest income can afford this essential service. The current monopolies cannot provide the service at affordable prices. Either their prices have to be controlled (as a cost to them of being a monopoly) or more competitiveness must be available in the marketplace. |
| Thomas | N. | ON | Monopoly |
| Irina | K. | ON | Since 2018, I am a happy Teksavvy user. Teksavvy is the first provider in my 22 years in Canada that actually cares about its customers. If I lose the opportunity to stay with Teksavvy or if the Internet prices go through the roof as they do everywhere in Canada with the rule of monopolies, it will break my budget. Rogers, Bell, and Telus are a three-headed dragon that preys on our wallets. |
| courtney | b. | ON | Canadians deserve more choice! The telecom monopoly benefits no one but the shareholders of those corporations. |
| Douglas | J. | ON | There is no reason to allow companies to control both the access to internet connectivity and to the content that is transmitted over these networks. That is similar to allowing road owners to control the type of car you are able to use on the roads. With so few ISPs in Canada, we are being forced to pay for Lincoln town cars filled with fitted luggage when all we want is a subcompact 2-door sedan with an empty trunk. |
| Cory | P. | ON | We need a way to prevent one telecom making a price change and all the other companies then following, which increases the baseline entry pricing for everyone. A good example of these increases are: data add ons, TV starter packs fees, activation fees (any service now!). We also need more accountability for when an agent commits to pricing and discounts and we don't see the promised discounts months later, when we call in and are told this was an error, that it gets fixed per the original agreement |
| LORIS | C. | ON | Because I currently have fibre to the home I'm with Bell Canada but I really *really* need to switch providers because Bell is the most horrible company I've ever had the displeasure of dealing with. Their customer service, or rather lack OF, is beyond atrocious. Plus they just keep arbitrarily raising their prices whenever they want to and without any notice or even justification (they ALREADY charge WAY too much for their services). The crazy thing about this is that there are no independent ISPs that offer FTTH because Bell has a monopoly on it! This is completely unacceptable, I shouldn't be forced to go back to DSL over copper or a cable-based service. This needs to change NOW. |
| Larry | D. | ON | Corporate concentration is one aspect of the economy that leads to price gouging and inflation, and helps further the gap between the rich and the poor. |



| | | | |
|-----------|----|----|---|
| Marj | B. | ON | Dear CRTC, Families need to have a much much more inexpensive internet and more competitions since we now have to have all our invoices from approximately 90% of companies including government department sent by and received via internet. That to save the cost of staff, paper, printing and postage as well as payment time. Now all kids need to use the internet with school programs from primary to university. All those costs are now passed on to the consumers in order for the big internet companies to make more money. Please use some common sense and do the calculations. Thank you for reading my thoughts on what you should have done a long time ago. Agree to more competition in the internet business. |
| Nikki | D. | ON | We are already paying excessively for rent, mortgages, food , electricity and gas. Who are these internet companies to charge excessive amounts for a service that is already established unlike building/repairing buildings or growing-harvesting-transporting food? There is NO justification for GREED. Internet is a necessity. |
| Kit | M. | ON | I am a big believer in supporting small Canadian businesses. When I first moved to Ottawa in 2014, I was delighted to see that there were multiple options for me to support third-party internet companies with my very limited funds. I chose Start.ca out of the options that were available to me. However, this year, Start.ca was bought out by Telus. While currently my internet prices remain the same, I am concerned that they will soon rise. As I am on the Ontario Disability Support Program, this will have a marked impact on my ability to support myself. I am also deeply disappointed that I am no longer supporting a small business. While I am considering switching to another third-party internet company, I also feel as if there is little point as inevitably that company as well will be bought up by the large internet monopolies. Please regulate the telecommunications industry in Canada. It is important for small businesses to have a chance. The use of the internet is also no longer a luxury in current society, but a utility like heat and water. Current monopolistic pricing deeply affects low-income and disabled Canadians like me, and it will only worsen if matters are allowed to continue unchecked. |
| Martin | R. | ON | Politicians don't stand up to monopolistic efforts by corporations, and I'm fed up. I'm for more choice and affordability, not overly complicated offerings by isps to justify their higher overall costs. |
| Alexei | C. | ON | Recently (last 10 days) my internet quality went down. The provider is third party, but the faulty line is owned by bell. Bell is not doing anything to fix it. Just reports that the line is fine. The tickets get closed. Im already at the fastest connection that my provider offers (50down/10up) but the line keeps dropping every few hours (after working without drops for a year). The cost of this plan is \$80 which is almost same as fiber... |
| Michael | W. | ON | Access to the internet is as important to living and working in the modern world as water and electricity are and should be treated as the essential utility that it is and made affordable to everyone. One way to do this is to open the market so that more innovation and competition will be able to improve the affordability and access to this essential service for everyone. |
| Radek | Z. | ON | Most people are not wealthy enough to be able to 'look the other way' when it comes to paying household bills, so every penny is counted. Competitive choice is important for that. Competitive choice also encourages internet providers to compete among themselves which includes continuous improvement in efficiencies, implementing better technologies and being more environmentally responsible...all of which will also benefit future generations. We must ensure reasonable competition so that we are always improving as a society, but also so that consumers have more affordable choices. Don't forget - consumers are the backbone of capitalism. Don't starve your consumers. |
| Kartikeya | C. | ON | This fucked up monopoly on a non negotiable resource is literally making is a laughing stock of the world. Shitty internet and services with the world's most expensive prices. These execs need to be hanged publicly for treason against the Canadian people. |
| Shane | I. | ON | As intermediate companies get squeezed out of the market place we're stuck with the limited offerings, terrible customer service, and indifference of the big telecom players. Allowing them to set the market price with no competition and no recourse for the Consumer. It's even worse for those in rural areas where large providers buy up the local players, raise the rates, lower the service and leave ancient tech in place. |
| Branislav | S. | ON | The monopolistic position that Bell and other telecom giants hold has resulted in a 40% increase on my telecom bills over the past two years, without any change in the services that I subscribe to. This cannot be explained by inflation or increased costs, but is an obvious money grab due to lack of competition. |
| Linda | C. | ON | I cannot change my ISP package or even upgrade the package, as it is no longer offered. The new package (less than the one I currently have) is more expensive with less features. Many features that I currently enjoy are now chargeable line items on the new and improved packages. There are few independent ISP because Primus and several other ISPs are no longer independent, they were purchased by Bell Media/Bell Canada and Rogers in the last couple of years. Why is my brother and cousin who live in the USA paying significantly less than me? I do not understand. |
| Duong | N. | ON | High speed internet is a must-have in modern life similar to electricity and gas. The cost of high speed internet is no longer affordable because of the lack of competition. We need independent ISP. |
| Zoran | P. | ON | CRTC needs to curb monopolies and collusion between big telecom companies who share the huge majority of market today and enable affordable and available Internet service to all Canadians. |



| | | | |
|----------|----|-----------|---|
| Tristan | Y. | ON | One of the federal government's missions was to increase competition and lower rates. Thanks to their bungling of their own mission, and the corruption at the CRTC, we have seen competition reduce, and prices increase. We are a nation of connected people. We rely on the internet to participate in democracy, to communicate with our government, to do our banking, to educate, for entertainment, and we use it for our jobs. It is of the utmost importance that the CRTC quickly solve the following issues: 1. Competition - need to increase competition and investment in independent internet service providers. 2. Price - we shouldn't be one of, if not the most expensive nations for internet and mobile service. The whole Canada is a big country argument doesn't hold water, considering most of Canada's population is centred around a small range of latitudes, and concentrated in major metropolitan areas such as Ottawa, Toronto, Montreal, Winnipeg, Saskatoon, Calgary and Vancouver. 3. Wholesale access to customers at reasonable rates that foster competition rather than act as a punitive measure. 4. Create a program that helps smaller service providers build out their own next-generation networks, not just in one city, but in all major metropolitan centres. 5. Break up existing oligopolies, as they have far too much power (money, subscribers), which makes it almost impossible for smaller ISPs to get investments and customers. Huge incumbents like Rogers, Telus and Bell use their clout to hurt smaller providers, yet they often offer some of the worst actual service, and terrible customer service. 6. Create a bullet-proof plan to help municipalities build-out their own next-generation networks, and lease last-mile connections to service providers, with higher priority for smaller independent providers and lower priority for the greedy oligopoly. 7. Revamp the CRTC to make it work for Canadian taxpayers - put Canadians first, and greedy oligo... |
| Lyndee | W. | ON | We need to stop becoming like our neighbours to the south where monopolistic power rules. Without choice, there is no affordability. Big Telecom needs competition to play fair. Affordable internet service is necessary with more and more services being available only online. |
| Fred | G. | ON | Internet is an essential service, we shouldn't have to pay so much money for it. In other countries, even in remote areas in Cameroon, Chad, Congo, where i regularly work, we pay a few dollars for unlimited internet with a pretty good speed. |
| Stuart | B. | ON | It's not only a problem with Internet but also with most telecoms including cellular phones, television broadcasters. The spin they put on is that they can do more for more subscribers, but all they really do is rake in more profits and reduce our choices through this anti-competitive behaviour. |
| Sean | F. | ON | Price gouging, ongoing already and there's potential for it to get worse if more choice is not introduced into the Canadian market. Look at what the grocery monopoly is doing! |
| Brent | R. | ON | The internet backbone needs a wholesale rate so that true independent ISPs have access to the market. Bringing in other companies as partners or a branded subsidiary is not competition, it only ensures the big 3 maintain their market share. The large companies also need to be restricted from monitoring client data or throttling speeds of the small ISPs. |
| Seanna | W. | ON | 1) If the intent is to prevent a monopoly, let's consider that having a few big players does not provide much of an improvement over a single provider. We need real options. 2) I notice that Bell Media recently laid off some staff, and the company may use this as evidence that they are not so well off. Let's not accept that as a justification for why we would need to continue the status quo. |
| Darrell | S. | ON | Lack of competition is NEVER good for the customer. What's the purpose of the CRTC? Nothing is ever done about this situation where we have monopolies controlling us and the CRTC giving them a seal of approval. This needs to stop. |
| Jeff | S. | not found | Communication company monopolies are driving up costs and reducing competition in Canada. One of the roles of the CRTC is industry regulation to ensure fair competition. Competition has been missing from Canada for a long time with past CRTC chair Ian Scott actively maintained these monopolies. Change is long overdue. |
| Glenn | L. | ON | It's unbelievable, when I try to use what I thought was an independent provider and I object to what I thought was according to the CRTC Rules on a subject, well guess who answers to my objection - BIG Bell Canada, Ya, Bell runs the show and in fact in my situation which I thought I was dealing with an independent, Bell told the CRTC to go away and basically told me I had no rights. Yes, that is the way the BIG Telecom operates. Yes and Bell has their own lawyers and that is what I am against, even though I was in the right. Yes BELL does whatever they want. The CRTC has no authority over Bell. |
| Amy | E. | ON | The big players are price-fixing and have no incentive to provide reasonable customer service or added value. I feel forced into this relationship - like they are the government. |
| Benjamin | A. | ON | The home internet problem extends to mobile services. Real choice is an illusion! |
| Amber | E. | ON | The price of all services keep going up and up, service stays the same or gets worse. Half the time your plan changes because they want more money for less speed and what you used to pay for that is now a lower speed plan at that price. Literal shrinkflation principles being used to prop up their bottom line. All the CRTC seems to do is pretend to allow competition while allowing these big players to buy up everything and make all prices uniform. |
| A | K. | ON | Do not give one company all of the power, it is a horrible idea and not forward thinking. Let's do better please |
| Jeffrey | S. | ON | I can't get a plan with decent upload speed they just don't exist. I do not trust what speeds up to x actually means. I cannot get a latency guarantee in a plan |
| J C | N. | ON | I am with Canada's oldest ISP, created by Parliament over 30 years ago, the National Capital Freenet. They don't data mine my email as some of the big players seem to be doing. With a non-NCF email, I've had marketing communications that seem suspiciously related to recent messages. The NCF was planning to reduce our monthly fees until the CRTC let Bell / Rogers avoid wholesale rate reductions. Bad! Bad! Bad! We need independent, community based organizations to support communications and provide service. Bell and Rogers seem to think better service means they can take our money without burdening us with a request. After all, it would be an imposition to ask and might upset us. I abandoned Rogers when they told each of us individually in a large building that it was our modems that caused no connection rather than the severed wire that someone across the road in a service room had cut through with a saw. They still owe me a month of service I didn't get as well as a month rental on the defective modem I returned. |
| Sean | R. | ON | When I bought my house in 2020 there were only 2 providers available. Bell and Rogers. When I called my independent company, they said they don't know when they'll be allowed to offer services at my address. Turns out it was 2 years. Also while Bell offers discounts, they keep raising the prices but say oh, you've got a discount. They always have a discount of some sort, why do they just offer it for cheaper? |



| | | | |
|---------|----|----|---|
| Covey | S. | ON | The pricing structure of the only two corporations in my area is laughably rigged. Why does their top speed cost \$120/mo and a speed half that cost \$100/mo? Why is the fee structure identical between competitors? There isn't even a thinly veiled attempt at competing on price. I legitimately feel disgust needing to pay one of these clowns. This isn't choice, this is consumers being strong-armed into one of Canada's best government sponsored monopolies. That's how we do it here, after all! |
| John | C. | ON | My choices are continually diminishing for broadcast content. Costs seem to be continually rising. Access to the Internet is no longer an amusement, as most of my billings and household management, including Health care, seem to rely on Internet access and functioning. Canadian society is changing as more people work from home. Canadians should be protected from the exploitation of this life-dependent service. Please do not create an Information Service in Canada that is as unwieldy and expensive as Health Care is in the US. Keep us free from exploitation, please. |
| Paul | C. | ON | Either the government need to own and control the infrastructure or allow fair and equal competition among ISPs. I live in a subdivision, only 5 years old, where Bell is the only choice for fibre/DSL. No other ISP is allowed - how is this right?? |
| Paul | C. | ON | Big media conglomerates are profit seeking, control the infrastructure to prioritize their own services and have no incentive to make services affordable. They aim to serve their shareholders (ie the top 1% and no one else). They,Âre also the first to lobby for taxpayer funds to prop up profits during times of economic hardship and to repair infrastructure after storms. The average tax paying Canadian deserves a right to affordable services and should have faith in the government,Âs direction of subsidies to these billionaires. |
| Florent | M. | ON | The internet bill is too damn high, and a monopoly without competition these big telecom companies can/will run rampant and charge higher prices with zero oversight |
| Jinping | W. | ON | Low prices, good value is good. Competition drives down price, improves value and quality, provides incentives to improve infrastructure. Right now my building has been bought out by Bell and Rogers, while the rest of the indies pick at scraps. Get off your high horses, stop wining and dining with the ones YOU'RE supposed to be regulating. We're not blind. If you don't start doing your job, you're on your way to meet a mob. |
| jason | h. | ON | uncontrolled growth with no checks and balances is a disgrace in our modern age. The government is failing us on all fronts. No competition allows unfair pricing and a lack of services. PLEASE stop this ! |
| Gordon | D. | ON | My monthly Internet plan is more affordable now than in 2019 only because I switched over from Bell to TekSavvy, with whom I receive much more favourable rates and far better customer service. |
| Alan | V. | ON | Just one thing to mention... monopolies are illegal. So why are they even allowed. The little people are always getting screwed by the big companies. This has got to stop. People are tapped, meaning no money left after just buying the groceries. |
| Morlan | R. | ON | 1. Individual citizens do not have the power to stand up to any form of monopoly. 2. Government agencies such as the CRTC have the power and the moral obligation to be an effective counter balance to corporate self-interest. If gaps exist in the CRTC's powers to enforce policy, then pass the required legislation to close such a loop hole. 3. The Market as embodied by corporations has no interest in anything beyond share holder demands for maximized investment returns. 4. Look at the broadcasting mess in the United States where private broadcasters value viewer ratings over presenting documented truth/evidence and journalistic integrity. 5. Canadian culture has to be deliberately nurtured and protected by Canadians rather than be sacrificed to the vicissitudes of the international corporate world. 6. Social media companies that make income from the broadcasting of news, articles or programming by Canadian sources should pay the authors/producers for their work. |
| Stephen | F. | ON | Predatory pricing is rampant using capability that is denied to the competitive players, explicit offers with fibre based internet to get subscribers off the legacy capabilities. Maintaining copper based DSL is expensive to operate and could be a gold mine in recovered metal, no wonder there is a business case to attack any low speed/bandwidth subscribers. Availing competitors of the new networking capability would encourage people to leave the old networks, helping the big players reduce costs, but they want ALL the profits plus, what regulator has ever been successful in enforcement of better customer service when something goes wrong. Evidence the Rogers national outage. What was the outcome, a wimpy apology, a few dollars to acknowledge the denial of service and are the big guys working on fixing the redundancy issue? Little has been said about when that must be addressed, much less a report on progress. If the CRTC is going to be a regulator, then it should do some regulation with requirements to act or consequences are actually imposed; in many other situations this is called accountability. Please act on puffy cloud conceptual statements about improving competition. DO SOMETHING to make it real! |
| Colleen | A. | ON | The government has allowed Bell, Rogers and Telus to hijack, Canadians, phone, cable and internet services. We are at the mercy, of those who have zero respect for us. It has come to the point, that what is offered, is not affordable. Competition, benefits citizens and slows down the 1%. Please listen to the voices of the working class. |
| David | B. | ON | Democratic societies allow for open markets that let companies sell their products and services at fair prices. This is not happening in Canada. Let,Âs make it happen. |
| Craig | S. | ON | I prefer to use 3rd party providers, because Bell and Rogers service and support is terrible. They have no reason to improve their customer relations. Example; I have a cottage in Quebec. I could not get Techsavvy to supply internet because Bell would say the had no more ports available on their DSL switch. I signed up with Bell, and they were able to provide the port no problem at all. Then the Bell CEO a couple lakes over got fiber, and we were able to get Bell fiber soon after due to the media yelling favoritism. |
| Don | A. | ON | I am a retired Canadian snowbird who spends my winters in southern countries. In all the countries I have spent winters in they all have substantially cheaper internet plans. Every year when I return to Canada I am shocked and disgusted by the exorbitant price I have to pay for service from the huge monopolistic service providers in this country. I have friends who have decided to spend their retirement years in countries other than Canada because of the ridiculous costs of basic services at home. Stop these out of control monopolies before it,Âs too late. Listen to the people and do what is right! |



| | | | |
|-------------------|-------|----|--|
| Catherine Gabriel | W. L. | ON | To the CRTC; Canadians need the CRTC to ensure that there is as much competition as possible in providing communication services. Communication is NOT an option for any member of Canadian society today; people working from home, students, seniors, we all need accessible internet and that is best provided by allowing small companies to have a seat at the table alongside Canadian large monopolistic companies. Here,Âs hoping you do the right thing by NOT giving large companies an unfair advantage. Sincerely Catherine Wilson |
| Richard | Z. | ON | The government should protect us from systematic abuse from big tech companies. |
| Dora John | G. L. | ON | Not only are our prices much higher than most other places in the world but now they will slowly censor what we can and cannot watch, why is the CRTC not on the side of the Canadian people, the very people that fund them through taxes. |
| Mischa Warner | O. S. | ON | Everything is already so expensive, for seniors like me who can,Ât afford to go out to eat or to the movies, internet is our only entertainment. Why do we need to be punished more? |
| Bernie | G. | ON | All comes down to cost. The less proper competition the higher the costs |
| Todd | R. | ON | More competition means cheaper prices. The big 3 are buying up all the competition with cellphone TV and internet and we,Âre back at square one; the big 3. |
| Rene | F. | ON | It's an oligopoly. End it. |
| Kerry | S. | ON | It is my understanding that Canadians pay more for internet service, putting Canada in the top five most expensive. |
| Nicholas | C. | ON | There's little point to a regulatory agency that fails to protect consumers and competition in the market, while profiting and protecting monopolistic corporate giants. The result has been very high costs to consumers, aggressively binding contracts and other questionable or unfair business practices, and a sense that the CRTC is utterly ineffective at this part of it's mandate. |
| Jeffrey | P. | ON | We are paying the most for internet in the world. For example, I have friend in Switzerland who is paying ,Ç20/month for a 40GB/s connection. We pay \$112/month for a 3BG/s connection and that's just a temporary discount, it'll go up to \$130/month in a year. |
| Don | R. | ON | Monopolies are only good for big telecoms, especially like Bell who raises prices and provides lower service levels while laying off their staff, all to feed their upper management with higher incomes to look for ways to soak consumer as much as they can. Bell has been and always will be a rip-off company, which is why I quit working for them. I got tired of being manipulated to provide lower service levels to the average consumer. Bell has no heart, and their advertising like they are a great company with great service is just a curtain to hide their lies and poor business practices. |
| Simon | R. | ON | It's time to stand up and do the right thing the right way. Our industry needs to stop focusing on corporate greed and change their current culture to one of integrity and honesty. By lowering wholesale prices and allowing there to be actual competition within our country, it would help create an opportunity to pave the way for us and future generations to have access to the internet and at truly affordable prices. |
| Kathleen | O. | ON | As an adult, I wish to make my own decisions. I'm open to possibilities that someone can make the internet very affordable. Then I can make that decision based on my own research, right or wrong. Competition is good for business and gives people motivation to create great services to the public. Keeping Competition close to only 3 providers doesn't give any consumer a decent choice, as all 3 giant companies have very much the same product. Thank you for hearing me out Jeff Page |
| Cameron | B. | ON | The Internet has become the central system in all of our lives whether individuals realize it or not. Almost everything we do uses the internet in one way or another. The Big Telecom companies have a throttle hold on our ability to use the internet tools to our best advantage. What we want is fair pricing! The monopolistic model in use today has become crippling! The cost of the internet being provided has no place in the equation used to price the services. Prices are set to maximize profits and these profits provide further ability for these monopolies to expand their hold on the telecom services in Canada! If these companies are allowed to control their own pricing, then we must level the playing field for all competition! They must either provide fair pricing or we should tax their profits to feed more and more competitors. These monopolies are using the profits to divest and gain monopolistic control over addition services which entrench them further into the control seat of all types of internet related services! |
| Roger | M. | ON | For as long as I've had an Internet connection, the government has paid lip service to creating a truly competitive environment in this country for telecommunication services, while the big telecom companies have enriched themselves on the backs of Canadians and invested the bare minimum in updating our network infrastructure to keep up with technological improvements. Canada can afford to give all of its residents fast Internet connections, but it's not going to happen until the CRTC starts ignoring the influence of Bell, Rogers, Shaw and Telus and makes sure that government money invested in network infrastructure will be owned by a crown or non-profit entity that provides an even playing field for retail ISPs, even if that means killing the big telecom companies' cash cow. The vast majority of government-owned network investments have been wildly successful, and that's why the telecom companies fight so hard to prevent such projects from ever breaking ground. |
| Lisa | P. | ON | Canadians pay among the highest telecom rates in the world! Governments have the power and authority to do something about this. Enough said! |
| | | | While Canada has always had absurdly expensive telecom prices, the number of options and alternatives has been decreasing, while prices have increased. With the cost of living crisis getting worse every year, Canada must make a concerted effort to address the telecom oligopoly that has become more predominant in recent years. With each passing year, it seems these companies gain more and more control over our daily lives, to the point where they can get away with providing worse service for an increased cost. Please take action to help make telecommunications affordable for all Canadians! |
| | | | How the HELL did anyone think it was a good idea to give big telecom control over the misinformation we receive through the news media? No wonder nobody wants to hold them accountable! Controlling the flow of information is Tyranny 101. We are seeing the progressive loss of free speech. First control the news, then censor what we say to each other. This has to stop. Either open up competition, or nationalize and integrate the infrastructure, and make big telecom pay for use along with the small suppliers. |
| | | | I am aghast at the state of internet in Canada compared to other countries. I am also shocked to see how the CRTC allows this. It feels like the CRTC works for the big companies and not the best interest of Canadians. If it keeps on acting like this, as a taxpayer I feel it is no longer relevant or serving it's original mandate and we will need to start agitating to replace it with a new governing body with a new mandate. Sincerely Lisa Pope |



| | | | |
|----------|----|----|--|
| Colin | W. | ON | Corporate greed is the number one cause of inflation today. The old model is out, as now more than ever all consumer items are traded on the stock market making the ever increasing demand for higher returns from shareholders and corporations executives the new model. It is time for government intervention to put the breaks on corporations gouging of the consumer on everything. |
| Stephen | A. | ON | I oppose monopoly and oligopoly in any industry or area. The recent Shaw purchase by Rogers only aggravates the current situation. |
| Jonathan | C. | ON | The cost of Internet in Canada is absurdly high compared to lots of other countries. In my opinion this is mostly because we have an oligopoly with the big 3 (Bell, Rogers and Telus) and the regional control is even worse. In my city, my choice is Bell or Cogeco and neither provide a fair price for service. Bell doesn't even have to share their fibre lines, so they can exert a lot of control over the price. The infrastructure for the internet should be a utility just like sewage and water. |
| Anjelina | H. | ON | I have watched my internet prices skyrocket over the last number of years and for no improvement in quality of the service. Often times cutting out or not working. I have friends in many other parts of the world that get cheaper internet than we do and have so many more options. I am tired of the monopoly that these tech giants have. |
| James | M. | ON | It is high time that provisions were established to prevent the establishment of monopolies in any form. These mammoth organizations do nothing to provide affordable service to the public. In fact, they do exactly the opposite. Once the competition is eliminated, they have a free hand to exercise complete control over their particular domain, in this case, the internet. This form of communication is increasingly dominating every aspect of human endeavour and it is becoming ever more critical that competing entities be allowed and encouraged to enter the marketplace. A fair and free environment is the hallmark of the free enterprise system that has benefitted society in the past and we must do everything possible to ensure its survival into the future. |
| William | H. | ON | Greed is the only word that can describe why Canadians pay the highest Internet prices in most of the world. In addition, we suffer from inadequate coverage resulting in many rural and smaller communities inadequately served by Internet providers. Like the Canadian banks, Big Telecom is interested only in providing their investors with the highest dividends derived from high service prices. The real irony is that if they charged a reasonable rate for Internet (and mobile or cellular services) they would have more customers using their service and therefore would be able to maintain a high rate of return for their investor. It is amazing the countries like Japan can maintain seamless Internet access on their bullet trains travelling at 200 kilometres per hour, while we suffer from dropped calls, lost calls simply because the signal is poorly aimed to maximize coverage even in densely populated areas, and this includes cities like Kingston and Toronto. The technology has improved dramatically and has become more affordable and simpler to deliver out to the growing number of users across the country. |
| Charles | B. | ON | Monopolies should not be allowed to dominate an essential service i.e. internet access. |
| Sean | D. | ON | While I am a happy Canadian, I would be much happier if the CRTC had a backbone or the balls to stand up for us, but I know this is also wishful thinking as you are just as greedy as the big 3 |
| Frank | D. | ON | More then ever we need the freedom to chose All of us are being labeled as useless eaters, those that think and follow that mantra will find themselves wofuly lost in a corrup dystopia |
| Larry | A. | ON | It is quite simple. being retired and on a fixed income, I am reaching the point of having to drop the internet. The monthly cost is now over \$100.00 per month and climbing. |
| Steven | V. | ON | We live in Pembroke Ontario and there is only 1 option; Cogeco for internet. No competition. Bell refused to up grade its service and only provides 5mb to it's customwers here. We have a cottage around Rolphton Ontario and the only option is Skylink for reliable service but the montly cost of \$140 is too high for a seasonal application. Canada needs quick, reliable and affordable internet service to our smaller towns and rural locations. The big cities of Toronto and Ottawa have fibre optics with high speed options cheaper that what our options are for poor service and lower speeds. The CRTC needs to find a solution that puts ordinalry Canadians first and offers cheap, fast and reliable internet services across our contry. |
| STEVEN | B. | ON | After Bell uselessly tried for months to get me to add extra services or faster speeds, (i was happy with the service I had and was adamant I was not spending any more than I currently was for phone, cable and internet), they arbitrarily raised my monthly fees \$6/service, or \$18 per month! I immediately cancelled my service, sent all the equipment back to them, and vowed to never do business with Bell, ever again. Bell seemed to be so confident they had a monopoly on the services that everyone must have at all cost, that they simply couldn't fathom that I didn't want their superior service, (nor wanted anything to do with Bell ever again), and proceeded to call me relentlessly offering me their services. I had to finally tell them that I would never contract with Bell again and precisely why, as politely as I could, while trying to ensure they realized the futility of trying to sell me Bell services. I always thought Canada had laws against monopolies but this experience proved to me that our laws are only as good as the government enforcing them, which is to say NOT VERY! |
| Robert | A. | ON | I shouldn't have to explain in my own words why it matters to me that big telecom's monopolistic power over internet services is not a good thing for competition, affordability, and choice, but here we are... |
| Ronald | P. | ON | The Internet has become an essential tool. It is all encompassing in life in 2023: Banking, Shopping, Social Interaction, Calls (voice and video based) and Education. I don't see that handing the power of this to 3 entities is in the interest of the country. |
| Steven R | S. | ON | The problem with Canada is that the CTRC, does not want completion. The minute that a new provider comes in you charge so much money that they walk away, our you allow the big tec companies to force them out. This is called monopoly. I dont know of any other country that is proud of this, but you seem to like it. Fortunately for me, I have found alternative suppliers of WIFI out side of Canada. I can use my system in over 130 countries including Canada. The best part is that I can also get Canadian news without using Google. So stop the monopoly, and allow competition in Canada. |
| Sherr | S. | ON | Canadians pay more for these services than the majority of other countries by a long shot. It's a disgrace. It's predatory and unacceptable. |
| chris | m. | ON | We think it is very important to have non monopolized options to create a proper competitive environment |
| Alida | C. | ON | To this day I still don't have access to data on my cell phone plan. To maintain an affordable plan, I only have limited phone & text, no data whatsoever. Having a small amount of data would be very helpful & practical but my monthly fees would skyrocket. Worldwide everyone can afford this & I'm embarrassed to explain to foreigners why Canadians get fleeced by their government, regulator agencies & monopolies. |



| | | | |
|-----------|----|----|--|
| Peter | M. | ON | Choice; cost |
| Doug | H. | ON | Canada has RIDICULOUSLY high internet fees! |
| Cole | B. | ON | Lack of affordable internet, among other necessities that used to be more affordable, is crippling small businesses across the country and destroying the middle class as a result |
| | | | Improved Communication: Affordable internet access enables people to connect with their loved ones, friends, and colleagues in an instant from anywhere in the world. They can make voice or video calls, send texts, or emails to stay in touch with their family members, friends, and workmates, enhancing their communication and socialization skills. Enhanced entertainment: With affordable internet access, people can access various entertainment such as online games, music, movies, and TV shows, providing them with a wide range of happy and exciting experiences in their homelife. Education: Affordable internet access can help individuals enhance their education level through e-learning services. They can take online courses, attend virtual conferences, and seminars to enhance their skills and knowledge. Online shopping: Affordable internet access allows people to shop online from the comfort of their homes, simplifying their shopping experience. They can save time and money while getting access to a wide range of products. Improved Health: Affordable internet access provides people with opportunities to access health care services, order prescription medications, and participate in online fitness programs to improve their overall health and wellbeing. Online Banking: Affordable internet access enables people to access banking services online, pay bills, transfer funds, and apply for loans from their homes' comfort. It makes financial transactions more secure, convenient, and cheaper. Overall, affordable internet access has a positive impact on people's homelife, enabling them to enjoy a range of benefits that improve their social connection, lifestyle, education, health, and financial well-being. |
| Aaron | O. | ON | |
| Mark | H. | ON | Its embarrassing how our elected officials exploit the average person for their own profits. If our officials cared about the longevity or productivity of the nation, this would be addressed ASAP. Its too bad our officials are spineless and do not care. |
| Max | N. | ON | We live in a rural area within 100 km of the GTA yet we continue to struggle with access to fast, affordable, and reliable internet. Our choices continue to be very limited, spotty, and expensive. Many options available in the metropolitan areas are unavailable out here. The market needs to be opened up so that we and our local businesses and workers can participate fully in the new economy! |
| | | | I find that as time passes I am getting less for more. My internet keeps going up in price but I do not receive anything better than what I had. Even worse is the lack of alternative providers to look at for a better contract. The big thing is that monopolies will have total control over what they provide and what they charge and there is little the average subscriber can do to find a cheaper or better alternative. There is not enough competition in this country to begin with and then we allow to of the largest Telecoms in Canada to merge. How is that going to make things any better or more affordable for consumers. I wish we had the same amount of choices that there is in other countries like the United States. |
| Eric | P. | ON | |
| James | L. | ON | I think the experiment of monopolies has failed consumers. |
| James | L. | ON | Monopolies are bad for consumers despite the lies Bell and Rogers peddle. |
| n/a | H. | ON | Still do not have access to reliable & affordable internet in rural areas. Need a diversity of companies in order for that market to become developed and access be provided to regular Canadians. We are the mercy of monopolies who provide unaffordable options for those in more remote areas. |
| Chris | S. | ON | We pay some of the highest rates in the world for internet. This is the direct result of allowing an oligopoly to exist in this sector. Actual competition results in efficiency, better rates and continual improvement. We have none of that. This is a breakdown of the market and a breakdown in government responsibility. |
| ross | b. | ON | need to have abundant choices for reliable and reasonably priced service |
| William | S. | ON | I have many friends who have much less money than I have, who cannot afford to spend any more money than necessary on phones or internet! I hate this situation. Every one should have this choice. |
| Naomi | S. | ON | As a Canadian living in a rural area, I have extremely limited choice with respect to internet service providers. In addition, the service I receive is sub standard. As a self-employed, small business owner who relies on the internet for my business, this makes professional life especially challenging. This was also a major issue during Covid when my child had to attend school online. |
| Frank | W. | ON | I have no other choice than Rogers. Constant outages, fluctuating speeds, and when you call service, they say there is no problem and suddenly it works fine for a few day. After that its the same crap service. When will this change ??? |
| | | | Most of us use our internet services to work. Competition will keep costs under control so that this will remain an option for us. The internet provides so much more than entertainment these days. Please keep the internet affordable for everyone. |
| Elizabeth | H. | ON | |
| Linda | M. | ON | It is especially important now that people are able to use the internet as it is needed to access most services. Since it is so necessary it needs to be affordable for all. |
| Robert | T. | ON | Internet is no longer a luxury; it's a necessity and should be regulated like any other utility. Pricing should not be in the hands of private companies. |
| Kathryn | D. | ON | There must be more competition in the internet business. Canada has grown based on smaller businesses, this industry should not block growth of smaller companies |
| | | | It is absolutely disgusting the power and influence that CRTC has given to the Telecom companies. CRTC and Industry Canada were created to keep our air waves equitable. As far as I can tell you have completely forgotten about that mission. Stop allowing the telecom execs to sit on your board and wine and dine you to get what they want, and start acting ethically and representing the people of this country who you were hired to protect. |
| Susy | G. | ON | |
| Mike | M. | ON | The big 3 ISPs are a literal cartel. |
| M | G. | ON | Represent constituents over corporate greed. Telecoms have profits large enough to make plans fair for Canadians. Now do your job and get the legislation on the table-then the books. |
| Tina | N. | ON | The CRTC needs to work for Canadians not Big Telecom. The costs and limited choices I have are outrageous and prohibitive. Please improve choice and cost immediately. |
| James | M. | ON | Please improve choices and affordability of internet service and curb the big telecom's monopoly of power. |
| Albert | L. | ON | we have seen how you let this happen. No one is satisfied with your actions except Rogers Bell and Telus. |



| | | | |
|----------|----|----|---|
| Keith | M. | ON | It,Äôs blatantly obvious we are getting ripped off as Canadians. How is it, that you the CRTC cannot see this or is it a case of not wanting to see. I,Äôd like a position on the Commission, with common sense I can do at least as good as the people who currently serve. My guess I would do better. I would serve Canadians, not big telecoms and politicians. I,Äôm available and have a long background in communications and the visual arts. I,Äôm serious, I would do a great job but a lot of the Mandarins would not care for me. That,Äôs what makes me a great candidate! |
| Lori | T. | ON | Internet service has become a necessary part of life for all Canadians. As such Canadians should have real choice when it comes to choosing an internet provider ... only then can there be true competition from a variety of providers and more reasonable prices for Canadians. It's NO compliment to be known as the country with super expensive internet and cell phone rates ... what a joke Canada is when compared to the rest of the world in this regard! |
| John | N. | ON | Internet has become a necessity and is no longer a luxury. More and more companies are forcing consumers to use the web to access services. Internet access needs to be as reasonably affordable for EVERY Canadian. There needs to be a maximum margin that Internet Service Providers (ISP,Äôs) can make over their expenses. The other issue that Canadian ISP,Äôs are getting away with is providing substandard service. There are no penalties for outages or slow speeds. Consumers have no recourse to hold ISP,Äôs accountable for poor service. There isn,Äôt anyone else to turn to when you have bad service. I thought the CRTC was in place to ensure Canadians aren,Äôt stuck with bad and overpriced service? I am not a fan of allowing American companies to displace Canadian companies but when Canadian ISP,Äôs have been abusing Canadian consumers because of the monopolies they hold it,Äôs time to shake things up and hold Canada ISP,Äôs up to the standards of international ISP,Äôs. Ana please put controls in place to ensure Canadian consumers are getting what they pay for. Thank you for listening. |
| Ryan | C. | ON | Please allow third party internet service providers (ISP) to have access to lower pricing for resell to the consumer. Also allow third party ISP's to have access to the fibre optic networks so that they can be resold to the consumer at competitive rates. Canadians pay far too much for internet service so please make this right for consumers and not for big telecom companies. Thank-you |
| KAREN | R. | ON | competition is healthy where as monopolies are not...big telecom are just too greedy , they no longer have to try and compete with other when they hold all the cards..got to love how Bell operates, even if you have a so called contract with them , it doesn't stop the from raising your bill 2-3 times a year because of so called improvements Internet Note - The monthly rate of each Internet subscription will increase by \$3.05, as of December 15, 2022. Your current pricing is reflected on this invoice. If you have any questions, would like to add, modify, cancel, extend your services or to receive at no cost an updated agreement reflecting this change, please call us at 1 866 310-BELL (2355). TV Note - At Bell, we are committed to continuously investing to keep Canadians connected and provide world-class reliable services. In order to support these investments, the monthly rate of your TV service will increase by \$3.50 each, as of April 1, 2023. Your current pricing is reflected on this invoice. For any questions or to cancel or modify your services, please call us at 1 866 310-BELL (2355). Home phone Note - At Bell, we are committed to continuously investing to keep Canadians connected and provide reliable service. In order to support these investments, the monthly rate of your Home phone service will increase by \$1.96 per line, as of April 1, 2023. Your current pricing is reflected on this invoice. For any questions or to cancel or modify your services, please call us at 1 866 310-BELL (2355). Imagine having all 3 products from Bell , your monthly bill increases by 8.51 a month by April and 2023 isn't finished yet .Bottom line all these improvements are not noticeable and I have had numerous problems with the internet over the last 4 years.....seems to be that the right hand doesn't what the left hand is doing at Bell |
| Terry | P. | ON | This is very disheartening how the CRTC has treated us the past few years. Wholesale rates to smaller ISP's were proposed and promised but never delivered! Instead the big three were given bigger monopoly's and we the people paid for it! My ISP Teksavvy even lowered our rates in anticipation of the promised wholesale rate reduction and they had to put the rate back up because the CRTC never followed through with better wholesale rates! The greed is disgusting! |
| Linda | M. | ON | I am a senior and on fixed income. I want to have a choice where I spend my money for internet connection. |
| Lynn | S. | ON | \$120 per month is unaffordable for many, including seniors like me. Also the speed I pay for is MUCH slower than Bell claims! Internet has become more necessary then a home phone now and costs about three times as much. |
| Zuzanna | S. | ON | For as long as I can remember the CRTC has routinely sided with Big Telecom. No specific reasons are ever given as to why Canadian citizens will never get a break. As a senior, I am alert and able to make my own choices. However there are only really two: go with the Big Boys or read a book. Entertainment is one category, but the ability to stay connected to the outside world is more important. How is that possible for persons with limited means? I currently subscribe with Bell. I have had actual experience of asking for my bill to be reduced. After some talk with a Bell rep I was finally transferred to what I would call the Charity department. My bill was reduced by approximately \$3.00, and I was cautioned that this would only be on a limited basis. In my mind, the bottom line has always been profit for the Big 3. It is an event when the CRTC rules in favor of the paying public. I have wondered over the years just why that is the case. The CRTC was (in my mind) created to serve both the interests of the Canadian population as well as the Big 3. Tragically I am still waiting for the CRTC to rule in favor of all Canadian citizens. I am for business competition, however I believe that under the present setup that is a pipe dream. It really makes no difference which of the Big 3 I choose, because there is no real choice. How sad! I would really love to see free for all competition for Canadian Internet companies. CRTC, when will you side with Canadian citizens? |
| Sanjin | Z. | ON | It matters to me because Internet is getting too expensive and there's a lack of real choices. Big Telecom has too much power. |
| Jonathan | B. | ON | 1. Both Rogers and Bell do not offer static IP residential internet service, nor do they offer IPv6 service. Residential static IP and IPv6 are only available through independent ISP Teksavvy. 2. My friend recently signed up with Bell fiber in Bowmanville at a promotional rate of \$30 / month on a two year contract for 1GB up and down, unlimited. It is completely unfair for Bell to charge Teksavvy > \$100 / month when clearly it does not cost anywhere near that! |
| Martin | V. | ON | Why do Canadians always have to be at a disadvantage to citizens of other countries? We are not leaders in this country but we trail behind other nations now in almost every respect. Our telecom darlings like Nortel and RIM were failures and we bolster incompetent companies with CRTC enabled monopolistic rights. Our telecommunications.s have demonstrated that they cannot and will not self regulate. We need CRTC to stand up and lead for the citizens and not the companies. |



| | | | |
|-------------|----|-----------|--|
| Chris | C. | ON | More competition usually means businesses compete more, offering better quality and or cost of service to the people. |
| Ron | C. | ON | We pay more than other countries for the same product due to lack of competition. |
| Paul | L. | ON | Selling prices of big monopolies are fixed . Need I say More ? |
| Darlla | G. | ON | CRTC it's getting to the point I will not able to afford internet due to the rising cost of telecom and Gov't jacking taxes so high. So it's either I eat, pay rent over internet. Begin I'm on VERY basic income which is not increasing to the rate of inflation cost. |
| John | Z. | ON | My experience with rogers was bad. Yearly unjustified rate increases that always exceeded the rate of inflation while their service continued to deteriorate. This is what happens with monopolies and it has to stop. Fair competition is what keeps monopolies in check. |
| Elizabeth | B. | ON | Big Telecom is getting bigger. Independent providers are dying out. Internet bills are climbing! I can't afford this for much longer, I had better rates and plans when living in the UK! |
| Christopher | C. | ON | I'm a widowed father living on a fixed disability income. I've been lucky until this year. My independent dependable, affordable, AND reliable ISP was bought by Tellus. Since then, my quality of service has gone down and now there's talk of price increases. My friend in London UK pays ~Ω what I do and gets twice the bandwidth!! We need to fix this now..... we're almost at rock-bottom!! |
| Shannon | H. | ON | I am disabled, chronically ill, and live with severe chronic pain. I am homebound, often bed bound, and my only access to the world, my friends, and family, is via the internet. My social life and creative outlet is also entirely online. I read my books online because holding a physical book or digital book reader is too painful. Without the internet I would be completely, utterly, alone and disconnected from interacting with people on a daily basis. Internet fees in Canada have been some of the highest in the world for a long time and it'll only get worse when the telecom giants keep buying up the smaller companies who can't compete. It's disgusting that the CRTC either doesn't care, or does not want to ensure there are fair internet (and cell phone) prices in Canada. If the prices get too much higher, I may very well have to choose to cancel my internet service. Especially when the cost of groceries keeps going up and up and up. This is why affordable internet is important to me. |
| Todd | L. | ON | Allowing a small group of large company's to have total control of the internet market is not in the best interest of the Canadian people. Give control back to the Canadian people by allowing as many options and opportunities as possible |
| Harry | T. | not found | I find it really strange that in the country I live in that I am paying more than any industrialized country. I thought that living in a free country like Canada would be looking out to make life more enjoyable a fair. What is wrong with politicians don,Ât they have friends a family that struggle everyday to stay connected. A the biggest way to stay connected to friends a family is with a fair a reasonable internet. One that doesn,Ât make you choose food over being able to talk a reach out to your family. The prices for internet mobile phone service are not even close to being affordable in Canada. I,Âm guessing politicians don,Ât really care if they leave people stranded with no way to communicate to friends family. Yet government services are all moving to the internet so to force us to pay monthly fees we can,Ât really afford. Profits profits is all it,Âs about. |
| Mary | M. | ON | I am a high school teacher and my students need access to affordable internet service. They often work at school or in public libraries because their families cannot afford our internet prices. The internet is now a public service. We should all know that since we have been through covid. Rogers, Bell, and Telus have too much power. They couldn't even be bothered to give the TTC in Toronto underground service when it is required for safety. Freedom Mobile was the only company that provided service and you, the government have just allowed them to be taken over. Please put the people of this country first and stop the power grab by Rogers, Bell, and Telus. Thank-you, Mary Marcon |
| Bea | I. | ON | Canadians want choices,. We are sick and tired of being held hostage by monopolies who charge whatever they want and have no incentive to deliver good service. That is as plain and simple as I can put it. We are sick and tired of the CRTC enabling these corporations whose only way of making money is to absorb the competition in order to keep the status quo. |
| Shayne | H. | ON | Life is too expensive already, don't want to keep giving more money to monopolies |
| steve | z. | ON | My isp TekSavvy passed on the previous bulk sale reduction to its customers. When the large isps lobbied to have them raised again I had to pay more. I cannot afford faster internet and pay allot for what I receive due to high cost bulk resale on the parts of Rogers and bell. This affects me when video conferences involving special applications such as sygnigraphi and document sharing simultaneously are employed. I ,Âve had to restart and reset the signing process many times. I am poor with a very fixed and minimum income. Signing legal documents online saves me the cost of in person travel and meetings. This is also becoming the norm. Online legal meetings would be more reliable if I had more bandwidth but I can only afford very modest dsl plan I was lucky to have finished the sessions. |
| Brandon | S. | ON | The government of Canada, including the CRTC, is accountable to the citizens of Canada, not corporations. Telecom companies in Canada make obscene profits on the backs of Canadian citizens, and that should not be tolerated by the CRTC. My independent ISP, with which I was very happy for years, was just acquired by Telus. There was no reason for this acquisition to be allowed, just as there was no reason to allow Shaw and Rogers to merge. Stand up for Canadians, not corporations. |
| Susan | P. | ON | Please let us have options for providers, other than Bell and Roger's! Why can't we have more communities run their own services, like TBayTel in Thunder Bay? How did Bell and Roger's get so much support to get all this power? It is not right that Bell and Roger's have been allowed to gain this majority and healthy competition between companies has been discouraged. Every family should have affordable options for reliable internet! The pandemic has proven how much we all rely on our internet connections these days. Please allow options to make it more affordable! |
| Curt | t. | not found | Stop this throttling of competition in the internet space Canada has some of the MOST expensive internet costs in the West. We need MORE small local interenet providers and more competition. There is no reason basic internet at 10MBPS and 200 GB can't be under \$30/month. Instead its \$60. That's gouging and exploitation of the consumer. The big providers give awful service, sell out Canadians by employing foreign workers and the third world, and still overcharge. End this excessive regulation that prevents new cheaper providers. |
| Mark | S. | ON | The monopolies over technology today are ridiculous. In these hyper inflationary times, prices are overwhelming and service/value is underwhelming. We are desperate for change not more of the same! The CRTC needs to realize people have had enough and start working for betterment of Canadians! |



| | | | |
|-------------|----|----|--|
| Les | S. | ON | I worked in a position that had me travel for a few weeks at a time throughout Europe I saw the plans first hand as we bought sim cards in each location. When moving back to Canada I was stunned at the prices here. Fast forward to the present, and looking at even the secondary brands of the big 3 like Public mobile. They are so monopolistic and pushing for expensive plans that the sub \$40/month plans were not even available on their website since the rebrand. The only way to even get it would be to buy the sim card, download the app, and when signing up choose the plan. But when shopping for the plans/sim you would never even know the plan existed until after you already bought the sim (and most likely already decided on another plan). This seems like a ploy to reduce the amount of lower plans sold. A few weeks later they have now re-added the 3G plans to their website. Over Christmas I was traveling again in Europe, and found a starter plan that included the simcard, 80mins of talk (in country) and 1 GB data for \$3 (tax included). Sim cards cost 3X more here and some providers even charge a fee for signing up. Freedom mobile for example \$10 for prepaid and \$45 for postpaid plans. Not a nice way to say thank you for becoming a customer. |
| Sherry | M. | ON | Monopolies have too much power... that's dangerous...should never be allowed |
| Raymond | A. | ON | Freedom of choice!!! |
| Raymond | A. | ON | Tell the corrupt government to stop taking payoffs to keep other internet and telecom companies out of Canada. |
| Yvan | n. | ON | It's clear that internet users in Canada pay significantly more than those in other countries. This is due to the poor decision making at the CRTC and due to them caving to Big Telecom's demands and tactics. Wholesale internet was supposed to become more affordable but the CRTC overturned their own decision and independent ISPs and consumers continue to pay inflated prices for internet. |
| Larry | R. | ON | Competition benefits the people. Monopolies only benefit monopolies. |
| Brian | E. | ON | We need to be price compatible with other jurisdictions. |
| Greg | P. | ON | I am so tired of the constant cycle of monopolistic ISP's providing a discounted price for 12 months that effectively sees the price double when it is over. I then need to call and talk with customer retention to get a price that is more reasonable (but still excessive). This annual process takes 4-5 calls to the internet provider x 1-2 hrs per call, due to the excessive time on hold and bounced between customer reps. Once an agreement is reached and I have committed to stay with the provider something inevitably goes wrong and I lose features or the price is higher than agreed, requiring additional escalations to resolve. I perform this service for both my mother and mother-in-law on an annual basis. This not only takes up my time and the CRTC's unnecessarily, but if this is multiplied by the massive number of customers having to go through this every year the cost to our economy is crippling. I have begun recording these conversations as proof due to the anticipation of filing another complaint with the CRTC about all of this nonsense. I have never had any useful feedback from the CRTC on the complaints logged about this. |
| Zia | M. | ON | Just south of our border they have multiple companies that provide internet , we look like third world country compared to them. |
| GRAHAME | J. | ON | Monopolies do not belong in a democracy. |
| Doug | M. | ON | The market works best at providing affordable services to customers when many competitors vie for the customers' business. Monopolistic practices reduce competition and do a disservice to customers. |
| Anshumaan | A. | ON | We switched from our independent ISP, to Rogers as a result of remote working during covid, and have only seen price increases. The higher wholesale rates for independent ISPs caused our current lack of choice, would love to see more affordable, independent options for internet like we had previously. |
| Michael | R. | ON | In general, as a principle, having BIG monopolies is a bad idea. We should have more options and allow for smaller providers to compete. |
| Don | B. | ON | Our internet prices are of the highest in the world. I can get the same plan in the USA for 1/2 the price. For the last 10 years I have had fewer choices for a provider. It's a no brainer to figure that less competition and the few big monopolies are the cause of higher prices and fewer choices. Lower prices have been promised from back in 2015 when Trudeau became our leader and nothing has been done! |
| Don | B. | ON | Canadians were promised years ago, reduced internet and cell phone rates along with more choices and providers. THESE PROMISES HAVE NEVER BEEN KEPT !!! Ous cell phone and internet rates are over the top compared to the rest of the world. Please do something ! Fix things ! |
| Siva | S. | ON | If we let the big telecom companies monopoly today, even the government can,Âôt control them tomorrow. So please act today otherwise it will be too late. |
| Andrew | M. | ON | I have one ISP that provides anything more than 6MBPS. Ridiculous! |
| Christopher | H. | ON | Your service providers engage in systemic racism brainwashing illegal surveillance facial recognition stingrays reconaissance logistics massive invasion of privacy community surveillance poor interpersonal skills antagonism passive aggressive poor communication skills poor people skills I strongly believe your mission is to deceive Canadians who access your product uour mission is to engage in bullying harassment insubordination discrimination mutiny psychological manipulation spying in my case as racialized minority as PM special agent whistleblower informant since april 20 1988 cause me to have nervous breakdown May 9 1989 force me to be hospitalized unemployed since homeless since force to live in shelters groups homes affordable housing long term care today family and friends dead graduate from university of Windsor law school june 16 1988 |
| Gary | H. | ON | With a monopoly over service providers Canadians will be forced eventually into higher prices and worse service. A first world country should have first world choices at more affordable prices. |
| Douglas | B. | ON | I am retired and finding it difficult to pay cellular and internet bills. I have reduced my plan to save money but really have nowhere else to go. My children are at bare minimum with their cellular service and one can no longer afford internet service. I see what my friends and family pay in the USA for better service than I'm getting and it sad. |
| Robert | D. | ON | The internet is an ESSENTIAL part of communication in today's world, like the landline telephone was in the twentieth century. Keeping it in the hands of a few major players means that service is less efficient and affordable: everyone suffers, from small business to individuals. Canada is put at a competitive disadvantage and less fortunate members of society are squeezed in one more way. Customer service is laughable, because the big players know that they have you where they want you. Really, it's not rocket science. This situation must improve. |



| | | | |
|----------------|----|----|--|
| Ann-Marie | Z. | ON | Diversity is always better. No matter the issue, the answer is always diversity. This is the 21st century. The internet shouldn't cost more than a dollar per day. Imagine how much more our economy would grow if people had more money to spend on other things? It's pretty short sighted to gouge Canadians on their internet bills. Look at how much fun other countries are having. That's because the price of internet and telecom is so cheap they can do other things. |
| David | B. | ON | It is easier to prevent monopolies from happening than it is to regulate them after the fact. Once there is no competition there is nothing to encourage a company to lower their prices and the consumer is left out in the cold. |
| dino | g. | ON | To the CRTC, First and foremost, promoting competition and reducing the dominance of Big Telecom is crucial for fostering innovation and technological advancement in the Internet industry. When a few major players control the market, they have little incentive to invest in infrastructure upgrades or offer better services at affordable prices. By curbing their monopolistic power, new entrants and smaller companies can have a fair chance to compete, leading to more innovative and diverse offerings for consumers. Another significant benefit of curbing monopolistic power is the potential for increased choice in Internet services. When a few companies hold the majority of the market share, consumers are left with limited options, often facing inflated prices and restrictive plans. Encouraging competition allows for a broader range of providers, each with their own unique offerings and pricing models. This variety empowers consumers to select the service that best suits their needs and budgets, ultimately leading to better value for their money. Affordability is a critical concern when it comes to Internet services. In many cases, Big Telecom companies have been known to charge exorbitant prices for their offerings due to their dominant market position. By introducing competition, these prices can be driven down as providers strive to attract and retain customers. Lowering the cost of Internet services not only benefits individual Canadians but also enables greater accessibility for marginalized communities, students, and small businesses, fostering digital inclusion and economic growth. |
| Ryan | W. | ON | Similar to wireless services that should allow competition via full MNVO carriers, internet providers should be allowed wholesale access. Competition lowers prices. |
| Scott | G. | ON | I don't like being fleeced by a government supported ISP. The same goes for cell service. You have the opportunity to correct wrongs that our government has allowed. Your credibility is on the line. |
| Scott | G. | ON | I'm losing faith in the CRTC to do their job. I no longer believe that the government is serious when they talk about competition. Rather, this seems to be just another issue in Canada where the government accommodates big business. |
| Brenden | B. | ON | We already pay one of the highest rates in the world for a developed country. Allowing Monopolies to run everything flies in the face of competition, and affects consumers directly. The internet is now an essential service and faster speeds should be available to more families. |
| Joanne | D. | ON | I should not have to explain why monopolies are bad - it's already known. That it is ignored repeatedly, when people have already spoken about their distaste of the current situation with Big Telecom monopoly, is a big issue as well. |
| Joshua | S. | ON | Stopping monopolies helps to prevent customer exploitation, encourages Innovation, better service and lowers prices. |
| Nancy | R. | ON | I chose to use and independent provider because of price and service. At one point they actually passed on a refund to their customers because you the CRTC made big telecom lower their rates however you bowed to pressure from the „Übig guys,“ and did not stand by this decision thus the independent providers were forced to raise their rates. There should be fair competition in Canada. Monopolies are wrong. |
| BarBara | P. | ON | It's the basic means of communication these days. Even homeless people have it. |
| Steve | K. | ON | Canada and Japan are similar, in that we are have the unpleasant distinction of the 2 first world countries, that have the highest internet rates in the world. The data was produced by our own government (link below). https://ised-isde.canada.ca/site/strategic-policy-sector/en/telecommunications-policy/price-comparisons-wireline-wireless-and-internet-services-canada-and-foreign-jurisdictions-2021#s4.1 You (our government) have the ability to change this, to provide choice and make broadband internet (a fundamental necessity in our modern world, just like basic electricity, gas and water utilities that we rely on every day). Do what is right for Canadians, on behalf of Canadians as our elected representatives. Thank you. |
| stewart taylor | t. | ON | People are tired of being gouged by big monopolies. Competition is a farce in Canada and you politicians are to blame. |
| Craig | O. | ON | I have had repeated, terrible, uncaring service from Bell and Cogeco. They do not care for individuals nor quality. I am very happy to be serviced by TekSavvy, an independent provider. They actually passed on a cost reduction when the CRTC temporarily decided against the larger companies during wholesale costs. This choice is ever more important as data and internet access needs are crucial to today's society. Please support Canadians and not corporations. |
| BarBara | P. | ON | Because it's the right thing to do. |
| Arthur | L. | ON | My provider does not respond to issues in a timely manner. Price keeps going up while service degrades. Because of insufficient competition, service providers do not take customer issues seriously, raise rates indiscriminately because they know their customers have few options. If I switch providers I end up having similar issues with similar lack of serious consideration. |
| Brent | P. | ON | Any monopoly on services, whether internet, cellular service or our gas companies (vehicular) allows for what amounts to indiscriminate price gouging. |
| Zach | O. | ON | Monopolies are anti-democratic. |
| Jackie | B. | ON | Without industries vying for consumer loyalty, the market is no longer competitive. Without competition, the system can no longer be considered fair or democratic. |
| Briar | F. | ON | Internet is now a necessity for school. Many people have trouble buying food, never mind attempting to give their children an education that gives them an equal opportunity to succeed. |
| David | L. | ON | We as consumers must have a choice of internet providers and ones that have reasonable prices for those of us on fixed incomes. |
| Dennis | O. | ON | I'm sorry, but dear Government, please stop asking stupid questions. Make things more affordable, there's no reason not to, other than to line the pockets of the already wealthy. For fuck sakes, "do something" that is the people of the country. |
| John | C. | ON | Not everyone is a millionaire just once make things fair for us that struggle to get by Thank you |



| | | | |
|---------|----|----|--|
| Spencer | K. | ON | My TekSavvy bill went down when the previous actions took place regarding these rates; Then it went back up when the Big 3 pushed back on those changes. I want to support a different company, but it feels like those companies want to indirectly punish me for doing so. |
| Arden | M. | ON | Prices for internet just keep increasing and choice is dwindling. I often feel jealous of other countries for the cheaper price of their internet. Fast, reliable internet access has become essential to every aspect of life and desperately needs to be affordable to people of all income levels. The less choice we have, the more prices will continue to climb as Canadians are held hostage by large telecom companies. |
| Jane | B. | ON | Canadians deserve the right to choose an internet provider that meets their financial ability. |
| Matthew | W. | ON | Canada needs a strong telecommunications sector for its high paying jobs and productivity it enables in the entire economy. It is also clear that due to high capital investment requirements. This sector is prone to monopoly behaviour such as the unacceptable delays in wholesale fibre negotiations and general high prices. We should make it illegal to operate a company that does both consumer-facing and infrastructure-owning business. This way, the customer-facing companies will negotiate the best prices with the infrastructure companies on behalf of their customers, and the infrastructure-owning companies will be forced to compete to offer the best service. The CRTC will also no longer have to negotiate wholesale prices & rules. |
| Tyler | M. | ON | The price of internet has gone up and up, with no improvement to quality. Options are just not available, and when another option has come up it gets bought up by the bigger companies. With working and schooling from home, the internet is an essential service in the world today. We deserve better in Canada than what we are offered. |
| Eric | R. | ON | Canada is a big country, and most of that space has a very low population density. Smaller and more remote communities benefit greatly from connection to their relatives, workplaces, and essential services; internet access is not the only way to make that connection, but it is a powerful tool that could be the most effective way to connect with others. Unfortunately, short of paying exorbitant prices, members of those communities (including my own family members) are stuck with overpriced and substandard service. We need more options, and we need them to be available to more people. Relying on the goodwill of corporate profit-seekers will never serve the best interests of the human beings who could benefit so much from these services. |
| Tim | N. | ON | We have all seen large corporations come in and buy up or put small businesses out of business by initially offering lower pricing but after all the competition is gone prices start climbing. I would like to avoid this issue by just allowing competition. Similar to buying clothes, food or vehicles. Allowing corporate mergers & takeovers is making it difficult for smaller companies to compete & offer fair competition. |
| Kevin | F. | ON | As Canadians were are inundated with ads from the US which tout more choice and more freedom in our phone plans and our internet service. None of this is available to us. My current ISP Ebox, was just purchased by Bell so soon we'll have even less choice in terms of internet service. |
| Allen | D. | ON | More competitors is good for the consumer. It forces all competitors to up their game, offer the latest technology and the highest speeds while at the same time drives down prices. We have far too few choices. Catering to these mammoth, greed-driven corporations MUST STOP! |
| Karen | C. | ON | I can little afford the costs of internet, and I pay for a fancy service FIBE, but it doesn't even exist on my street. |
| Allan | B. | ON | More competition will benefit Canadians by making internet services more affordable, particularly for lower-income people, and by challenging the bigger corporations to provide better services without price-gouging. It is shameful that the CRTC is not serving the interests of all Canadians, and instead supporting the few large entities that can afford to lobby them. |
| Bill | S. | ON | I lived in Germany for 39 years and saw how the EU made the internet more affordable and much more useful. I am appalled that I can lose the emergency service in times of emergency. |
| Steve | M. | ON | with less competition the big telecoms raise the price. Just look at Quebec.. they have Videotron with lower price cellular phone plans And to be competitive with Videotron the large telecoms have lower cellular phone plans in Quebec compared to similar cellular phone plans the large telecoms offer in Ontario. Same plan but cheaper in Quebec. |
| John | F. | ON | I need the highest speeds I can get but with them comes insane prices I pay 155.00CAD a month for my internet which works out to 1860.00CAD a year that's not very good pricing, we need cheaper prices for Gbps internet if we want to connect this country to the world. |
| Dan | S. | ON | The CRTC's job is to protect the best interests of Canadians, not Canadian corporations. |
| Cecil | H. | ON | Internet costs in Canada are atrocious and far more expensive than other countries Basic internet say 10MBPS with 200GB should be UNDER \$30, NOT \$60 Like everything with this parasitic country, consumers are being exploited. |
| Trevor | W. | ON | The CRTC needs to protect the average Canadian from exorbitant internet fees that are largely unjustified and unexplained. Only free market competition can ensure a fair playing field where the best quality and service available wins-out over large corporations which focus solely on the bottom line |
| Dennis | P. | ON | We don't want to be at a disadvantage in comparison to other countries when it comes to Internet rates. |
| Samuel | S. | ON | It matters to me because not having a choice at better and cheaper internet access is something that you as my government should ensure and enforce. |
| Samuel | S. | ON | I want an affordable choice. not a monopoly where i have no choice but to pay too much for too little. |
| Michael | D. | ON | I think it is becoming more and more clear that there is less and less choice in this area and other areas these companies control. We have very little choice in our news sources and internet is fast becoming the next area of domination by these 3. It wasn't that long ago that small local providers could offer cheaper rates and comparable service. Those days are gone. We saw what happens when one of these providers has issues. Millions of people and businesses suffer. Bit by bit the market is become very closed to any competition. I understand the need for a return on the investment these companies need to make, but for how long, ever? Our government is also investing but we so no benefit of this investment in pricing. All I would like to see is a clear choice and allow me to decide if I choose to change providers. Right now I do not have that. |
| Heather | R. | ON | CRTC please lower the internet costs and lower the price of wifi data |



| | | | |
|---------|----|----|--|
| Jack | T. | ON | Quality, reliability and cost are the main drivers that matter. There is little to differentiate the offerings from the big three and further consolidation just leads to fewer real choices. When compared to other countries we are amongst the highest in cost, but like our health care system we are behind in quality. If the CRTC's goal is to ensure Canadians pay some of the highest costs in the world for at best mediocre quality, consider it job well done. |
| Aldo | S. | ON | If you fail to have competition and allow a small number of carriers to become a monopoly then Canadian companies will stagnate and be uncompetitive globally. This keeps happening in Canada over and over again and everyone keeps saying that it is different this time when we all know that it is pretty much the same and the results will be identical. Bad service, bad prices and industries coddled to the point of being useless. |
| Thomas | M. | ON | monopolies only care about the money, not customers.we need less expensive choices |
| Scott | P. | ON | If you are lucky enough to be in an area where the big three aren't your only choices the difference in price can be amazing. (E.g. literally 10x faster unlimited usage for cheaper.) It is critical to keep the big three from buying up independent providers or restricting their access. Cheaper internet is possible. The big three are doing a very poor job. Bell has had fibre on the other side of the street from me for years, but nothing on my side and no apparent plans to add it. I had to wait for a new smaller company to come along and put in new fibre in my town. That allowed me to more than triple my speed, and have symmetric up/down speeds for significantly cheaper. Prior to switching I was with another company that used Rogers for the last mile. They lowered my bill when cheaper access was announced by the government a few years ago, only to have the government renege on the deal and internet prices were forced to go back up. |
| Corinne | R. | ON | my service is over phone lines , is poor and no upgrade seems to be planned. my alternative is Rogers cable.. I tried them. They mislead me about ease of cancellation .I spent hours on hold trying to cancel and was cut off several times without reaching anyone.By the time I finally got through they refused to cancel from when I first tried even though I was not using the extra services I was trying to cancel, I cancelled my service completely , received a written conformation, then they continued to bill me for 2 or 3 months then advised THEY were cutting me off for failure to pay and submitted my account to collection. I will NEVER do business with Rogers again so I am stuck with 5mbps of download speed. Even my email is slow. Without better choice, I feel I have been cheated and cannot take my business to a more reputable company. Rogers treat their customers in an appalling manner BECAUSE THEY KNOW THERE ARE FEW OTHER OPTIONS SO PEOPLE GIVE UP FIGHTING THEM Monopolies seldom serve anyone but themselves because they know there is no alternative.. |
| Afton | C. | ON | It's good business to diversify options for consumers and good for the economy to have competition and opportunity for smaller vendors. |
| David | C. | ON | It matters to me that the CRTC put checks and balances on the power of large telecom companies because these companies now form an Oligopoly where they are able to collude with each other and set the prices and terms how they want, no matter how high, no matter how unfair. Breaking up this Oligopoly allows for genuine competition. |
| Andrew | A. | ON | Canadians have been fighting with the CRTC to do its job as long as they have been around governing media. The ongoing list of failures is endless. It's time the CRTC either does right by the taxpayers who pay for it, or it gets replaced. |
| Lily | C. | ON | I believe firmly that Canadians like myself are suffering from being gouged by the Big Telecom companies for that many years (at least 10-15 years). They have been monopolizing the internet providing business far too long. This government has to exercise control on these giant telecom companies right now. I could not afford paying expensive fees every month any longer because the cost of living these days are so high - I should not be forced to choose between shelter, food and all the necessities of life including internet providers with my limited income. I am a 67 year old senior. Do something for ordinary Canadians now ! |
| Leon | D. | ON | Customer support of telecom giants like Rogers / Bell / Telus is ridiculous due to no competition at all |
| Silvana | F. | ON | Too much power leads to corruption for the provider in terms of lobbying governments and vulnerability to the public where they have no choice. |
| John | G. | ON | My indie provider was bought out by Bell. No change in my plan , yet. Still not happy that my money now goes into the pockets of big tech. Was trying hard to avoid that and keep competition alive. |
| Mary | M. | ON | I travel extensively and I am shocked at how much we are paying for cell phone and internet services than anywhere else! |
| Philip | H. | ON | Legacy services offered by ISPs have become more unreliable and slower in comparison with newer services offered by the big three. I recently had to switch to a big three flanker brand to keep up with increased bandwidth demand and increasing service interruptions in my household of 4. My interactions with customer service of the new provider reminded me why I had stayed with an ISP for 12 years. Intransparent pricing, contradictory information depending on the offer one takes, phone conversations as the only option to get a deal (weak documentation - and only after the call is completed, forcing potential clarifications again via phone, wasting time). As a consumer I don't feel like a customer but more like an applicant. An experience I have now had with two of the big three.. Never once did I have these issues with my trusted Canadian ISP where I was always treated as a valued customer and pricing was always transparent and clear. |
| Sharon | E. | ON | Internet is a necessity , like utilities. The big companies know this and enjoy controlling the industry. I am a taxpayer and believe that small businesses are the back bone of our economy. And that the government & the CRTCC should focus on needs of the masses and not the BIG monopolies. |
| David | F. | ON | For the last ten years I have used Tek Savvy for my internet provider. I have no interest in bundles that include cable channels like Fox that I have no wish to support. My neighbourhood is finally being equipped with Fibre Optic channels to each house, but Tek Savvy is prevented from using this new infrastructure which I don't understand. Why are Rogers and Bell permitted to cause road havoc by installing these proprietary services only they can use? The market appears to be rigged to support ISPs with deep pockets full of our money, and I don't like it. |
| renee | b. | ON | Competitiveness is good for everybody, including the Big Telecom Internet business. More so, the rate is going higher and higher all the time. How about sustaining the value of the service offered to the public at a decent price. And the control of what people can watch and cannot watch. Freedom and Liberty are being threatened everywhere specifically with the electronic communication system. |



| | | | |
|-----------------|----------|----------|--|
| Derrick Drew | H. S. | ON ON | I'm being ripped off. Why do I have to pay for channels I don't watch, but have to pay extra for channels I want to watch. The reason I'm paying for channels I don't want is because BELL own these channels. Why do you cave into BELL. Does BELL or tax payers like me pay your salary? If it's the tax payers, then get them lower rates. |
| Linda | G. | ON | Monopolies do not serve the citizens/customers they've serve share holders and board members. Monopolies never help the average person. It's all about maximizing their profit margins because they can, not because they deserve it through providing exceptional service and measurable competitive value to the consumer - an oxymoron if there ever was one in a monopolistic business model. |
| J. | L. | ON | Not everyone is middle class or higher when it comes to income and Internet has obviously become a necessity to most people in most places across the country and therefore it should be and NEEDS to be made far more affordable than it is now. More competition from a wider range of providers will make it harder for the "Big 3" to run roughshod over everybody without even having to consider any negative results for themselves at all. Please, let's end this madness. |
| Alexander | G. | ON | Monopoly is no good no matter how you look at it. Just remember the Rogers outage. We need a competitive market to drive innovation. |
| Izabela | D. | ON | The Internet is a pillar of democracy. Concentrating power in the hands of a few undermines that and our freedom of speech. |
| Danny | S. | ON | Telecom services in Canada is completely unaffordable and continues to get worse. There are no options to choose from, so we're forced to pay huge bills to fill the pockets of these billionaires. This needs to stop. |
| Anthony | D. | ON | The Internet pricing, which used to be reasonable, is now second only to the TV package, and I don't have the top tier service. Yet it has become a basic life staple for me, maybe just behind shelter and food. |
| Nathaniel | G. | ON | Allowing Big Telecom to grow even more is just another step for them to control our government. We have already seen the effects through the Rogers blackout, displaying how much of the country's information is controlled by one Big Telecom. Now with foreign interference, I feel less safe living in Canada with the probability Big Telecoms may be influenced by foreign powers. |
| n/a | n. | ON | We just have to look south to our big neighbour, the US, to observe competition between cell phone providers and the rates that are provided to their customers. This oligopoly marketplace in Canada serves the elite few telecom companies very well in maintaining pricing and costs and controlling market share. Frankly, I would like to see what dollar contributions were contributed to the current Liberal federal party by each of the giant large telecom companies to maintain their stranglehold on the cellular, internet, and media market. I suggest a complete review of competition practices by big telecom and a invitation of large US telecom competitors to be allowed in the Canadian marketplace. Choice of providers is the ultimate market place option to consumers in order to obtain lower pricing. Independent providers are also another option for consumer choice and could be assisted if, as previously allowed, use the existing infrastructure of Big Telecom at a largely discounted price! |
| Steve | V. | ON | As a retired person on a fixed income having my internet, TV and cell phone costs continually going up, and having to lose something on provided services to keep the cost within my ability to manage it, is depressing and demonstrates Rogers and Bells monopolizing of the system, watching Rogers remove channels on my services, having their system record shows that I never wanted, and then to charge me 3 times more than my family pay in the US or the UK is truly disgraceful, and the CRTC condone it, the question is WHY?, what makes Canada so unique that we should be ripped off and controlled like lemmings, stop this insanity and bring us in line with the US with real options to meet our needs. |
| Kay | G. | ON | From the outside, looking in to the current state of our inexplicably high internet bills, it sure looks like there is a serious lack of understanding of customer needs & limitations - by the CRTC. Big questions. Why have internet/cable bills increased when the CRTC is supposed to be regulating these fees for our benefit, not Big Telecom? Why are former execs from Big Telecom allowed to be on the board, is this not conflict of interest? Why was Rogers buyout of Shaw allowed? Why do most other countries have lower bills? *When I queried a Roger's employee, I was told that high bills were necessary to expand to rural areas. If that is indeed their rationale, the cost associated with rural expansion should be a standard business expense for a mega corporation like Rogers - not one born by their individual subscribers. This response was likely crafted by Roger's PR team, but it is not a valid justification. *Furthermore, has anyone gone to a brick & mortar Roger's location recently? I was subjected to a series of identity requirements that were more intrusive than any bank I've dealt with. Not only did I have to show my ID to the camera, I was subjected to being photographed & having my voice recorded before I could simply ENTER the store. FTR, I've had no confrontation with Rogers in the past, I was only trying to return/exchange a faulty box. When I questioned these methods, I was told there had been phone thefts at that location. My search of the internet as well as police reports found there was no such reporting. This is data collection. The only reason for this extreme level of data collection is that this data will make the company more revenue, i.e. it is being sold. Does the CRTC know what is being done with this data? How is this legal? How does this not violate privacy laws? Even communicating with Rogers by telephone requires that my voice be recorded. There is no opt-out option, again, how is this legal? Or necessary from an internet provider? |
| Heather | H. | ON | I do not believe, in ANY field that availability should be limited to sole source or limited choice of providers. Lack of competition in any field leads to increased costs and decreased choice. Sole source providers also have no incentive to improve their product as the end user is held hostage. Just ask anyone who has gone to sole source providers, whether in health care, communication, internet services, entertainment, or any other service. It's time for this to stop. |
| S | W. | ON | Internet has become an essential service and is now required for many essential practices, such as taxes, banking and many others. There for it should not, and really must not, be owned or controlled by private interest corporations as a simple matter of present and future national security and stability. |
| Adam | B. | ON | Why do we have to get ripped off so badly here in Canada these few corporations have killed competition and make MASSIVE profits. If they weren't making money I wouldn't be so upset but Rogers, Bell and Telus keep getting richer while the rest of us get poorer over the years. |



| | | | |
|---------|----|----|---|
| Andrej | M. | ON | Our Canadian telecom cartel is strangling the rest of the economy through their extortionate tax on everything digital (and most things today have at least a digital component to them). Rogers had two massive failures in two years that affected the entire nation and caused significant economic losses, yet they got off scott free. We need real competition and more choice. Our Canadian telecom cartel is also worsening the digital divide through their extortionate consumer pricing. We especially need alternatives and choice for fibre to the home. In a world of remote and hybrid work, the speed of the uplink matters. This isn't 2005 anymore, this is 2023, and a paltry 10-30Mbit uplink can mean file syncs and transfers take hours to DAYS instead of minutes. As a personal anecdote, friends in a village in the middle of nowhere in Portugal get a package of fibre to their house, with a symmetric 200Mbit connection (that's UP and down), TV with a bajillion channels, and one 5G cell plan, for less than C\$40! Someone may say Portugal is a much smaller country than Canada. True, but conversely, our telecom cartel has done next to nothing for rural Internet access over the last 20 years, despite pocketing enormous subsidies from successive federal and provincial governments to fix that situation. So that argument is invalid. Rural Ontario is only being wired for fibre now, due to massive, targeted subsidies from the provincial and federal governments, which often to NOT go to our cartel incumbents. |
| Tarik | E. | ON | Studies have shown Canada pays more for data and internet than most if not all, countries in the G7. For example, a phone plan from EE in the UK with unlimited data with the highest speeds is only ~£36 per month, roughly \$60 CAD, compared to \$85 per month in Canada. While Rogers and Bell have lowered prices for mobile plans for customers who have their home services (internet, TV, etc.), more should be done so people can pay lower costs for data plans without needing home services. For TV and internet, a plan from Sky in the UK ranges from ~£23 - ~£39 a month, compared to a plan from Rogers in Canada which range from \$109.99 for their cheapest plan with 150 Mbps internet and a 24-month term (or 129.99 without a term) to their most expensive plan which is \$179.99 with 150 Mbps and a 24-month term (or \$199.99 without a term). COVID-19 has shown that mobile data and the internet are essential for the day-to-day lives of Canadians. The CRTC needs to do more to lower prices and increase competition across the telecom industry, as Canadians have had enough of paying higher prices compared to other countries. |
| Deb | F. | ON | Access to information via internet is key to equity and inclusiveness in our society. In fact, this access should be a human right. This internet monopoly ensures that people without the means to have internet readily accessible will increasingly be left out and behind in education and in numerous other ways. |
| Pauline | O. | ON | Why do we keep over paying for all these services you will never do anything about it because they have all the power and your afraid of them |
| Pauline | O. | ON | When is the government going to figure it out that there's a monopoly going on and you choose to turn a blind eye to it Continuesly |
| Scott | M. | ON | Stop building monopolies! We need choice, choice makes competition which makes internet affordable! We have been heading the opposite direction for way too long! Put a stop to this and implement changes that actually make a difference! |
| Sue | S. | ON | I'm retired and on a fixed income. I can't afford these outrageous cost for the Internet. Please help Canadians. Stop the Big Telecoms monopolistic power so I can keep my Internet. Thanks for your time |
| Eva | R. | ON | Competition always benefits the consumer in many different ways, including affordability choices. Rogers and Bell will always have a pact to raise fees to line their pockets and continue to stamp out competition or buy them out, and continue to gouge customers for less than mediocre service. The fact that they are going to remove the daily television listings of time slots and programming is proof and will certainly affect not only seniors, but parents who can review what their children are viewing to ensure it is age appropriate in advance, Again the big Two dismiss their customers as usual without consultation in order to take more money eg. by Rogers enforcing IGNITE, after July 5th!!! This petty money grab for less service again, Shame on the BIG TWO or should I say the BIG NUMBER #2's in the potty. Bring on more competition!!!! |
| Bruce | W. | ON | Currently on vacation in UK. Vodaphone sim card ~£15 for 20 gigs data, unlimited minutes and texting in UK for 30 days. Koodo wants \$18/day for roaming. Tell me that that is not a complete ripoff |
| J.E. | M. | ON | It would be good to go back a few years, when I first started paying for internet, to pay a similar amount. It seems few months go by without the rates being raised, at least once per year. I will say, however that Bells service is pretty good, not like some others. |
| Michael | W. | ON | Open up communications. Offer discounted US providers. |
| Munis | B. | ON | Internet and data plans should be classified as essential services. How can we expect to educate our next generation when growing number of families cannot afford basic essential needs such as internet and data plans. |
| Scott | Z. | ON | The current Internet situation is dire and allows companies like Bell to have an obvious and damaging monopoly. There is not enough choice of Internet providers and the cost is not at all reasonable for the level of service provided. In my area, the infrastructure for cable and DSL is aging and not reliable. As I,Am writing this, there are crews in the area installing fibre which on the one hand is great and exciting, but on the other hand is depressing because my only option if I want to use said fibre is signing up with Bell. I have always made an effort to choose and support smaller providers because I find their customer service is vastly better and I think competition in this space is essential. I urge you to take action immediately so that the big 3 providers can,Äôt stomp out smaller providers with anti-competitive practices, particularly at this critical point in time when fibre is increasing its saturation in the market. |
| Martian | D. | ON | In EU a Vodaphone plan is 6 euro a month for 1000 (one thousand) international minutes 100 Gig of data and unlimited local calls all on 4G or 5G networks. The internet is also 6 euro a month through fibre optic with regular speeds of 1Gig/sec upload and 1 Gig/sec download. CRTC should bring immediately competition in Canada before is not too late. Telecom in Canada is falling behind third world countries. |
| Bradley | S. | ON | In the modern world, nearly everything is done over the Internet. As such, reliable and affordable Internet service is highly important for Canada to compete in a global environment. Canada has historically had among the most expensive Internet service in the developed world, and Internet speeds have stagnated, or fallen well behind offerings elsewhere. This puts Canada at a severe disadvantage when competing with other countries. Telecom monopolies have little incentive to improve the situation, so fostering competition in Internet service in Canada should be of utmost priority. |



| | | | |
|----------|----|----|---|
| Thacze | K. | ON | Monopolies ultimately are unfavourable to consumers, because they remove the competition necessary to keep prices low in the free market economy. Offering more options to consumers allows more freedom and power of choice in the market, and thus returns the power back to the consumers rather than corporate bodies. Allowing monopolies or oligopolies eliminates the element of choice, and curbs efforts towards affordability and access to internet for all. |
| Fred | T. | ON | Do your job and protect the people, not big business. |
| Andrew | F. | ON | Canada is rated one of the best countries in the world and it's citizens recognize and pay to keep that true with higher taxes than the standard. If private corporations are continued to be allowed to set outrageous prices and eliminate competition Canada will continue to die from within. We need to be allowed access to lower prices for everything including internet. You represent us. Please show it |
| SHIRLEY | D. | ON | I think it is important to have affordable Internet services because in these technologic times almost everything you do and every device you have needs the internet to function, therefore the CRTC should curb Big Telecom's monopoly over the Internet, and help the small man to survive |
| Jessen | J. | ON | Below are some of reasons why Big Telecom's monopolies of only Bell, Rogers, Telus and Quebec are bad for Canadians:- - Higher prices ***** When there are fewer competitors, companies have more power to raise prices. This is what has happened in the Canadian telecom industry, where prices for wireless and internet services are among the highest in the developed world. - Lack of innovation ***** When there is no competition, there is less incentive to innovate. This is why the Canadian telecom industry has been slow to adopt new technologies, such as fiber optic internet and 5G wireless. - Poor customer service ***** When there are fewer competitors, companies have less incentive to provide good customer service. This is why many Canadians have had bad experiences with their telecom providers, such as long wait times on hold, difficulty cancelling service, and billing errors. - Limited choice ***** When there are only a few major telecom providers, Canadians have less choice when it comes to their services. This can make it difficult to find the best plan for their needs. - Unfair advantage for large companies ***** When the telecom industry is not competitive, large companies have an unfair advantage over small businesses. This is because large companies can afford to pay higher prices for services, which can give them a competitive edge. |
| Andre | V. | ON | How on Earth did Ian Scott ever become chair of the CRTC in the first place? You're almost as bad as the monopolies you were supposedly protecting us from. |
| Giustino | D. | ON | Open competition to foreign providers like Sprint. |
| Sandra | B. | ON | d |
| Gordon | T. | ON | High-speed internet access is vital to today's economy. Making it affordable would have many positive effects. Canada already has some of the highest prices for internet service in the world. Without competition, the incumbent telecoms face no pressure to improve their products and improve value for the customer. |
| Terance | L. | ON | It's obvious that less competition means higher prices; that is a fact. I pay more than triple of what a friend pays in Europe. This is because he has a choice of over 30 providers and I have 4. The Internet is no longer a luxury; it is a requirement. Everything is being shifted online, including government services. Something needs to be done to get our prices down...that means far more competition...and competition that is completely independent of the big 3. |
| Jim | R. | ON | Canadians went to war over freedom of competition in all markets across Canada. The Telecommunications Industry should implode into free local markets. BELL's community hardwired networks are obsolete. \$billions to rewire connectivity is foolish. Telecom Towers need to be nationalized, not-for-profit Internet communications links. This will ensure rapid Canadian development via cheap Internet connectivity. Local community Internet providers and businesses could pay nominal infrastructure maintenance fees. |
| Stephen | D. | ON | CRTC - Pay attention! Are we so mediocre a country now that we even need a conglomerate such as an overbearing CRTC to control and police what we are allowed to view, hear, witness, discuss & share absent a spurious controlling conglomerate such as yours sanctioning the media, a media which should be our free, private and personal privilege to access without restriction or retribution, at all times and from all sources? If so explain publicly your zealous and seemingly unnecessary control, and convey what benefit you have been, are currently, or will be, to this country! Every Canadian citizen deserves this question to be answered and to know whether your spurious organization should continue to exist or, hopefully, be restricted in its mandate. |
| Larry | M. | ON | It has become extremely difficult to find an alternative to the big two in my neighborhood. There are no alternatives if I want a higher speed connection like fiber. Nell won't allow resellers access and they do not offer anything like reasonable pricing for my area for their limited residential service. |
| Cullen | W. | ON | I believe it will serve Canadians better in the long run to have more telecom companies that offer services. Competition is great for innovation and providing the best value for Canadians. Let's be honest here... if people see that their telecom bills are affordable with great service, it's one less issue to as a nail against the current government during election time. Better telecom services will increase Canada's quality of life. There's no reason for Canada to not be better and be an example of a great nation with great quality of life. |
| Sean | M. | ON | Internet services are as necessary as power, water, and heat. Monopolies, duopolies, and cartels provide less services at greater expense for the general populace. Please end these monopolistic entities. |
| David | H. | ON | Competition and giving the consumer choice will only strengthen our economy and help drive innovation. It is essential we prevent the corporate bullying we see today. |
| Olga | O. | ON | The internet is a necessity, not a luxury now, and monopolizing it will only drive the cost up, just like it is happening to the oil/gas. This is how capitalism is structured. Please don't let internet providers rip us all off and contribute to growing poverty. |
| Robert | W. | ON | I used to have an independent internet provider in V-Media. Until that is it was taken over by Quebecor. I have total disdain and distrust of Bell and Rogers who continue to gouge the consumers. It is time to break up the large telecom companies and time to demand that internet prices are lowered. |
| Mark | G. | ON | The CRTC needs to ensure we are encouraging competition and welcoming new providers to the market. Look at the prices in the USA and other countries, and you see why! Reducing competition is bad for the industry. Bell and Roger's have been buying up lots of third party providers, similar to West Jet buying Sunwing, which now is being engulfed by the parent company and thus reducing options and no doubt increasing prices. |



| | | | |
|-----------|----|----|---|
| Sandra | S. | ON | Choice is important so competition is fair. Costs for telecommunications are on the rise constantly, and although it's understandable better networks and more infrastructure is needed, there is also a need for affordability for those services which are essential. |
| Harold | H. | ON | The solution to Canada's ridiculously high broadband costs cannot possibly lie in allowing fewer mega-companies to provide coverage at already non-competitive rates. They have proven time and again that they see the beleaguered Canadian consumer as little more than a cash cow who should be offered second-rate services and broadband speeds at seriously inflated rates. Do not let the powerful lobbyists from these huge firms bamboozle you into believing that they need a monopoly to be able to reduce prices, they never will. Enshrine in law that they must offer wholesale bandwidth to resellers at reasonable rates, so at least resellers can provide some alternatives to Canada's disastrously high costs to consumers. The big guys will only ever fleece Canadians. |
| Karan | V. | ON | Curbing Big Telecom's monopolistic power over internet service is important to me because I believe true competition will provide us customers with better services and prices. With Big Telecom's stranglehold on the internet provider market in Canada, equivalent services in other countries cost exponentially less than what we pay in Canada. Additionally, without a robust competitive landscape, Big Telecom companies are not incentivized to innovate and improve our current infrastructure and improved connections. |
| Dino | C. | ON | The rates continue to climb and is becoming less affordable, price has increased but service has not kept up. Family in Europe are paying a lot less then we are. We need action and more options. |
| Marlon | M. | ON | If the affluent are the ones that have access to info because they could afford it. What kind of society will we have at the end? |
| John | S. | ON | Canadians should have access to affordable broadband Internet service at monthly rates that are competitive to other highly developed nations around the world. The CRTC was not created to be a sympathetic body to the needs of Rogers, Bell and Telus to provide Internet service at rates that would generate generous profits at the expense of inferior service to the Canadian consumers. |
| Jeffrey | G. | ON | Less competition leads to higher prices and poor service. Also as was seen last year it can make Canadians more susceptible to outages. |
| Angie | M. | ON | Stop the monopoly on internet services |
| Elsa | M. | ON | There should be no reason why people in other countries (especially the U.S. a few miles away) are paying less than Canadians for their internet. Letting only telecom giants control the prices means that all choice is being taken away.Prices for these giants will just begin to go higher and higher as has been evidenced so far. All prices are becoming less and less affordable for the consumer. Internet has become a necessity in our lives, we must have it, but if Bell and Rogers just continue to increase their profit, there will be segments of society that will be unable to keep up. The poor, seniors, etc will be at an even greater disadvantage. |
| Wai Gay | F. | ON | I left Bell in Feb 2016 after over 20+ years of over paying for my internet. I started at \$50 initially for my 5/1 MB service and I only kept it over the years because it had a grandfathered 'unlimited downloading' option. It climbed every year until it hit \$80 with NO improvements to my service! TekSavvy offered a 25/10 plan with 400 GB of downloading for only \$50 after taxes and Bell would not match it. They only bothered to contact me to 'match' the offer when they received my out order request from TekSavvy. Competition? NOT! In the 7 years since, my TekSavvy costs have changed for the following reasons: Jan 2017 - Price went DOWN \$5 to \$45 because TekSavvy and other wholesalers got a cost reduction due to Telecom Order CRTC 2016-396. I could not believe that an internet provider would actually pass on savings to their customers. There is NO chance Bell or Rogers would have ever done this. Feb 2017 - Accidentally went over my 400 GB limit. TekSavvy switched my plan to 'unlimited' AT NO CHARGE. Feb 2018 - Price went up \$5 to \$50 because I finally got rid of my useless \$44/month basic Bell landline for an IP phone. This forced TekSavvy to pass along the \$5 'dry loop' fee as I no longer had a landline for my DSL service. Oct 2019 - Price went DOWN \$5 to \$45 as TekSavvy did some restructuring and due to a CRTC win on pricing against the incumbents, they removed the \$5 dry loop fee. Another \$5 rebate from TekSavvy! May 2020 - Price went up \$5 to \$50 after the CRTC revoked the August 2019 ruling that lowered costs for TekSavvy. Aug 2020 - Price went up \$10 to \$60 as the CRTC allowed carriers to raise their rates which TekSavvy had to pass along. Oct 2021 - Price went up \$3 to \$63 due to COVID and increased carrier costs again. Prices go up for no reason and the little guy has to pass it along. Independent providers have been bought out so there is no competition or choice so how can costs go down? |
| Damian | D. | ON | I strongly believe having independent internet providers increases the value, and reduces the cost, of internet services for all Canadians. I have proudly chosen an independent ISP for several years and couldn't be happier with the reliability and customer service. However, they are being squeezed on pricing and locked out of offering certain levels of service, making them increasingly less competitive. I've stuck with them out of a sense of duty and to express my belief in what they stand for. But it's costing me financially, and while I can afford it now, I don't believe many Canadians are in the same position. I strongly urge you to increase competition and allow Canadians more, and equal, options, then the 'big three' are willing to provide. |
| Chris | B. | ON | When the last wholesale rate cut happened, my internet price went down. I was (and still am with) Start.ca, since they offered the best internet-only plans at the time. Then the rates increased, and I'm now paying over \$100/month for cable internet, and my independent ISP is now owned by Telus. At the same time, I can't get Fiber to the Home, and even if I could, that would be locked to Bell/Rogers. There is no real competition in the internet space, and we're paying for it. |
| Mark | G. | ON | The cost of my internet and TV service has climbed significantly since 2019. It is frustrating to have only one alternative for high-speed service, especially since the quality of that service was found to be wanting in the past. The current duopoly of Bell and Rogers in Mississauga is not a competitive environment, and needs to be shaken up. |
| Teresa | M. | ON | I am a pensioner on a fixed income that is not all that much. Many people in this country (I think mostly in Ontario) are paying the highest fees for internet service compared to the rest of the countries on the globe. Also, I'm being charged \$10.00 + taxes a month more for many years with Bell, to have high speed. I've realized this year from a Bell agent, that my area's infrastructure does not support 5G. So all along, I've been paying this extra amount for nothing but very slow internet (I'm in a big city). Something needs to be corrected FAST! |
| Cassandra | M. | ON | Internet phone bills way too expensive just by the way. Find a cheaper way for better services but cheaper. Thank you. |
| Loc | N. | ON | We can't afford the price and this will affects my child's learning. |



| | | | |
|----------|----|----|---|
| Peter | F. | ON | In the simplest possible terms competition equals innovation and lower rates and less competition equals the exact opposite, and we are seeing those results now. Letting a few archaic companies survive in the short term by using influence and corruption to allow anti-competitive mergers is short sighted and will cost the whole country. |
| Sid | H. | ON | If Canada wants to be nothing more than a glorified 3rd world country, then it can continue on its current path. The current policies of the CRTC do nothing more than to entrench the interests of the Big 3. This stifles innovation. There,Ås a reason so many American retailers have left our country despite having immense success in the US. There,Ås a reason so many entrepreneurs leave Canada once they have the ability to do so. There,Ås a reason Verizon decided not to enter this country. We do nothing to encourage entrepreneurship or innovation or competition. The CRTC can finally do something to stem that tide. It just needs to show the courage to do so. |
| Cristian | M. | ON | It is very important that consumers have choices and are not at the whim of large companies. Access to existing infrastructure enables smaller companies to compete with well established ones. Competition leads to advancements and better choices/prices for consumers. |
| Ian | K. | ON | Cost keeps going up but we cannot say it's just inflation why longer. We pay a whole lot more for Internet than we should, especially if and when we want competition and we try to move the wait to get a rep for the big companies put you on wait forever. That clearly shows the lack of dedication to customer service, they prefer to add in obstacles than transparency for the services. |
| Gary | K. | ON | In regards to question 2, it is not as important that ISPs are independent as much as they should be affordable which they are not with the current companies controlling access to the internet. Something has to change. |
| Keith | B. | ON | In the last 3 years Bell and Cogeco have knocked on my door offering discounted service cheaper than Tekksavvy. I called Tekksavvy and was told the price I was offered with discount was cheaper than they could provide service as it was more than they paid as a reseller. |
| Brandon | J. | ON | The evidence is clear. The telecommunications industry have made significant strides to ensure that they are able to keep prices high and competition low. Many neighbourhoods in my area are serviced by Cogeco and Bell, but with wildly varying price structures and service availability. Cogeco provides cable internet to the neighbourhood and Bell provides DSL. These are my two options, leaving me without any choice but Cogeco to get fast connectivity to the internet. Third party companies are essential to the industry to give choice to customers like myself. These same third party companies were denied wholesale rates by the CRTC in a reversal of a decision which was heavily lobbied by Bell, Rogers, Telus, and Cogeco. The CRTC has the power to reinstate wholesale rates and lower the monthly cost of my internet bill. The CRTC is intended to protect Canadians, not corporations. The big telecommunications companies know that the CRTC is the only entity that can enforce change on the industry, and they have a vested interest in ensuring change never occurs. Please act on behalf of struggling Canadian families. |
| David | M. | ON | Affordable Internet is not a luxury it is necessity for people to be informed, safe and have access to public services. Years ago the Bell monopoly was supposedly dismantled because of the importance of telecoms, yet today we are effectively in the same situation with three tightly aligned companies controlling the vast share of telecoms services in a manner that is not competitive or beneficial to the public and the country. |
| Marcus | V. | ON | I have a very good independent internet provider that I have been with for 25 years. I would like to stick with them, but they have to stay viable in order for me to do that. |
| Maria | K. | ON | It is very important to me (and everybody I talked about that) that CRTC curb Big Telecom's monopolistic power because having choice means having power to insure best affordable service |
| Jeffrey | S. | ON | I have had bad experiences with the big players in this game... they don't care about the customer... they only seem to care about more customers. |
| Richard | K. | ON | I'm sick of big companies constantly buying out smaller ones. Thus is never a good thing for the consumer as it reduces competition. |
| David | M. | ON | What happened to competition? |
| Arvind | M. | ON | The CRTC should operate with the best interests of Canadians in mind. |
| Michael | S. | ON | To create choice for consumers |
| Paul | S. | ON | Competition means lower prices for consumers! Stop the merger. |
| Mathew | H. | ON | The 2021 CRTC decision (Telecom Decision CRTC 2021-181) regarding wholesale internet rates drove up the price that I pay for internet access. The rates need to be returned to 2019 levels. The infrastructure monopolized by big telecom companies (including fibre) needs to be made available to independent ISPs in a way that offers consumers competitive prices. |
| Donald | T. | ON | Less is not more. Diversity of business is better than limited selection. Smaller ISP's purchase the internet service from big telecom anyway just at a wholesale rate. |
| Blane | P. | ON | Telecommunications are a modern necessity to society, and given the increasing unaffordability at the hands of massive monopolies, big telecom is further contributing to unaffordability at a time when people need these services more and more |
| Daniel | R. | ON | We need more canadian content like Onesoccer to be on all our Canadian airwaves PERIOD make it mandatory that Canadian Content is on all of our airwaves that includes Rogers and Bell. DO NOT I REPEAT DO NOT CENSOR CANADIAN social media users wither agreed or disagreed. Giving Different opinion Politcal SHOWS ON ALL OF OUR NETWORKS. Bringing in more competition to make internet services affordable and give Canadians Options at a Lower Price |
| Dave | N. | ON | Canadians are getting fleeced by monopolies |

| | | | |
|----------|----|----|--|
| | | | Honestly, to put it plain and simple, the 1% in Canada are engorging themselves on the basic livelihoods of average Canadians. They completely rely on our outdated elitist protectionist laws to silo Canada from any real competition. The continuous steamroll of price increases (pre and post-COVID) is flaying family budgets down to the bone. We have no option but to stand there and take it. There are only two ways to solve this problem, either the government creates and supports public utility solutions for all core services like the internet or we get rid of the ideals of robbing average Canadians to prop up a few oligarchs and their families in this country, in the false guise of patriotism. The government has already shown that they're not willing to do the hard work themselves, so the only option left to us is to push to end the protectionist laws. I remember when Verizon expressed interest in entering the Canadian market and the amount of obscene PR material created by ROBELLUS to create fake patriotic sentiment against foreign companies entering Canada. They unlocked their coffers only when they're really threatened by real competition, this proves that real competition works. Let's make one thing clear, the oligarchs that rule Canada could care less about this country than any non-Canadian oligarch. It's time that the 1% paid their fair share in competing to be part of the Canadian market that we so easily offer up to them year after year on a silver platter. |
| Daanish | M. | ON | |
| Robin | B. | ON | Why is Canada so far behind other many counties in internet rates (especially rural folk)?? Our economy today depends on the internet oh so much (we were dragged there by big corporations) Now our government is playing the capitalistic game of keep the little guy down Can we not get out from under this system of BIG BUSINESS running the show WE elect those folk who then turn on usfor shame you politicians For Shame for shame for shame |
| Maureen | M. | ON | The prices we pay is unbelievable especially for the service that is provided |
| Ryan | M. | ON | End the Rogers/Bell/Telus oligopoly. Canadians pay inflated prices, straining budgets and limiting access to the digital economy. |
| Melodie | W. | ON | Big Telecom should be offering affordable prices & a good service. We have constant buffering & pay for 5 G & unlimited internet and aren't getting what we pay for. They get away with it because there's no competition. It's outrageous. |
| John | F. | ON | I have no choice but Bell. They have promised fiber since Oct 2022 but no progress. We are on copper wire. My fear is they are holding us in limbo so we don't go to a competitor and once fiber is installed (!) we will only have Bell as an option. |
| Nikolay | V. | ON | Third world countries already have faster and cheaper internet with far better service. Only real competition can provide that. Here in Canada dealing with any of the big companies is a nightmare, after they get you as a customer. Mobile phone rates are horribly high. It's a shame. |
| Michael | H. | ON | A friend of mine in France was shocked by how much we pay here. It is the same kind of reaction that we get when we see the medical bills that Americans pay. If overseas telecoms can make money even when charging less, our telecoms do not need to be charging so much. |
| Mark | V. | ON | The big three are buying up all the small providers as quickly as possible just strengthening their oligopoly. Where are our ant-competition laws? How is this acceptable? |
| Brian | E. | ON | We need strong antitrust laws like they do in the states to foster more competition so that we the consumer can have better services and pricing. |
| Glenn | W. | ON | My wife worked for MTS Allstream when they had to sell to Bell to stay alive and eventually get absorbed into their profits - all because Bell is protected by the Canadian federal government. Why not let them go it on their own and see how they do? It will certainly help the Canadian consumer get better rates and better service. |
| Robert | B. | ON | It's a huge concern for me and my family that these huge corporations can continually overcharge us all with utter impunity. It's long overdue to put a stop to this corporate greed. |
| Flemming | M. | ON | Today internet has become a necessary tool in order to communicate and receive information not only in Canada but world wide. Why are we treating this as a luxury item with higher prices than other western countries? Sadly to see in my travels countries we consider 3rd world pay less than we do in Canada for better service! At my cottage 200 km North of Toronto no service! At all here we still use pigdigs to communicate, is it CRTC holding this up!!!! L |
| William | D. | ON | If their management of professional sports franchises is any indication of the quality of management at big telecom and I can't see how it is unrelated since they own it all, well you can see how the fat cats at big telecom don't care a whit for us who are just trying to feed our families in this environment of rampant inflation. As a matter of fact rather than fiction, the poor internet provision in the country of Canada is one of the causes of the faltering economy. We are in dire need of inexpensive yet good quality infrastructure including the internet. If you are not part of the solution then you are part of the problem. |
| Kenneth | W. | ON | Stop the habit of kowtowing to corporate interests, come down on the side of the citizenry for a change. Break the cycle. |
| Brigitte | B. | ON | I think its high time we allow more competition from the United States. As the Canadian Telecom companies have made little to no effort to provide services at a reasonable rate, we should not have to be paying such high prices while other countries have much lower rates and better services. Brigitte Bertussi |
| Stuart | K. | ON | All monopolies are inherently bad for consumers. Life is too expensive and getting worse. Time to give people less expensive opportunities |
| Martin | W. | ON | If the country wants to be grow, succeed and compete in the future they can't have these ridiculous high internet prices. The price we pay for data and internet services in Canada is one of the highest values in the developed world, this just stifles innovation in this country. |
| Andrew | G. | ON | The rates charged by the dominant telecom companies in each area have little connection to the cost to deliver the service. This is in evidence 1. The "deeply discounted" rates they offer in areas with dominant competitors vs rates charged in adjacent areas without competition (e.g., areas with just cable internet vs areas with cable and a competitive fiber solution available). I currently use a TIPA that held their prices low for years, and was forced to increase them after the CRTC reverted the 2019 interim rates. Bringing some sanity back to the wholesale rates will force the dominant carriers to compete with TIPA providers as they do with other dominant carriers when their areas overlap. |
| Donald W | T. | ON | why can we not have same rates as other countries, it is a necessary now not a luxury so lower rates! |
| Robert | B. | ON | The internet is an indispensable tool and an indelible part of Canadian culture at this point. The less affordable it becomes, the fewer people will get to experience it. The potential losses to education and to households is too great for this to continue. |



| | | | |
|------------|----|-----------|---|
| Dawne | B. | ON | With being a monopoly there is little choice but to pay the Sky high fees they charge. I,Ôm a senior on a pension and have one of the ,Åúcheapest,Åù plans. I don,Åôt know how many more years I can afford tv cable. It,Åôs a depressing thought about my future. |
| M | G. | ON | We are so SICK of the Big Telecoms' monopoly. CRTC working with this government to pander its agenda: You do all you can to keep us silent and broke. Since you control what we watch, hear, see...the very least the CRTC can do is offer options for affordable Internet - like the majority of countries do. And how about cancelling Bill C-11, 18, and all the other censorship laws forced down on the good people of Canada. Hope you're all proud of yourselves. Shame on all of you! |
| Dorothy | B. | ON | Since switching to Bell from a smaller carrier 2 years ago, my internet is less stable, inconsistent speeds, and more expensive. The small independents are disappearing. We need increased competition to keep prices reasonable and more choices for the average Canadian consumer. |
| Kathleen | M. | ON | Because internet services are no longer optional in today,Åôs world. Big Telecom,Åôs practices are excluding Canadians from participating fully in society. |
| Ronn | F. | not found | The CRTC's mandate is for the people. Their actions as of late are that of Big Telecom. Even now the decision to reopen this matter comes before an election. It sickens me to see the level of deception and corruption in an entity that is meant to do the VERY opposite of what it has become. Big TELECOM cannot own its regulator and they clearly do in one way or another. |
| Rob | H. | ON | Lack of competition is bad for consumers. The CRTC needs to work for Canadians and allow more independent providers to serve Canadians, instead of appearing to be working for the interests of the big corporations. |
| John | B. | ON | Whether in the interest of healthy competition or in taking care of your populace, it is vital to curb the concentrated power of the telecoms |
| Michael | W. | ON | The big 3 don't care about their customers, and they would prefer to keep services and thus profits all to themselves whether or not it affects Canadians or not. The only thing they want to see is increased profit margins and bonuses for upper management and CEOs |
| Mike | C. | ON | Canada has some of the most expensive telecom prices in the world. In the past year multiple independent ISPs such as Start.ca have been purchased by the big 3. Independent providers need wholesale access and we need to open up the country to competition from large foreign ISPs. |
| Michael | P. | ON | I do tech support at a big tech giant for phones and computers for Americans and Canadians every day. Because of our relative populations, 90% of my callers are from the US. It is extremely common for Americans to have much cheaper internet and cell phone plans and more companies to choose from. Also, it is the norm for Americans to have unlimited cellular data, the internet for mobile phones, and still be cheaper. We have a few companies control both our internet and cell phones. The company fostered only a couple of giants as the dominant force in industries that are natural monopolies and now does not enforce anti-trust laws and deter anti-competitive practices. Consumer protection is very weak and Canadians are victims of sharp practice by telecom giants. My internet plan is only affordable because I use a big telecom reseller, but as more of these close down I could one day have no choice but to cut my internet from lack of affordability. I watched my elderly parents get treated extremely poorly by Rogers over the years and when I found out the extent of it had to take strong action that still only partly remedied it. Bell has been no better. |
| R. | C. | ON | Big Telecom is trying to push out resellers and smaller sellers of internet. I have one of the lowest cost plans from Teksavvy, but the speed is slow and my income (ODSP) is strained. But internet is essential to function. BT has manipulated the market and governmental institutions so that Teksavvy had to raise it rates twice in one year, recently. Like it or not, Canadians are poorer than they used to be and Big Telecom has more power than it used to, so it's harder for people to afford internet, or afford internet that meets their needs. For someone like me on ODSP, getting less than \$1100 to live on per month, lower cost internet is essential, and that can only be ensured if there is real competition and smaller, alternative internet suppliers. |
| David | M. | ON | Big telecoms first move during the pandemic was an attempt to raise rates until public backlash occurred. They are making massive profits yet service, speed and charges remain static. The Canadian consumer deserves better internet prices, speed and more choices |
| udo | z. | ON | It is simply not only that the prices are high but the service is poor. constant signal problems and reduced prices are only presented when you chose to leave the service provider. We also know that other countries have far greater options and much better pricing. |
| Rick | B. | ON | Let smaller isp's charge lower rates to keep it affordable - we do not need high bills from big providers that have a monopoly |
| Doug | P. | ON | Robellus has shown repeatedly that they are unwilling to compete on price. Since they all offer effectively the same speeds, there is no competition on service, either. They conspire to keep prices high, and collude to keep out of each other's territory so that they can maintain their robber baron rates. These companies need: a) to be broken up, and b) to be heavily legislated to keep prices as low as possible. Internet access is no longer a luxury, and has been deemed a human right in other parts of the world. Why is Canada so backward in th this area? |
| Franklin M | B. | ON | When broadband internet access was deemed a basic telecommunications service for all Canadians back in 2016/2017 by the CRTC, it should also been made affordable. I've seen the price skyrocket over the last 6 years and it's not getting any better with Rogers, Bell and Telus holding the reigns as the cost of equipment (phones, electronics) are catering to the higher priced plans so they can be better serviced for broadband usage. As the years go by, older technology are being phased out for newer ones resulting in customers having to either upgrade to new tech or downgrade their plan to continue to have access at a lower quality while still paying premium prices. Compared to other countries in the world, Canada is ranked in the top 5 countries with the most expensive Internet services. That's a negative, not a positive trait Canada should be famous for. It's because of the lack of competition, the big ISPs (Rogers, Bell, etc) owning the infrastructure and the high cost of running the service is why they are slowly jacking up the cost of Internet access. We shouldn't have companies like Rogers, Bell, etc., holding full control of our internet, because April 22, 2022 when Rogers had their second major service outage, everything tied to the Internet went down if you were a Rogers customer or any 3rd party ISP who buys wholesale from them. This isn't a situation of never going to happen again, it's a question of when will it happen again. Technology isn't perfect, and having a company like Rogers control nationwide impact how we live our lives in this broadband world just seems like a big mistake. Who ends up paying the cost? Canadians. End the monopoly. |



| | | | |
|----------------|----|----|---|
| Elizabeth | K. | ON | The telecom giants have control over defined areas here in Hamilton. It's very hard to find out which independent can operate (at a cheaper rate, hopefully) in a given area. Prices have gone up ALOT. While the giants have been placing infrastructure, perhaps it is time for the builders to be separated out as a single business and that service be divided up to be paid for by all the players. Then we as consumers, could have proper competition and lower prices and better service. |
| Bon | M. | ON | CRTC.....How many times do you need to hear from Canadians that they are unhappy with the top 3???? You keep promoting them forward and pushing Canadians backwards. You are supposed to be representing & protecting Canadians not taking care of big corporations. Perhaps it is time to try and encourage at total revamping to the CRTC and put regular Canadians in place instead of overpaid political hacks that are only there for perks. |
| Aaron | M. | ON | Having previously worked at a CLEC, I understand the importance that competition brings to the consumer. Improved products and better customer service are just two examples of a competitive landscape. The incumbent carriers must be forced to allow independent companies access to their infrastructure, particularly on fibre networks and it must be done sooner rather than later. The telecommunications sector (like air carriers) in Canada is a protectionist nightmare that has been funded by the taxpayers through corporate subsidies and back door politics. This needs to stop. |
| Salvatore | A. | ON | The large carriers are engaging in anti-competitive measures by taking actions like removing copper lines which are part of the wholesale offerings while laying out fibre that is not currently mandated to be sold at a competitive wholesale rate. This is a farce and requires government intervention. |
| John and Mar | O. | ON | Canada is the laughing stock of the rest of the world when it comes to internet cost and cell phone service. My friends in Australia cannot believe how much our internet costs and how slow our service is. Canada needs to remove the strangle hold the big telecom companies have on our internet service! |
| Brian | B. | ON | Monopolies destroy consumer choice, lead to poorer service, result in poorer quality products, and hurt the country's economic prosperity. Canada is falling behind other countries when it comes to telecommunication services. These services are a foundational part of modern life. They are critical to Canada's ability to compete in a global marketplace. We need proper competition in the telecom market. |
| derek | a. | ON | My ISP is a small company that provides adequate service for me at a good price, For my mobile phone service I use a basic non-data plan from Telus, But now Telus has taken over my local ISP thus reducing competition further and although they promise to maintain my low cost internet service I am worried. My family in UK has far greater choice of providers and much lower costs. |
| Thomas | P. | ON | It,Ås the CRTC,Ås JOB to look after individual Canadians! Not corporations! Do your job! |
| Patrick | S. | ON | A monopoly market is a broken market. It is the job of the CRTC to level the playing field and prevent monopolies, and to foster an environment for fair and healthy competition in the telecommunications market. |
| Maurice | V. | ON | These out of control monopolies are destroying all competition. No heart and no soul. Just greed and a need to constantly increase prices in order to make more gigantic profits for their shareholders. Stop these monopolies today before we crumble under the weight of out of control bills with no alternate independent service providers. |
| Steve | H. | ON | It looks like the CRTC is owned by the big telecoms. I am tired of seeing gladhanding take the place of serious efforts to make communicative technologies affordable in my country. |
| Cerrisse and [| B. | ON | Both the Ontario and Federal governments have invested huge amounts of money in the newly installed fiber optic line running past our house, and only Bell will provide service on it. We feel that all ISPs should share this fiber optic line, not just Bell. It is not fair to allow only one giant such as Bell to have a total monopoly on heavily subsidized infrastructure by taxpayers. |
| Jay | G. | ON | This is a country made up of monopolies and oligopolies which is making Canada unaffordable. Please help to make this country a good place to live. I would like to remain here but Canada's fear of corporate competition may force me to look elsewhere. A shame after 62 years. |
| Remi | B. | ON | Since moving out to the Alliston, I have fewer options because I don't have access to independent providers, so Rogers and Bell basically have a duopoly in rural areas. |
| Bob | D. | ON | I think that the internet should be declared an essential service. There is no reason why 99% of the country shouldn't have fibre internet direct to residence. If they can do it for electricity, there is no excuse for not doing it for internet. |
| Stephanie | B. | ON | This is a huge problem that the smaller internet providers are being squeezed out by big telecom. There are supposed to be laws that prevent this but apparently Canada has decided that the Canadian consumer is not worthy and therefore have changed the laws. This is supposed to be a democracy but it sure isn,Åt feeling like it is. Shame on Big Telecom and the Liberal government that has allowed this. Disgraceful!! |
| Errol | M. | ON | Monopolies are a Liberal Trait. What kind of free and open society are we when we can't choose? I'll tell you, a Communist State. |
| Geoff | C. | ON | The internet is becoming more of a requirement in homes than a luxury. It's needed for schooling, work, communication with friends and families. The costs and selections should not be determined by 3 or 4 large corporations who hold monopolies in different regions and force out lower cost independent service providers or force them to raise their prices to lease lines from them. |
| John | C. | ON | Monopolies are bad for consumers and stifle choice and options. |
| Sporty | C. | ON | I have never paid so much for so little. Please stop being big Telecom's dinner date |
| Donna | C. | ON | Monopolies can operate as dictatorships. If a competitive business opens they can and do choke the life out of them, forcing customers to buy their services or product. Customers have fewer options when they want more. Monopolies may not be guilty of outright collusion when they increase the cost of their service but it's an open invitation for the one or two others in the business to increase theirs as well. To customers monopolies feel more communistic than capitalistic. |
| Leilani | M. | ON | It would be nice to have more internet options other than Rogers, Bell and Telus. I've used all three and have not had good experiences. The customer service is poor and I have to pay so much more with their packages. I've used Teksavvy and now Virgin Plus for internet. They are much better in terms of price and customer service. There should be more support for smaller independent telecom companies instead of letting the big 3 have all the power to manipulate consumer pricing. |
| Ezio | B. | ON | Small local providers provide better pricing and customer service than big nationwide monopolies. Please help them help me as Bell and Roger's have no incentive to offer lower prices and good service. |



| | | | |
|----------|----|----|--|
| Thomas | B. | ON | Canadians have very little choice on providers, and even fewer affordable options. I find it ridiculous that Americans can pay roughly 1/4 of what I do for unlimited access. We the users have paid into all the infrastructure for the big telecoms, and we are "thanked" by being gouged at every opportunity, and then stabbed in the back by elected officials. If only Affordability was sexy. Or if ceos received ridiculous merit increases for increasing user satisfaction. There's no accountability for all the times Canadians have been screwed by Big Telecoms, and even when individuals band together and pay out of pocket for legitimate research, corruption and elitism band together to dismiss the results compiled by experts. Stop over stepping. Start working FOR the people. Make a difference your children, and my children will be proud of. Stop ignoring science in the face of profit. |
| Sue | T. | ON | I pay over \$200.00 a month for less than 25 mbps and a cap of 350 gb download with Bell. Disgusting that I have to decide some months if I pay them, or some other bills. My natural gas, car insurance and hydro bills aren't even that high. |
| Shah | M. | ON | My wife and I are both senior seniors. We are struggling with everyday expenses, and of all the necessary items on our list; internet, phone and TV are the most expensive. We migrated from Trinidad, West Indies over 50 years ago and, when my relatives tell me that the Gov't there has provided seniors with a cheaper dedicated phone service, we ask ourselves why can't it be done here? |
| BEVERLEY | R. | ON | Dear Sirs: As a low income, tax paying senior Canadian I am deeply troubled by the rising costs of big telecom. I cannot afford any more rising prices on Internet, food and rent. And since two of those costs are vital, my TV and internet costs may have to be sadly eliminated. Keep this section of your customers in mind please!! respectfully, Beverley |
| John | M. | ON | Internet access and international roaming charges are awful in Canada, and hurting consumers and businesses. |
| Joseph | B. | ON | When I get to Poland I have a plan for 30PL which is \$10 CAD with 50 Gig of internet with no problem. Speeds are much higher and bill much lower especially for the cell phone plans. Canada is way to expensive and we need more competition. |
| Peter | P. | ON | Nothing has ever changed and it keeps getting worse. Governments make empty promises and the Canadian public is taken for granted! We only have to look at the Scandinavian countries and others where the internet is affordable and choices available to see the prosperity and innovation affordable internet has generated and how that makes providers compete for your business! |
| Hasan | M. | ON | The question has the answer. |
| DOUG | D. | ON | Prices go up, service goes down. Is this what Canada aspires to? |
| Kyle | H. | ON | More choices and options in the market means more competition. More competition means better pricing. |
| Barbara | S. | ON | As a retiree on a fixed pension, I am finding that not just my internet but all my services (phone and cable tv) with Bell are constantly jumping. Every few months, they increase one or another of the services, so that we are now paying just a few dollars short of \$300/month. (This is not including any cellular service.). Two months ago, we paid \$291, now it is \$297. Almost every bill has an increase of \$3 to \$5 on individual services. This is gouging, due to the (basically) monopoly situation Canadians find themselves in. It needs to stop. |
| Mustafa | Y. | ON | Internet access has become a necessity. When it is monopolized it is unfair and not humane as it is like making food unaffordable for the hard working people |
| Kathleen | J. | ON | We pay way too much in Canada for telecommunications services compared to other countries. These monopolies are detrimental to all Canadians, especially in a hyperinflation situation and a recession. |
| Chuck | S. | ON | Monopolies erode democratic principles, are a tool for the greedy and consolidate too much power and opinion. Our present society needs more competition and more opportunities for small businesses to thrive, rather than be swallowed in one gulp by an unfeeling corporate monster - which is what Canadian media and communications have become. Canada is made up of millions of individuals who are being forced to accept only one alternative. |
| Geoff | H. | ON | It is ridiculous is this day and age that Canadians have to pay so much more for less value of internet service than almost all other countries. Stop allowing telecom monopolies now! |
| Irene | K. | ON | The internet is no longer a luxury or tool of the rich. Everyone in Canada needs access to affordable, reliable internet service to conduct the activities of daily living. Health care providers, services for seniors, community programs are accessible only by going on line. Internet service should be available to all at a reasonable cost. We are beyond the era of monopolies and mega profits. Competition and competitive rates need to be within reach of every person residing in Canada. The CRTC has the power and the mandate to see that this happens. |
| Helmut | B. | ON | As the choices decrease the service decreases and costs increase and response times to service outages increase! |
| DAVID | S. | ON | INTERNET SHOULD BE AVAILABLE TO ALL AT AN AFFORDABLE PRICE |
| Peter | T. | ON | I rely on the internet so that I can work remotely for my job. Rogers and bell offer subpar services at inflated prices, and the wholesale prices are set too high for independent ISPs to effectively compete. |
| Berge | A. | ON | We in Canada pay some of the highest rates for internet services in the world. Monopolies = maintaining high rates. Competition = a general lowering of rates. Economics 101. |
| Joe | J. | ON | Big Monopolies lead to higher prices for consumers, thus making it more unaffordable for many to get the same services at cheaper prices. Certain monopolistic policies should be vetoed out and greater competitive regulation should be set in order for smaller telecom companies to effectively compete in the Canadian telecom market. |
| Ray | T. | ON | I was told by ISP when I purchase my current Internet Modem from them, that my modem can support up to 300mbps Internet connection, so in the further, when I upgrade to higher speed plan, I can use the same modem, currently, I am using 75mbps, want to upgrade to 150mbps later this year, but NOW ROGERS told me, I MUST get a new modem from them, before I can upgrade to higher speed Internet connection, they can CHANGE the rules ANYTIME and break ANY promise, when they can find a way to make more money, without breaking the law. |
| Dave | S. | ON | By not having the Big Telecom's having a Monopoly on the Business, it can encourage competition, which can lead to lower rates. Plus, it gives everyone the choice of what service company they want, based on deals, rates, and so on, and not just because it's a Name. |



| | | | |
|-----------|----|----|--|
| Cheryl | R. | ON | People are struggling financially. Everything is too expensive, including food--and meanwhile Canada's internet services are among the highest cost in the world, with little to no competition for the big companies, nothing to bring the price down. Please, please help Canadians have affordable, high speed internet. |
| Nicholas | k. | ON | Internet has become more and more of a necessity in today's society. As a student, as a worker from home, etc. It is not simply a luxury service and to have companies exploit this with extremely high rates for monthly plans with little in affordable alternative plans or competition that can still provide quality service not only goes against the consumer but also creates a disgusting environment of increasingly high obligatory payments, ripe for abuse through recursion. |
| Lucien | L. | ON | Teksavvy and other 3rd party companies need access to the same packages as Bell/Rogers with affordable pricing |
| Rob | S. | ON | Internet is the cornerstone of our economy and is essential to function in today's works, but it is absurdly expensive in Canada. Monopolies always use their power of influence to maximize profits, and government regulation has a duty to protect the common people from such abuse. |
| Lynne | J. | ON | It's getting very hard for seniors on fixed incomes to continue to have escalating prices every year. Why can't this government stand up for the under dogs for a change and bring in fair pricing that can stay at that price for many years. Big corporations can't be satisfied with making smaller profits, no they are greedy and want mega profits. It just has to stop not just with communications but all businesses. |
| Dave | B. | ON | Company's get too big and dictate pricing. At the end of day they look after shareholders and not the consumer ! People need options ! |
| Greg | W. | ON | More competition brings down prices and improves quality of service. |
| Gord | T. | ON | The few giant telecom providers in Canada realize that they will all be more profitable if they don't compete very hard against one another. So they don't, and Canadians suffer the consequences when they pay for service. Canadians pay some of the highest rates in the world for telecom services. Without a healthy ecosystem for other smaller providers, there is no hope for Canadians to obtain decent service for a decent price. |
| William | H. | ON | Monopoly's are corrupt and corrupt our politicians and regulators the consumers do not have the lobbying power that these corporate giants have. |
| JC | A. | ON | A monopolistic power over internet services by one company is the opposite of what a democratic society is. The power of choice and affordability should be in the hands of the consumers, not the company. Another example of why we should get rid of monopolistic companies, is the Rogers outage that happened recently. |
| Stephen | C. | ON | From what I know, Canada has one of the highest Internet rates in the world. Why? With our economy and the amount of Canadians using it, we should have extremely low rates. Why have you let 3 companies hold all the power over our Internet? The wholesale rates you've set are so high that smaller companies just can't compete. YOU shouldn't be letting this happen! It's up to YOU to make this a more competitive market so Canadians have to pay a more reasonable rate. The Internet isn't a luxury anymore. It's as necessary as the telephone- maybe more-so. It's a major communication method and should be treated as such. This means that it must be affordable to all, without having to negotiate each time your quasi contract is finished. |
| Gary | G. | ON | Price Price Price |
| Mark | W. | ON | With monopoly comes Price-fixing and that is opportunistic, cartel behavior against the best interests of consumers. Remove choice and you solidify higher profits for telcos and higher costs for me, the citizen victim and consumer. Fix competition now and end the internet monopoly once and for all. Bring fairness, competition and value back to the marketplace where the customer is king and not serf at the mercy of parasites! |
| Gun | O. | ON | Canada's internet rates speak for themselves when compared to almost the entire rest of the world. That is a shameful statistic. Let's fix our broken system now, whatever it takes. |
| James | M. | ON | If the CRTC is not prepared to help these small providers it becomes obvious that the CRTC is in bed with Big Telecom and is unwilling to help ordinary Canadians. J MacDonald |
| Terry | K. | ON | The main telecom providers are essentially engaged in price fixing by deliberately not seriously competing with each other on price and steadily buying up independent providers to reduce competition and maintain their monopoly pricing power. |
| Hilya | P. | ON | The world is now able to be in our living room. But only if our internet works well and is affordable. |
| Mark | W. | ON | Monopoly kills competition and keeps prices artificially high in favour of cartels. Force Bell and Rogers to relinquish their monopolies and make them support independent ISPs with a fund set up to help competition for the sake of fairness for consumers, taxpayers and free citizens. |
| Bill | S. | ON | Whenever we have a monopoly situation with companies, inevitably the prices will go up and the level of service will decline. In order to maintain a healthy economy, we require a healthy competition of a diversity of companies. Please do not hand over the Internet monopoly to a few big corporations, despite the number of lobbyists the send you. Lobbyists only serve the corporations, not the population at large. |
| Fred | N. | ON | I am on a fixed budget and can barely afford these rates. |
| Dorothy | C. | ON | There is no question, it is disgusting that Canadians are getting shafted by the monopolies of internet. There are so many transactions that now are required to be on line, even for the elderly and low income citizens, so we need access to lower prices, instead of letting these monopolies gain even more. |
| Rameshwar | J. | ON | Lets stop the monopolies and price gouging. Open up the telecom market to more competition. |
| Michelle | P. | ON | It's important that the CRTC force Big Telecom to improve choices and affordability immediately because we are all hurting from corporate greed. We are sick of being one of the richest countries on the planet with the worst TV, Internet and Cell Phone rates. We are sick of monopoly companies pretending they are "playing fair" when they aren't. Monopolies "stagnate" - innovation - affordability - improvements - reliability - choice How can we, Canada, say we are the "True North strong and free" when we are being choked by monopolies everywhere we look? How can we "just find an independent provider" when Big Telecom keeps buying them up and the CRTC is ALLOWING the sale to go through? How can we say the CRTC is the governing body when they continue playing INTO the pockets of Big Telecom. How can ministers say "we will stop Big Telecom" and then turn around and do the complete opposite? We are sick and tired of the lies and the blatantly obvious truth that the CRTC is NOT on the public's side. Shame on you! |



| | | | |
|----------|----|-----------|---|
| Bruce | G. | ON | I am with Tek Savvy. Good service but more importantly without them I would not be able to afford the internet and my home phone VOIP. Therefore without them I would zero entertainment in my life and more importantly no access to 911. BTW I do not have cable either due to its high cost. I believe that the rates originally put in place by the CRTC back in 2019 were correct. The only reason they were changed by the previous Chairman was (in my opinion) due to his corruption with Big Tel. Then Trudeau decided that he was not going to reverse the chairman's decision as the liberals needed the political contributions of BIG TEL. I hope that you get it right by at least reducing the wholesale significantly. If you really want to do the right thing then put the original rates back where they were in 2019 retroactive to that date. Let's try to take care of Canadians not GREEDY corporations. Their greed is impossible to surpass! |
| Joe | H. | ON | The internet is no longer a luxury, it is a necessity. There are too many things tied to it that you can't reasonably go without it. |
| Leonardo | B. | ON | The current monopoly of Big Telecom over Internet services presents significant problems for innovation and quality. With limited competition, there is less incentive for Big Telecom to invest in research, upgrade infrastructure, and introduce new technologies. This lack of innovation leads to stagnant Internet services with slower speeds and outdated technology. Additionally, monopolistic control restricts consumer choice, as Big Telecom companies dictate pricing plans and options without considering individual needs. Insufficient investment in infrastructure further exacerbates the issue, resulting in inadequate network capacity and poor service quality, especially in underserved areas. When it comes to justifications for high prices, some skepticism is warranted. Big Telecom often have complex and opaque pricing structures, making it difficult for consumers to understand the true costs. Their claims of high prices being necessary to cover infrastructure costs are questionable because they do not face the same cost optimization pressures as in a competitive market. Furthermore, international comparisons reveal that Canadian consumers often pay higher prices for comparable services, suggesting that the justifications provided by Big Telecom may not be entirely trustworthy. With limited competition and a lack of affordable alternatives, consumers are left with little choice but to accept these high prices, further reinforcing the monopolistic power of Big Telecom. |
| Tan | L. | ON | I currently use Virgin Mobile Internet Fibre but the fastest speed I can get is 100/10 Mbps @ \$45/month. If I want any faster I have to go to Bell directly which will easily double my monthly price. We need more competition in the Fibre space especially for non-apartment buildings. I see much better competition in the apt/condo rates. Also, mobile internet rates is a joke. \$40-\$50/month for 5GB-10MB of data when I get unlimited for the same price at home. Why are there no unlimited plans like they offered at Public Mobile a while back? Oh yeah...they got bought over by one of the Big Boys. |
| Dino | V. | ON | I love this country, I truly do. But something has to be done with the telecom situation! Stifling competition within ANY sector of our economy is bad for all of us. I've never seen an industry that's been so protected in this country -- and that includes our big financial institutions! Speaking of which, when 4 of our big banks proposed their intent to merge into two institutions, 25 years ago, the country was up in arms despite the fact that there still remained dozens of FIs from which customers could choose to provide their banking services. The government had no concerns stepping in at that time to prevent those mergers. When it comes to our telecoms, competition is far less than our beloved FIs, yet every attempt to introduce new competition in the sector has consistently proven to be short-lived, with the customers getting soaked for higher fees with each predictable consolidation, a few years down the road. This must stop NOW! I'm tired of my government effecting half-measures that not only repeatedly fail, but ultimately only serve to benefit the existing telecom institutions that are already too powerful as it is. Our government either believes that their attempts to remedy the situation are genuine or that their constituents are too dim to see through their pathetic responses to this growing concern -- either way, it has earned a FAIL in this regard! This is a complete joke -- and not a funny one, I might add. Do your jobs and serve the people you claim to represent. Enough is enough! Regards, D. Veroni |
| Danny | T. | ON | Much of my life at present involves activities over the Internet, whether it be leisure or work or communication. But I limit what services I can take due to how expensive it is (e.g. no cell data whatsoever), and that was before the pandemic! Noticing speeds available in foreign nations, I wonder how many decades it would take ours to catch up, and comparing to what the US has, even regular pricing there tends to beat most if not all promotions I would catch wind of here. |
| Barry | T. | ON | Do the right thing and stop the money grab by big telecoms |
| Wil | D. | ON | Monopoly systems like Canadian Telecoms require huge subsidies from the public coffers. Obviously they cannot be profitable without these monies. Therefore, they should be nationalized or entirely privatized. Stop subsidizing these poorly run companies. No more private profit at the public expense. |
| Patryk | C. | ON | Could not believe to discover this year that both EBOX and ACANAC are now owned by BELL!! How can there be no policies against this type of monopolizing? We need real, independent competition, not multiple hats of BELL. |
| Ovidiu | S. | ON | We need real competition between ISPs! |
| Wings | L. | ON | As advised by my third party ISP, they were told by Bell that the maximum speed on the legacy copper wires was 25 Mbps download and 10 Mbps. A faster Internet speed of 50 Mbps download upgrade was requested to the independent ISP. The third party ISP said that for faster speed the service need to be migrated to the Bell fibre network. Also, Bell told me that the PSTN infrastructure will be decommissioned and need to be transferred to the Bell Fibe network. Where is the choice? Third party ISP's require speedy approval and access to the fibre networks of the telecom giants. The Internet rates will continue to be high with limited access to lower income families. |
| Kayle | C. | ON | Canada is the sixth most expensive compared to other countries worldwide: https://www.numbeo.com/cost-of-living/prices_by_country.jsp?displayCurrency=USD&itemId=33 Second most expensive in the American continent: https://www.numbeo.com/cost-of-living/country_price_rankings?displayCurrency=USD&itemId=33&region=019 |
| Mary | N. | ON | A monopoly is not a good thing. It generates too much self-interest in the large company which faces no serious competitors and therefore does not need to take into account the needs of its CUSTOMERS. There is no wealth if there are no customers. It is customers - especially satisfied customers - who are essential to the economy. Please break up the monopolies in Big Telecom. |
| Wes | C. | not found | Competition is important to me when it comes to internet provider choice. Small companies need to have a level playing field and should get rates and connectivity that allow them to compete without losing money. The basic access for these small companies probably should be held by the Canadian government, not the big telecom companies. |



| | | | |
|-----------|----|----|---|
| Spencer | S. | ON | Canadians deserve better telecom services at competitive process, which we haven't not had for many years. |
| Michael | W. | ON | Internet accessibility is not an option in todays world but a necessity especially for our younger generations and students. This therefore means that we must provide the most competitive rates for this service that we can especially for those in the lower income bracket who can only afford access from our libraries and any other free connection provider although in most cases these are not secure connections. We should be encouraging our municipalities to provide free or low cost capability to this segment of our communities. If we consider ourselves on the same level as the EU why are our rates for internet and cell service so much higher than theirs? |
| Tom | H. | ON | Consolidation in our telecommunications industry has destroyed competition and allowed the major companies to squeeze ever-increasing profits from everyday people. While the long term cost of bandwidth and technology has continued to drop over the years, our prices here in Canada have only increased. My independent provider was forced to actually raise prices a few years ago, very much against their general practice, simply to stay in business when the wholesale prices they must pay for access were increased. It is far past time to change this inexcusable situation. |
| Richard | B. | ON | When Bell Canada was a monopoly it was regulated, then it was privatized and profit became the only motivator and prices increased, jobs were loss and service did not improve. Today, we pay very high internet costs due to that lack of regulation. Competition is minimal at best and the big boys are using their influence to make more and more money beyond what would be available to them in a regulated environment. The three big boys are essentially a monopoly and should be very tightly regulated. |
| Jason | C. | ON | National and social needs should out weight corporate profits. We need to think about our future measured in decades, not the next election cycle or quarterly profits. We will bee marginalized on the global stage if we do not begin to change things now. |
| Sheng Han | L. | ON | It is extremely predatory for these telecom monopolies to be able to dictate how much I should pay each month for internet services. As a consumer, I get to choose between paying a minimum of \$50/month for 50gb or some outrageously large amount of gb when I struggle to use 2gb of data a month versus not having internet services at all. Telecom companies should not be able to get away with offering deals that offer value per gb but the minimum number of gb they offer is 50gb, when they know that the average consumer will only use at most 2-3gb a month. Meanwhile, we, the consumers would rather pay a smaller monthly fee for a smaller amount of gigabytes, but these monopolistic companies refuse to make that kind of deal. They can offer 50gb, 100gb, or an infinite number of gb, the cost of their service will be a fraction of a penny per gigabyte that we use (not what they allow us to use, but what we actually use), meanwhile, they get to keep increasing the monthly price that we must pay to continue our daily lives. It sickens me when they offer these so called value deals where I can get 50gb for \$50 a month, when I know that these monopolistic companies will never negotiate a deal where I get to pay a smaller monthly fee and keep my current 2 gb data monthly limit (that I never exceed once in my life). I'll believe that Canada has a healthy telecom industry when I actually have the option to lower my monthly payments for lower services. Currently, these companies will do everything but let me reduce my monthly payment to them. It doesn't matter if the government subsidizes the entire cost of delivering internet services, or lower wholesale rates, if the companies will never pass these savings onto me. |
| Beth | H. | ON | This issue matters to me personally as my family depends on reliable, fast and affordable internet service for educational and professional uses. The quality of our internet service has steadily deteriorated as the monopoly capture wielded by the big companies has tightened. The service has also become increasingly expensive. This issue also matters to me as one of social justice and equality of opportunity. More and more Canadian families have to make very difficult choices regarding their family expenses. Internet service is essential for children to access educational resources and cultural enrichment. It is frequently essential for accessing government, health, and community resources as well. If lower-income families are being held to ransom by the Big Telecom monopolies, and are being denied the more affordable options independent ISPs provide, then they are being disadvantaged in ways that have serious, potentially life-altering consequences. This needs to end. It is a matter of fairness. |
| Chetan | P. | ON | More independent ISP providers will give consumers more choice and better price and service. |
| Michelle | S. | ON | Access to the internet is imperative in today's world. My income has not increased with inflation nor since 2019 and internet fees account for a large portion of my monthly expenditures. While cities may boast that the internet can be accessed for free in public libraries, this is not practical or even feasible. As with so many, my job requires that I have continuous access to high-speed, reliable internet. Unless the government plans to subsidize internet fees in recognition that access is essential in today's world, internet fees MUST be kept as low as possible so that no one is prevented from accessing essential services or from communicating due to lack of funds. |
| S | D. | ON | Given the recent failure of Rogers to maintain their internet system through their own negligence & rising prices of internet provision through corporate consolidation as mentioned above, it seems that my current service provider provides much better & more reasonably priced services than the big three. I want to see publicly accessible and affordably priced internet services that are not subject to the whims or incompetence of the big three. When I returned to live in Toronto, I was forced to wait for 6-8 weeks while one of the big three attempted to hook up my service. When this was finally accomplished after numerous installers came to fix my problem (ironically there was an existing line already in my unit), I suffered through many service disruptions & increasing cost increases. I was so annoyed by Bell that I kicked them out (as well as Rogers) and went with a smaller provider who was more cost effective. But that too has changed -both Rogers & Bell who have provided our lines, raising the rates for my provider. My provider is much quicker to respond to outages during the recent Rogers fiasco. They kept us updated. Never heard a word from Rogers even though they provided our internet lines.And you let them buy Shaw? Previously I made the decision to remove both Bell & Rogers during the time frame when we were restricted to the providers in our local area (yes that long ago). Their call centers are jokes with poor information provided or deliberately not given. I have had sales people from both companies lie to me even as I already know the answer to the question. Reporting to the companies on poor work by installers or lies by sales centre staff are not acted on. Call-backs promised are never received. My comment to you is: your job is to control this oligopoly that serves only their own pocket-book. The internet was developed upon open-source coding. How is it in Canada they now own and control what we the voters believe to be a public resource? |
| Allistair | J. | ON | Today the internet is a vital service that's more like a utility than a luxury. Everyday life would be very difficult without it for almost all of us. |
| Harold | G. | ON | Please fix the problem!!! Too expensive in costs. No competition because of the BIG TELCOs. |



| | | | |
|-----------|----|----|--|
| Alfred | A. | ON | Big telcos have repeatedly proven they cannot be trusted to offer reasonable, affordable internet plans to Canadians. And furthermore cannot be entrusted with the duty of net neutrality. I think we should have community owned micro-SP's. And we should investigate the feasibility of government supported houses with tails. Whereby the government pays the upfront costs of bringing fiber to the house, and the homeowner pays it back over time. Everyone should have access to the internet as a human right. We cannot entrust this to big telecom. |
| Michael | W. | ON | We are paying WAY too much for internet services! |
| mati | k. | ON | Canada needs a breakup of the telecom monopoly like the U.S. did to AT&T in the 1980's. Be either a media / entertainment provider or provide the communication medium. NOT BOTH!!! |
| BALJIT | U. | ON | COMMON SENSE |
| John | S. | ON | I am tired of all monopolies.in any field, let alone the telecommunication industry. Fewer service providers inevitably mean less choice and higher prices. Lower wholesale rates for the smaller companies would be a big help in keeping rates affordable for seniors and lower income families. |
| Irene | E. | ON | I have family and friends throughout the world and their plans are so much more affordable than mine even though they live in poorer countries. The lack of choice is killing us here! |
| Louis | T. | ON | Access to quality high speed internet should be a basic right that anyone can afford - this can only be done through open and fair competition. Please do something about the high wholesale rates and give us more choice. |
| Steve | E. | ON | We are paying ridiculous amounts for internet versus other countries around the world. |
| barry | b. | ON | Monopolies do not make services cheaper. Please do what's right and not what your corporate overlords want. |
| Blake | M. | ON | This is an essential service, and needs to be more accessible to all Canadians by having more competition, and lower prices, and higher speeds. It just isn't getting sorted out by the big telecoms on their own - because it's too profitable to corner the market, and there is no resistance to their wants - they need to be regulated into serving the people better at this point. |
| Chris | R. | ON | My internet service is from a small company that uses my Bell landline to deliver ADSL internet service. Since I have a cell phone now, I do not use my landline for phone service. It used to be that one could cancel their phone service on the landline but keep the connection called a dry-loop for roughly \$10 a month. The dry-loop would allow my non-Bell internet provider to continue my service. Bell has recently told me that they no longer offer this, and if I cancel my Bell landline phone there is no option to pay for just the dry-loop. This means I would lose the physical connection by which my non-Bell internet company provides service. I find that this is monopolistic behaviour, and I hope that the CRTC will put into place a requirement to offer a dry-loop only. This would enhance competition and possibly lower prices for consumers, while at the same time make larger companies put their effort into more service to keep their clients, instead of efforts towards monopolization to keep their clients. I suspect that Bell benefits that the phone lines strung-up in my neighbourhood do not require rent payments to the municipality. I also suspect that Bell was given favourable conditions and financial incentives to erect these lines in the first place. If the public has contributed in any way, we should receive reasonable benefits, and to me that includes competition through the required provision of dry-loop connections for a nominal fee. Thank you. |
| Branden | B. | ON | Monopolies serve at the interest of themselves instead of their customers. With no competition, they have no need to innovate. Monopolies aren't providing stability to the market either, as Bell and Rogers frequently go through mass layoffs to their own employees, while raking in record profits and taking in larger subsidies from the Federal Government, while providing nothing to its customers. |
| Jeffrey | C. | ON | Because these big corporations offer mediocre service and when THEY make errors and, rather than refunding customers, they give us data we don't need; in my apartment complex, the network is split between Bell and Telus but neither service really is as it should be good as it should be and, what's worse, Fido which is owned by Rogers, doesn't provide as good service as Rogers provides their customers, despite being a Rogers company. These corporations feel no really sense of responsibility to their customers and, during the Internet crash last year, it was quite clear that they should not be the only alternatives. Not only couldn't they explain what was happening but afterwards they provided no explanation either. Family in Sudbury are limited to Bell and, despite Bell's putting in underground cables, can't get better service within a satellite dish; ditto for family in Ottawa. If these companies didn't have monopolies, perhaps they'd be forced to provide more affordable and better quality service. |
| Damian | D. | ON | Just make it reasonably priced. Not high way robbery. |
| Paul | M. | ON | We are getting scowed by big Internet service -- u the CRTC r our watch dog policeman if u do't do your job then why are u here |
| Neil | B. | ON | Internet should be a public institution - the Big 3 need to be broken up and sold to local communities. |
| Valerie | J. | ON | We need more options and cheaper internet. |
| Mary | E. | ON | Internet access has become a necessity in today's world but it is more expensive and less available than it was just a few years ago. There needs to be more availability and affordability for the people of Canada. There needs to be limits to the essential monopoly of the 3 big companies. |
| Carl | M. | ON | I'm a retired senior telecom silicon engineer. I have followed the industry professionally for decades. It is my opinion that Canada has had destructively high telecom costs for years. The problem is entirely the CRTC, which has been convinced to inflate telecom costs by Canada's big telecom players. It is way past time that we have a telecom revolution in Canada, to free ourselves from the monopolistic, undemocratic, and economically destructive policies of the CRTC. |
| Tom | R. | ON | I am a senior in a fixed income and cannot afford what Rogers charges and my bill keeps going up every few months |
| J E | S. | ON | We need more competition in Canada. Isn't it about time to stop helping Big Telecom's monopolistic power over internet services? Where are our choices?? Come on CRTC you can help all Canadians and not just big business. We the little player need help and we need to count on CRTC to help us compete! |
| Henriette | S. | ON | I want the government to stay out of my life. |



| | | | |
|-------------------------|----------|----------|--|
| Christopher Giovanni | T. P. | ON ON | <p>\$80 for 50M/10M internet for older homes. ISPs charging exorbitant fees to run fiber while others will do it for free. New condos can get \$50 for 1G/1G and run the fiber for free, and fiber+cable caps out at 1G/50M. Data size keeps growing and the playing field is not level depending where you live, how old your building is. Simply put, slower speed = less productivity. Why has speed has not correlated to what consumers pay? Yes, there is older infrastructure at play, but that should be mean more work which means more jobs which means a more equal society.</p> <p>In a true democracy there is no room for monopolies.</p> |
| Enrique | B. | ON | <p>Canada already pays among the highest prices in the world for telecomms services - healthy competition should in theory help bring those prices down but that can,Â happen if Rogers, Bell and Telus can buy up fledgling competitors because of their outsized market positions and war chests.</p> |
| Antony | B. | ON | <p>Canada claims to be a world class country and a member of the G7 yet it is 2023 and I cannot get Fibre internet service in my home from anyone but Bell or Rogers!!! I prefer to get my internet service from a third party provider. Initially I had to use Bell but the service was terrible, (both internet and customer), so I switched to using other providers who provide excellent internet and whose customer service is located in Ontario, which means Canadians are employed and the work is NOT farmed out to some cut-price 3rd world call centre that uses low-bandwidth VOIP so the calls are unintelligible. My family members who live in the UK have better choices and lower prices for any type of internet j6 service including fibre to the house. The CRTC needs to be reformed. Populating it with ex-employess of the companies it is supposed to over see has the appearance of the fox guarding the henhouse and their behaviour and decisions certainly do nothing to discourage this viewpoint. The CRTC has repeatedly sided with Bell/Rogers/Telus in any decisions regarding internet or phone services, and despite whatever rulings they have made. It is well past the time for Bell/Rogers/Telus to stop abusing their monopoly and open up the market in Canada. If Bell/Rogers/Telus cannot compete in an open and fair marketplace then maybe their time is done.</p> |
| Donna | P. | ON | <p>Low income families and seniors can barely afford to eat and pay for a roof over their heads never mind internet. More choices would mean more affordability.</p> |
| Drew | P. | ON | <p>Although I lose internet regularly, it's due to the internet being used very heavily during a specific period of the day. When the school across the street lets out, and for about an hour afterwards. I have had to hot-spot my home computer for the internet on several occasions. And there is no solution available from my provider. None.</p> |
| Sarah | S. | ON | <p>Why should this service become steadily more expensive when other countries manage to charge far less for this essential service? More subscribers ought to mean a gradual lowering of monthly fees. Monopolies are gouging users and creating communication ghettoes among those less able to pay these high monthly fees.</p> |
| Alex | P. | ON | <p>I have been lied to repeatedly by Rogers and Bell over the years. Switching back and forth has only meant having to accept a different set of lies. That goes for TV and phone service along with internet service. I finally found a good option with Start.ca where customer satisfaction was an honest concern rather than the usual deals that turn out to be one sort of swindle or another, and now Start.ca have been swallowed up by Telus. I cannot understand how any kind of good governance can allow so little choice to exist where so many people are vulnerable to being squeezed for profits.</p> |
| Neil | G. | ON | <p>If expanding service to under-served regions is an important public goal (was I hope it is), then the Federal Government has a responsibility to establish equitable measures to fund this through the tax system, rather than through an opaque toll on consumers that also happens to be extremely profitable to certain private interests. I am less certain that further enhancing bandwidths in most regions is even a sensible public policy goal, but if it is, then same as the above. There is simply no argument that can justify the continuance of inflated wholesale rates to independent ISPs.</p> |
| Chris | P. | ON | <p>How much are the big 3 being charged to access the internet then sell to us? They don,Â own the Internet do they? Who does?</p> |
| Andreea | I. | ON | <p>I cannot believe all the lies told to justify the internet prices. Spineless politicians and greedy corporations.</p> |
| Brian | W. | ON | <p>Community owned and operated internet should be available as an option for people who want to support a local business. The federal government should make it easier to start one in every community.</p> |
| Ken | H. | ON | <p>I am getting nickel & dimed by Bell on data cell phone & internet charges. Regarding my cell phone data usage I rely on coffee shop WIFI instead of mobile data to keep the costs down. IT costs increasing faster than inflation (greed-flation) while the quality of the service is declining. The dice are loaded...</p> |
| Rose | K. | ON | <p>The Roger's outage that had a huge impact is an example of why we cannot allow too-big-to-fail (but they will fail) providers and the level of concentration that we see. The level of service I've received from some large providers is abysmal, while their sales reps promise the moon.</p> |
| Paul | v. | ON | <p>With work-from-home a reality, it is more important now than ever to have choice of internet providers and competitive rates for good service.</p> |
| Lynne | E. | ON | <p>Privacy. Some questionable practices with international law, standards. Too much lobbying power of monopolies. More possibly of corrupt actors in business, law, government.</p> |
| Alex | v. | ON | <p>One of the jobs of the government is to limit corporate monopolies. So far you have disappointed with the Rogers Shaw merger. I am very concerned about what you will do next.</p> |
| Alex | A. | ON | <p>I have been with the major companies in the past and they were always too expensive and one in particular (Bell) would not give me a steady bill, every month my bill would vary never staying the same. It made budgeting all my bills harder because of the varied bill from this one company (Bell). Money is scarce and everything makes a difference. I am with a small company for internet and phone and they give me cheaper prices with better service. They have increased my bill's in the past years with the explanation the big companies have raised their prices that they charge them. With everything going up if the government doesn't step in, Canadians with small incomes will drown and that surely can't be good for the entire country as a whole. To have half the country with money not feeling the pinch and half the country drowning, something will break. It's more than just ISP providers, Canada is breaking....don't let our Canada Break!!!!!! Thank You for reading Alex Apostolopoulos</p> |
| Valerie | S. | ON | <p>We need to have a variety of Canadian companies operating in this field in order to offer Canadians more choice and lower costs. We don't need what now amounts to an essential service being controlled by a few mega-companies with all the power and no competition.</p> |
| Jania | Z. | ON | <p>Internet costs are rising and are becoming unaffordable to the average family and individual. Having a monopoly does not give anyone the choice to choose an affordable option.</p> |



| | | | |
|----------|----|----|---|
| Michael | F. | ON | Please, give people more options! |
| Theresa | F. | ON | For years, visitors from other countries have noted how much more limited internet service in Canada is and how much more costly. Add to that the rapid inflation increases over the last few years and many more have to turn to food banks for food in order to pay other expenses. Enough is enough - it's time Canada had a competitive internet market with options for people to choose from. |
| Odette | H. | ON | My family uses a smaller company for our internet services, TekSavvy, and we see first hand how they are undermined by the big players. In the very same month that the Rogers-Shaw merger went through a Rogers representative came to our house to try and get us to switch to Rogers and when I explained that we were happy with our plan and the competitive price we pay, they offered to under cut the price that we get from TekSavvy in order to get our business. These are the monopolistic tactics that the CRTC has allowed Rogers and Bell to get away with by allowing them to get so big that they can operate at a loss just to steal market share from competitors. We chose to stay with TekSavvy because we don't want to see one of the only viable options, other than the big players go out of business. As a Canadian consumer I expect the CRTC to be looking out for Canadians, not helping large telecoms enrich themselves and further entrench monopolistic practices. |
| James | C. | ON | Last year's Roger's outage showed us how deeply uncompetitive the large ISP/Telecoms really are. Leaving us stranded without banking services, 911 and basic connectivity should have been a wake up call to bring about major changes. Only structural changes and more competition can fix this, otherwise Rogers/Telus/Bell will just continue to provide us with their poor services for inexplicably over-priced rates. |
| Al | D. | ON | There is zero competition and thus no pressure to not exploit the customer. We have no alternatives if we want to support small business. They kept buying them up. |
| Andrea | M. | ON | I travel extensively and I know for a fact that Canada has among the highest rates in the world. People are only going to use more and more data as things become more connected. If rates can be affordable in countries with less wealth than Canada then they should be available to us too. Instead companies like Rogers and Bell literally rape their clients monthly so they can pull in more profits. Their idea to reward client loyalty is to raise your rate then offer a discount on another service if you'll move it to them. How about offering to extend my rates at the same level for another year?? Or even lowering them! Because I'm loyal!!! And WHY would I want all my services with one company when they keep having system crashes? At least if I'm with 2 providers something will work. Letting Rogers and Shaw merge just made one more whale in the tiny pond with absolutely no interest or need to offer clients competitive rates because no one else is! No competition means no choice for clients and no choice means no need for the 'whales' to offer better rates. Thanks CRTC! |
| Chris | B. | ON | Canadians deserve fair Internet pricing. They deserve better conditions in the market for competition to flourish. Recent CRTC decisions have actively worked against those goals and have rewarded the big three telecom companies that have formed an oligopoly in Canada: Rogers, Bell and Telus. Please revisit the decision on fair wholesale Internet pricing for independent ISPs. Make it possible for them to get wholesale fibre optics access with fair pricing so that they can compete. Canadians desperately need this change. |
| William | S. | ON | It is past time to do this. In other countries, Canada advises and supports the role of the national regulator in advancing and protecting consumer interest. In many of the countries that we have helped have gone well beyond Canada in both the technical and distributional aspects of telecom and Internet provision. Canada maintains the old model of the regulator being close to and often staffed by people from the big telecoms. We want this to change... it is no longer acceptable! |
| Norman | S. | ON | Competition should lower costs. |
| Hilde | R. | ON | My experience is with a home phone but it illustrates clearly the power of the large providers. At my place in place in Southampton ON I was serviced by Bruce Telecom for internet and home phone. Bruce used Bell's lines. Bell hiked the fee for their usage of the Bell system so much that Bruce decided that they could no longer offer the phone service because they would have to charge their customers an uncompetitive rate. They can do the same to internet service. |
| Mary | K. | ON | Corporate greed is out of control; consumers are paying more and more for less while being paid less and less. Competition is necessary and healthy for a thriving business model. STOP creating billionaires and start protecting the lower and middle classes. Distrust in the CRTC is exceedingly high. It is perceived as corrupt and kowtowing to Big Telecom. Show that you work for the general public and have their best interest in mind. |
| Susan | S. | ON | prices have risen to the point they are unaffordable, especially for Seniors and those on fixed income. My friends in amily in the US and Europe can't believe the prices we pay for internet and cell service |
| Omar | B. | ON | We need fair competition in the internet service space. |
| Laura | C. | ON | In what world are monopolies better for consumers? |
| Eric | G. | ON | I've had Bell Fibre for several years now. It's a good product, but there are features lacking which could be supplied by independent isps. The price has gone up consistently for the past 4 years, and there are no alternatives. I can understand Bell wanting to recoup the immense capital outlay to build the infrastructure for the service, but it must have happened by now. The ongoing costs to provide service after it has been installed are minimal. It's time for more competition. |
| Patricia | G. | ON | Bell and Rogers offer enticing rates to get you to sign up. However within 4 months my internet jumped 60 dollars. That is appalling. Why are we paying among the highest rates in the world? |
| Stan | N. | ON | Telecom companies are acting to further their own interests and those of their shareholders. Internet service is too important in the 21st century to be left solely in unregulated, private hands. It's up to the government and the CRTC to check private interests with the public good. |
| Ian | K. | ON | I have no access to fiber besides Bell. For myself I have refused to use bell for many years. The final straw was reverse proxying web traffic without notice. This was an issue for my work. Also they didn't tell me. Very annoying. My parents have even fewer options in Meaford. And Bell's customer service is almost abusively ignorant and only capable of reading one size fits none support scripts, which almost (and would have without my help) cost my mother decades of correspondence. They are awful. Rogers' reputation among my friends is no better. I am currently with Teksavvy who has very good support. We need more of that please. |



| | | | |
|---------------|----|----|---|
| Patricia | H. | ON | It is a fact that small businesses, and the healthy competition they encourage, have benefited both the businesses (who have to keep on their toes because of competition) and the consumer (who gets to pick from a number of choices). A win-win for everyone. But not any more. Business' Big Fish have gobbled up the small until the consumer is no longer a customer, but a hostage ... forced to pay whatever -- and put up with whatever -- the Big Fish allows him/her to have. In Canada's case, that means some of the highest TV/internet rates in the world. The Big Fish in this country are laughing all the way to the Bank... because who's there to stop them? As far as I can tell, it isn't the CRTC, who should - in my opinion - be ashamed of themselves. Let me sum up what I think about the Reign of Big Telecom: It's a disgrace. It's morally inexcusable. It's greedy. It's dictatorial. It robs consumers of their free will. It is profoundly undemocratic. And it should absolutely be against the law. |
| Leo | K. | ON | I'm not at all sure what it is about this situation that members of the CRTC don't understand. Every high school student learns about the monopolies of the early 20th century and how they preyed on the consumer. Just look at the origins of Ma Bell in Canada and Con Ed (Consolidated Edison) in the U.S., and what they have morphed into; mammoth global corporations that have more power than even the nation's government! I sense a clear case of, how shall I phrase it, a certain ethical astigmatism on everyone's part. They've clearly bought the CRTC, who initially voted against the merger, then someone spoke to someone (ahem!) and presto change-o; everyone's in agreement. This whole dumpster fire of a decision smells to high heaven! Someone is sleeping with someone and you don't need to be a forensic auditor to see that. Business decisions like this DO NOT get made because it would benefit the most people. They get made because some one, or some collective group are going to PROFIT! And it must be a handsome prize too, when you see these corporate spokesmen twisting themselves into pretzels in their smarmy defence of their absolutely unethical behavior. I don't know which group of shills I find more despicable; the corporate operatives for attempting to sell the CRTC (who are supposed to be guardians of our freedom of choice) a bill of goods that are beyond selling, or the CRTC crowd who, after appearing to stand tall in defence of Canadian consumers, does an about face and bends over for the corporation! Thing is, at your level of power, you can all do as you please and be on your merry way. No one is ever held accountable. Must be nice. |
| Dennis | B. | ON | Monopolies kill period. |
| Wayne | H. | ON | Canadians pay some of the highest rates in the world, and for no good reason. It's legalized, corporate graft. |
| Luke | F. | ON | The big internet oligopoly always charges way more than the independents. The fact that they are able to charge wholesale prices and still make huge profits proves that they are gouging Canadians for what is an essential good it today's day and age. Basic internet service must be made a non-profit essential good so that it is available to all Canadians. |
| Amelia | F. | ON | Canada pays far more than other countries for wireless data in an age where data is a requirement for work and school. We have far fewer options, and are unable to vote with our dollar and pick other providers. Even when smaller providers are available, big telecom companies still own their infrastructure, meaning they are at their mercy for outages and issues. |
| Jennifer | C. | ON | The internet is essential in today's society which is getting progressively more digital. Having monopolies stunts economic and technological growth. Force big telecom to bring down prices and remain competitive. Allow smaller more private providers. |
| Bruce | C. | ON | Canada has one of the most expensive cellphone and Internet services in the world. The telecom giants have a virtual monopoly, and are getting bigger every year. There is too little competition in this market! Simply not fair -- not Canadian! |
| Maurice-Pierr | J. | ON | PLZ CRTC, get real and wake up and SVP, tale areal stand for all of the average Canadians facing more and more bills and inflation %! This got to stop sooner the better, assez c'est assez monopoly we are facing now in Canada is just not fair, equitable and inclusive! ;) |
| Ellen | T. | ON | Monopolies breed rising prices and too-big-to-fail private entities that force policies in their interest, over the public good. We need a robust CRTC that demands better coverage - in rural and northern areas - in exchange for any efforts by monopolies to raise prices. Get a spine CRTC! |
| Dmitry | R. | ON | Competition is what drives the industry to offer better quality of service and helps to reach acceptable prices that average consumer is comfortable to pay. Internet is among fundamental needs nowadays and that means one won't able to cut it out of bills. Canadian population is simply hopeless unless government enforces proper competition growth by better incentives (where less walls are built and more support is offered). |
| Leah | M. | ON | I'm really tired of big telcos dictating the show. Why do struggling Canadians have to pay so much for internet when the rest of the world doesn't? Makes me feel like a chump while huge companies make enormous profits. It's disgusting greed and it should be illegal. That things ever got to this point is nightmarish and wildly unfair. It's hard to put my anger into words. Please make changes that serve the entire Canadian population. |
| Cameron | S. | ON | You can't trust market forces and the owner of a consolidated for-profit entity to provide what should be an essential public service at an affordable cost. If we were serious about providing internet services to all then they should be state owned and operated. But since we can't have that here for some reason we might as well fight for affordable competition against massive companies that just want to enrich themselves. They would give us next to nothing for thousands per month if they could get away with it. Your job is to rein in the abuse of power that these companies exercise on a regular basis. Don't be a doormat, don't be an example of regulatory capture and fight back against these bastards. |
| Anthony | M. | ON | Competition breeds innovation and pricing differentials between corporations. This means better service and lower costs for consumers. We have the highest rates for cellular services in the world. It would be if the CRTC showed some concern for the average Canadian. |
| James | M. | ON | We are living in an age where it has become essential to access government and other services through the internet. As a 72 year old senior, I can testify to the fact that without internet service, due to unaffordability, many of our seniors were left to languish during the pandemic and were unable to connect with the services they need. My internet service charges have doubled since 2019 and with yet another increase, coupled with inflationary costs for food and rent, I may soon be faced with deciding between putting food on the table and a roof over my head or internet service. |
| Irma | P. | ON | Cell phone monthly payment are totally out of control in Canada. More than double the amount what they are in Europe! |



| | | | |
|------------|----|----|---|
| Deborah | C. | ON | The folks at the CRTC, are not acting in our best interests since they encourage and permit MONOPOLIES to dictate the terms of whatever is in question and they bow to every corporate whim. They give the lie to all of those tired platitudes about how capitalism is supposed to foster competition; this is a patent lie. They are clearly encouraging monopolies. Everywhere. All the time. And not answering for it. The CRTC is a single-mindedly unprincipled actor working FOR the benefit of these big telecom companies. And guess what else is spitting obvious ? The federal government, who are supposed to be working for the citizens and taxpayers of this country, do not even blush at this betrayal of a sacred trust between people and government. One doesn't need to understand all the obscure language of finance or telecommunications; it's not rocket science. It's a fraud and a scandal. In the words of one very famous child, the king is bare naked. |
| Min | L. | ON | Now, almost everything is somehow related to internet and internet service is essential service for sure. Unfortunately, we need more independent ISPs than ever because price-wise, there is no competition and everything seems to become too expensive nowadays. Not everybody needs gigabit download speed, just reasonable speed with affordable price. It appears that no one, I mean ISPs, really wants to lower price at all. I understand that premium high speed service for big corporations or gamers is expensive due to high investment by big ISPs. However, internet service for homes needs to be lowered because without information, Canada will become less innovative country in international market whether we want it or not. |
| Zach | M. | ON | Large telecoms continue to take advantage of customers like myself due to their monopoly with policies such as arbitrary price increases. For a short period of time while living in a condo in downtown I was able to experience first hand a significant improvement of service and pricing from an alternative provider (Beanfield Telecom). Unfortunately, their infrastructure is limited to downtown Toronto highrises only, but it demonstrates what can be possible with adequate competition. The CRTC needs to create an environment for more competition. |
| Jill | J. | ON | Communication is key to being Canadian. As a body designed to protect Canadians your body has been charged with a duty to do your best to deliver communications options to Canadians who wish to be informed, enlightened, employed and entertained. Of all of your board members, employees and consultants cannot you fine enough members who are honest and wish to serve the Canadian people as they have been charged to do? What per cent-age of Canadian content are we allowed to view..who are you? FULL Disclosure I am a Rogers shareholder! |
| Douglas E. | H. | ON | The above pretty much covers it, but let's be frank: there's a direct correlation between a lack of competition and a diminution of quality of service, accompanied by a concomitant increase in cost. We have some of the highest costs for internet and cellular service in this country. It's high time you folks at the CRTC got off your butts and did something about it. |
| Johan | M. | ON | The Big Telcos do not provide services that customers want; instead they dictate what services that customers are to have. |
| Richard | S. | ON | I am disappointed that this Canadian organisation acts in accordance with corporate instructions rather than acting in the best interests of the people. In the days that Canada was a democracy it was a fair and equitable land, not giving way to the greed and hypocrisy of the current crop of mis-informed leaders. Is there any chance that the old Canada will return that may be respected by the real Canadians? |
| Richard | S. | ON | Telecom greed, sanctioned by the CRTC, should not be the modern public image of our once fair and equitable Canada. |
| Jennifer | E. | ON | MONOPOLIES SHOULD NOT EXIST! We're already living in a capitalistic hellscape, why does it need to be harder than it already is? |
| Kristen | R. | ON | Monopolies are rampant in every industry in Canada and our government talks a lot but takes ZERO actual action to reduce monopolies. In fact the government frequently enables monopolies to continue to gouge and take advantage of the Canadians they are supposed to represent the interests of. Internet prices in Canada are higher than in nearly ANY OTHER COUNTRY IN THE WORLD and for no reason other than corporate greed aided and abetted by our own government and it NEEDS TO STOP!!! |
| David | W. | ON | Since the infrastructure is now in place, it is inconceivable that the costs of internet have to be so much higher than elsewhere. |
| Zoe | A. | ON | Governments used to protect against monopolies and yet we see very little competition in Telecom in Canada. Internet fees need to be lowered to fair prices in order to ensure the Internet is accessible by all Canadians. It would have been better for these companies to keep prices low rather than investing in 5G towers/receptors. They pushed the installations when most lost their jobs and were locked down. The harm from 5G has resulted in lawsuit victories in the U.S.A., this being just one of them: https://childrenshealthdefense.org/defender/5g-towers-fcc-court-order-massachusetts/ , and this historic win: https://childrenshealthdefense.org/legal_justice/chd-v-fcc-5g-wireless-radiation-guidelines-lawsuit/ . Here is one case of many https://childrenshealthdefense.org/emr/recent-case-of-severe-microwave-syndrome-reveals-problems-with-5g/ . We are paying for their expansion in to 5G both with our health and higher bills. |
| Bonita | S. | ON | I think it's detestable that Canadians pay some of the highest prices in the world for internet. I think the major companies like Rogers and Bell are profiteering on Canadians. It's not necessary to charge so much. If other countries, internet companies can charge less why can't this be done here. |
| Wendy J | H. | ON | Monopolies are never good for the ordinary person. Internet services will become more and more expensive. For me as a senior citizen on a limited income, affordable internet service is essential. |
| Dora | F. | ON | There needs to be more competition for high speed internet services other than the present major providers. The internet service should be reliable and reasonably priced. The federal government should never allow large internet conglomerates to buy out their competitors. Every internet provider should share the cost for the fibre optics or satellite services in accordance with the number of their subscribers. |
| Al | M. | ON | There must be proper COMPETITION . |
| L | H. | ON | Please do what's best for consumers. Please make it possible for indie ISPs to successfully run a business offering internet at lower rates, and thereby make it possible for consumers to access the internet at an affordable cost. Let lower-income families get access to the internet without having to cut back on groceries. Thank you for doing the right thing! |
| Evan | T. | ON | There should be more choice. I used to use an alternate internet provider, but they could only provide service over POTS, and as such the service was not competitive. We need real competition and rates that are more in line with other countries. |



| | | | |
|----------|----|----|---|
| Lianne | Z. | ON | Bell and Rogers are both terrible and massively overpriced, and they have no incentive to be otherwise since for most people, there's nowhere else to go. Over and over again, we've seen the CRTC permit increasing monopolies, decreasing limits of any sort that could keep the big telecom companies in line, and it's meant prices continuing to skyrocket; opaque and inconsistent plans that make it impossible for consumers to ensure they're at least getting the least-bad option; incredibly poor customer service; and no real recourse for the many problems they encounter trying to get an internet plan they can afford. It makes a mockery of the very idea of competition and regulation, and profoundly fails Canadians. If the CRTC is to have any purpose at all, they need to finally put their foot down and curb the big telecom companies' near-monopoly so that Canadians can win back the choice and affordability they've lost. |
| Alan | W. | ON | there has to be choice! |
| Tess | G. | ON | The big companies, especially Bell, is not transparent. I paid a third more than I should have on my contract because I didn't read the fine print. |
| Mllan | D. | ON | Monopolies are undermining many industries in Canada from food to telecommunications. The total cost to families from the cumulative effect of inflated prices from the food and dairy marketing boards to cell phone data and internet charges by the monopolies is having a very negative effect on families and their standards of living. Independent ISP companies are fast disappearing and those that are left have had to increase their prices to stay in business as the wholesale prices charged by the monopolies have not come down but have increased. Monopolies are bad for consumers and businesses as innovation is stifled because of the lack of competition. For some reason, monopolies have been allowed to become so entrenched by successive Canadian government protections that in telecommunications the three major companies have no competition as they carved up Canada by territory so as not to compete among themselves. Reduce wholesale prices to ISP, dilute the power of the monopolies so that Canadian families can enjoy the same low prices and new services like fibre that the rest of the world enjoys. It's time to protect consumers and businesses and not monopolies. |
| Zeesy | P. | ON | The Bell-Rogers duopoly has led to extortionary contracts on my Internet bill, meaning I can't change providers without paying large sums of money to my ISP. The service is poor, with frequent drop-outs, despite their attempts to fix it. DL/UL speeds are low, despite their providing an ultra fast service in a high density area of Toronto. Shameful. |
| Brian | M. | ON | I cannot afford monthly data plans on my phone. As the world requires more things to be on your phone, or to use an app, I am able to do less and less. Data plans are so much cheaper overseas. It makes no sense why Canada's are so expensive. |
| Btara | T. | ON | I believe that there is room for greater competition throughout the telecom space, especially to improve choice and options. Though there are several telecom companies, most are already under the direct control of Rogers/Bell/Telus, making their operations inherently tied to the practices and vision of those companies. We need more choice so that these companies actually bring truly customer-oriented value add, and not simply sprinkling decorative deals and promotions when customers chase for them. The greater competition would hopefully serve as a catalyst for better service to existing and future residents and widening the net of operation as companies compete to gain market share |
| Adrian | W. | ON | They are disgusting over bloated cartels who are too busy owning sports teams and sponsoring mediocre entertainment rather than stick to their core mission of providing reliable and affordable internet service. |
| Philip | A. | ON | We pay the highest rates in the Western world for our Internet and cell phone, because Bell, Rogers and Telus have a virtual monopoly stranglehold on these essential services. |
| Isaac | R. | ON | When I was with both Bell and Rogers before switching to Tek Savvy for internet service, I had nothing but aggravation. They kept raising their prices frequently, and at the same time reducing the service received for the higher prices. I like many Canadians live on a tight budget, but having access to the internet, is no longer a luxury, but a necessity. Please stand up for the average citizen whom you are mandated to protect, and help make internet access more affordable. Thank You ! |
| Xerxes | R. | ON | The service the Big 3 provides is terrible. Always trying to upsell, always delivering subpar results. Always more for less. Constant prices hikes and more. Competition - real competition - is the only answer. You need to ensure this for the sake of Canada. No more doing favours for telco cronies and lobbyists. Think of your mandate, which is to serve the public. And then, please, please do it! |
| JARRETT | S. | ON | Guys, we need you to work for ALL Canadians, not just the lobbyists and big corporations. We already pay the highest rates in the world for this ESSENTIAL SERVICE, we need you to help us get those rates down, not up! |
| Marc | V. | ON | It's nice to have a buffet (more choices) than stuck with three companies to pick on. |
| Marc | V. | ON | Everyone deserves a variety of services offered by different (small/big) companies. |
| Marc | V. | ON | Canadians deserve to have a choice perhaps a buffet of small companies outside of the Big Threes we have right now. They are too influential to the government's agenda since they have the finances to control what is available to us. |
| Gary | S. | ON | We should have a fair and equitable system to rely on. Putting too much power in a few companies is not fair for the populous. |
| Giovanni | S. | ON | Cut n curb high internet price. More competition - ie, more ISPs, not less!!! |
| Paul | K. | ON | When has, anytime in history, a monopoly ever been good for the masses. The answer should be obvious to everyone: NEVER. The multiple oligopolies that have been quietly forming over the past few decades are no different except what they are now doing used to be known as racketeering. If the CRTC doesn't do anything to change this problem then Canada will be no different than the CCP stooges running China. Who benefits more from the CRTC's decisions: the large corporations and government OR the people/masses? Who will the CRTC work for??? |
| Paul | H. | ON | I want to pay for the services that I want. I do not want to fund large corporations that use my money for things other than what I choose. I should not be paying almost double what citizens in other countries do. |
| TYLER | S. | ON | More people are realizing that our governments allow for this situation, do the right thing before you get voted out for anyone who promises to it in your stead. If you're supposed to be servants of the people, act like it. |
| Robin | H. | ON | Everyone relies on the internet now and it is near impossible for people to afford it. So many people live near the poverty line. It is unreasonable to charge what these companies charge and they hold us hostage! I wish I had an alternative. |



| | | | |
|---------|----|----|--|
| Eduardo | D. | ON | We have to switch between Bell and Rogers every two years. Both will give you a two year agreement and when the two years are up, they increase the payment by up to 85%. As soon as you switch, they will call you asking to come back, with a much better deal. Switch again after a less than a week? Why can they offer the better plan before you switch? |
| Bahija | R. | ON | The internet is not a luxury anymore. Every Canadian citizen, irrespective of their status, should have access to reasonably priced internet services and a choice of internet providers. The current quasi monopoly is bad for business and bad for Canadians. |
| Meagan | C. | ON | Either force the government to create an actual PUBLIC service provider that is owned by the government (and therefore the citizens) or curb the massive corporate profits of these telecom corporations and break up the monopolies in an ongoing way. |
| Willie | W. | ON | Monopoly companies serve only themselves. People need real choice in order to obtain decent service at a reasonable cost. |
| Richard | P. | ON | I've had internet service from all of the big telecoms. I've been with a smaller telecom for over a decade and the level of support is miles above what I received with the big telecoms. My pricing is better too. I get much better value. Sadly when Rogers had a massive outage, I too had no internet connection. This was not the fault of my ISP but rather because Rogers couldn't properly administer their own equipment. We can't rely on big telecom only. We need a sturdier, more robust national infrastructure which includes rural communities - regardless of size or location. Internet is no longer a luxury. There are many services that can only be accessed online while others are partially online. Canada was once a world leader in internet infrastructure. Now we're a laughing stock. Let's get Canada back to the forefront of telecommunication technology. A country that others will look up to and aspire to be like. |
| Brian | S. | ON | Why are Canadians paying so much more than others on internet service? Even in a huge land mass like Australia, the Australians are paying much less than Canadians do. Today, internet service has become an essential service. The CRTC should direct the Big Telecoms to open up the wholesale system to allow more competitors. That will improve consumer choices and overall service levels and affordability immediately. |
| Michael | S. | ON | The internet is as common today as electricity, phone service and other utilities. Canada has some of the most expensive options in the world. |
| Kevin | M. | ON | Free markets only work when there is meaningful competition. Canadian citizens need affordable internet services, but the ownership of IPs have been allowed to converge to the point where most of us now have the choice between one of two options, both of which cost significantly more than most other most other country's have to pay. Monopolies don't have to care about losing clients to other businesses when their only competition charges roughly the same, offers the same services and act in the same manner in regards to maximising cash extraction from their customers as if THAT is the only point of their business instead of being the vital social and economic infrastructure that Canadians cannot do without. There was a reason why citizens of a better generation understood and supported the notion of anti trust laws, but we are no longer supposed to consider ourselves citizens. Today's politicians seem to imagine that their role has changed to advocate FOR the biggest businesses and instead of for the public good. as if we should now be compliant consumers who will keep their betters as well fed as possible, as if that is the shiny new future that our governments are now trying to build for their wealthiest clients with our public dollars. |
| Erik | T. | ON | I am over 50 years old, and for my entire life, Bell, Rogers, and later Telus, have used their monopoly positions to consistently and shameless overcharge their customers. First for long distance and cable television, and now for cell and internet services. All while the CRTC, which is supposed to represent Canadian consumers, sat by and did nothing - or worse facilitated - the gouging. It is time the CRTC FINALLY DOES THE RIGHT THING. Stand up for us for a change and give us the real competition we need to improve services and lower costs. |
| Terry | D. | ON | Canada needs to have cheaper and more choices for internet services for home owners in this new economy if we are going to compete in the world. Working from home has become common now and is here to stay. Canadians needs internet services we can afford and our costs have gone up higher than my friends in other countries. Our internet is monopolized by to few companies which charge customers more because there is no competition for them. Continuing like this will put Canada further behind in the world economy. The CRTC can fix this if the members are not controlled by these large telecom companies as it seems like in the past. |
| Robert | C. | ON | It seems like big phone always wins (Shaw Rogers merger) and we know it's because their lawyers and operatives bribe politicians and overseers such as those in the CRTC so I don't expect this note will do anything as there are no dollar billz attached. |
| Matthew | R. | ON | Selling what has now become an essential service for Canadians to two or three giant companies exclusively is in my opinion undemocratic, in so much as it creates a dependance on a private company who can charge whatever they want, without justification, as there is no competition, and therefore the public does not have any say or influence on how essential services are deployed in this country. Of course, you are aware of this and how it has and will continue to affect Canadians in this country as you continue to pander to this oligopoly without apology or justification. Stop enslaving Canadians to corporate overloads! |
| Nishant | C. | ON | The quality of service I get from Rogers Telus and bell has deteriorated significantly over the years. I have even been asked by service agents when I complain where I think I can go. With the concentration of providers I. The market these players feel emboldened to raise prices and deteriorate their services with no consequences. |
| August | H. | ON | I'm tired of governments that support multiopolies. Especially in food and telecommunications. |
| Eric | S. | ON | Many small ISPs were bought out by Distributel. Now Bell owns Distributel. |
| Chris | J. | ON | Cost of living is out of control for essentials like rent, food, and I consider internet access to be in that same category considering since COVID-19 almost every institution we need to communicate with requires internet access! |
| Darren | P. | ON | Monopolies need to be broken up ASAP. Bell's recent upgrade in the DSL phone box outside have made it impossible for independent ISP's to operate in my area. |
| Jessica | J. | ON | The Rogers blackout should be all the proof needed that one provider should not have this much power. The internet is less affordable with lower speeds all because the select few control the market. This needs to stop, everyone deserves access to affordable internet and the choice to choose a provider that isnt just another fake mask over service still offered by Rogers, Bell or Telus. |



| | | | |
|-----------|----|----|---|
| Robb | W. | ON | It concerns me greatly that, despite the CRTC's past admonitions, the large telecoms continue to make a lower priority the traffic generated by smaller companies that rent bandwidth from them. I know for a fact that Bell has on numerous occasions refused to service local lines they own that serve other companies' clients, claiming that bandwidth reductions are caused by (fill in the falsehood). Our collective reliance on so few major providers, all of them profit-driven, has made them somewhat immune to being held accountable, and that is completely unacceptable. It is your job to reign these thugs in. |
| Joe | C. | ON | We used to have tv, internet and home phone service for less than \$100 a month. Now that is impossible. Our first cell plans gave you a new phone when you signed up and rates that were \$20 to \$30 per month. Now, there are no contracts or locked phones. So, you would think that there would be more competition and yet you know pay \$60, \$80, or \$100 a month have have to pay more on top of that to get a new phone. How is it that this in not a monopolistic system/situation? |
| Cindy | S. | ON | This tri-opoly must end! |
| James | R. | ON | The large incumbent telecom companies have used (and abused) their monopoly status to build basic infrastructure in cooperation with municipalities, provinces/territories and even the federal government. This arrangement has allowed them to add protective measures making it difficult for new entrants to the market. They have promised but failed to deliver low cost services. Surely it is the job of the CRTC to level this field and make it possible for new entrants to deliver competitive services and succeed as a business while doing so. |
| L. | M. | ON | A healthy business community nor a democracy can be founded on corrupt and exploitative monopolies and powerful special interest groups. Healthy, transparent competition not exclusive backroom deals should be how free enterprise works. We are all tired of powerful lobbies driving prices for services up and quality down. |
| Gloria | W. | ON | Being a senior, affordability is very important. Every few months there seems to be another rate hike, but I am limited on telecoms/rates to choose from. |
| Mariusz | M. | ON | I,Ã always preferred supporting local or smaller ISPs because I,Ã received the better levels of service from them. With the telecom tri-oligopoly many small ISPs are pushed into uncompetitive contracts to lease lines from the Big 3. Today, Rogers doesn,Ã even handle its own wiring/cabling for ISP customers, having outsourced that to a 3 ª party adding another layer thru which customers can suffer delays, errors, etc. My current ISP's HQ location outside the GTHA (Greater Toronto Hamilton Area) encourages employment in a much smaller city/town, in an area where formerly there was manufacturing that through govt subsidies resulted in those manufacturers taking the money & making a run down 2 borders. Support local smaller companies that like minorities, don,Ã just deserve equality of access but equity as the Big 3's financial power is nearly monopolistic in their respective areas of Canada. |
| Danny | C. | ON | There isn,Ã much choice in terms of cost and quality. Loyalty doesn,Ã matter as the only way to save is to change from one company to another on their starting plan every couple of years. |
| James | O. | ON | Canadians pay more for Telecom. Australian's have a similar population and similar geography but pay less. Why can't we have that model? |
| Neil | L. | ON | As a creator I rely on fast stable internet to do my work. More choice and more competition will lead to better service, infrastructure and pricing, which will allow me to reach a bigger audience. Concentrating control of internet access into the hands of a few stifles competition and prevents me from doing my job better. Big Telecom is bad for business. |
| James | F. | ON | Governments of every stripe have made halfhearted attempts to make internet more affordable. They have failed because their efforts conflict with their unspoken goal of enabling monopolies. All one has to do is look at Rogers/Shaw. That deal has nothing to do with the citizens of Canada. |
| Chris | W. | ON | No more voting for the Liberals if they can't fix such an obvious problem. The CRTC is supposed to protect the interests of Canadians, not the Big Telecom. |
| Richard | L. | ON | Our goal should be to have an open system that allows competition. Having only 2 companies owning the backbones of our telco system is anti-competitive. |
| Gabriella | B. | ON | We need choice! |
| Ihor | K. | ON | It is disturbing that they gain more and more and provide even less and less. Not only that but also they back up even less. The more power they gain the less the product is supported. You have their history the out cry of people is gaining larger and larger. The fact is less and less and less support and more and more dumping. |
| Nancy | W. | ON | We need to give all people able to access information and resources on the internet. Also we need to stop inflation. It is important that Canadians are treated fairly globally. Keep people educated and able to increase their productivity make sure there is equanimity for all Canadians in terms of accessing resources digitally. Help Canadians stay current and keep up with all the future advancements that are coming fast upon us. |
| Brad | K. | ON | The CRTC has not worked for Canadians for YEARS. We know about it and we've seen it first hand when the CEO of Bell met privately for a beer (yeah right) with the director of the CRTC. It is a long standing joke that the CRTC does NOTHING but enforce the will of monopolies in Canada. We need to adopt world-leading initiatives like the EU in controlling telecom and forcing better competition out of the marketplace. |
| Rob | M. | ON | This is total bull sht. The CRTC is a joke. The fact they,Ãre allowing these monopolies to exist at the expense of regular working class people is disgusting. How is Rogers one of the wealthiest families in Canada? Doesn,Ã take a rocket scientist to find that out. Internet & cell phone service is far too expensive they like to hide behind expensive hardware but that,Ãs a lie. Fix it now. |
| Alexander | E. | ON | Monopoly is incompatible with freedom. |
| Warren | G. | ON | Families in general are paying higher prices for all services. Internet, cell phone, cable tv. it's ridiculous the cost of these services. your looking at 8-900 dollars a month for a family of 4 to have access to these services.. this needs to change. |
| Steve | F. | ON | Big Telecom's triopoly of Bell, Rogers and Telus in Ontario provides less choice, less competition and higher prices for consumers than for people in most other countries. In this era of high inflation, these costs are a significant portion of a household budget. Resellers of the big three are limited by how much they can compete due to the wholesale rate they are charged, plus the mandatory access fee. The CRTC must put an end to this triopoly and allow smaller players to compete by allowing prices to find market value. Mega mergers such as the Rogers-Shaw deal only made matters worse. |



| | | | |
|-----------|----|----|--|
| John | K. | ON | Because my spouse is self-employed and her work is online, it is essential that we have fast, reliable internet in our home. To get this, we pay very high rates for internet service, much higher than in many other countries. A lack of competition in the communications industry has made record profits for a few large corporations, while small online businesses are forced to pay much higher prices than their international competitors. This situation puts more money in the pockets of wealthy investors, but doesn't help our economy to grow. |
| Dan | L. | ON | Third world countries have better rates than we do in Canada Absolutely ridiculous |
| Colan | S. | ON | Canadian prices for Internet access are extremely high compared to other countries, and we need to increase competition. |
| Kelly | R. | ON | Monopolies don't create new ways to deliver service more inexpensively to customers. They have no reason to. Why is it other nations can regulate to help everyone afford and have access to internet services, but Canada can't? |
| Lloyd | M. | ON | Because the big honchos bribe the CRTC and screw us in the ass with higher rates every year, especially seniors. Because I am disabled to a degree I have to have internet, so I have to pay through the nose for it. Sons of bitches control everything and gouge us for every fucking penny they can. Fucking Rogers BASTARDS!!! |
| Cristian | I. | ON | Improved choice and affordability leads to a healthier competition for the providers and allows more/better access to consumers. |
| T. | R. | ON | Too few choices when there is only a handful of companies to choose from. By having a few monopolies, prices are kept very high |
| Kevin | Q. | ON | While price fixing may not be an issue with current Internet providers, fewer options means less choices for consumers, and when the major players all price their Internet options the same and increase them year over year, we all lose. |
| Onur | G. | ON | Digital Equity: In our increasingly digital world, access to the Internet is not a luxury, but a necessity. It is crucial for education, employment, healthcare, and civic participation. The high prices and limited choices offered by major ISPs are creating a digital divide that disproportionately affects low-income households and rural communities. Economic Impact: Affordable and accessible Internet is vital for the growth of small businesses and startups, which are the backbone of our economy. The current ISP monopoly stifles innovation and competition, hindering our economic progress. Consumer Rights: Consumers should have the right to choose from a variety of ISPs, not just a few dominant ones. This lack of competition leads to higher prices and poorer service. Regulatory Responsibility: The CRTC has a mandate to ensure that Canadians have access to affordable and high-quality telecommunications services. By curbing the power of major ISPs, the CRTC can fulfill this mandate and protect the interests of Canadian consumers. |
| Stel | B. | ON | stop monopolies till it is not too late |
| Kipplin | H. | ON | Affordability and choice which competition will enable. |
| Carla | P. | ON | High-speed Internet access is no longer a luxury, it's a necessity for all and must be affordable for all. We lag *far*, *far* behind *many* countries, including the US and various European countries, when it comes to affordable Internet (and cellular phone) services. |
| Gary | H. | ON | Two years ago my Indie internet provider (Teksavvy) had to increase my monthly rates by \$5 in one big jump because Rogers was allowed to charge Teksavvy higher wholesale prices. Teksavvy was forced to pass on tis increase to their customers. This was a huge hit to my budget since I'm a senior on a fixed income. |
| Gary | H. | ON | As a senior on a fixed income I can assure you that even a \$5 or \$10 less per month internet bill could be the difference between affording certain healthy foods or even going out to a local cafe to buy a coffee once a week. It shouldn't be this way and its so disheartening to read about the millions of dollars the big telecoms earn in profits every quarterly report. Please fix our Internet wholesale system NOW! |
| Darrell | Y. | ON | As a disabled senior on limited means, price and options are the only things I have to fall back on if I want to stay in contact with my friends and family globally. I'm totally dismayed that our prices in this country are higher than in alternate countries. Prices need to come down and internet speeds need to go up. |
| Elizabeth | S. | ON | I am a senior on fixed income. In today's world, we depend on constant access to technology through the internet for almost all aspect of our lives. The internet should be free or at low price.. Thank you. |
| Ralph | K. | ON | Rogers and bell are cry babies |
| Marshal | L. | ON | Today's Internet is a necessity for many people - for access to medical (eg. virtual doctor's appointments), keeping informed about current events, staying in touch with family/friends, finding services (eg. repairs, shopping, etc.), and so on. We should have a number of independent ISPs to choose from and a market that encourages competition and fair prices. Big Telecom monopolies only serve themselves - let's serve everyday Canadians instead. |
| Donna | K. | ON | It is well known that Canadians pay the highest fees for these services. It would not be so difficult to take if they were giving decent service. Trying to get help from Rogers requires hours of being on hold. Rogers customers are treated like an inconvenience. |
| Ralph | M. | ON | The Covid experience has led us to be a more dependent household on the internet process for our everyday dealings. As retirees on fixed income, the steady progression of price hikes on internet service is squeezing our income situation on an essential item. Prioritizing our costs to accommodate the extra rise for internet service takes a real toll on a retirement budget. The hikes in internet costs could be somewhat offset with a brake being applied to the big telcos who are exploiting their power over independent operators that have to keep consumer costs up otherwise. |
| James | M. | ON | Rogers increases charges at will. They never explain any justification for these increases. When they talked me into taking Ignite they told me I would still get the same channels I was receiving prior to that. They immediately pulled 3 channels that I was getting and i had to threaten them with leaving Rogers if they did not give them back which they did. I have caught them lying to me many times. Even their own service people tell me they lie constantly. I can only conclude the Govt. protects these people through campaign contributions. |



| | | | |
|-----------|----|-----------|---|
| Tina | J. | not found | It is unacceptable that a country like Canada continues to have the highest rates in comparison to other similar countries around the world. We only have access to two main providers in our city. Everyone else are subsidiaries who still have to pay the bigger telecom corporations a piece of their earnings. Each year our bill goes up and they state it is due to infrastructure. We need transparency they should have to report when, where and how the systems have improved to consumers instead of taking their word for it! I have poor reception in my home and calls constantly drop. Internet prices used to be more affordable. When people couldn't afford to pay for television services and switched to using internet more they increased the prices. A long time ago internet was not capped. Now they have capped internet and continue to raise prices. Internet should be considered an essential service. |
| Tyson | M. | AB | My Internet bill is crazy high compared to people in other countries such as the US. I feel like I'm being robbed every month when I pay my Internet bill to Telus. I am left with no choice but to call Telus every so many months (as my bill creeps up) to complain and threaten to leave them in order to get a small discount that they can easily apply at any time. In Canada, we pay extremely high rates for Internet, television and cell phone data plans but yet the service and the customer service we receive is not that great. This is the result of a system that is broken. There is not nearly enough competition in the market in order to force the large Telecom providers to lower their rates and provide better service. Its a true crime that needs to be fixed asap! |
| Katherine | M. | BC | Internet has become an essential service. People without Internet are disadvantaged in a plethora of ways. We need to ensure that everyone has access to the Internet at an affordable price. Failing to do this traps many people in low income lifestyles and deprives our society of well-informed, engaged citizens who are able to contribute to society to their maximum potential. Monopolies are NEVER good. At their best they reduce choice and at their worst they gouge money from the lower and middle classes to enrich their owners. That is precisely what seems to be happening in Canada. Look around the world -- nowhere is the Internet more expensive than here, and there's no good reason for it. It's time for our leaders to start paying attention to what ordinary people need and shoo those big telecom lobbyists out of your offices! |
| Elaine | B. | not found | I travel internationally and am always shocked at how much cheaper internet and phone services are everywhere else I travel to, on different continents. At a time when internet service is no longer a luxury, but is fundamental to living and working in contemporary society, it's ridiculous and offensive that a country as forward-thinking as Canada has allowed its citizens to be captive in the stranglehold of just a very few, critical, service providers! Put peoples' essential needs ahead of corporate profits and enact legislation to reduce costs and increase competition for these vital services! Thank you! Elaine Brodie |
| Brian | C. | ON | Affordable communication is essential for a functional society. The Canadian economy is being suffocated by this monopolistic grip. Proper regulation will benefit absolutely everyone including the telcos. Don't be shortsighted. The current price structure in Canada shocks the rest of the world. |
| Richard | M. | ON | In today's interconnected world high speed internet service is essential for nearly everyone. Retired, I am mostly home-bound, apart from essential shopping, doctor's visits and hospital visits. I do my banking online, pay most of my utility and other such bills online, use VOIP to connect with relatives abroad, and find my sole entertainment through such online services as YouTube. Fast, affordable internet service is essential to me. |
| Nicole | R. | NB | It doesn't need to be explained- monopolization is monopolization, either you let it happen or you don't. And in Canada, it happens. J.D. Irving, Superstore, Bell, it's obviously allowed. People know it's happening too, it's not something that's hidden, so it can't be gotten away with for much longer. It will reflect very heavily on those who allowed it. |
| Dianne | T. | ON | It is of the highest importance that the fees we pay for internet services become more affordable. I am a senior on a fixed income, and there are many seniors who cannot afford the fees for internet and have no choice but to cancel having internet. There should be more affordable plans made available to seniors in this province/country, as they are being charged the same fees that a person who has a good income is paying. I myself have been giving serious consideration to not having internet any more because of the fees. Please help the seniors be able to access and afford to have internet, as well as many other low to mid income citizens in this country. Having internet helps us keep in touch with friends and family, among other things. You cannot expect low income, mid income or seniors to be able to afford the high rates for internet service that the well paid, who have good jobs, also pay. There is no consideration for the many people who are struggling with low income jobs, part-time jobs, those on social assistance, those living on disability benefits. Let's make things FAIR to all. |
| Marcy | S. | BC | My first cell phone plan was in the UK. I had a dozen different ISP providers to choose from, plenty of options and could find a very affordable plan for what I needed. For a country that doesn't allow or support monopolies we are doing a poor job when it comes to internet access and telecommunications. Rogers, Bell and Telus may not have monopolies yet, but they might as well have with the rates they are charging. Canadians depend on government and the CRTC to look out for us, the citizens of Canada. But with the recent merger of Shaw and Roger's, it looks like the only rights being protected by the CRTC are for big business, not Canadians. Internet access is fast becoming a necessity in order to bank, communicate, pay taxes, pay for parking, get a job and many other things. This being the case, Internet access will be, if it isn't already, an essential service. This being the case, it needs to be affordable to all Canadians! |
| Boyd | D. | BC | We pay so much for internet, and while we do get decent service where we're at we pay more for less service than someone in a similar country geographically, such as Australia. I need quality internet to work and I pay quite a lot of money each month and my young family of four is living paycheque to paycheque while I can see clear as day that I'm being overcharged for a service I can't do without and have no cheaper option for, all while massive profits are being made at my expense. It's unsustainable and we need your help to make this right. |
| Danil | T. | QC | Diversity is the key. Companies like Bell seem to not care about the whole districts in such cities like Montreal, not providing there fast and reliable enough connections, in the same time lobbying the government and not letting the competitors widen their networks and services. |
| Ian | E. | ON | Fewer providers mean higher charges and reduce innovative ideas on providing good service! |
| Leif | P. | ON | Choice is but one, although very important, metric. More important to myself is that competition, theoretically a part of our capitalist system, is undermined. Competition lowers prices, yes, but more importantly to myself it drives improvements: whether of kind or of type in a given thing or service. New products, new perspectives, performance enhancements and so on are fundamental to all industries and when the industry which underpins that is an effective duopoly that doesn't improve, all Canadians lose both privately and professionally. |



| | | | |
|--------------|----|-----------|--|
| Charles | S. | ON | The absence of true competition flies in the face of our assumption of a competitive marketplace and ultimately harms business and the economy. |
| Mark | N. | ON | The big 3 continue to get government handouts to build infrastructure while keeping all the profits. They've used this advantage to buy many independent ISPs in the last year reducing the number of options Canadians have. If we pay for this infrastructure through tax dollars it should be open to any ISP at a reasonable wholesale rate. Like every other service we pay way too much money because of these monopolies and it has to stop. |
| Doyle & Lori | P. | ON | We need to have the freedom to choose our service. |
| Doyle & Lori | P. | ON | We don't need large Telecom monopolistic power controlling our internet service. |
| Helmut | M. | ON | Experience in the EU has shown that only more competition provides more affordable pricing. |
| Doug | B. | ON | The internet like a phone is an essential service. I waited many years to get a smidge of highspeed and since big monopoly only concentrated on heavily populated areas became a second class citizen. Now you wish to take all choice away from us and turn the entire system into propagandistic corporate overlord cabal just as our government kowtow to US hegemony. Do we all have to become Americanized? Trudeau's father would slap him silly to see what he's done to our country. Shame on all of you for not standing up to the only principal that make life worth living, cultural differences, instead of automatons to a corporate overlord hegemonic oligarchy. Shame!!! |
| Kyle | M. | ON | Because Rogers, Bell & Telus are monopolies which have no inclination to provide value to their consumers aside from procuring profit; Having ulterior motivations is VERY significant to me. As such, having telco options that are VERY interested in procuring positive & mutually beneficial relationships with their consumers is incredibly valuable to me, as it will curb monopolistic inclinations, and provide a greater capacity for the consumer to trust them, such that the consumer can have confidence that when they benefit, so too does the provider. Likewise, having competition is incredibly valuable, AND having a lot of successful smaller providers will significantly motivate the larger providers to provide service for more affordable prices. |
| Jim | H. | ON | Just to highlight the problem... I have many friends who visit from other countries. They have ALL found it cheaper to get a roaming plan from their home country than to pay for a service while in Canada. Not only that, but many Canadian friends here subscribe to a cell phone plan in another country and pay for roaming in Canada because it is far cheaper to do that than to get a plan in Canada! |
| Marc | W. | ON | One option for high-speed internet is the very definition of a monopoly and it,Ås what most of us in rural Ontario have to ,Åchoose,Å from. |
| David | G. | ON | The monopoly of the big Telecoms has taken away the ability of ordinary people to have a realistic service with a reasonable price. There is no longer a competitive market and soon only the wealthy will be able to pay for the internet. |
| David | G. | ON | It is time to make internet service more affordable for the working class and their families. |
| Klaas | T. | ON | In a world where internet services have become a necessity, in Canada it is so expensive that low income people have to cut back on other necessities such as food, heat, etc in order to pay the exorbitant fees that phone and cable companies charge (and keep raising the fees as they go along, unchallenged |
| Suzanne | S. | ON | Monopolies are never good for the customer. With everything becoming digital, having internet at home is no longer a choice, but a necessity. In a country like ours, it's ridiculous that we can't manage to have affordable cell phones and internet plans! And when we can't afford it all, we are left behind. Fix this. It is in your power. Work for the Canadian people. That's supposed to be your job, isn't it? |
| Lynn | S. | ON | Monopolies are responsible for the overpriced internet services in Canada |
| Ron | W. | ON | We need more competition in the marketplace and lower wholesale rates would make that more likely to happen. |
| Michael | H. | YT | I live in the far north of Canada. There's a monopoly up here with Bell & Northwestel. The packages are EXACTLY the same. I thought the CRTC was supposed to prevent that. We need better more affordable choices! Unlimited Internet isn't even an option up here like the rest of Southern Canada has. |
| Linda | C. | ON | I recently had to change my internet,satellite and home phone to Bell. The reason being they had raised there fee to my internet and phone provider by 100%. It was either go with Bell or 3 separate providers,one for each service. Three providers each with a separate bill and of course no discount for having more then one service with each.Why are our fees so high anyway when half the service is automated and they are paying no one but our bill is still going up all the time. |
| Jed | G. | ON | There is no competition in this country. Having mergers that keep the company rich, increase shareholders value, while cutting jobs is insane. This happens ever time a company merges - who pays for the unemployed? The government and who pays the government - the taxpayers. The government watching and approving this action is unacceptable! Look at all other avenues of telecommunications, television, air travel - anything in Canada. Monopolies galore! Where,Ås the manufacturing? The techno companies? The innovation? Monopolies kill innovation - ,Åthe absence of innovation.,Å |
| Daksh | P. | ON | Seeing the quality of telecommunications services places like Japan, India, Switzerland, Italy can provide first hand. The argument of engineering challenge does not hold water for the quality we are getting at the prices we are paying for home internet and cellular. I have gotten full video call capable cellular service in remote places in India and at the top of mountains in Switzerland. Thoroughly disappointed by the lack of investment towards proper telecommunication installation with long term thought involved and instead padding quarterly earnings. We need regulation and we need regulation that involves fines for corruption and lack of competition. |
| Robert | H. | not found | Since I've been using a WI-FI internet in my house, we have far more interruptions than we ever did with the wire service...and having to update once every 24 hours seems to me to a bit much!! Our ISP doesn't care... they're one of the most difficult companies I've ever had dealings with...customers do not matter!! |
| Chris | L. | ON | We need to support small business and fair and equitable sharing in enterprise. |
| Angelina | L. | ON | I,Åm all about helping the small independent providers, they listen and work with the public and give what they need or want at an affordable price. The big conglomerates don,Åt care what the public say, they only care about their deep pockets. |
| Angelina | L. | ON | When companies have the monopoly they stop caring about what people want and can afford. They want our money, then give us what we want,Åt. Plain and simple |



| | | | |
|------------|----|----|---|
| Lee | D. | ON | Monopolies mean less competition and higher prices. What other industry has a „contract,“ that locks the customer into their service for a specified period of time but allows the company to increase rates during that time. My independent ISP was recently bought out by Telus. The independent ISP has always provided excellent customer service and reasonable rates. I can only hope that will continue under Telus. |
| Dave | O. | ON | COST of the internet and cell phone costs. |
| Gordon | S. | ON | My ISP bill went up because their costs for use of existing antiquated infrastructure was allowed by CRTC to be dictated by anti-competitive giants who fail to provide high speed service to most regions of the country. (outside of major cities) And yet the bill for that use of inferior often undependable product continues to rise, unchecked & unwarranted. |
| Ray | L. | ON | I became a Shaw customer 12 years ago to escape the predatory marketing practices of that Vampire Squid Corp. know as Rogers. I cancelled Shaw as soon as I heard about the then proposed merger with Rogers because I knew the toothless Competition Bureau could not stop the merger because it would be over-ruled by the corrupt Trudeau government. Sadly I was right, so I'm not really sure how the CRTC is going stop this from happening again and again... |
| Eli | Z. | ON | Access to information is a Right, and telecommunications companies are the way we access that right. In a perfect world, telecoms would be managed competently by government agencies; if that's not achievable, we must at least regulate the industry to prevent anti-competitive behavior. Canada is in a bad place now when it comes to telecoms, and we need to be moving in the direction of better, not worse. |
| Rick | S. | ON | We need fair competition to give us good service for good value. I have spent 2 days trying to pair a plan with a phone. B oth of which I must purchase. And then there comes something call a sim card. I am unable to walk and am housebound. I need to accomplish this from home. All the big telecom companies want is to lock me in to a plan. What a s;eazy way to do business. Competition is desperately needed here. |
| ron | B. | ON | I am living in rural Ontario. have been fighting for decent internet and cable for years. SWIFT was supposed to fix the problem. The government decided to let the industry decide where and when they are going to invest (our tax dollars) in the infra structure. because we are close to other towns we are not deemed to be profitable enough and so we still struggle. I ave contacted township county and our MP De veccio. Only empty promises. we have about 25 Mbits maximal at a high price. My only rescue will be going to the Americans and start using starlink. We should be having the same facilities by now that other citizens have had for years and at way lower prices. CRTC is useless and since they are paid by the industry they are not helping the consumer. Shame on the Canadian government for producing the most expensive least trustworthy internet in the western world. |
| Dean | P. | ON | Big Telecoms were given miney to expand rural internet and they did not. Its time for them to step up and get everyone connected decently. |
| James | A. | ON | Having giant monopolies control the pricing and networks is in no way helping customers. They're so mis-managed, and have too much power to cause harm |
| Laura | L. | ON | The internet is the means of accessing so much in the world today. It has become a lifeblood for commerce, cultural expression, the repository information (like a library), therefore, it should be a public good not a cash cow for a select few corporations. The big ISP corporations are holding us hostage by being the gatekeepers of the internet. The big players eliminate competition and innovation by garnering unfair advantages that CRTC has enabled thus far. They are turning the internet into class system, whereby access is dependent on wealth. IT SHOULD BE A PUBLIC GOOD. The stranglehold these few corporations have on society is criminally extortionist in its actions. The fact that the CRTC has been infiltrated by Bell is insulting and reeks of cronyism of the highest order and signals that the best interest of Canadians is going to be undermined and ignored. |
| Tom | B. | ON | its not as stable as i need it... |
| Brad | M. | ON | This country should not be controlled by big telecom companies; this is pathetic. Bell and Rogers have bought up so many media outlets, so they now control internet, telephone, media, news for so many people, it's insane. Oh and banking, they want to get into that too... Maybe if we keep going this way we can let them become landlords too and everyone can just work and live and buy all rogers or bell services, feudalism and serfdom for all. |
| Ken | V. | ON | We have to break the monopoly of the Telecom giants to give us more choice and affordable Internet |
| Syed | A. | ON | Open competition if you want affordability and best interests of consumers. |
| Victor | K. | ON | I am retired and internet services are only going UP. When I received a service call from my Internet Service Provider recently, he indicated that if I ever cancel my subscription, I will never be able to re-subscribe. So I am currently grandfathered. Who knows how long that is going to last before they decide to pull the plug. Further, I live in a rural location. My ISP (which can do line of sight) has indicated that I am in a DEAD Zone so they cannot provide this option. So I am using the telephone cable for an internet connection. This severely reduces the speed of the connection. Satellite ISP's are ridiculously expensive in comparison to what I have now but again, if my current ISP decides to terminate my subscription I will have no other option than to use satellite. How do most countries around the world offer far cheaper internet services than Canada ? Are our big telecom companies price gouging or just incompetent. |
| Dave | C. | ON | The big telcos have long had the advantage derived from their monopoly roots and funded by tariffed services for many many years! While I appreciate that the big telcos have invested a lot in the provision of fibre, they have also increased their earnings by offering greater bandwidth, additional services including internet access and television. Remember that the Telcos rights of way were initially funded by tariffed services. Remember that virtually all telco central offices were built with tariffed service funds. (Replace a limited bandwidth copper pair with fibre and the revenue doubles or triples.) No wonder that the telcos want to plant fibre. The telcos must not have exclusive rights to this new fibre! It is only fair to require reasonable resale to independent internet service providers and others with a legitimate need for facilities. |
| John | C. | ON | Stop the big internet suppliers from dictating the price let it be a level field that sets the price |
| Beverley | G. | ON | This is unjust, especially in these economic times. Yes, everything else is costing more these days, however, this form of communication, information and entertainment should not be denied to families. It is a necessity for all Canadians. Our pay cheques have not kept up with inflation and should not be allowed to be eaten up by aggressive business ventures. |
| John&Karen | S. | ON | Internet service is more expensive now and there is less choice of isp providers now. |



| | | | |
|------------|----|----|---|
| Jack | D. | ON | Like roads and highways, cellular phone and internet are a vital piece of national infrastructure. These utilities must be taken away from for profit private interests and nationalized. Government should act on behalf of all the people, not just donors to the Conservative party. |
| Mark | C. | ON | We have very little competition for most anything in Canada, less so internet. They are able to charge whatever they want, because there is little competition and i am quite sure collusion involved in pricing. The public is being gouged by big Telecom, with little help from the CRTC, which seems to side with the Telecom companies, and not the rate payers. It is time the CRTC did stand for the public and do it,Ås job! |
| John | P. | ON | Competition is one of the main ingredients to keep prices inline. Once you allow monopolies to form the consumer loses to corporate policies. |
| Terry | J. | ON | Let,Ås do a independent audit of the Roger,Ås , Bell Telus profits period . Why is there no competition other then these monopolies being given the right to price our internet period . Why not make internet and Telecom service a public utility period . |
| Sean | L. | ON | Internet should be a utility. |
| Aleksander | M. | ON | As a retiree I have limited funds to pay high price for internet therefore choosing the best and most affordable provider is very important to me as internet communications became one of the main ways to live our lives. |
| Stuart | R. | ON | The internet has replaced the telephone in regards to importance for work and family life. It has become increasingly indispensable for securing employment. Please make it an affordable option. |
| Scott | F. | ON | Large telecom providers in Canada run a defacto monopoly and this leads Canadians to be uncompetative on the world stage |
| JJ | T. | ON | To make living expenses more affordable, and to avoid price gouging that's for no other reason then greed. |
| Paul | S. | ON | More and more items belong to the Internet Of Things which means more bandwidth usage over time |
| William | T. | ON | If you won't act on behalf of Canadians, WHO WILL??? |
| CINDY | S. | ON | We need better internet service not just Rogers and Bell. Compared to other places we pay extremely high internet. This NEEDS to change!!!! |
| Kevin | D. | ON | The large telecom providers in Canada have been engaging in monopolistic practices for some time. They are the only places that smaller ISP's can purchase services for resale from and yet the so-called reseller rates aren't reasonable enough to permit smaller companies to establish a foot hold. I currently subscribe to a smaller ISP and my rates have increased due to reseller charges while larger telecom companies are undercutting smaller providers by increasing these reseller rates. I would rather purchase services from a company that puts effort into supporting me effectively than hand money over to a large conglomerate that is unable to support and service what they sell. I am a small computer support provider and work with many homes and businesses. In that role I have had to contact Bell and Rogers countless times for services that are not working correctly. It can take an absurd amount of time to reach a resolution. Often requiring being transferred to several people and/or onsite visits by several technicians. My last dealing with Rogers involved a business fiber-optic connection that went down for 12 hours on each of 4 days affecting several business locations. When we finally got a response from Rogers they told us that the only reason it wasn't fixed was because we didn't ask them to after we had begged for someone to do something to fix the issues. I do not experience problems like this with my customers who utilize independent ISP's. |
| Jennifer | M. | ON | Clearly the internet keeps ppl communicating especially when covid hit. When Rogers went out across Canada it affected my ability to work from home, and communicate to them as they are on rogers systems. We have too much monopolies in Canada, less and less belongs to Canadians bc government allows the mergers. More competition puts more \$\$\$ to spend for all of us. |
| Al | M. | ON | We are increasingly becoming dependent on the internet for communication, news and contact with family and friends. Rather than making it more complicated to use it behooves big telecom to make it cheaper and easier with plans that can allow for seniors such as myself to more easily stay in touch and keep up to date with what is important. |
| NORM | B. | ON | I changed to an independent internet service provider in 2021 for home internet. In doing that, I saved about \$30.00 per month for the same service with Rogers. Then I found out that my new service provider was absorbed by Telus. I fully expect my rates to go up as a result. The rea where I live has optical fibre high speed service. However, independent service providers do not have access to this service. Optical fibre can handle huge volumes of data without degradation. It makes absolutely no sense that independent providers cannot use this service. I have another internet service provider at the cottage. Until this year, download speeds were abysmal and almost useless. The service provider would not take any new customers and if you cancelled your service, you were then locked out. This spring, we noticed a big improvement in download speeds. This is because users are abandoning traditional providers and moving to Starlink. This is the only option that many rural users have available in Canada to provide acceptable internet service. Starlink is high speed but expensive. It seems like Canadians have no choice but to pay high internet costs. |
| Andre | M. | ON | The internet has become an increasingly important tool in ours lives. Video conferencing, VOIP and online version control systems are necessary to many fields of work, my own included. Additionally, the internet is the means by which many of us keep in touch with distant family and friends. For these reasons, it is critically important that we keep internet access affordable while also providing a breadth of service options to meet the needs of both casual users and IT professionals. Allowing competition in the ISP market is the way that this goal can be achieved. Competition keeps prices down and spurs providers to improve the quality of service. Big telecom's monopolistic power of internet services must end. |
| Philip | n. | ON | The hilarious thing about these Canadian companies is that most have service centers overseas. When I call for koodo help I talk to somebody in Romania or Latin America. CRTC does not want foreign ownership of internet companies but they freely allow Canadian Companies to outsource to Asia, Eastern Europe, or Latin America. These companies talk about investing in Canada or being Canadian, but they don't care about Canada. They use technology made outside Canada and have call centers outside Canada. Exactly how Canadian is that? |
| Lorraine | M. | ON | Big monopolies beat out competition, thus increase prices sky high. Almost everyone is now reliant on todays form of communication, give us more choices, please! |
| Alyson | A. | ON | The big three have horrible service and charge huge amounts because they can. I have been with a small isp for years and love the service and the price. |



| | | | |
|----------|----|----|--|
| Rob | K. | ON | Due to the lack of competition, Big Telecom (i.e. Rogers, Bell, & Telus) makes it virtually impossible to use another service. We are trapped as to the range of any alternative service that we can use. The only service left to us is one of the Big Three! Unbelievable!! |
| Rob | K. | ON | Monopolies are one-sided!! Need I say more. No competition equals no sense! Upgrade the system now! |
| Kean | B. | ON | Canada's telecom sector is too concentrated; there is a significant lack of competition, especially following the Rogers-Shaw merger. Our family previously used TekSavvy but found that its service was becoming more spotty over time, which meant we had to move to one of the monopolies to get better service. Other countries have significantly cheaper broadband services. |
| DeeDee | A. | ON | There's an affordability crisis for the middle-class right now and the costs of access to internet are contributing to it. |
| Steven | M. | ON | Canada has the most expensive internet and cell phone coverage in the world. In the modern world, these are no longer conveniences, they are necessities. They need to be affordable, and they are rapidly getting out of reach for many Canadians. |
| Myles | T. | ON | We need real competition. Monopolies are never a good idea. |
| Simonie | J. | ON | I mostly feel the CRTC is a cohort with big telecom |
| Dan | M. | ON | Concentration of corporate power is inimical to democracy as it gives inequitable access to media to both manipulate public opinion and lobby government. Deliberately misinformed citizens are reduced to exploitable consumers rather than collective participants in the oversight of what should be a public utility serving the public interest. |
| Mike | B. | ON | Competition provides choice and options for the paying public. Monopolies provide the exact opposite. |
| wolfgang | f. | ON | We have a quasi monopoly in Canada with outrageous prices and that needs to be fixed. |
| Mark | P. | ON | My past experience with Bell and Rogers was poor at the best. Internet dropped in and out until on the 5th service call when were re-wired on the street. Of course they had been insisting that the problem was INSIDE the house and could be fixed for a fee! Cable TV was always fuzzy and of course the problem was again INSIDE the house! I need to be able to select a provider that I feel gives me the best price, value and service. |
| Jason | O. | ON | Other countries who have allowed more competition have lower costs than Canada. Full stop. As simple as that. We need more competition not less. Monopolies and oligopolies only work for shareholders not consumers. Canada pays some of the highest rates in the world. PLEASE fix this. |
| Peter | N. | ON | Nearly every country, even small ones, have more competition, and lower prices, than Canada. We need more choice and more competitors here! |
| Kevin | W. | ON | Internet prices in Canada are out of control for what little viable ISPs there are (Rogers, Telus, Bell), and the mediocre service they offer. Meanwhile, wholesale rates have kneecapped smaller ISPs from offering competitive prices that would keep the so-called big three in check, and you better believe there is price-fixing (or at the very least, price coordination) between them. A basic Rogers internet package used to cost around \$60 to \$70 a month; now it's a minimum of \$105 a month at 50 Mbps or less. For lower income earners that is consumer poison and especially ridiculous considering Rogers has only acquired more assets (i.e. its competition), infrastructure (of which any cost would be offset by huge market share, enhanced by the recent swallowing of Shaw), and customers (revenue) over the years. CRTC has historically been a paper tiger dealing with these monopolies. In 2019 the government ordered the CRTC to make internet affordable and competitive for consumers. Based on an extensive industry review, the CRTC then reduced the wholesale rates. Big Telecom responded by threatening - I repeat: THREATENING - to cut investment in rural areas; thus, the government advised the CRTC to reevaluate their decision which was based on years of the CRTC's own independent research and the government's previous directive - and they did. In 2021, the CRTC reverted rates back to what they were in 2015-ish, a win for the big ISPs and no one else, except maybe the shareholders in these companies. CRTC, you are self-described as, an administrative tribunal that regulates and supervises broadcasting and telecommunications in the public interest. We are dedicated to ensuring that Canadians have access to a world-class communication system that promotes innovation and enriches their lives. You're supposed to be beholden to the interests of Canadian consumers, not Big Telecom and their government lobbyists. It's time you actually started doing what you only purport to. |
| Clarence | D. | ON | There used to be something called A free and open market. This does not exist within Canada's borders. Instead we have incestuous oligopoly's where there is no incentive for a company to provide unique and competitive product offerings. |
| Josh | W. | ON | In my opinion the last-mile infrastructure should be operated as a Public Good Utility by each municipality or county, just like City Water Treatment, Natural Gas, and/or an Electrical Utility. It could then be wholesale-leased out to private ISPs that operate the customer service interaction. |
| Matthew | W. | ON | This is important so that companies like Rogers and Bell have adequate competition in the market. This will make them value their customers more and actually work to keep them true to their words by offering alternatives if they choose not to. |
| Robert | T. | ON | Rogers took over one of the two internet suppliers in our area: the only one whose equipment was compatible with our phone service. They offered fairly comparable introductory rates, but less than a year later those ballooned to make our overall annual cost almost triple what it had been before the Rogers takeover. Our phone equipment soon stopped working with their internet, forcing us to rely solely on our cell phones. Since cell service is almost non-existent in the shadow of the hill above us those only work on wifi, so we effectively have no 911 service any more. Needless to say we switched providers, but what an enormous pain to get out of the Rogers universe: hours on the phone, bounced from one account retention rep to another, confusing final billings, and jumping through hoops to return equipment. It is finally over and successfully concluded but our costs remain 20% higher than before the Rogers takeover. We hope to get onto a phone service with 911 some time during the summer. It is simply not acceptable to have big telecoms crushing the more affordable, smaller local internet companies such as we used before this mess. |
| Brendan | W. | ON | We need to stop stifling competition and allowing the Big Three to snap up every independent ISP. |
| Mary | C. | ON | Be fair...no monopolies. Reduce the cost now! |
| Caitlin | H. | ON | Monopolies and cartels leave customers paying more for worse services. The government must rein in the telecom giants. |



| | | | |
|---------------|----|----|--|
| John | F. | ON | I need quality affordable internet service. I need this with choices about where I buy this quality internet service. Today, those choices are becoming fewer and fewer because wholesale prices are too high. Wholesale prices need to be lowered and restructured to ensure Canadians have choices from whom they buy the quality affordable internet service they need and deserve. |
| Ryan | C. | ON | There is no reality in which corporate monopolies don't further perpetuate wealth gap. It is absolutely insane to watch this happen when so many cost of living factors are already staining the average Canadian as it is. Competition is a necessary part of any functioning market. The allowance of monopolies like this only serve to blatantly expose this government's and the CRTC's interest in selling out the future generations of this country for short term gain. It's always the same agenda and now you are no longer even trying to veil it. This generation already sees that the CRTC is a toothless sham of an organization and clearly does not serve the Canadian people. We only need to go so far as Navdeep Bains to see that much. I can only hope some scorned GenZ gets elected into office by a tired, young population with NOTHING to lose to shred this pathetic organization. |
| Johnny | P. | ON | My bill has double in the past five years because of restrictions that Rogers puts upon my independent ISP provider, and I am sick of it! |
| Sarah | S. | ON | The internet (and cable based services) are increasingly becoming unaffordable for our most neglected and isolated. It is shameful that a country like ours continues to fail its population so miserably. |
| Brett | L. | ON | As a teenager growing up in Canada, I took courses in high school that explained how measures were taken to ensure that companies in Canada could monopolize no industry sector so they negatively affected the average Canadian's life. This always impressed me that the Government would have an independent public authority responsible for regulating and supervising Canadian broadcasting and telecommunications to ensure that Canadians were treated fairly. Unfortunately, large companies still act to subvert these preventive measures and that is now being attempted by big telecom in Canada. This situation is concerning for individuals, like myself, with disabilities. I rely on these services to enhance my life and help overcome many challenges I face daily. Increasing the cost of a service that helps me to improve my life can easily move those things out of reach if I can't afford to pay exorbitant fees for Internet. Bottom line; the companies are already profiting and another attempt to increase profits and decrease service to their customers will only hurt the Canadians that deserve reduced fees and increased services. The CRTC must address telecoms, a monopolistic practices and high Internet costs in Canada. |
| Dave | S. | ON | Last mile service is almost certainly a natural duopoly. It's clear that mandatory wholesale access is the only way we're going to see meaningful competition. |
| Sean | G. | ON | Internet services are essential to most businesses and Canada continues to fall behind in affordability. |
| Mike | K. | ON | The underlying infrastructure for internet to my house is provided by Rogers. I currently purchase my internet from TekSavvy as I really want to support an independent service provider. For two years now the cable from the box on the street to my house has been damaged and Rogers refuses to send a crew out to repair it. I am currently daisy chained to my neighbour's house to get internet off her working cable. I literally have no other option for internet (except perhaps satellite from a US company). TekSavvy has tried valiantly to get Rogers out to fix it but without any luck. Even worse, Rogers uses the fact they know I am using their infrastructure to market to me that I should switch from TekSavvy. This is crazy. |
| Grazyna Jerzy | B. | ON | The present system is advantageous for Big Telecom and not for ordinary internet users. CRTC does not protect ordinary inter users against exploitations' by Big Telecom . |
| Rafiq | S. | ON | My internet prices have gone up by more than \$20 per month due to Rogers/Bell complaining about wholesale prices. Other countries internet costs a fraction of ours in Canada. There's no valid reason for it to be this expensive. |
| Vick | T. | ON | Competition = cheaper more reliable service. Rogers, a system went down and that affected millions of people and cost the economy millions of dollars. They apologized but really didn't care. They don't need to care since the CRTC allows them to takeover companies and make more and more money. At least when Bell had a monopoly they were only allowed to make 10% profit on their Assets. When they made more they had to return money to their customers. The CRTC should represent the people! |
| Nathaniel | O. | ON | I have been directly impacted by the Big Three's oligopoly and control of the market. Time and again, we've seen where any attempt to compete with them is slowly starved out and they just keep getting bigger and our costs keep going up. Technically, you can get a terrible plan for an affordable price from each of the 3. But compared to any other developed nation we pay entirely too much for entirely too little. Continuing to do nothing, or worse, to trust these billionaires to do the right thing is Einstein's definition of insanity. Something must change. |
| Carlos | S. | ON | We have the highest internet rates among the developed countries. Please stop the oligopoly politics and legislate for the people, not for the big 3. |
| Walter | T. | ON | I am a free market guy. So having an industry that is protected by the government is not a free market. |
| Neil | C. | ON | In 2017, I took a trip to Korea. In the airport, I was able to buy a temporary SIM card with one of their telecoms for the two weeks we were in the country. That short-term contract had unlimited data, unlimited international calling, and higher speeds on the 4G/LTE network than I had on my cable broadband at the time. It cost substantially less per week than either my Canadian cell phone plan at the time, or my Canadian broadband plan at the time - to say nothing of both, which it could have easily replaced. Fast forward to 2023, and I am told Korean plans are now faster and cheaper. Meanwhile I am paying more for the same service, for both my phone and home broadband, despite using a 3rd-party carrier (TekSavvy). They have passed on price increases from Rogers, as allowed by CRTC broadband wholesale rate increases, several times over the past few years. There has been no increase in speed. I have noticed increased congestion in peak hours on the Rogers network, which TekSavvy cannot resolve. Canadian telecommunications services keep getting both worse and more expensive for consumers, every year. It's because of monopoly power. Please stop this extortion of consumers by companies who collude to drive any competitors out of business. |
| SHAWN | B. | ON | I have been with Teksavvy for years now. They have never put up the price of my plan....unlike Bell and Rogers that gouge you every chance they get. Canada needs more competition!!!!!!! |
| Janet | B. | ON | No competition and WAY WAY too expensive compared to other countries like the USA |
| Adam | G. | ON | The Big three are the most pernicious and greedy companies in the country. Their service is terrible and without more competition, they are able to do what ever they want when setting prices, for a service that should be considered a basic utility, not a luxury. |



| | | | |
|-------------|----|----|---|
| Barb | T. | ON | As became clear during the pandemic, internet service can no longer be considered a luxury, which means that it should be readily accessible to everyone -- even people with limited means. I believe that allowing a small number of companies the ability to act in a monopolistic manner to set exorbitant prices to increase their bottom line constitutes economic discrimination and is far from being in the best interests of Canadians. Our internet fees are so high -- at the top of the list worldwide -- and our country is characterized by such vast distances that we need to facilitate all avenues of communication so that everyone has affordable access to them. Please don't allow Big Telecom to engage in monopolistic price-fixing. Keep the door open for smaller companies who provide the kind of competition that benefits all consumers by keeping costs equitable and fair. Allow no more mergers like the Rogers-Shaw buyout, repair the wholesale system, and ensure that everyone has affordable internet options. |
| Roger | S. | ON | We changed to an independent because we were getting terrible service combined with rising rates. (I had tried both Rogers and Bell). Having real choices is absolutely fundamental to my service: If we are to have commercially based, for profit, phone/internet services then there MUST have a robust competitive market! |
| Desiree | M. | ON | Especially in these terrible economic times, more and more people are unable to access the internet as it is, and life can't really be lived anymore without it. Everything is over the internet now, including very basic necessities of life like banking. |
| James | S. | ON | The growing influence of the telecom monopoly needs to be curbed. If rules are not set in place they will grow too powerful and the situation for consumers will only worsen. |
| Shane | M. | ON | No one feels good about lack of options. When companies get to big customer service becomes garbage because there is nothing the client (returning) not a one time customer can do, and in certain situations is forced to take legal action against a multi billion dollar companies / corporations. This is obviously a unfair an daunting excruciating task these companies can simply rely on. Basically if you do not agree best of luck while we trash your credit, and you try and find a lawyer willing to sue us, and take us on. |
| Glenn | H. | ON | Competition in the telecom industry will lower prices for consumers. We pay WAY TOO MUCH, for the services we receive! |
| Bharat | P. | ON | Internet service is becoming a necessity for all, if it is not one already. Affordable service for everyone regardless of economic circumstances or location is a must. If the major players blackmail the government again about denying underserved communities infrastructure, then the government should step in to be a provider for those communities. |
| Rosanna | B. | ON | I, for one, am not very happy with my service. Every time I open my computer, the internet is not available and when I finally get into it, it keeps going off and I have to try again. We had to accept channels, phone and internet together, to get the internet at some kind of cheaper rate rate. It seems to me that the big monopolies are operating together. We are not getting the value for what we are paying! Two weeks ago the services were off for a while. There was nothing we could do but wait until it returned. We may not be compensated for this. Why do they have such powers??????? The customer does NOT come first, that's for sure. Pleeeeeeease fix this Internet monopoly, for us, by fixing the wholesale system. I am looking, with envy, at what is available in the US. Is there any chance of getting in some real competition here in Canada? |
| Ann | K. | ON | I am with an independent provider and have been for over 25 years. Unfortunately he is soon closing down and I am left with very few options. |
| Justin | K. | ON | Right now if Bell or Rogers ran cable/fibre lines into your neighbourhood, there is a high likelihood that you are stuck with one of them and it comes at a huge price increase. The competition can offer you really terrible speeds in comparison for nearly the same price, because that's the only price the competition can offer. Even having an option between Bell & Rogers using the same lines would be better, but it'd be way better if we could get proper independent telecom companies involved. Canadians pay some of the most ridiculous cell and internet costs, and I'm sick of this getting ignored because of telecom lobbyists paying for it to be ignored. |
| Maria | S. | ON | The cost of living has skyrocketed and having monopolies such as Roger's and Bell do not help consumers with a basic necessity such as the internet, it is increasingly becoming more unaffordable. Why are we paying such high prices for the same or less internet packages as other countries? |
| Joe | M. | ON | When will the monopoly end, when there,Ås only ONE choice?! It doesn,Åt take a mental giant to know that ,Ås the corporate end game and that it will hurt consumers. Get OUT of bed with them!! |
| Andrew | P. | ON | The lack of competition keeps driving prices up. The big players can use bait-and-switch predatory pricing to entice customers away from independent providers, and the prices are then raised by huge amounts |
| Douglas | M. | ON | The CRTC has the responsibility of providing reasonably priced internet to every Canadian. So far, it has not been serving the best interests of the average Canadian. You have bowed to the pressure from the telecom giants. Please do what is right and change this immediately. |
| Laurel | I. | ON | CRTC has not kept Rogers, Bell, and Telus from getting too big and let them have too much power. It is time the CRTC takes control for Canadians. It is basically impossible to go with internet, but we cannot afford it anymore. |
| Eric | V. | ON | Given all the funds we as taxpayers have already given the major telecom providers in subsidies we shouldn ,Åt be exploited a second time at the retail side |
| David | H. | ON | I am currently dealing with Rogers. They are constantly re-packaging their options or plans to force you to upgrade. Much like wireless we are no longer in an area where more speed or GB allowance is needed. If I only use 2 GB on a 5GB plan what value at higher cost is a 10 Gb plan. Likewise with internet at 500 mbps down/ 30 mbps up, what value am I getting being forced to to a 1.5 Gigabyte plan at increased cost to me. The ISP's are continuing to find creative ways to charge unnecessary add on fees. Why do I need a special box at \$8 dollars per month just to watch TV. Likewise in wireless roaming fees are increasing for no reason other than profit motivation. When I travel it is generally cheaper to swap a local SIM for the Rogers SIM. These large providers have never faced a cost plus pricing factor. They have always charged what they can get away with. Also, why does one have to annually complain about the cost of a package, in order to receive a discount off the advertised price after some effort spent on the telephone to get them them to lower your fees. |
| Christopher | P. | ON | Navdeep Bains went from selling out Canadians to a cushy job at Rogers. We have the blatant corruption of the 3rd world -- why don't we have their cheap internet & phone prices? |
| John | A. | ON | Some plans raise the rates significantly for other than the basic (which is inadequate). |
| Erica | W. | ON | The CRTC is seemingly forgetting that they are to work for and act in the interest of the people, not multi-billion dollar monopolies. Our Country is turning into the USA; the land of profits over people. |

OpenMedia is a community-based organization that safeguards
the possibilities of the open Internet.



| | | | |
|-------------|----|-----------|--|
| Andre | B. | ON | In Canada, we have virtually no choice of providers. The prices are outrageously high in comparison with the USA or Europe. Allowing more competition would definitely bring overall prices down. We have a right to this! |
| Matthew | F. | ON | Not having affordable options and allowing one company to mandate and control the markets goes against the monopoly rule. |
| Christopher | K. | ON | I have been forced to cancel my TV cable subscription in order to maintain internet connectivity. Media services along with all aspects of life are increasingly unaffordable thanks in part to monopolizing corporations like Rogers and Bell. The CRTC are clearly in the pockets of Big Media. |
| Stephen | R. | ON | Big Telecom only care about their profits, not about the social good an open and affordable communication infrastructure brings to a nation. |
| Ralph | S. | ON | How much money does any one company need to make to satisfy shareholders? Bell/Roger,Âs/Telus are the epitome of capitalism run amok, profits before people and crush any competition that stands in our way. All with the blessings of an ineffectual federal government body to prevent such actions, and represent the common people as opposed to the mighty dollar. |
| Carolyn | M. | ON | It is harder and harder to use third party companies and smaller ISPs. Big Telecom will not maintain the networks the smaller ISPs have access to and they haven,Ât properly granted access to Fiber. Big Telecom is forcing other ISP customers to switch over to Big Telecom service, or lose service. Big Telecom isn,Ât working for Canadians and neither is the CRTC. |
| Sorin | B. | ON | Hello, we in Canada should have more internet competition, we should not let the Big Telecom Companies monopolies our internet market. Take for example Europe. In Europe, you can buy a SIM card with 10EU and get unlimited internet and phone at the same time for a month. Compare with the monthly charges from Bell and Rogers that are \$90-\$100 per month. This is unexpected in a developed country as Canada. Please open up the internet and phone market to more competition. We deserve better than this. Best Regards, Sorin Bugarin |
| Grant | H. | not found | There should be choice and affordability for internet in Canada. Neither exist due to the current monopolies that the CRTC and the government has allowed. I will always support the smaller isp over the Big 3 (Big 2 now) and I hope that this CRTC will represent the consumer rather than the interests of big business. |
| Susan | O. | 0 | It is more expensive than ever for internet and for that we have a difficult time getting appropriate service in a timely manner. |
| Paul | T. | ON | I have never received good, valuable service or services from either Bell or Rogers. I have purposely used independents for well over 10 years to get away from their greedy profits. I have been off TV cable and landline as well for over 10 years for the same reasons, and never been on satellite. |
| Lawrence | M. | ON | Competition cannot be accomplished unless there are enough willing participants in a market. The saturation of the ,Âbig 3,Â is so prevalent that independent ISP,Âs cannot compete without bringing the 2019 wholesale rates into action. These rates were more than fair to the ,Âbig 3,Â that they could easily operate and maintain the telecommunication infrastructure at a profit even if they did not sell any services from my limited understanding. This doesn,Ât even take into account that the infrastructure has basically been bought and paid for by the whole of the Canadian people through overpayment and subsidies. Make this over oligopoly have to adapt to a changing climate where they actually have to compete and not just conveniently match their ,Âcompetitors,Â plan changes on the exact same day, sometimes within the same hour regardless of whether those changes a higher or lower. |
| Jacqueline | F. | ON | In our world internet is as essential as any utility 30 years ago. A great many are working from home post covid and their livelihood depends on access to affordable, reliable internet service. Real competition would help achieve this, rather than the sham we have currently. |
| Ken | W. | ON | The fees are outrageous and the costs are not justified |
| Josh | S. | ON | Choice and competition are two of the biggest factors behind a well functioning economy and we,Âre sorely hurting in those areas. Monopolies are costing Canadians more every year. It,Âs becoming harder to live with the extra expenses as the cost of living continues to increase exponentially in this country. |
| Carol | J. | ON | I like many others, have had terrible experiences in the past with Bell and Rogers. They sign you up for plans and when they expire your bill more than doubles overnight. The customer service is poor, because they know they don,Ât have any competition. Thankfully I was able to find an alternative supplier, but not everyone has that choice and it,Âs getting harder. |
| JANEY | L. | ON | Considering how important the internet is to our lives now, we need MORE competition, not less. We need more affordable plans since this is just as important as a phone or even electricity. Allowing big companies to gobble up all the competition leaves us with bigger bills and less innovation. We should be leading the world, not following behind everyone. |
| Jack | C. | ON | Information is power. The more that information is controlled the more limited are my choices. |
| Nancy | S. | ON | I was happily subscribing to Teksavvy when the service deteriorated. Teksavvy depends on the Rogers network but Rogers refused to provide service. They made appointment after appointment to come, but they either stood me up or refused to climb the pole to fix the problem. This is why I had to switch to the BELL network. I'm seriously disappointed. I don't like dealing with Rogers or Bell. |
| Graeme | K. | ON | Monopolies are bad for consumers, good for shareholders. Reject the desires of the few for the needs of the many. Thank you. |
| Gary | C. | ON | We have fewer choices for providers and little price competition, as well. While I have fiber to my house, none of the providers I have contacted gave access to it, so I am on the old cable line. |
| Dwayne | S. | ON | Bell, Telus and Robbers are in bed together, what ever one does the other 2 follow. The only thing these monopoly's innovate these days is how make me pay more for less services. |
| Alan | M. | ON | Costs continue to go up, becoming unaffordable for many people. Since governments and corporations have moved almost every service online, high speed, affordable internet is a necessary public service. Cell phone plans and internet are quite expensive and appear to be set by essentially a oligopoly. Service interruptions, e.g. Roger 2 years in a row are an issue. I.e. reliability. without affordable internet, cell plans, many individuals will become disadvantaged. |
| John | K. | ON | The rich get richer, while others struggle. |
| Michael | C. | ON | Their monopoly hurts everyone except them. Quite frankly they should be investigated for price fixing! |
| Margaret | G. | ON | I do not believe in monopolies. I believe in choice and affordability for all. |



| | | | |
|----------|----|----|--|
| Hillary | H. | ON | Big Telecom does not care about their customers and give very poor customer service compared to small independent providers. For instance, when I was living in rural Middlesex county last year, I had the best Internet service from ever from a small independent internet provider named Quadro. I can no longer get them in the city. When they said they would hook up my internet at a certain time, they were there. When they said they would be at my door to pick up the Modem when I moved, the fellow was there right on time. Once all these small companies are gobbled up by these big telecom corporations, we will see prices even higher than now because all they care about is profits and their shareholders. I had the worst service imaginable from Rogers, when I moved residences, I had to call them 3 times before they got it right. Then it took 4 months to get my refund!! And it was up to me to mail the Modem back to them. You would think a big corporation like them would have someone to pick it up from the customer who has enough to do and worry about with a move. I now have Bell and their service isn't any better. I got a Bell streamer for TV and there is no service man to hook it up for me. I was told I would have to wait 7 days to get internet hooked up which was stressful but thankfully they relented and got a fellow within 2 days. |
| Patricia | L. | ON | No monopolies. Keep your promises. |
| John | R. | ON | We as Canadians need affordable internet, the Big Telecoms keep getting richer by raising rates that we can no longer afford ! |
| Jeffrey | L. | ON | As companies like Rogers become bigger the ability for consumers to chose between different providers becomes less as I have no other cable provider in my area. My only other option for high speed Internet is with Bell over a DSL line which, when I had their service, it dropped all the time as the lines are old and service stopped all together when it rained. I am thankful for companies like Tek Savvy who are able to piggyback on other vendors products. They don't require me to sign a contract like Rogers does. It would be a huge loss to Canada if companies like this ceased to exist. Rates for Internet access has gone up. Things are out of control. Internet access in other countries is much much cheaper. |
| Kathy | G. | ON | Monopolies only work for those who own them Monopolies do NOT work for the average person |
| Chris | H. | ON | Bell and Rogers transformed long ago from attempting to provide good service, now they're just rent-seeking. Constant price increases, without improving service, all while posting record profits every single quarter tell you everything you need to know. Canada needs more competition; Bell and Rogers should be split between infrastructure and services. Third parties and the newly split companies can pay for the infrastructure they need at a standard cost structure. This worked well for DSL and Cable and needs to be mandated for fibre to the home. |
| Edward | L. | ON | We pay among the highest internet costs in the world. There is plenty of room for competition to bring prices down and enable more people to conduct business online. |
| Sue | H. | ON | I'm with a small local ISP. But I pay \$101.58 for landline telephone and DSL over the phone line up to 6mbps internet. I NEVER get 6 mbps and many websites take up to 2 minutes to fully load. My ISP has been installing fibre in my area, but our landlord will not allow fibre to come into our apartment buildings. AS a low income senior I really cannot afford to have a decent speed internet connection with any other provider, the only other option is Rogers, almost twice the price, and am stuck with crappy slow connection for what I consider to be too much money |
| ruth | m. | ON | Monopolies are NEVER good for the consumer. Prices skyrocket and service declines as a result. Canadians are being cheated. |
| Sherry | H. | ON | I am tired of increases that only line the pockets of the elites & ceos etc. I want to be able to have unlimited talk, text & data for less than \$100/mnth. |
| Ronald | W. | ON | Scrap the expensive CRTC. |
| Brad | M. | ON | Greetings esteemed members of the CRTC Thank you for reading my outreach to your team and for hearing the opinions of the citizens that you work to aid and protect. I'm sure I speak in parallel with the dreams of your friends and families as well as my own, and our colloquial neighbours. Profit is not a dirty word - its profit and the search for it that drives our economy to innovate. Without such innovation and the hunger to drive it, we stagnate and suffer as a whole. Fairness is often seen as a threat to many who enjoy inflated profit, sowing seeds of negativity to those who are faced with no other option but an unfair one. Having access to affordable internet access is still a problem in our country, and some still have no access at all. Our future lies in evolving our society as a connected gathering of individuals that seek to uplift one another. Only in the balance of fairness and profit can we look to seize this future and I ask that your team considers what this means to yourselves and your families... your friends, your grandchildren and the generations that will follow our lead. Our economy and it's inflation is regulated to protect us from financial ruin and to maintain a profitable business atmosphere. Prices for internet access (and cellular as well) are very high - much more than other countries observe. Hasn't there been enough profit for the companies managing our infrastructure? Could they do with a little less? Possibly. Could we do with a little more? I speak for myself and my family and shout a resounding YES! How would you answer? Thanks again for your consideration Brad from Ontario |
| Patrick | L. | ON | It's simple. No company, or person, should have that kind of power over everyone else. |
| Janet | W. | ON | Hello CRTC, I don't have to go into details of why we need to stop the Big 3 from monopolizing our telecom industry. You know what we dislike and are angry about so do something about it rather than being bullied into doing nothing! |
| Andrew | M. | ON | I feel that independent ISPs are absolutely necessary to ensure a competitive landscape in the telecom environment. I get better customer service with my current independent ISP than I have ever gotten from Rogers/Bell/Telus and definitely don't want to see that get worse, or lose the ISP that I currently have. Rogers/Bell/Telus' claims that they cannot turn a profit or would be unable to provide connectivity to underserved communities is scaremongering at best. The only mandate Rogers, Bell, and Telus have is to make more money however they can, and they don't seem to care if it comes at the expense of your average consumer. Wholesale prices to independent ISPs must be slashed to an affordable rate that is regulated and consistent across the board so that all Canadians can receive a stable, fast internet connection without being gouged by Roger, Bell, or Telus, simply because they can and it makes their shareholders happy. If they are unwilling or unable to do this then the CRTC should mandate that telecom become a public utility service, not one run for profit. It's now just as essential to be connected to the internet as it is to have heat, running water, and electricity in the home. |



| | | | |
|-----------|----|----|---|
| Barbara | S. | ON | With all of the corruption going on in the world, the CRTC is and has had a hand in perpetuating this corruption. The negative consumer movement forward of large companies having a monopoly over our choices is dispicable. YOU / CRTC are the ones allowing this at the expense of the little guy and fair competition. When is enough over reach, enough? |
| Michael | B. | ON | Let's face it, big telecom has a monopoly on internet forcing us Canadians to pay more for this then in any other countries, there is little to no competition. |
| Eva | D. | ON | It is very important because cost of living is so expensive can,Äôt afford high prices and technology is everything for the young people of to they depend on it for school work and many other needs |
| Konrad | K. | ON | There was a time when the CRTC truly worked in a way that was cognizant of both public and industry needs. It truly looks as if the CRTC has become complacent and has ignored public needs and has started to appease corporate interests instead. This has resulted in an absolutely embarrassing market for telecommunications. Service is pathetic and no longer affordable, while user rights are being stripped away one piece at a time. You can do better. Otherwise what is the purpose of the CRTC? |
| Brent | K. | ON | Monopolies lead to higher consumer prices. Canada is primary s free market economy; the government needs to act in accordance with this. |
| Paul | L. | AB | Too much power in fewer hands |
| Stephen | M. | ON | Monopolies are a problem, this is not new. Your government allows monopolies to thrive given the conditions currently. This needs to end. We need affordable and competitive pricing. This doesn,Äôt happen when you allow monopolies. Stop taking the money and listening to lobbyists paid by big telecom and stop allowing them to rip us off!! |
| Kip | G. | ON | Stop the greed of the few. More 99% than the 1%. |
| Matthew | B. | ON | Big Telecom's monopoly needs to be curbed, since they are able to raise prices without explanation or recourse. Even in the US, where prices aren't much better, consumers have far better options and pricing available to them. These companies can lower prices significantly and still make a lot of money. But they are far too greedy. |
| Robert | M. | ON | For years big telecom has be gouging customers,buying and forcing smaller isps out.Take it from from the people with experience and knowledge.they are the customers.The People of Canada. Thank You for your time. |
| Louis | D. | ON | The influence that the major telecom providers impose upon what should be a public centred regulation process is obscene. The purpose of the CRTC and other similar agencies is to protect the interests of the Canadian public. All too often that obligation seems to be lost in the policy process. Large corporations have the means to lobby government incessantly. The vast majority of the Canadian public have neither the means nor the time to actively participate in these processes hence the necessity of oversight agencies such as the CRTC to protect the public interest. If it were not for grass roots advocates such as Open Media the public voice might not be heard at all. The responsibility of the CRTC is to protect the interests of the Canadian public, not simply acquiesce to the requests of corporations.The last time I can recall the CRTC actually demonstrating any real effort to protect the public interest, was during the tenure of Jean-Pierre Blais. I hope some sense of his leadership might one day return. |
| Meredith | R. | ON | Because they are overcharging us for the same service they have always provided and we can't afford it. It is corporate greed at its worst! |
| Tawnya | G. | ON | Internet has become a necessity for every day life, whether we want it to or not. With work from home jobs, online school, streaming and music all online, we need affordable and reliable service in Canada. It does not make any sense that we would have some of the highest internet prices in the world! The day that Rogers crashed and people actually lost their LIVES because no one was able to access emergency services along with all the revenue and lives that were disrupted because of it, it goes to show how important it is that our internet and phone services not be controlled by only 2 or 3 companies. These companies are here for their own gain and they do not treat their staff fairly. My husband works at a small telecommunications company who treat their staff amazingly so I know first hand what the difference is. Thank you for reading my comments! |
| Madeleine | M. | ON | The internet is my contact with family and friends that are out of town and that I do not see often. The internet is how I get answers in almost any subject that I need to know, recipes, how to clean something, how to freeze certain products, how long each food is good after expiry date? Religious services if I am not well enough to attend, and so much more!!! I am a senior on my own with pensions my only source of income so that I can no longer afford huge bills. I have cancelled most of my TV channels in order to afford the internet. |
| Vinnie | M. | ON | I moved from a third world country to a first world country in hopes I would get first world service. The reality is, however, that you are getting higher speeds but the price of paying for these speeds are the same, in other cases, WORSE than what you pay for in third world countries! Its atrocious what the prices we are paying for are, especially when comparing to our neighbor country! |
| Nathan | J. | ON | The internet is an important tool for communication and connection, not just something to enrich large business. |
| J | D. | ON | If we are supposed to be one of the best places on the world to live than, the items are starting to be a necessity for school and work shouldn't cost a fortune. How can we be so great, yet we allow all small section to control and dictate what access to something that is for everyone costs. They are ISP's are only providing the road to get there not the content. |
| Laura | B. | ON | I fell that there is no choice to find a less expensive provider. |
| Patrick | K. | ON | The internet is a thing, a system that connects people, businesses, libraries, information and so much more. To have all that locked behind greedy pay walls is like locking everyone up in prisons of their making. It seems to me that the big three, the ROBELUS infection have forgotten their purpose. They provide the gateway to that magical realm, nothing more, they are the digital equivalent if a doorway, nothing more. If we need examples, look to religious fundamentalism, more people have been able to break that poisonous spell thanks to the wide dissemination of information than anything else, and that is made possible by an open and accessible internet, nothing more. So, when looking over this, remember it is about more than profits or corporations or even people, it is about a system that at a fundamental level connects us all, let's keep it that way. |



| | | | |
|---------|----|----|---|
| Dan | O. | ON | It's ridiculous that we must fight with 4 major internet suppliers to try and get a rate that won't break the bank, plain and simple. Smaller telecos are at their mercy yet should not have to be. These past years we have seen major corps. put out their financials that show they are making record profits...profits coming off the backs of hard working Canadians that they themselves are struggling to keep their heads above water. So big corps like Bell, Rogers et al toss to the public about why it costs this and that and how it is being invested in newer infrastructure. If that was truly the case, their profits would not be record breaking as the pricing of all supplies has gone up. They already invested in the past and now fleece Canadians with their lines about why the prices are increasing. |
| Sharon | M. | ON | Since the merger of Shaw with Rogers is inevitable, there is less competition for providers. This will allow the few in the field to mark up their services I cannot sign a 2 year contract with Rogers anymore which allows the provider to up the amounts charged for internet, TV and phone each year. We have close to the most expensive rates in Canada against the WORLD. Less competitive rates means more money for the big three, BELL, ROGERS, and TELUS. |
| Erik | H. | ON | Can,Äôt afford it. Nothing like paying top prices for bad service. Helps no one. |
| William | D. | ON | Monopolies are bad for the economy and consumers. |
| Anita | G. | ON | Rising costs everywhere impact our families budget. Having more, not less competition in cable, internet, and phone should help keep costs down. Frankly, I think the vast majority of the public including myself, think the big cable companies charge as much as they do because they can, and not because the cost reflect the actual cost to operate. Too many extra fees, again just because they can. |
| Jeffrey | S. | ON | Internet needs to be way cheaper for all Canadians. but even more so for low income disabled Canadian's its lame how they redid the connecting family's program they added low income seniors but left out low income disabled people. disabled people who can't work and are stuck living on odsp and other provenances disability support programs make far less then seniors do and don't have a life time of savings to live off most have nothing and have to choose between paying rent and eating each month leaves nothing for luxury's like internet. |
| Lisa | P. | ON | Working as a librarian at an Ontario university, I had access to fast internet. I am now retired: basic internet is all I need and want; I do not do much streaming (other than CBC Gem), nor do I play online video games. I want reliable, affordable access to my email and social media, which I get from local independent ISP ODY. CA: I have switched to a VOIP phone - bundled with my internet - to cut down on Bell's usurious fees: Bell's monthly network charge in tandem with any long-distance telephone package being a case in point. The fact that Bell charges a monthly dry loop fee to my ISP (and me) to have internet access feels like a gouging tactic: Bell did not always charge this fee, but that has changed since 2019...a great way to increase profits by \$120/year per account. Internet access has become a necessity. Canada's big ISPs are not affordable: they offer short-term enticements/specials, after which the price increases exponentially. I understand that it costs money to provide/maintain services, but it should not be a license to print money for Bell and Rogers. Canadian independent ISPs provide an affordable service; you can purchase what you need. The bundling carrots offered by Bell and Rogers are examples of ridiculous excess, encouraging Canadians to embrace a couch potato lifestyle. I do not have a cell phone, although I can have access to my friend's, if one is required - which, sadly, is becoming the norm. That phone plan is through Rogers, and the lowest pay as you go price has increased 20%/month in recent times. Yes, 20%. Whose compensation has increased by 20%? This is flagrant gouging, and must needs be capped. Please dethrone Canada's telecom giants and their stranglehold over Canadians' internet access. Ensure that independent ISPs can purchase bandwidth at affordable wholesale rates, so that Canadians can choose affordable, reliable internet that meets their needs, and does not hold them hostage, financially. |
| Kate | S. | ON | I want to note that Rogers has a program for low income people called Connected for Success. This is the only reason I can afford anything on a single disability income. If I had a choice I would certainly choose a different provider. I do not like the power they yield. I don,Äôt like feeling like I,Äôm begging my internet overlord for a service that is not at the ,Äuluxury,Äü level it once was. It is now nearly a necessity. Basically I am saying that if there were more options with reasonable rates (no monopoly) I would be able to actually afford a plan. Disabled people use internet too but it shouldn,Äôt matter. Would love to be able to just afford a plan without playing the disability card. It,Äôs reductive. |
| Micah | G. | ON | Our telecommunications oligopoly do not own us and they do not own Canada. They do not own the land their lines run through, nor the airspace our radio signal travels over. They are unjustifiably entitled and protected. They contribute nothing to society They actively work against the interests of our people They invest minimally in keeping our infrastructure up to date The work proactively to limit our choice and increase our costs. The operate with impunity and without accountability (see the big rogers outage last year -- literally zero accountability). They are actively working to cut their Canadian labour force. |
| Jeff | P. | ON | It is expensive so it should be cheaper. It is essential to have. Should be 20.00 dollars a month with hi speed. |
| Timothy | M. | ON | The price of telecommunications is literally killing us. The major corporations want to make telecommunications a luxury it is not. It,Äôs high time that the big three be busted up permanently. Bell, Roger ,Äôs, Telus are predatory companies with absolutely no regard for the financial damage they do to the general public |
| Grigori | E. | ON | Telecommunications industry is a natural monopoly where one or just a couple of companies own the access to the entire resource (telecommunication network). Unlike other industries where competition arises organically, the industries with natural monopolies have to be regulated to prevent the monopolies to extract excessive gains from the public. Telecommunications industry needs a firm regulation from the CRTC. We need CRTC to be strong and resist lobbying pressures of the monopolists in the Canadian telecommunications. It is no secret that Canadian telecommunications are the most expensive in the world, and no argument can justify such a standing. |
| Ibrahim | S. | ON | Monopolies equal higher prices and poorer wages because the fewer options available, the less reason companies have to reduce prices to compete. This also results in less need of innovation to stay ahead. The big telecom companies took millions in govt. subsidies during the pandemic and then proceeded to lay off workers at the same that they posted record profits--if they can afford that, they can afford to give up a portion of that profit line. |
| Gary | T. | ON | no more monopoly!!!!!! we need more choices with no price fix ! |



| | | | |
|----------|----|----|--|
| Andrew | M. | ON | Our local ISP Start was just purchased by a bigger provider. The smaller ISP Vmedia that we currently use just got purchased by a bigger provider. Rogers and Bell are horrendously overpriced for what they offer. Neither Rogers nor Bell offer fibre in my area. Start is running fibre but it's still not available in my area. I deal with a lot of US residents and watch a lot of US based media and it seems like it is very common for 1Gbps fibre offerings at costs that are lower than what we pay for 100mbps here. It's time for the CRTC to step up and do its job. Stop working on behalf of the telecom companies and start working for the consumers for which you are supposed to be protecting. Canada seems to be the land of monopolies and quite frankly it is getting tiring. If all levels of the government and organizations such as the CRTC are unwilling to do their job then stop taxing me to death with these bloated programs and services and give me back some of my own money so that I can start affording to pay for these monopolistic services prices and still have money left over to put food on my table. |
| Kevin | G. | ON | I'm tired of paying the highest Internet and wireless rates in the world, only to be told by the big 3 that our rates are fair. Fair to shareholders is not fair to me. |
| Steve | P. | ON | Why are we paying the highest rates in the world? |
| Julie | P. | ON | Monopolies do not allow for a competitive market which is what should exist in a democratic society. |
| Jim | B. | ON | As Canadians it seems like we are discriminated against by companies that give few choices as well as far inferior service then some other even 3rd world countries (who have the best fibre optic speeds compared to our abysmal service), why would they invest in giving us better service and prices when they in collusion with the government limit the choices we have through little to no competition in prices or service. it's when in a neighbourhood that isn't even 10 years old I cannot get fibre optic to my house. End these monopolies. |
| Jerry | C. | ON | This one is a no-brainer. Stop letting the Big3 do whatever they want. Prices are ridiculously high. They should not be allowed to Lobby the government for special treatment. |
| Emma | L. | ON | The monopoly of Big Telecom creates serious affordability issues for Canadians, and recently, several of the main independent ISPs were bought out by Telus and Rogers, leaving even LESS choice than we already had. My independent, local ISP was recently purchased by Telus, and this caused me to immediately terminate my services with them...that's how strongly I feel about this issue. My husband's family live in Ireland, under EU telecom regulations that make internet far more affordable to consumers. I currently pay \$79/month for 300mps of speed (and only because I carefully shopped around!). In contrast, my Irish brother-in-law pays €30/month for 500mps AND it's fibre internet, which is only available via Bell where I live, in a major urban centre in Ontario. On top of that, he has a list of over 10 different providers to choose from, where I basically have the Big Three: Bell, Rogers, and Telus. Even converting the euro to Canadian dollars, it's still far less than what I pay for nearly twice the speed and way better service! It's a joke. That's the reality of telecom here in Canada. Powerful monopolies have paid off our politicians and bought up the competition with little to no oversight. This letter doesn't even get into mobile phone plans, which are even worse here...even when I can drive less than 2 hours over the border and buy a prepaid phone card for far less than what I'd pay in Canada. The corporate greed is disgusting, anti-competition, and unfair to Canadians, who are already dealing with a massive cost of living crisis that's even worse than other parts of the world. The time for half-measures is over. Something MUST be done. |
| Kyle | C. | ON | There are already services people need but can't afford. Stop internet access from becoming one of them. |
| Omer | C. | ON | I moved to a new house and there is only fibre internet available in the area. This meant that I had to reluctantly leave my independent and inexpensive ISP, which provided me years of hassle free service, to join Bell. I am now on a 2-year plan that already costs more than my independent ISP and will double in cost after the term is over. |
| Logan | C. | ON | Tech monopolies not only drive consumer costs up, they also drive competitive innovation down. |
| David | F. | ON | I use an independent ISP for my internet as it is less expensive than the major provider. The ISP uses the lines provided by the major provider. I have an ongoing problem with my internet as the signal strength is low. The major provider service contractor attended at my house to check the situation and told me the problem is outside of my house and that a referral would be made to their outside work crew. It has been over 6 weeks and there has still been no outside work crew looking at the issue. Am I being punished by the line owner (major provider) for using an independent ISP? It certainly seems so. |
| Michael | B. | ON | The CRTC has made bad call after blatantly bad call, and has plainly been corrupted and weaponized against the people of this nation by greedy telecom giants. As the same thing happens in every one of Canada's regulatory bodies, we have diminishing ability to pay for all of these privately levied 'breathing taxes'. Canada has among the highest telecom rates on the planet, in spite of cost-slashing measures which negatively impact employment opportunities and ensure a level of telecom service which is mediocre at best. How can the existence of the CRTC possibly be justified in light of this gross failure to cull corporate predation. even aiding and abetting what clearly should be considered criminal acts in any sane legislation? The CRTC must root out (and prosecute if possible) all corrupt officials, and apply rock bottom common decency by siding with the millions negatively impacted by their decisions to date. Regulation must be driven by ethics, not by profit. |
| Sara | D. | ON | Access to affordable, dependable and high-speed Internet is a necessity for all Canadians! There's no cheap internet in Canada. The Big 5 Canadian Internet Service Providers(ISPs) Bell, Rogers, Telus, Shaw and Videotron, receive 73.3 of the market's revenue and charge higher prices due to lack of competition. The public telecom companies have a go-to list of reasons why prices are high, commissioning their own studies to try and falsify the cost difference by claiming that the prices are 'affordable' and trying to discredit independent studies(not paid for by Canadian telecoms) by claiming their methods are defective. |
| Mary | R. | ON | the fewer companies, the more they can manipulate the prices of phone, and internet and cell phone plans. Not fair to anyone but their shareholders, and it all boils down to greed, and pay offs |
| William | D. | ON | Canadian residents should not be held hostage to pay ransom for internet service. The CRTC should set one rate for internet access. |
| Michelle | B. | ON | As Canadians, we pay some of the highest prices for internet and cellular services. This is a direct result of failures of the CRTC to ensure telecom services are fairly regulated and affordable. The big 3 incumbents continue to raise prices and profit time and time again while Canadians suffer. The CRTC should be standing up for Canadians, instead of the big 3. |
| Sundeep | D. | ON | it's common sense |



| | | | |
|-----------|----|----|--|
| Phil | S. | ON | I've lived in several countries, including China, Thailand, Australia, and Brazil, and their internet is universally better than ours, ESPECIALLY cellphones. I can step off the plane in Thailand and get more data, faster speeds, more call time - with a prepaid sim card! No contract at all! Did I mention that would be 10-20 bucks when I pay over 40 per month here? It's a joke. How is it that supposedly developing nations can do significantly better than us? And don't give me the misleading population density argument; we're far more wealthy than them PER CAPITA, which means we can afford to invest in these things that actually help the average individual AND the overall economy. |
| Laura | T. | ON | So many people are working from home but to do this we have had to up our internet plan. It is making it tough to balance cost and what is needed. To have choices would mean there is a better chance of getting what you need for what you can afford |
| Elizabeth | L. | ON | Choice and affordability help those who aren't in urban centers to access internet services that could improve the quality of life and services they receive there. There is a greater shift to using online services for actions even as simple as setting an appointment, so those without affordable, reliable internet experience significant challenges in accessing the world we live in today. Not everyone lives in a big metropolitan center where internet access is taken for granted. |
| Sandra | E. | ON | We are supposed to be able to find Internet Services that we can actually afford. |
| David | D. | ON | The Liberal Party is in the pocket of Bell, Rogers & the other Big Telecom businesses!!!! If they aren't, why aren't they willing to open the market to international companies that will force our own companies to provide services at a competitive price? |
| Kelly | b. | ON | We don't have ANY competition at all. our service is soooo slow and intermittent..all this for +\$130..thanks for not sticking up for us pensioners |
| Claire | B. | ON | It is very difficult to speak to a live agent or live customer care agent at many companies. They require us to email them and therefore we need internet access. Many households need the internet for school and/or work. It does not make sense why other countries can offer internet plans and phone plans at a lower rate while we, in Canada, are charged much higher rates for the same services. |
| Jens | W. | ON | Monopolies are dangerous. We used to have laws to combat them because they are dangerous. If you allow this to continue they will continue to abuse their power because absolute power corrupts absolutely. Eventually you end up with a single narrative that never ends well for us regular folks - maybe we're already there. |
| Barry | M. | ON | I switched from Telus to Teksavvy some years ago. When the first rate reduction was passed by the CRTC, Teksavvy immediately reduced my fee automatically. Unfortunately, the CRTC reversed that decision, and Teksavvy reluctantly and apologetically had to rescind the fee reduction. Big telecom, to the best of my knowledge, has never apologized for a rate increase, they seem to take glee in coming up with new plans that look good, but do not deliver lower prices and increased service. The basic problem is no real competition. Going with flanker brands just increases big telecom's profits. Using the big three is not where I will go since I believe in real competition in the marketplace, which is the only way to get them to offer anything close to independent IP's, who are becoming fewer and fewer every year. CRTC, PLEASE use your powers to force change on the big guys - lower wholesale rates, and reviews when they try to purchase an independent. Open marketplace competition is the only fair way to get in a democracy. |
| Fran | R. | ON | We need competitive, affordable and accessible Internet. Soon one conglomerate will rule all and that means NO competitive pricing! I'm sure you know how this works and you should also know it's not good in a democracy. We need that broken wholesale system fixed. |
| Bill | R. | ON | Indie ISPs across the country rely on wholesale access to Big Telecom's networks to offer people cheaper services and an alternative to the giants. Right now, the wholesale rates set by the CRTC are EXTREMELY high, making it impossible for indie providers to stay in business. That's helped Big Telecom make massive gains in profits, monopoly power, and control ,Å all while indies die out. We NEED affordable internet and a choice of competitive providers. |
| Scott | K. | ON | Many things in Canada are far too expensive because of the Monopolies YOU allow to control pricing! We are a Democracy. Fair competition needs to be encouraged and supported by the CRTC. Preventing a few powerful companies from controlling our internet and cell phone services, in a monopolistic way, goes a long way to support fair service and pricing for Canadians. |
| David | M. | ON | Please reign in the big telecoms their monopoly is hurting consumers with pricing way too much for the service they provide. |
| Susie | K. | ON | With everything including food costing so much more, we have to economize on something. We don't need internet to live--people will have to give up internet. |
| Youssif | J. | ON | Big Telecom companies are monopolizing the internet and wireless phone industries causing undue pain in the pocket book. We are now forced to use these ways to pay/view bills, banking and other online activities. We cannot go without the services and deal with everyday online activities. |
| Robert | W. | ON | It is unacceptable that 3rd world countries have better and cheaper internet than I can get in Canada and I am sick of the government letting big ISP's rob the Canadian public for a service that has become a necessity in everyday life . |
| Diedrich | P. | ON | We need more competition to keep the price down and better service. |
| Gary | P. | ON | Any monopoly tends to ignore customer wishes because the customer has no other choice. We are seeing this happen too often as corporations amalgamate for the benefit of shareholders to the detriment of its customers. |
| Robert | W. | ON | I am a senior living on a small pension and I am sick the internet allows me to pay my bills online but I fear the day is coming when the internet will be a luxury I can only dream of . I will have to leave the house when bills need paid even when I am sick . How much money do these rich fat cat companies need allot . Their CEO's have more money than they will ever need in 3 lifetimes and are paid far more then they are worth. |
| Joshua | P. | ON | Notoriously bad services are getting worse and prices only go up. The only time services improve is when public money is being given to private enterprise. We need the monopolies broken, and we also need a public option. The CRTC has an opportunity to show that they care for regular people and are looking out for us, not the billionaires and their corporations. I sincerely hope that the CRTC will bring us the help we so badly need. |



| | | | |
|----------|----|----|--|
| Raquel | W. | ON | The price for my internet plan from Cogeco goes up every year, and I have to call and beg for a loyalty discount, which is never as good as the previous year. How about a price for a service that stays the same unless I want to upgrade the service?? I wanted to switch back to Start.ca but was I was told by their rep that they're not allowed to sell the equivalent to Cogeco's highest-tier package. So frustrating, but I feel bad for those in rural areas (even here in SW Ontario) who can only get DSL or wireless that kind of works some of the time. ISPs making huge profits and yet the infrastructure only improves by a minuscule amount each year. |
| Alexis | D. | ON | This is beyond ridiculous, the government has not done enough and what it has done has slowly increased the power of the big guys and increased the cost to all Canadians. Failing to look after the citizens is not what we pay you for. Now get to work or put people in charge that will get it done. Enough is enough |
| Valentin | D. | ON | The Canadian economy is ruled by monopolies. This applies to Internet services, cell phone services, air travel and even groceries. It is harmful to customers and consumers. It needs to stop. Now. |
| Michael | M. | ON | My bills keep creeping up. When I look at the cost for the same services in other countries I feel like Canadians are getting the raw end of the deal. Meanwhile these companies are making bigger and bigger profits and using that money to buy out the competition. |
| Florence | L. | ON | Please allow fairer access to Internet markets and don't let it be taken over by the monopolies that have been given preferential treatment at the expense of smaller internet suppliers. This creates a path to internet sources that would be far more affordable to all Canadians. |
| Aaron | M. | ON | I live in an area that has some choice in cable internet providers and I use an independent company that provides good service there, but new fibre options are limited and there seems to be no competition. |
| Robert | M. | ON | As a retired Canadian Snowbird who subscribes to Internet, TV and phone(cell and landline) in the U.S. as well as in Canada I find the price extortion charged in Canada to be obscene. The lack of choice leads to being stuck with least obnoxious price, not the best price. |
| Loredana | V. | ON | We pay the highest bills in the world for internet and cellphone. The big 3 are swallowing everything . The only way to fix this is by allowing competition . Let the Americans in !!! |
| Gianna | M. | ON | I want choice. The big 3 have very poor customer service. My independent provider was bought by Bell. A company I cut ties with years ago. |
| Richard | S. | ON | I currently receive my internet in a package with Cogeco (I live in Windsor, Ontario). I have found that the costs have gone up considerably with no increase in service. I'd switch to a different provider but their costs are just as high....there's virtually no competition in Canada. |
| Jonathon | G. | ON | With Incumbent providers buying out the 3rd party providers they have essentially played a well orchestrated plan of attack on them. First by getting the CRTC to raise the wholesale rates and undercutting them making them loose internet customers then buying them one by one systematically and closing them down. I understand this is a free market and capitalist environment however, Limiting one province to 3 network operators and then letting them execute a well planned attack on competition to where they eliminate any competitors and get to set prices and contracts to their pleasing is not supportive of a free market. A major incumbent carrier in this province makes on average 500% profit on a third party internet access connection. Can you imagine what the profit is on a connection they own and bill for I am going to say it is probably well over 700 percent profits. These major incumbent carriers should in my opinion be forced to do the following 1 offer competitive wholesale rates where third party access offer equal packages and still maintain profitable margins. ON ALL NETWORK INFRASTRUCTURES in major metropolitan areas to further enable a free market in this area. 2. Be Capped per year on government grants and aid for infrastructure per municipality when the network infrastructure upkeep does not allow this. To allow smaller network operators to have a chance at creating or deploying infrastructure 3 Mandated max profit margins off of all third party internet connections to be at a set percentage rate |
| William | A. | ON | Monopolies breed price gouging and the big Telecoms in this country have amply demonstrated that they have no problem doing that. It has to stop and competition needs to be reestablished |
| Geoffrey | B. | ON | Rates should be reducing in cost NOT increasing in cost. Current technologies employed by Internet Service Providers and the Bell networks result in greatly reduced operating costs on their part and should reflect reductions in monthly rates for subscribers NOT increases. |
| Andrea | n. | ON | Big Telecoms monopolistic power has been a detriment to many. How many purchases do you make but have to go online to get the manual but have found that your connection cannot support what is needed because what is needed takes too much from your pocket? I know people to this day who cannot afford a computer let alone internet, thus being shunned from society because we are continuously told to go online to check us out or go online to get the savings or go online to opt in for the savings. What are you saying to those who cannot afford you? Basically you're saying we don't care about you. I have just retired and am looking to streamline some bills but try to streamline your internet - arghhhh - you wanna save money do you? Well if you bundle this with this you save or you get this with this you save. But only for six months then we jack the price and rob even more from you..... Level the playing field so everyone can get what they need without exorbitant prices. Give us more choice so we get the final say in our lives.....Oh wait....that's the kicker there isn't it? |
| Charles | B. | ON | The monopolization of our telecommunications & Internet access not only creates a climate of bloated prices for end users & less choice when confronted with price gouging, it also creates a less resilient & more vulnerable network to outages, as experienced with the Interac debacle when Rogers had a defacto monopoly on Interac transactions & 911 service causing Millions in lost revenue for big & small businesses alike & caused at least one death due to lack of 911 service. This is unacceptable & I find it curious, if not downright malfeasance to allow the gig economy exploit workers without any requirement to provide a minimum wage or paid benefits. How much OHIP funds & taxes are lost because governing bodies refuse to regulate these industries for the benefit of the average person. These rich companies do NOT need our help to get rich. GE ON IT already!!! |
| Idella | L. | ON | This isn't an internet problem. It concerns Bell. My land phone broke today. I called Bell. They won't even come out. to try and fix it because I am not on fibre. So, whether I want to or not, I have no choice but change to fibre. They don't even want to be bothered to fix older equipment - their equipment, not mine. Even if they come, if the problem is inside, there is a charge. For a senior on pension, my internet is too costly. It is also very hard to get service for problems. |
| ROBERT | D. | ON | As has been reported several times in the media, Canada has one of the highest telecom rates in the world. We all need phone and internet and are a captive clientele for the big Telecom companies. They claim not to collaborate on pricing but that is hard to believe when shopping for better rates and service. |



| | | | |
|-----------|----|----|--|
| brad | z. | ON | My internet is a vital service of communication with my child who lives far away & I shouldn't be deciding whether to eat or pay my internet bill every month. |
| Brian | B. | ON | Monopolies server their shareholders not their customers. Customers pay not only for the service provided but the management bonuses, shareholder dividends and interest on loans that were not incurred for operational necessities. If the business was solely an internet service provided the customers rates would be much cheaper. All other services and costs could be organized under a separate corporation and paid for by the customers wanting those services. I want access to the internet but not with phone service, T.V. service, not music service nor household security or internet monitoring. Just access free from monitoring by the police state or any other authority invading my personal privacy while at home. |
| Michael | B. | ON | Any type of monopoly should not be allowed by law. |
| Mark | B. | ON | A! our government can give billions away to other country's for war and doesn't take care of its own people the rich get richer and the poor pay more !! |
| Jodi | B. | ON | Everyone needs internet nowadays in order to work or for schooling. It is more of a necessity than previously, so it should be more affordable as it is necessity and not a luxury anymore. With more schools giving options for remote schooling as well as remote work, the need for affordable internet has drastically increased. |
| Joshua | A. | ON | Corporate consolidation is great for investors and the politicians in big telco's pocket and absolutely horrible for everyone else. If the government was truly concerned with increasing the well beings of average Canadians they would be striking down major mergers and increasing competition. No one in politics seems to have the balls or ovaries to take this head on for the average Canadian. There is no salvation from any major political party on this either. |
| Dennis | K. | ON | It appears to myself that although services have not changed. All the tears I have had my present internet package. Each time a smaller ISP is acquired by one of the larger media providers. The cost of my internet provision increases. If I was to shop for a more affordable alternative provider. My choices are yet again even more restricted. Basic economics dictates by shrinking the free market choices. The existing choices available can continue to increase pricing. Unfettered by the true free market principle of competition in the true sense. |
| Ron | H. | ON | We need more choice in internet providers to get better service and cheaper rates. |
| Don | P. | ON | In a capitalist system, monopolies do not generate competition, in fact, the less competition there is the more likely to have collusion amongst the few monopolies and price fixing ensues. |
| Mario | C. | ON | When the government is funding part or most of the bill to install internet fibre and equipment then rates should be reflected. Why are larger internet providers getting funding from the government? The cost of internet especially in rural areas should reflect the slow unreliable internet that is being provided. If internet speeds are unreliable and inconsistent then rates should be cheaper. |
| Timothy J | F. | ON | On fixed income have custody of 13 yr old granddaughter since she was 3, without internet school would be impossible. So she actually goes without some things she deserves just so I can pay overpriced slow internet. This on top of food and fuel prices that are so outa control forces me to make choices that any Canadian shouldn't have to make. |
| Clyde | M. | ON | It is a societal good. |
| Robert | H. | ON | When the monopolies simply buy up the independent's there is no choice any more. When told to sell off parts of the company they simply swap them with the other big players. That is not competition it is rigging the system. |
| Travis | F. | ON | Please, it is so important to me that CRTC act to immediately curb Big Telecom's monopolistic power over internet services to improve choice and affordability immediately for all Canadians. I cannot believe how much More Affordable internet and telecom services are in literally every other place in the world! Please act in the interests of all Canadians to increase access to more affordable internet and telecom services, rather than simply continuing to act in the interests of corporate profits and continuing to act in the interests of Big Telecom's monopolistic power over internet services and improve choice and affordability immediately for all Canadians. |
| William | E. | ON | TO: CRTC COMPETITION IS GOOD FOR BUSINESS, VALUE AND DEVELOPMENT HERE IN CANADA! WITHOUT QUESTION. STOP THE MENOPOLIES BY ALLOWING COMPETITIVE IN THE INDUSTRY. |
| Marielle | M. | ON | The bigger they get the more power they have... NOT GOOD. |
| Edwin | N. | ON | My only source for internet is by satellite, xplornet or starlink . Xplornet cuts out in bad weather, and starlink is too expensive. I have fibre optic cable crossing my property but have no access to it because it belongs to Vale(INCO). Several prime ministers have promised high speed internet but will probably never see it in my lifetime!! |
| Janice | M. | ON | Monopolies and oligopolies are inherently bad for the economy. Given the opportunity to gouge their customers, they do, and we are all the poorer for it except for their executives and shareholders. This is the opposite of capitalism, which is supposed to foster competition. |
| Joanne | S. | ON | I am a senior on a fixed income. I can't afford what I am being charged NOW. Please, stop the greed of the big telecom giants and make internet affordable for everyone. Thank you. |
| Siobhan | M. | ON | Without choice, there is no reason for the mega-corps to progress, to innovate, to make their products more appealing. Stop the mergers and acquisitions. Please. |
| Tyler | V. | ON | Enough is enough. Time to stand up and do your jobs at the CRTC. Stop the monopolies and make canada a better place |
| Darryl | B. | ON | Fast, reliable internet has become a staple of modern life and its affordably is crucial to the community at large; but this country lacks true competition in the marketplace and there is no excuse for that. The same is true for the cellular market. The Big Three do everything in their power to crush any smaller providers (i.e. Fido and Wind mobile) who even attempt to enter the market - all too often with the tacit or even blatant support of the CRTC and other government agencies that are supposed to be looking out for the consumer/public interest *first*. |
| Daniel | F. | ON | internet and cellphone plans are necessary are telecom giants have been making more money than ever and its just wrong. Not only that, my plan keeps going up, just because they can! They can throttle my cell phone data, just because they can! I'm sick and tired of being gouged. CRTC, DO BETTER! |
| Clint | W. | ON | Very high cost and slow speeds. Nowhere near enough competition options! |
| Frank | T. | ON | Stop monopolizing the internet and choice |



| | | | |
|----------|----|----|--|
| James | S. | ON | Internet service is as important to our country as the railway was when the CPR was built to connect the country together and to the world. We can't allow a small oligopoly to form and control the quality, quantity, and price of that critical piece of national infrastructure, which I believe is what is happening. As it is, this telcom oligopoly must be either broken up or made to cooperate with independent ISPs and re-sellers, and the re-seller contracting provisions must be flexible enough to allow re-sellers to provide coverage in rural zones, not just in the densely populated urban zones, leaving rural zones without choices. |
| martha | M. | ON | Monopolies control prices limiting competition favoring the monopoly not the everyday consumer. Internet affordability and accessibility are critical to education, employment, and entertainment, quality of life. |
| Mitchell | H. | ON | Self evident to me that the CRTC has given the big three, Carter,Ãs-Blanche on price increasing,in every area of there operation. |
| Ryan | G. | ON | The current rates for internet are ridiculous. Without the competition from small ISPs it is only going to get worse, as we have no choice but to pay these excessive rates. In our current society internet is just as much a necessity as water and electricity. The monopoly needs to end. Frankly it is disgusting that nothing has been done to stop it yet. |
| Ralph | J. | ON | We need to encourage diversity and alternatives in providers. As witnessed by the problems caused by the huge failure Rogers had not long ago, we need back-up companies that are independent of each other to help us survive major disasters or attacks when a mega-company is taken down because some weakness of their system causes a major failure, impacting a large percentage of the population. A healthy competition and smaller providers is ESSENTIAL to provide the redundancy and resilience in the telecom industry that has become such an important underpinning of our society today. |
| Ian | M. | ON | I work for an international company. In Canada, we, by far, pay much more for internet and cell phone services than in many of the countries my Colleagues are working in. Not only that but their services are better and faster (in actual tests, not empty promises) than the services we get here in Canada. This anti-democratic monopolization needs to end! |
| Mark | B. | ON | The Phone bills are charging \$10 for 100 Mb downloads if you go over your plan. The internet is not faster in rural areas it is slower and they charge the same fees. I pay \$75 per month for my cell phone bill per month. God forbid if were to go over the 10 GB limit they have placed on my cell phone plan. I can double my phone bill in a few minutes by going over their arbitrary cap. How about the PM's new internet bill and how Facebook has cut off all Canadians from news since late in May as they are not sure how to regulate mostly Canadian content? I do not need to be forced to look at Canadian content, in my news. I want the right to choose what I want to watch when I want to watch it. I want the right to research and learn what is important to me. I do not like the censorship that the Trudeau government is promoting, it is not for my protection. It is to control the media and news the people learn about To control the narrative just like during Covid 19. That is widespread censorship at its worst. We do not need to be regulated we need freedom and competition to be opened up in Canada. Give the companies rules to live by, protect consumers and people from corrupt companies and allow those companies to operate in a deregulated market with the forces for supply and demand favouring the more competitive products. At least you should be looking at what they do in the EU and other developed countries other than America, which is a duopoly in the telecom market. |
| Richard | D. | ON | I would definitely like to have more than one fibre net internet provider to choose from for my internet service. |
| Patrick | E. | ON | It would be unimaginable if we could buy groceries or gasoline from only one company, so why are we stuck with only one internet provider? I work remotely and depend on the internet to do my job, so I have no option but to pay Bell for a fast internet connection. They raise my bill every year and I have no choice to accept whatever they decide to charge me because otherwise I can't do my job. As a consumer I am currently powerless in this regard. Please help make my bill more affordable by curbing Big Telecom's monopoly over the internet! |
| Richard | L. | ON | The internet has now become a necessity for every family. Whether it be for cell phones, online research or just entertainment but the main thing is all our health records, government access, our taxes and access to health providers are all online. I mean everything is now digital. Why are Canadians paying the highest price in the world for something that we must have? It's not a choice any longer. Families can not afford these prices and the CRTC is not helping AT ALL. Help the ppl. Lower the cost of the internet and cell phone access. Shame on you! |
| John | B. | ON | The costs in Canada compared to other countries is out of control. Just like the Cell Phones. Oh wait, they are the same company!!! These companies need to be split up. |
| Paul | K. | ON | My ISP rates have increased from 129\$ before tax to 159\$ before tax since I signed on in Oct of 2021. The 129\$ is expensive, and the increases are never even announced formally to me. I live in a rural area and alternative ISPs are not available because they cannot afford to buy reseller services, let alone have an independant ISP operate within the environments of these monopolized giants. |
| Jim | B. | ON | Internet providers run roughshod over consumers because they can do so and it is profitable for them. Imposing contracts on consumers whenever they make a change to their service flies in the face of customer service. Exorbitant fees for changing your imposed contract borders criminal behavior. Why are internet providers allowed to offer one download speed and then deliver a much lower speed without consequence? There isn't a lot of choice out there and the CRTC isn't helping with either regulations to encourage provider good behavior or with setting up a market that favours consumers. Canadians pay some of the highest telecom and internet service fees in the world, with some of the worst service. I have managed to solve my telecom problems by getting an American cell phone plan. If there was a way to get an American internet plan, I would opt for that too. The CRTC should be supporting Canadian consumers first and always. |
| Paul | F. | ON | competition is preferable to monopoly and I believe would result in lower prices |
| William | R. | ON | Any comparison with the competition and rates in other countries makes me frustrated with the fees I pay monthly |
| Charles | S. | ON | With our lives intertwined even dependent on reliable and most importantly affordable access, I implore you, CRTC panel to expand wholesale access at reasonable rates for the consumer. Let not Canada be even near the bottom of the world list of affordable access for all. Sincerely, Mr. Charles S. |
| Ralph | M. | ON | Everything on the internet should be free for the service |
| Jane | M. | ON | We need freedom of choice Not dictates from Big Telecom companies !! |



| | | | |
|--------------|----|----|--|
| Bruce | P. | MB | We now have two other providers, fortunately fibre where before it was satellite or radio. Meanwhile, Bell is asking us to come back to the same 4.5 mb that is in reality even less useful now than it was then and at a higher price! This is a deal I should jump at! The one local company had to sell out to xplornet in order to survive and get fiber to keep installing in smaller communities and the other has done what they could with a grant to serve southern Manitoba. So we are paying a bit more than 3 years and finally getting some value for it and decent internet. But only because of the independent bottom tier! They must be allowed to continue to get good rates from the big guys in order to service us, presently at \$20 or more OFF from the big guys lessor but more expensive offerings. Please avoid monopolies or closing the door on the small guys. In our cell phones, again one of the little sub guys allows us to have two for the normal price of one. Yeah for little guys! Bruce in Kleefeld, MB |
| Joel | T. | MB | We need to pay fair prices for Internet access and not as much as monopolies choose to charge us. |
| MIKE | W. | MB | The internet was once a luxury that we could live without. WE CANNOT ANYMORE! Today we all need it for some form of BANKING, a lot of people use it FOR THEIR JOB! With the price of EVERYTHING today people can't afford to live period. We're OVER taxed and continuously rising prices of EVERYTHING is just crushing the middle and lower classes. |
| Debbie | O. | MB | I live in a rural, poor service area. I have had good service providers in the past - before Bell and Xplornet came into my area. My current provider Xplornet, discontinued my internet service because I was not meeting new standards that they had set. These standards were set without consultation with me and I was given no warning that my service would be ended. The fact that I was a good paying customer with few problems, and also paid extra each month for technical help if it was needed didn't seem to have any influence over their customer service policies. I was without internet service for a few weeks until I located a technician who found a way to get me connected again with Xplornet. I tried to find a different server but was unable to find one for my location. I'm still hoping to find a different provider. Xplornet bought out the local Netset (who I was very happy with). Previous to that, I had MTS. They were pretty good. Then Bell bought MTS and I began hearing complaints from others about their service even before I started having problems. These companies may be offering tech services, but their primary business model involves providing a service to customers. They have no business without customers. And yet their customer service is almost non-existent! I'm pretty sure that customer service would improve quickly if we customers could change to other providers who were willing to work to address their customer's needs. I'm an older lady and I remember when customer service was considered important. Thank you. |
| Denise | D. | MB | We as Canadians are paying one of if not the highest internet and cell phone bills (even land lines are getting unaffordable). If we had some competition I think that prices would go down. The high prices do not even promise good service. You must act now to improve choice and affordability. We have been asking for quite sometime for this but you do not care about us and only care to make the rich richer and us mere mortals poorer!!!! Please do your job CRTC and work for Canadians. |
| Michelle | E. | MB | Service in rural areas has not been upkept or improved, yet gets more expensive year after year. |
| Karen | H. | MB | Monopolies only benefit corporations, never consumers |
| Gordon | G. | MB | The CRTC is supposed to work for the people of Canada .If you are not resign t |
| Amanda | V. | MB | With fewer options for any type of service, the consumer always loses. This includes the government. With fewer providers, those few providers only need to have a civil discussion to decide how much money they want to take from consumers, then agree that during certain times of the year or in certain parts of the country, provider A will have the lion's share, where provider B will have another area, and provider C can have another. With this type of oligopoly, the first place that cost-saving measures are going to be implemented is in the quality of service. This way, the companies can charge more for poorer service, and if you want to have better service, you will have to pay even more to get the same quality of service you had at the lower price. With the Rogers/Shaw merger, I now have less choice in the providers available to me. And with less choice and no true competition, I fear that I'll soon be paying more than \$100 a month for internet access, and just hoping that my current package will stay the say at that increased cost. When the Rogers/Shaw merger was approved, I was dismayed to hear the Minister of innovation, science and industry say that the merger would give Canadians more choice, especially when it removed one of my choices for a company that I had no interest in dealing with. Because of a choice, that I see as having been bought, that my voice was not heard or listened to, I now get to deal with bad choices all around for my access to the internet. I would urge the CRTC to take a hard look at what their mandate truly is and become the commission Canadians need and want instead of one that is currently looked at with disdain and distrust. |
| Brynn | B. | MB | To curb greedy corporations and drastically drop prices. |
| Dan | K. | MB | It matters to me because I,Åd like to pay more affordable rates for my internet. Our cell phone plans are already overpriced, internet isn,Åt much better if at all. |
| Gordon | L. | MB | Big Telecom lies for profits. I was promised one deal, but got a worse deal and had no choice but to accept it because there were no other options. |
| Richard | H. | MB | Stop the corruptiin |
| Allen | K. | MB | Capitalism is competition. Unfortunately the big 3 control the government. Way to much lobbying. Time to let cities build their own infrastructure and internet. So all people can have access. |
| Danielle | G. | MB | For something that is, at this point, essential to participate in every day society, to have a handful of companies providing services to everyone for such prices makes no sense and is gouging Canadians. They are showing record profits and every day people are struggling to get food on the table. This should basically be an essential service provided by a crown corporation. Or manage these big companies properly to avoid monopolies. Don't let them buy you out. Every time I heard that CRTC approved another merge, I was livid. Please create a market that promotes fair pricing through competition or make it a crown corporation. |
| KRISTOPHEFA. | | MB | The internet in Canada has become a monopoly, price fixing is rampant. We need to encourage multiple small providers, and enforce backbone connectivity that is unfiltered. If we are going to allow a small amount of companies to control all of the internet connectivity we might as well nationalize all internet providers and created as a public utility. |



| | | | |
|----------|----|----|---|
| Chris | M. | MB | It's absolutely ridiculous how the Big three telecom companies have been allowed to run amok and gobble up all companies. I was a long time Manitoba Telecom Service user, and when the sale to Bell went through we saw bill increases within the first year. Now that Rogers has bought Shaw, my new Value Plan is significantly more expensive with absolutely no improvement on service. I honestly don't know how the CRTC can claim they are protecting the consumer, and encouraging competition in the marketplace, when they've approved ever single event that has seen both the competition and marketplace shrink. We have LESS options than ever. |
| Adele | B. | MB | Monopolies invariably abuse their power and should therefor be regulated severely |
| Rod | B. | MB | We need the support of CRTC more than Bell, Rogers, Telus and Shaw. They'll be fine. We won't. |
| Peter | K. | MB | It should be the responsibility of any good government to make it difficult for monopolies to thrive. When members of a governing party are meeting privately with the power brokers of these companies, it shows they are not working in our (the public majority) best interests. Monopolies are not conducive to lower prices, they are a negative form of corporate price control. Monopolies should not be allowed to exist in a free market. |
| Ethan | S. | MB | Internet access has become increasingly important in today's world (surpassing traditional TV cable and telephone services) and can be considered a necessity for most people. Having the option to chose a provider who is not under a large corporate umbrella is important, as you're not forced to chose a provider who doesn't offer fair pricing or reliable customer service. In almost every instance, having less choices/monopolistic control over a product or service equates to higher prices, worse service and ultimately a loss for the consumer. |
| Daniel | S. | MB | In any industry, but especially with infrastructure like the internet, more robust competition is better for the consumer. 30 years ago, it may have been justified to offer larger companies sweetheart deals just to bring access to the internet to Canadian cities. Today, setting prices for wholesale internet access that prices most small ISPs out of the market is just predatory and not helpful to the average Canadian. Lowering the wholesale rate would go a long way toward remedying this situation. |
| Maureen | B. | MB | I have worse internet service than I had years ago & paying more & more as time passes ! Not only that but it is similar no matter which internet supplier I am able to switch to! |
| Natalie | L. | MB | It,Ås gotten out of hand. No more monopolies and more affordable options! |
| Manuel | d. | MB | They should break up the companies to provide internet service as an essential and regulated commodity (on price and service level). Better yet. The federal government should buy up or start up a reseller and dictate the wholesale price and service level considered essential ie (75MBps for \$30 max) |
| Beverly | G. | MB | I am a senior and find internet and TV are way too expensive. |
| karen | j. | MB | The internet is something that is now a need not a want. It is difficult to function in everyday life without it. A good example is that starting in 2024 the CIBC Bank has informed us that all interactions will be done via the internet and they will become totally paperless. If you request a paper copy it will cost between \$2.00 to 5.00 per transaction. I know in the back of my mind because of the lack of internet providers that prices will keep going up and at some point I will not be able to afford it. My friends in the USA pay about \$50 to \$75 per month which includes internet, phone and TV, with many providers to choose from. Also I know people who live in third countries that pay way less for services than we do. The problem with Canada is Governments are too involved with everything and they do not know what they are doing most of the time. Capitalism and the process of does not exist in this country and no longer works due government intervention. It needs to make a come back. |
| Peter | H. | MB | |
| Teresa | F. | MB | Because they act like they are bosses to Canadian citizens not employees being paid by us., Bell/MTS has been in neighbourhood for 2 years upgrading and making a mess, not coming back to fix thi gs or even providing s phone number to find them, they promised faster internet 2 years ago and hiked prices outlandishly and then dumbed down the speed they promised a d did t give a hoot.,Shaw you can get customer service to come out except for at least 2-3 weeks but we still pay snd csnt get our work online done that everyone insists we do.. NO.,no more monopolies for essential services thst even 3 rd work countries get better coverage,service for dirt cheap., Thought,Å¶.CRTC was paid by Canadians and working for us,Å¶. □üſi□üſi.,Am I wrong? would like your answer in writing please. |
| Jeremy | L. | MB | I miss MTS |
| Kyle | h. | MB | Oligopolies do not serve the people's interest. The CRTC serves the people. Look hard at what these companies are doing and you'll see that they're taking every cent they can from Canadians. You have the power to limit their power and make them compete with new ISPs. |
| Jonathan | P. | MB | People need to be able to afford internet. The higher the price goes less people will be able to have affordable interent plans. |
| Nicholas | G. | MB | Access to information on the internet is essential for increasingly distributed knowledge workers, for everyone to stay informed about current events, and for students of all ages to complete their curricula. To these ends, internet access should be considered a right and be made public utility - and be affordable to everyone. The anti-competitive practices and price gouging perpetrated by big telecom are therefore detrimental to education, political participation, and economic progress. |
| Barbara | S. | MB | It is ridiculous that we are paying amongst the highest monthly fees for internet on the planet. Low population density can't be the excuse, if Australia is able to offer lower fees. More affordable options should be available for everyone. |
| roger | c. | MB | We are paying the highest internet and wireless prices on Earth! It is very long overdue for internet prices to come down out of the stratosphere in Canada. We need to have internet prices that are as low as prices in other countries. We simply cannot afford this corporate greed. We are having trouble paying for internet along with everything else! |
| Monika | U. | MB | Competition between individually owned companies is what drives prices down. We're all connecting to the same internet. It should not cost more here than anywhere else in the world. |
| Gilbert | D. | MB | Canadian consumers need to have choice when it comes to contracting with an ISP, with real competition between providers. We also need to know that providers are investing in improvements to infrastructure. Canadians are being left behind other countries when it comes to Internet bandwidth and pricing, which will hurt our ability to compete technologically with other countries, and will mean we'll just fall further behind. |



| | | | |
|----------|----|----|---|
| Peter | H. | MB | We live in the Information Age, so whoever controls access to the Internet effectively controls Canadian Society. Communities will either flourish or collapse into poverty, based on whether they can participate in the online economy or not. This power over Internet access must NEVER be left in Private hands. It is a matter of National Sovereignty and Security that ALL Canadians have access to fibre optic broadband portals in their community, and that our elected Government holds the reins, for the Public Interest to be promoted. |
| Racheal | T. | MB | This horrible monopoly makes me feel like I,Ãm in the Soviet Union. I really hope you recognize soon that Canadian Content is complete B.S. I,Ãm sick to death of having C.C. shoved down my throat when it is not at all done well. It is boring, poorly done and has no interesting production at all. I see it as a complete joke. It ,Ãs to the point where it,Ãs embarrassing. |
| Cody | M. | MB | The degree to which the internet is intrinsically tied into every aspect of modern life grows more every day. The price gouging that comes with monopolies actively hurts all Canadians and adds to ongoing classist, racist, ablest, and sexist barriers still present in modern society. |
| Blaine | B. | MB | Make it more affordable, instead of gouging us |
| Herbert | S. | MB | My mom is a widow and pensioner. She lives alone. She pays \$94 per month as the cheapest option. Just for internet. No bundling. That is because of a monopolistic play of internet service. This needs to change. |
| Verna | B. | MB | Monopolistic power is never a good thing . |
| Brad | S. | MB | Access to the internet should be affordable for everyone, and having minimal options to choose from results in high prices with poor service. These companies have not built the internet infrastructure on their own dime, yet they are allowed to charge consumers a ridiculous amount of money to profit off a service they poorly provide with very little overhead or costs to the company. It is straight up extortion for something that should be a right in our modern world. |
| Ken | F. | MB | We are fortunate that we can afford the prices that are charged through far too few services here in Canada. These same services should be affordable for all Canadians, not just those relatively few of us who are lucky enough to afford them at their ridiculously high prices. |
| Terry | S. | MB | There used to be laws against monopolies in Canada until lobbyists started paying our politicians to change the laws in return for personal benefits. The laws need to be reinstated and followed and Lobbying needs to be banned. Politicians who accept lobbyist money should be imprisoned for misrepresentation. |
| Andrew | M. | MB | Competition breeds affordability. Big companies have proven to have no interest in benefiting the consumer or the communities. There can be no faith allowed to these large companies. They have broken trust again and again. |
| Douglas | L. | MB | I want a choice and competition in the internet supply to consumers. |
| Jason | B. | MB | Internet is no longer a privilege, it's a necessity to function in our society today and affordable access should be a right. |
| Ashley | P. | MB | The price of living continues to soar in Canada and the average family now heavily relies on the internet. Students, employees and streaming all make having the internet a necessity. There are far fewer companies to choose from now and those that are around have been bought by larger companies whose main goal is profit for them. When a monopoly is formed there is only a very small group of people who benefit, while the rest find a way to pay for a needed service while this small group smiles even larger because of the money in their pockets. It's greed in its ancient form. These practices have been happening for far too long because the population isn't left with much choice. Watching the government not protect the people over monopolies has also been in existence for far too long. When Bell came to Manitoba and bought MTS there was a shift in prices for customers while behind-the-scenes jobs were given to people living outside the province because Manitobans earned more per hour and it would cost the company more for them to stay on. Senior employees were given payouts for the remaining years until retirement and new employees hired were given lower wages than the people who were fired or let go. All to save the company money side by side with service price hikes. |
| Sandra | S. | MB | The costs are ridiculous. Many cannot afford it and eat. |
| Paul | B. | MB | Mergers, such as Rogers+Shaw, are killing the competition between internet services providers which ends up giving the consumer fewer choices/features and increased prices. Internet and cellphone prices are too high compared to those of other western countries. Stop favouring large monopolies. It is time the CRTC started to favour the consumer and began to listen to the needs of the people over the needs of the big three internet monopolies. |
| Derek | E. | MB | My dependence on fast and reliable Internet has almost become a ,Ãbasic need,Ã in my life, for work, family communication, and creative pursuits. To see the big three telecom giants profiting and price gouging based on this need feels no different than that of the grocery stores. It is clear to me that government regulation is needed to keep internet access affordable and competitive. |
| Nicholas | S. | MB | The user of Internet is a necessity for most, and without proper care, it can be manipulated to shape human action. An ISP can affect what we see, and how fast we see it, with millions of users, being able to audit that kind of behaviour is impossible. |
| Sherry | W. | MB | Monopolies have no place in Canada; corporate greed needs to be reined in. Internet access needs to be affordable for everyone. |
| Scott | G. | MB | The power and control that the Canadian telecom oligopolies have over retail consumers has to be reduced. From prohibitive wholesale rates that independent ISPs like Teksavvy and Rally pay, to reduced competition as a result of recent mergers, the end result is that regular Canadians end up paying among the highest rates in the world. I want the CRTC and the federal government to take their mandates of representing everyday Canadians seriously in regards to fees and rates inflicted upon us by the telecom giants. Our broken system is unworkable and people like me need cheaper services and an alternative to the giants. |
| J | P. | MB | Common sense! Affordability of the internet and communications systems and networks should be a human right. We are Sick of successive Canadian governments selling out to big telecom and allowing Canadians to be gouged compared to international rates! We used to have strong anti monopoly Rules in canada.Bring them back! Affordable access to competitive pricing improves access to information which is a cornerstone of democracy and is a check against the rise of fascism. |
| Scott | B. | MB | The only way to lower prices is to allow and encourage competition. |
| marco | c. | MB | we have to have competition with providers otherwise we live in a fascist society. |
| marco | c. | MB | Fix the Internet wholesale system NOW! |



| | | | |
|--------------|----|----|--|
| James | D. | MB | I believe the CRTC has given Big Three the license to print money. Witness the profits they accrue and the promise to bring the rates down that never happens. Always probable expenses that will not allow them to bring the rates down yet. Arg. |
| David | M. | MB | Big telecom owns the entire system and they do precisely whatever they want. It's trivial for them to drop their prices below the wholesale price to drive out the competition; sign a 2 year deal, they make less profit but in 2 years the smaller competition is broke and out of business. Or they buy out that competition and your rates increase and quality of service decreases as part of the deal. The only long term solution to this is to break these massive companies up into at least two pieces. First a company that owns the cable plant. This would include the last mile connecting peoples homes and the long haul ROADM network providing communications across the country. This company (should probably be publicly held or a not for profit) and must be free to sell to all who want communications to the home or across the country. All companies should have equal access at the same or negotiated rates to this infrastructure. The second piece could be the rest of that massive company. The part that provides the internet connectivity, phone service, tv service, email, etc. The services we all want that runs over top of that cable/fibre infrastructure. By splitting the organizations it ensures that any organization who wants to provide service to people in their home has equal and identical access to the current monopolistic players. |
| Alan | S. | MB | When a contract is up, providers arbitrarily raise rates even though a signed contract is still in place. We pay enough for wireless and internet as it is. This just adds injustice to insult resulting in injury to one, financial well-being. When will governments stop looking out for big money players and begin to care about the citizens who in good faith elected them and in turn get bad faith actions out of those governments? And then politicians wonder why people have become distrustful and cynical towards those that ask for our trust and vote and then abuse the privileges given them!! |
| Alan | S. | MB | There is no authentic competition between internet providers in Canada. This must change if you want Canadian consumers, as taxpayers, to support the decisions you make. Right now it appears big telecom are the benefactors and Canadian consumers are the pawns, and we know in the game of Chess where pawns rank in order of importance and line of sacrifice. Biting the hand that feeds you in the long run will only hasten your demise as a government organization. Big telecom does not give a shit about you; they only view you as sapless blips on their radar screen of dominance. Start working for Canadians!! |
| Brad | M. | MB | Please curb the monopoly power of Big Telecom in an effort to provide more choice and affordability. |
| Steve | K. | MB | The fact that the Big Three ISPs offer discounted rates when you leave as a 'win back promotion' means that they should be able to offer those discounted rates all the time, or at least significantly reduce the posted costs. |
| Randy | B. | MB | Stop the monopolies and make the internet a fair and level playing field affordable to all. |
| Robert | D. | MB | The price of Internet plans in Canada are way too high. Not enough competition! |
| Doug | K. | MB | we have some of the highest internet prices in the western world. This is holding back Canada's growth and puts us at a competitive disadvantage. It limits society and education. It should be 1/2 the price it is currently. |
| Esther | K. | MB | I have less TV & movie options because of the many Netflix type providers and I can only afford to view one of them |
| Elbert | T. | MB | Two countries, Canada and Australia, very similar in many ways. Why half the cost for their internet services? |
| Elbert | T. | MB | Governments, take back control! The unregulated corporate elite through unfair tax exemptions, etc. in the last 40 years have become so wealthy they can literally buy their way in influencing governments decision making! |
| charles | b. | MB | curb Big Telecom's monopolistic power over Internet services to improve choice and affordability immediately: |
| Penny | M. | MB | I do not understand why our internet and cell phone prices are so high in Canada? I have not been given any plausible or good enough explanation. I can only ascertain it is greed and because they are being given permission to do so. Please stand up to these greedy monopolies and make our internet more affordable. |
| Donavan | B. | MB | Lack of competition only leads to higher prices and lower quality. We already pay the highest prices in the world for phone and internet. Higher bills means Canadians have less spending money which hurts the economy. Please stand up to Bell, Telus, and Rogers. |
| Richard | H. | SK | As it is going now we have no choice but to use Big Telecom's for our service provider. I feel if with had more to select from it would keep everyone on a level playing field and our monthly fees down. Every few months my provider Shaw just increases the monthly rate with no reason way they are doing it. |
| Jenelle | S. | SK | We need competition in the market place! That breeds affordable pricing but further development and innovation. |
| Keith | M. | SK | Monopolies are never good for the consumer |
| Lorine | A. | SK | it is ridiculous The government wants you to do everything online and there is no help for the seniors or low income people |
| Louise-Anne | F. | SK | We are already being taxed to the absolute limit and then we have to pay far more than we should be for Internet services as well. There is no reason whatsoever that this should be in our country in this day and age. It's time to finally start thinking about the customers and what they need and want instead of what the major telecom companies want. I urge you to think of those who are actually paying your salaries and wages instead of the ones who are lining their pockets at the expense of the Canadian people. Do the right thing!! |
| Jeff and Bev | B. | SK | Big Telecom benefits only themselves. The consumer wants choice so as not to have to grovel to Big Telecom, be financially gouged by Big Telecom, and receive poor customer service, which is all you get from Big Telecom. People deserve better!! |
| Laurel | J. | SK | It is disgraceful that we pay more than other countries to use internet. We have large distances to deal with so need affordable internet even more. |
| Don | L. | SK | Without competition, there can be no reasonable or fair pricing for the service. At best. This is an oligopoly at worst. It's Manama Napoli. Current providers can basically charge what they want. Competition bureau does not really encourage competition here there is a lot of smoke and mirrors. To have true competition you need at least five providers in all available markets. With competition consumers get better prices and certainly better service. |



| | | | |
|----------|----|----|--|
| Andre | D. | SK | Monopolies on what is pretty much a need these days is abhorrent and scummy. Theres too high of a cost compared to the quality of connection and the amount of personal information collected by these companies is borderline criminal. |
| David | W. | SK | If we are to be able to control our cost and choice for internet, we need ISP companies as well as the larger providers |
| Dean | M. | SK | Getting screwed left and right , information and education through the internet is a human right |
| Barry | H. | SK | It is absurd that the telecoms in Canada, which have benefitted enormously from government subsidies, continue to charge some of the highest rates in the world while enjoying record profits. |
| Ryan | M. | SK | Internet connection has become necessary for modern living. Leaving it to massive corporations is bad for Canadian Citizens, and needs to be nationalized or heavily regulated. |
| James | D. | SK | As we have seen with retail shopping, as large companies dominate the marketplace they drive prices up for profit after they have driven small independent businesses out by undercutting prices. Products have become less reliable and lower in quality and jobs and investment return to the local community have decreased. Big monopolistic companies such as Telus, Rogers and Bell are doing the same with internet access across Canada, only supporting dense population centres and leaving remote and rural areas with sparse unreliable services. For cellular and internet. |
| Dillon | F. | SK | All telecom infrastructure should be publicly owned and competition limited to services on that infrastructure. There should also be publicly owned services. These services are utilities and form the backbone of our economy and society and should be out of the controlling hands of corporations. |
| Graham | C. | SK | Whoever, the CRTC is, we have problems in this country, that need repair,ASAP.Yesterday, Thursday_06_15_23,Bell TV_CTV,let many of their respected anchors walk,& more recently LisaLaFlame the main anchor for CTV was told to go,Bell has to realize, Netflix&Direct TV aren't going anywhere,your not making the veivshp numbers you used to, probably A good example,a current anchor on CNN used to be with CTV,Paula Newton,I'm sure she's quite happy getting A U.S. Dollar paycheck& A freedom to do world travels with her job.I hope to bite Bell back in the butt,Tom Walters,Lisa LaFlame,& any others consider all& any offers from U.S.A,the best example I can think of is John Roberts from Fox T.V,originally he started as J. D.Roberts,Muchmusic,Toronto moved up in the U.S to top anchor in sorry can't recall CBS,or ABC,(8 open brain surgeries make memory decline.) The most pathetic news in Canada is CTV & Global,where the local channel has to repeat the same story as the national channel ,I pretty much watch CNN for that reason,it's original,& you don't know what's going to jump out of the closet next& the repetitive ads that Canaidian T.V. justify,don't seem to be A huge situation is The U.S.A.By the way CRTC,were watching you! |
| Darlene | J. | SK | Choice and affordability are important, and ensuring that there is not a monopoly of 2-3 companies allow for both. Equally, one or two telcom companies means that our data is not safe as monopolies tend to be sloppy and then data are imperilled. Historically, diversity, in this case of telecom companies, keeps companies honest as monopolies are the pathway to corruption. |
| Travis | J. | SK | High speed, reliable internet access is required to function in today's society. It cannot be subject to profit driven interests or policies, as it will result in corporate actions that will put profits ahead of providing a quality service to end users. |
| Russell | H. | SK | Retail competition is healthy. It's good for the community, it's good for those with low income. The ability to select an affordable internet plan is extremely important is this day and age, as so many official things are done online, with fewer and fewer options to avoid it. Let those that want more, pay more, and those that can't afford, pay less. |
| Iorraine | g. | SK | Please keep competition healthy by making sure consumers have more choices. |
| Andrew | M. | SK | When it comes to providing a critical service such as internet services, it needs to be managed like any other major service in Canada. We get electricity, gas, provided under controlled services as they are critical infrastructure for providing day to day needs. Internet and mobility is even more critical as communication, job applications, and employment are all tied to having high speed internet and that should not be a tax by the rich just for the average user to use. |
| John | L. | SK | No monopoly is benevolent |
| Jocelyn | D. | SK | My family relies on the internet for both virtual school and for my home business. The lowest plan rate always seems to be getting higher and higher and with the cost of everything going up, it is hard to afford. I'd love to have more choices with affordable options. |
| Luke | A. | SK | Monopolies are bad for consumers; period. |
| skeeter | a. | SK | If we believe in choice and a truly competitive market, then ensure there is one. Make internet a utility, regulate it, and set tariffs, to guarantee the access that Canadians require in the 21st century. |
| Murray | L. | SK | Monopolies in ANY field is vile. If capatilism has any chance of being tolerable to life, there has to be dynamic competition |
| Jim | P. | SK | MONOPOLIES HAVE NO PLACE IN A DEMOCRACY! |
| Kerry | H. | SK | As a resident of Saskatchewan, I'm lucky that we have Sasktel to put a damper on prices. Compared to the rest of the country our prices are better and we have far better high speed internet access in small towns. The rest of Canada deserves the same, and allowing reasonable wholesale network access is an important part of making that happen. |
| Gayvin | F. | SK | I am a SaskTel subscriber. On two trips to Tanzania, I have seen cell phones in use by some of the very poor...people who, if living in Canada, could never afford service here. Then I learned that their whole system was installed by SaskTel. Meanwhile, in Saskatchewan, our infrastructure was built up over the decades, paid for by our provincial taxes, and our monthly payments to our government owned company. Now, by law, SaskTel must share their infrastructure, built at our expense, with the big telecom companies, who can drive up prices for all, including SaskTel users. |
| Walter | H. | SK | Our society has now developed to require internet access more and more. Even our own government moves continuously to interact more and more with the public over the internet. If this is how we need to interact with our government and our market, we need to insure that all members of society have access to this now essential service. We need the CRTC to insure that internet access is guaranteed to all, not just those who can afford it the easiest. |



| | | | |
|-------------|----|----|---|
| Curtis | T. | SK | It is critical that Canada creates an environment where the competitive pressures of an open market drive innovation and efficiency in the internet service industry. It is a major loss for us as a country to lose out on the benefits that come from well-regulated competition. The internet is so vital to so many industries and it is still in its early stages. Allowing more competition and flexibility can enable various businesses to seek out nonstandard arrangements that work for them. |
| Eva | A. | SK | I live in Saskatchewan. For now, we still have the choice of Sasktel, giving us some choice in providers. I've seen the impact of Sasktel on plan pricing here, how it means we actually have lower rates than the rest of the country, and therefore how important competition is. More competition means better prices for consumers. We need an environment where competition can thrive. |
| Leif | S. | SK | We need more choices and lower prices! So we can spend more in other areas of our lives. |
| Ronald | Z. | SK | Affordability when it comes to the need for internet services for day to day general activity. |
| Daniel | B. | SK | Time after time, the major market players claim 'a healthy market will self-regulate,' and while the statement is generally true: 1) The Internet Service Provider is not a healthy market, and 2) The incentives are all wrong for healthy self-regulation. The ISP market does not reward self-regulation, it penalizes it. This is why government needs to step in and declare the ISP market as a Tier 1 market and provide oversight and regulation, carving out portions of the market where a healthy market can thrive. In time, done correctly with sufficient oversight, maybe the market will become healthy once again, but right now, it is sick with greed. Please do the right thing. Serve the needs of Canadians, ignore the whines of Big ISPs, who claim that stricter regulation will penalize them (yes, it will, but only because they will earn less than they have been in this monopolistic market, in exchange for all Canadians having a healthy open market.) |
| LANCE | L. | SK | Internet and cellular is the highest cost in Canada of any G-11 country... why is that? Because the Government allows monopolistic control... yes, they get fat campaign contributions... but regular Canadians get screwed on pricing. Internet, cellular and all data are too expensive in Canada. Is almost as bad as the 1990's long distance ripoff that provincial phone utilities screwed us on.... 45 cents a minute????!!!! the second that Sprint got into the game, it dropped to 4 cents a minute. How is that not happening with Cell / Internet???? Oh, right... they paid you government people millions to let them screw over all of Canada, while you get free internet and cell because you are sucking the blood out of taxpayers. |
| Adam | D. | SK | We need a fair competitive business market that includes independent companies that offer telecommunications product and services to consumers. Having less competition just hurts the industry including the big telecoms monopolies. The power given to big telecom monopoly companies allow them to set the narrative to whatever they choose providing them with power more than a government even has. With no alternative options consumers are forced to vote with their money and continue to support these companies that monopolize the market. We've known this for a very long time and it is NOW TIME we start changing our laws and education to disincentivize monopolies for the better good of society. Diversity is what creates a healthy thriving society with fair competition to all without taking away our freedom of choice. With independent companies creating diversity and having monopolies under control, fair costs will come to the market. I hope this time around that serious matters are taken and not just ignored. |
| Paul | M. | SK | There should NEVER be such concentration of ownership and control in any industry, especially one as vital as telecommunications, media and the internet. The power exerted by Rogers, Bell and Telus has gotten to the point where they have effectively carved up Canada into little fiefdoms of control and do not allow for any outside competition. There is no reason why Canadians should have to pay so much for their internet, cellular phone or other such wireless services in this day and age! None! |
| George | C. | SK | Monopolies and quasi-monopolies have far too much influence on the CRTC. It is time for the CRTC to rein in the industry and make sure that there are more, and less expensive options for Canadian consumers. |
| Jeff | K. | SK | Important for the independent providers to be able to hold the rates of the major players, uin check,. Not true competition when there are only one or two providers that can offer service. |
| Shane | W. | SK | Big Telecom's stranglehold is tightening on the Canadian market. If we sit idly by they will continue with this unsustainable trajectory, and in comparison to other first world countries around the globe our families are gouged on services are subpar. If we want our network to be affordable and competitive with the world we need to stop lining the pockets of the super wealthy big telecom whose only concern is increasing their own wealth, and focus on providing our country with a real growth trajectory. This growth trajectory involves competition from smaller ISPs and telecommunications companies. Competition breeds growth and affordable pricing. |
| Murray Ross | W. | AB | All Canadians should have freedom of choice of Internet providers rather than being limited to their telephone providers. Monopolies should be banned. |
| Earl | G. | AB | The more competition there is, the better service and costs become, which is to my advantage as a consumer. |
| Pierre | F. | AB | We need to do for internet providers what we did for long distance telephone providers in the past. Open it up to real competition and let the prices come down. |
| Duane | M. | AB | My company is located outside a major city. I have almost no choice in internet and cell phone service. With the latest mergers we have even less choice. Our service is pathetic and loss of service is problematic. |
| Duane | M. | AB | The problem with monopolistic power is apparent in a lack of redundancy. When Rogers recently had an outage, it disrupted a large portion of Canadians access to the internet. With a number of providers that are independent, the outages are self contained. If one system is down, we can switch to another. |
| Rick | F. | AB | Canada is expensive in all aspects so maybe just maybe us Canadians could use a break on these rates going any higher, please try to even bring rates down to match the rest of this miserable world! |
| Leslea | H. | AB | Monopolies NEVER make services better or more affordable. They only increase costs on the customer. Put some damn teeth into the anti-monopoly laws in this country! AND STOP ALLOWING PRICE FIXING ALREADY! |
| Leonard | P. | AB | There should be full and open competition in the internet business and all businesses in Canada |
| Georges | G. | AB | Internet is just a profit-maker for the Big Three, and they're abusing the privilege, with government support. |
| Beverley | B. | AB | I have to pay \$80.00 per month for internet which amounts to almost \$1,000.00 per year just for internet. The of course the is the phone, tv and home security on top of that. |



| | | | |
|----------|----|----|--|
| Andrew | T. | AB | For decades it has been clear to Canadians that the CRTC is not serving them as it should. There is less-than-adequate internet service in a large part of the country. Cellular service prices are staggeringly higher than in similar countries. Now, with monopolization beyond all normal standards, we can only anticipate that the abuse of the consumer will continue. Even though the CRTC mandate apparently does not include direct control over retail rates, it must do what it can to protect Canadians from corporate greed. To that end, monopolization must be disallowed and competition encouraged. Beyond that, whatever other measures are available must be employed to move the cost of internet and cellular service closer in line to the rest of the world. |
| John J | A. | AB | Being a rural Canadian, I have fewer options than anybody living close to or in a city. The 4G hubs which should be at 5G speeds but Canada doesn't have 5G. All they have is enhanced 4g which is bull. Pretty much the only option I have, satellite you got to spend a whole lot of money to get better than dial up. |
| Sheldon | H. | AB | Your support of Big Telecom over that of the average Canadian absolutely proves one thing, the CRTC is corrupt and needs to be deconstructed and rebuilt from scratch. Again and again you talk the talk but will not walk the walk. This rhetoric is thinly veiled attempt at quelling user concerns so that your promotion of Big Telecoms,Ãd purposes and goals can move forward unhindered by us plebes. Personally, IÃd consider trying all of you for treason, for ignoring individual Canadians and their families so that your Big Telecom friends can reap increasingly high profits at our expense. I have had to kill my Land line because I cannot afford both internet and phone. Now with the increase of \$20/month to \$95/month for my IPS I am seriously considering canceling my internet service and going back to snail mail. Ironic that a country like Canada should have such a shitty internet environment and corrupt oversight of the industry. |
| Bruce | P. | AB | There needs to be competition in this country to keep rates at an affordable level. Most people do not have the buying power they used to. Corporations need to recognize that the Canadian consumers are what made their business successful, not the shareholders. Government pandering to corporations needs to stop. Government is supposed to represent the interests of the Canadian people. Minister Chapagne's recent CRTC decisions do not represent the best interests of Canadians. |
| Doug | S. | AB | The only thing that will change for the Canadian people is the ELIMINATION of Turdo and his communist lackies!!!! |
| Edward A | L. | AB | Because it is no longer affordable. |
| Caroline | M. | AB | Whatever happened to the CRTC,Ãd primary mandate to STOP these Big Telecom monopolies (i.e. Telus, Rogers, Bell) in the interest of all Canadians? I can only conclude the CRTC has been bought off by these powerful monopolies and has become totally corrupt and ineffective! I hope to be proven wrong! |
| Jane | F. | AB | I am on a pension and find my internet services are getting unaffordable. My contract expires in Nov./2023 and I may just have to stop using my computer and watching TV. What else can I do? My computer connects me to my world. Please consider finding some creative alternatives to off set the big Telecom who will monopolize all internet services and set what ever price they want. |
| Brian | K. | AB | It has been well proven that we pay way to much and get less than we should by far. Competition is a pathetic joke and non existent today.. Thanks to the CRTC & GV and our broken legal system. |
| Kevin | P. | AB | Canadians have the most expensive internet access in the world. The time has come when everyone in Canada should be able to afford the internet. The Big Telecom monopoly needs to come to an end once and for all and the Liberal government has been promising affordable internet for years, enough is enough, let's do this now. |
| Darrin | E. | AB | It is sad that underprivileged countries have more affordable internet options than we do in Canada. |
| Jim D. | O. | AB | The cost of everything is rising alarmingly, which includes even a bare bones internet package which provides us with very few features. We live in a wireless world. It should be every person's right to have robust internet service at a reasonable price, no matter where they live in Canada. |
| Mike | M. | AB | I think gov't and big corps. are corrupt and working hand in hand to suck every penny they can out of the masses. |
| Cole | G. | AB | The monopoly on telecommunication services in Canada is undisputedly a function of corporate creed that does not exist the same in other countries and allowing a small group of companies profit off of a basic utility is a disservice to Canadians. |
| Lyle | R. | AB | We all need choices for cheaper internet. |
| Barbara | B. | AB | We need the choice and not be forced by big companies to comply to their price increases and lack of service because we have no choice. |
| Henry | W. | AB | I am against control and censorship of any kind. |
| Darryl | H. | AB | You're supposed to have the best interest of Canadians at heart, not big telecom. Those are multi billion dollar corps, we just regular people trying to get by. Internet is essential to me for communication. I'm on a fixed income and can't afford a cellphone and depend on VOIP telephone. I live in a rural area and only have one choice for internet excluding cellular which is much much too expensive anyway. You've got to allow more competition. It's the capitalist way. |
| Lyle | W. | AB | When the whole internet is controlled by 1 or 2 major corporations, it only takes 1 mistake/error/hardware failure to bring the whole thing to a grinding halt. We saw this recently with 1 failure killing internet, POS and electronic payment systems. |
| Chris | V. | AB | In Canada we have the most expensive internet and cell phone plans in the world. Absolutely no excuse for that, other than greed |
| David | B. | AB | Maybe it's time these lazy asses get there shit together and be real not gougers |
| Lisa | K. | AB | With the rising costs of daily life it makes it very hard to afford a 'basic' necessity such as internet which keeps us rural people connected to work, family, friends and keeps us informed about world events. This is just another example of the rich 'gobbling' up the worlds resources to keep it unaffordable for everyone else and keep us subservient to their greed!! How has the government which was supposed to be regulating this let it get so far out of hand????? What ever happened to the theory that competition which builds greater commitment to providing great products and services????? Instead it has turned into a monopolistic nightmare for the consumer!!!! We are stuck with poor service (both customer relations and product specifications) at sky high prices. |
| Aurel | S. | AB | Canada already has one of the most expensive internet in the world. The last Roger/Shaw monopoly, approved by CRTC and the government, cannot be beneficial for the consumer. That,Ãd disgusting. |



| | | | |
|-----------|----|----|---|
| Michael | H. | AB | The big providers are not offering what I want in a plan. I don't need or want huge bandwidth (300+ Mbps) at over \$100/month, I want modest (15-30 Mbps) bandwidth with no data cap, and a proportionately lower price, i.e., \$20/month or less. (I realize that there are certain fixed costs, so a direct 10:1 scaling ration isn't realistic. But Shaw's current top-end offering is 1500 Mbps at \$175/month, which works out to \$3.50/month for 30 Mbps at direct scaling; that suggests \$20/month would provide more than generous compensation to the ISP.) We need independent providers to offer this kind of plan, and wholesale rates from the big providers that are set such that they can economically do so. |
| Rene | D. | AB | Less competition equals more money out of my pocket for the same service ! |
| Ron | W. | AB | You guys are simply allowing shit to happen. It,Ås wrong, you know it is. Get off your asses and start giving a shit about our country and its people. You have done nothing but hand our country over to big business over and over. You greedy, corrupt, useless, fucks. |
| Ron | W. | AB | Why in the actual fuck do I need to tell you policy-making retards why this is important? You corrupt, useless, fucks. Fix the business competition issue in Canada and stop stuffing your pockets. |
| Michael | B. | AB | Why are we paying soooooo much! We need competition! |
| Grant | H. | AB | Why does Canada still have the most expensive internet rates on earth? This fight has gone on for the last decade and nothing has moved beyond the amount we pay for this service. None of the service has increased, affordability is worse and now more than ever there isn't any competition outside of companies like Starlink that gouge for their service with no customer service options. I pay \$147/month for intermittent service, it can drop on a whim and I am at the mercy of time for it to return, vs being able to contact a technician to find a solution. This shouldn't exist in this day and age, we should have more competition in this realm and more affordable options vs. paying higher and higher rates while our friends just to the south have a multitude of options and far cheaper rates. These monopolies need to end. |
| pat | h. | AB | The CRTC has never protected consumers |
| Peter | C. | AB | diversity of choice should be the guiding characteristic of the CRTC |
| Mary-Anne | M. | AB | Monopolies are bad for the consumer! We have seen prices rise and rise, and with having internet access now being essential it MUST also be affordable. |
| Bernard | C. | AB | Reliable and affordable is an essential service |
| Adam | G. | AB | I just want to be able to find a reasonably priced internet provider. Having to call in and try to weasel out a deal from a major player, like telus or rogers, by threatening to cancel is too much. Having independent providers provides not just choice, but better service to Canadians where they are operating. |
| Garth | W. | AB | The price keep going up as the stuff don't work like the home Security system time after time to Sent out a Tech to are home just talking to them for 3 hrs on the phone was for ever problems they got pay well we pay 2000 dollars a year for not good Service we just have 2 Providers Rogers and telus. why shaw sold out I don't know. but this suck thanks |
| Anne | D. | AB | I am tired of our sky high internet rates compared to other countries in the world, and the service we receive is not commensurate to pricing. Please stop the internet monopoly once and for all. |
| tyler | z. | AB | Choice is always better. 2 or 3 companies is not enough choice. There also should be more reliable fast internet. With the current data requirements we need WAY faster bandwidth. And what they promise they MUST deliver and not reside to excuses like more people on at a certain time. |
| Pamela | S. | AB | It's become quite obvious that Big Telecom doesn't care about people. Their ads profess to, but we know it's all about money and power. |
| James | H. | AB | I played Monopoly as a child, and I played it with my own children. It's better as a game than as a reality because there's more losers than winners. |
| Malcolm | H. | AB | I just had a doubling of my plans for TV service and this coupled with the high cost of internet means that at some point, given the outrageous taxes being imposed for no real reason on everything that matters to Canadians, I will soon be back to reliance on a home phone, a fax machine and no cable TV or mobile phone. My wife and I are 80+ years old and ahve both worked hard since coming to Canada in 1966 when there was no assistance provided. I continues to work until i was 82 in order to have a decent standard of living. Now it is a struggle and the cost of internet is becoming a real burden. |
| Riesah | P. | AB | In my opinion, allowing such a vast takeover by Rogers sets a worrying precedent in our country. We have allowed the unchecked growth of companies like Rogers, Telus, Bell off the backs of smaller groups who offered competition in the market, using any number of excuses to let them buy out the competition and keep raising their rates. Telus, for instance has tried for years to keep a rate creep on my landline for years. If I didn't pay attention they would keep getting more of my money based on ridiculous excuses about how their lines were now more expensive to run. But of course charging me for packages I'd purchased years ago which had since become more affordable - well, I didn't get any of that overpayment refunded to me. The CRTC was created to keep tabs on and to regulate these monopolies the government has allowed to overcharge year after year; it has not been doing its job. Instead, it cozied up with big Telecom and did what they wanted instead of serving the overpriced customers of their service. It's time to stop this unregulated growth and to bring affordability back to the consumer. They have made their money on our backs and frankly, I'm tired of it. Their lines were bought and paid for years ago when Unitel built them across the country. It's time they gave and made room for competition, helping it thrive and grow, and allowing consumers to choose between a variety of providers. This means the CRTC has to do a much better job and the government has to pass laws preventing big telecom from removing them off the landscape by buying them off. |
| Dale | F. | AB | It appears the government and CRTC are doing everything in their power to support the telecom giant corporations and do nothing to help the everyday Canadian citizens. I have always supported the independent ISPs and still do. The CRTC has allowed Telus and other telecom companies to buy out the smaller independent ISPs thus reducing competition. This gives the telecom companies the full power to increase prices and decrease competition. Start working for the Canadian citizens and force the telecom companies to offer fair wholesale pricing to the independent ISPs. STOP REDUCING COMPETITION AND FORCE THE TELECOM COMPANIES TO REDUCE WHOLESAL PRICING TO INDEPENDENT ISPs. |
| Meg | N. | AB | The internet has become an essential service, just like clean drinking water, sewage, electricity, heating. I can't even park downtown in our small town anymore without engaging with an app. As I get older and have less income, it will be more of a hardship. We now have to do many essential things online. People with children in school are also forced to use the internet. No choice. |

OpenMedia is a community-based organization that safeguards
the possibilities of the open Internet.



| | | | |
|----------|----|-----------|---|
| jeremy | c. | AB | Budgets are tight and true competition will allow me to choose the service I require at a reasonable cost. |
| Nicola | T. | AB | Canada is said to have the highest broadband rates in the world. I'm uncertain if it's true, but we're right up there. I do consider internet an essential service, so having to pay a huge proportion of my fixed retirement income on it makes its affordability prohibitive. The recent merger of Shaw and Rogers has only exacerbated this. While I haven't yet seen my \$100 monthly bill rise (i receive \$2k per month retirement income so its already a burden), I'm certain it's only a matter of time. Many seniors live alone, so the expenses aren't shared; we bear the full weight. Please stop the few big telecom monopolies from eroding our spending power with these outrageous rates! |
| Peter | W. | AB | Seems crtc controls most everything granted by the Federal Govt we need them to lower costs of internet services so we can contact these same people |
| charlie | a. | AB | They are liars. Our gutless government enables them. |
| charlie | a. | AB | Canadian telecoms are being allowed to rape, pillage, and plunder the consumer with the full complicity of the federal government. |
| john | I. | AB | In every industry that supports fair and open competition, we see change and innovation. With these big telecoms all we see are increasing prices and poorer service for the same old tired options. There is no reason they should be allowed to keep making billions off us! This is terrible federal governance, do better. We need competition! We need options! We need a government that focuses on the people not the corporations! |
| Hagi | E. | AB | Canada's telecom prices (i.e. internet and cellular) are a JOKE compared to the other G7 nations. Why must this abuse by the Big Three continue to be tolerated by our government? Please, you must take action, and allow true competition, or only the shareholders and owners of the Big Three will benefit, while the rest of us suffer! Thank you. |
| Kevin | L. | AB | A monopoly is never a good thing & the free market should dictate rates not conglomerates & BIG tech! |
| Gregory | K. | AB | I can,Â afford internet. You need to curb Big Telecom so I can afford internet. |
| Debra | B. | AB | Unbelievable how much a I spend for internet services. I have been with Telus since 2019 and was promised fibre optics would be in our area within a year. 4 years later and still hasn,Â happened. Internet is very expensive at \$78 a month. Now I am moving to a acreage and Telus is the only option available other then Star Link which costs approximately \$130/month. We have no other competition so pay the high price again and get poor internet. Time to bring the prices back to a decent amount. |
| troy | h. | AB | Hi taxes, triple carbon tax, ever increasing inflation and now this? Please...Canadians need affordable internet choices! We know you can provide this and still be on top of the game. |
| SALOME | V. | AB | As a senior I spend much time paying bills online, ordering online and emailing my family, in other words I depend on the internet connection and for years it has taken a very healthy bite out of my retirement income. The internet I require is quite simple and costs significantly less in the USA, why is that? All of this coupled with high cell phone rates is a big pill to swallow. Time these monopolies, were made to device the customers not gouge them. |
| Colin | G. | AB | Something needs to change in this country. Compared to other first world countries we pay too much for what has become a utility. Affordable internet is a right |
| Michael | H. | AB | More competition will help lower internet connectivity costs for myself and all Canadians. |
| Laura | M. | AB | Our internet is way too expensive, the quality is not great, and we don,Â have enough options for providers! |
| Michael | W. | AB | Monopolies are never a good idea, and we have a loud monopolies in the telecom industry to occur regularly. |
| Wayne | B. | AB | Affordable high speed internet to rural areas is still pretty terrible. I prefer to deal with smaller ISP instead of the monopolies that seem to keep taking us to the cleaners... |
| Graeme | D. | AB | Internet has become the only way companies want to interact with customers especially moving most services onto apps so an affordable internet service is vital for dealing with them. We need affordable internet options. |
| Philippe | D. | AB | Per the CRTC website, you are dedicated to ensuring that Canadians have a world class communication system. You also regulate and supervise broadcasting and telecommunications in the public interest. If so, please give us more choice! There is not enough choice or competition within Big Telecom. If there was, Canadians wouldn't be spending so much more money on telecommunications than the majority of 1st world countries... Furthermore, big telecom would not be continually making the profits that they do. Telecommunications is vital for connecting Canadians with each other and the world. When it is not affordable and access is limited, we Canadians miss out on opportunities. Please do not let average Canadians fall behind while Big Telecom continues to spread their reach and control over us. |
| Jonathan | M. | AB | I've travelled extensively, and one of my experiences in Asia completely changed how I saw internet in Canada. On the island of Penang in Malaysia there is island-wide free wifi for all inhabitants. This is because the government paid for the infrastructure to be built. The same is true of Canada - yet we have the world's worst internet bills. It costs Rogers \$0.06 per GB of bandwidth. They turn around and charge me \$1.20 per Gb - a 20x inflation. This is nothing more than excessive greed at a time when Canadians are having trouble affording food. Do something about it. |
| Greg | H. | AB | Monopolies allow one corporate group to skirt normal rules of supply and demand, and make it more difficult for governments to regulated trade. Reducing monopoly power benefits government budgets as well as consumers. |
| Bruce | A. | not found | I've been advocating for customer protections from monopolistic oligarchies for about 15yrs now and while there have been modest progress it takes seconds for the CRTC to bend over and part coattails whenever industry lobbyists come knocking with a dinner invitation. Canadians need telecommunication rights and protections and not being treated like a profit vector. |
| Nicole | C. | AB | Monopolies are never good because they extinguish all competition. When there's no more competition, there's really no more free market. |
| Andreas | S. | AB | I've had to downsize my internet plan after realizing the the cost had gone up and I couldn't afford it anymore. The government induced inflation has taken a big toll on our family and our money isn't taking us as far anymore. Please take initiative and carve out a path for Indy ISPs so we can create a more affordable life for everyone. |



| | | | |
|----------|----|----|---|
| Matthew | S. | AB | Dear Chairpersons, Commissioners, Senior Managers and Executives of the CRTC, Canadians are being crushed by higher prices from all sides: for heat, groceries, gasoline, and for access to the internet. These items are necessary for life in the modern age, and therefore it is vital that the government do their utmost to ensure their affordability, regardless of partisan concerns. The quality of Canadians' lives should be the sole concern of anyone working in the public sector; and we are experiencing first hand that growing GDP and corporations' bottom-lines does not trickle down to improve the well-being of most Canadians. Canadians are suffering. In the name of democracy, if it has any meaning left, we ask that the CRTC and whatever other public institutions necessary, intervene to break up the large communications companies. The risk should the government fail to act in this regard is a continued loss of legitimacy among increasingly large segments of Canadians. How long will it be before Canada struggles to attract newcomers, because the open secret of our lowering quality of life becomes widely known? How many more other countries around the world will orient themselves toward Beijing and Moscow, because they see in our rivals more reliable partners, with greater legitimacy before their respective peoples? Should it be necessary to accomplish the goal of ending communications oligopolies incrementally, allowing a wider variety of competition in the marketplace by lowering wholesale rates for independent providers is an excellent place to start. Respectfully, Matthew J.R. (S.L.) Smith Canadian |
| Muhannad | N. | AB | It has been very clear that Canadians pay for the most expensive internet and telecom services in the world even when compared against countries that has comparable land mass size and population size, for instance Australia, where they have cheaper internet and telecom service. There is absolutely no reason we should continue to pay top dollar for below average service from telecom companies that have no interest in providing lower prices due to the monopolistic practices that both the CRTC and the federal government intentionally turn a blind eye to. Both the CRTC and the federal government have demonstrated that they do NOT care to protect consumers and the average Joe, but instead favouring corporate Canada. This has been shown through the actions of the CRTC, the competition bureau and the federal government regardless of the many statements made about how they are looking to make life more affordable for Canadians when that is clearly not the case demonstrated through their actions. |
| Amy | D. | AB | Competition is important to drive innovation and keep products and services affordable. The CRTC is dropping the ball. Pick it up! |
| larry | t. | AB | Internet is a necessity today. But it is becoming increasingly unaffordable. The big companies keep raising prices to the point where it is barely affordable. People are going deeper in debt just trying to keep basic services |
| Fred | H. | AB | I subscribe to a third party provider. They piggyback on either Shaw or Telus. I feel like the first party company (Shaw Cable in my case) gives them throttled bandwidth on occasion to make my experience worse in an attempt to make me change away and go with the more expensive Shaw. I pay for 150mbps and often get only 9mbps or less. As a senior on a fixed income every dollar matters and I thoroughly resent the fact that our Internet and cellphone rates are the highest in the world. We are better than this, Canada. |
| Bob | P. | AB | Quite regularly on American TV channels, there are ads by the competition to the big providers. We never see ads with competing pricing in Canada. The capitalist system was supposed to be competitive. Canada's is not. Monopolies have been a problem all through history. Politicians should have the political guts to pass laws to make it easy for smaller providers to start and prosper. |
| Juan | R. | AB | So that we can choose who we want to purchase these services from, and so that we can afford them! Internet access is not a luxury, it's an essential utility, and necessary for work, leisure, and education. Why are you allowing three companies to make us a global laughingstock? |
| Frank | D. | AB | Monopolies do not have anything to do with capitalism or a free, competitive and open marketplace. You don't need to look any further then the banking and grocery sectors in our country. They continue to drive up prices with little regard for their customers or our country's overall well being. Having no fear of losing market share to competitors, they can continue on this path of GREED and CORUPTION! Please do the right thing for all Canadian citizens by allowing a fair and competitive internet/telecom marketplace. Thank you for your time and consideration. |
| Frank | D. | AB | Monopolies do not work and has nothing to do with capitalism or a fair and open marketplace. Please end this horrible trend. Corporations are wielding so much power with little or no oversight. Whether that is the banking industry, the retail and grocery industries, the fossil fuel industries and also the telecom/internet provider industries; they are continuing to gut regulations on a provincial and federal level through the onslaught of their powerful lobbying efforts. Because of this, corporations and industries respectively seem to have more power than our governments do. This trend has to and needs to stop! As a citizen, a tax payer and ultimately a consumer of this country, I, along with a majority of Canadians need your help. Please do the right thing by ending this destructive path of monopolization. As Canadians, we need to have a free and open marketplace. Thank you for your time and consideration. |
| Dorothee | M. | AB | Compared to Europe Big Telecom providers in Canada are acting like cartels. Not to have affordable choices is horrible! |
| Tom | E. | AB | We already pay higher fees than most of the world. Obviously it is because of a few large corporations controlling the service. They do not want independent companies competing with them. They want to make all the money. |
| Ryan | M. | AB | I'm tired of paying much more for worse Internet service than my counterparts in other parts of the world - especially the USA and Europe. This is clearly due to the monopolistic practices of the 'big' Canadian telecom companies. |
| Nathan | O. | AB | Internet has become an essential part of life and it is getting incredibly expensive to stay connected and keep up with the high bandwidth websites and streaming services that we use every day. |
| Cal | H. | AB | Canadian service is so terrible that, as a home-based business, I must maintain two internet connections, each costing around 2-3X what my European relatives pay, to ensure I have uninterrupted service. This is insane - fix it! |
| paul | L. | AB | Oligarchies in any domain do not offer a fair a system to the general public. I don't appreciate that government bodies have greater obeisance to corporate interest than the general public that governments are supposed to serve. |
| Robert R | A. | AB | Choice is important. If no choice then internet should be a utility as it is now used by most Canadians on a daily basis similar to electricity, natural gas and water. |



| | | | |
|-----------|----|----|--|
| Adam | W. | AB | Monopolies are bad because they allow the companies to control the prices regardless of if people are able to pay, without regard to being competitive. No do they care about how the service performs, as there is no other option than to go through them. |
| John | C. | AB | Why not deregulate and allow American carriers to provide services in Canada as well? These companies offer much less expensive internet and cellular service than any Canadian company does. |
| Alex | E. | AB | Internet access has become a requirement in our society these days and is becoming unaffordable. That paired with sky high cell service carves a huge portion out of the average households monthly budget. |
| Brian | S. | AB | Having monopolies controlling such essential infrastructure is not good for the consumers in Canada and will ultimately stifle innovation and creativity and will negatively affect the entire national economy. |
| Philip | C. | AB | Monopolies have the power to charge exorbitant rates. Only competition can keep costs to consumers in line. |
| John | O. | AB | I'd like to curb virus providers to charged and their accounts seized and nullified. |
| Bob | M. | AB | Less competition with increased pricing. No accountability when you have a monopoly type situation and customer service levels go down. Monopolies are opposite of free enterprise - increased prices for less or reduced service. |
| Laurie | B. | AB | It matters if you want your government re-elected to Listen to what Canadians want not what greedy corrupt capitalists want. We,Ådre on to both of you. |
| Marnie | S. | AB | I am retired, financially challenged, and in debt and the amount that I am being charged each month is a way too large percentage of my income. It is a good thing that I am a small woman as I am experiencing difficulties in affording food. :-) |
| Murray | D. | AB | Choice and especially affordability have always been key important issues for me. Being a senior with a very fixed income leading to not a large disposable income, I need a reliable internet service that not only acknowledges that but actually creates viable responses to myself as well as for the many other people in similar situations as I. Due to age, many seniors, especially myself, are not as able to actively participate in society as they were able to in the past. Reliable affordable Internet has become the main and preferred connection between seniors and the current society in which they find themselves. This requirement of an ever growing segment population needs the attention of our CRTC to ensure that said affordable and reliable Internet options are available as soon as possible. |
| Murray | D. | AB | The foundation of a solid, generally responsive business community within Canada is the principle of industry competition. Industry competition leads to considerably better all-around options being offered and being provided to the general population. This will also cause and stimulate Internet companies/providers to further research and refine their individual company structures and offerings to help them compete with other companies. This will lead to more streamlined customer focussed Internet providers and, in turn, more options for consideration by the buying masses as well as much better products being offered at considerably more/better affordability rates. With the offering of increased affordability options, citizens, who before were unable to avail themselves of the Internet options currently being offered, will be much more able of contracting Internet service. This presents a double-edge sword scenario in that more citizens are able to afford the service thus increasing the customer base which will, for the Internet providers, potentially compensate for their current smaller customer bases due to unaffordable rates. The benefits of Canadian Internet companies/providers being responsive Canadian corporate citizens clearly focussed on and in touch with the populace are massive for the respective companies and, especially, for the Canadian citizenry. |
| Joanne | B. | AB | Government is supposed to be, Åby the people - for the people!Å Canada has become a nation that exploits the people so that mega corporations can have legalised permission to gouge the population however much they choose. We have become a country with no regard for ordinary Canadians, not to mention the poor and underprivileged. The largest corporations run this country now, not the government. When they have squeezed the last penny from our population where are they going to turn when no one can afford their products. Please, please, please start making decisions in favour of reasonably priced Internet services that allows freedom of choice of providers. Rogers and Shaw have had a monopoly on internet/TV since cable TV first came to Canada. All of North Calgary could only use one provider and all of South Calgary had to use the other provider. We have had no choice in provider or services since the infancy of cable/Internet. It is well past time that this must change!!! We are tired of being held hostage to Rogers/Shaw and Telus. Please will you help us to change this? Joanne B. |
| Alexander | R. | AB | My internet service in Calgary, a major center, is a joke. I (effectively) only have a choice between Rogers (Shaw) and Telus. NEITHER have bothered to update their infrastructure in my neighbourhood for *over 13 years* of living here. They'll happily advertise higher and higher download speeds, but *upload* speeds, necessary for streaming, video calls, etc, have been stuck as 12mbps for over a DECADE. I can't even get fiber through either provider, and the companies hide behind false advertising, claiming up to the speed I should be receiving (100mbps or higher) then when I talk to technical support it's always the same story: oh, sorry, your area hasn't been upgraded yet. Sorry, no, we don't have any idea when that will be done. It's the year 2023. I've been hearing that excuse since 2010. My neighborhood was built in 1983, and this is a fairly affluent part of town. All the smaller service resellers are limited by the same absolute CRAP infrastructure in this area owned by Rogers/Shaw and Telus. There is ZERO incentive for these two companies to upgrade the infrastructure in my area because neither is willing to upgrade so there's effectively NO COMPETITION. I reiterate, I live in CALGARY, the 3rd largest and most expensive city in Canada. That's like driving a sports car home at 100km/hr, then being stuck in a 30km/hr playground zone all the way to work. Meanwhile in the small town of Okotoks south of Calgary they have a municipal *fiber* Internet service that provides 1gbps download AND UPLOAD speed. There's no excuse! This is garbage service because of monopolies and a complete lack of *meaningful* competition. |
| Sol | C. | AB | Monopolies are anti democratic and trample human rights because the markets are going digital which makes access to internet a basic communication need. Monopolies lead to higher charges for this basic service which makes it a luxury which it is not. Individual, private connections that are safe, secure and affordable are basic to accessing services from banking to paying for parking, to accessing information. Digitization is taking over all aspects of life at the same time that the price for accessing it, continue to rise without improving services or any other justification besides placating the greed of large corporations to make obscene gains, just because they can. |
| C | B. | AB | We have a right to fair, just and affordable options. |
| Ken | A. | AB | All the above |



| | | | |
|----------|----|----|--|
| Sarah | H. | AB | I am a Nucleus customer, one of the few independent ISPs in Western Canada, but even they rely on infrastructure from Telus and Shaw (which Rogers is being allowed to take down with their sinking ship). Since the federal government stripped price protections in 2019, Nucleus was forced to increase their rates because bigger ISPs increased their prices. I was forced to downgrade my internet service so that I could afford it on my extremely limited income. |
| Sarah | G. | MB | Competition leads to innovation and competitive prices. In this extra expensive time, I think this is what's needed. |
| chelsea | p. | AB | no one can stop these greedy jerks from draining our pockets but you. |
| Raymond | H. | AB | A very few who control ANY market will just raise prices together rather than compete with each other. All customers lose. Only the shareholders and top execs get rich - at everyone else's expense. |
| Brian | S. | AB | The Internet is essential to today's economy and our future. We need real competition in this sector to ensure that our businesses can grow and thrive, so that we can perform leading edge research, so kids can compete educationally with others around the world, and so that we can all enjoy the FULL benefits and COMPLETE array of content that is offered on the Internet. An oligopoly who's main purpose appears to be to enrich their executives should not have the power to essentially shake us down every month before they provide us with subpar services at outrageous prices. We need real competition in this sphere especially after the Rogers-Shaw merger which was a slap in the face to consumers. Time to correct that wrong and the many wrongs of the past by allowing more competitors into the market including foreign ones. |
| Susan | E. | AB | Having internet service is imperative for everyone in Canada, but the choices are being controlled by Big Telecom. While have indicated they invested in developing the technology and in providing the basic delivery for everyone across Canada they have been monopolising the field for too many years. There needs to be more competition, that is not just dressed up by their children selling services under a different umbrella. The money going back to them at slightly reduced costs. Canadians need true choices. I do want to take a moment to recognise the the three main ISPs for providing high-speed access for low-income Canadians, who would not otherwise be able to afford service. If they would do the same for basic telephone distance, cellular and basic cable packages then it would show more humanity, but that would be expecting far too much! These monopolies have to end! |
| Tim | M. | AB | End the monopolies. We deserve better than this. Where is the competition?? |
| Randy | F. | AB | This system is patently ridiculous, there should be way more competition in this market! we have 40 million people here now! |
| Jennifer | C. | AB | We are under-served in Canada with internet providers. This awareness is reinforced by immigrants who come here discover the mafian and underhandedness of the big players controlling yet providing shitty service. |
| Michael | W. | AB | The internet is not a luxury, it is a necessity. Increased competition among providers will improve services and drive down costs. The Big 3 know this, which is why they're consuming as many competitors as possible while they can. And as they move to fibre networks (with theoretically infinite bandwidth) they'll be able to price gouge Canadians further by offering premium speeds on a premium network, where all data flows at the speed of light and the only obstacle to faster speeds is the ISP's rate limiting customers who can't afford to pay arbitrarily high costs. Canadians need to be protected from the greed of our telecom companies and we deserve uninhibited access to the critical service of the internet. The internet is no longer a luxury. Like access to water or electricity, the internet has become a utility. |
| Joanne | S. | AB | I believe that it is the CRTC's duty to curb Big Telecom's monopolistic power over the internet services to improve my choice and affordability immediately. Does the CRTC not understand what a monopoly is? Canadian deserve better!!!!!!!!!!!! |
| Mark | T. | AB | Talking to family and friends outside of Canada and we are being fleeced and the government is allowing it so they can get themselves jobs after they are out of office with the same companies they are supposed to be policing for the Canadian people |
| Scott | C. | AB | I would like a cheaper bill on my cell phones. Why is that the crtc is allowing Canada to get ripped off. This is a crime and you should be found guilty. We in CANADA deserve better cellphone deals. The crtc and the liberals can go pound sand, both of you do not care about this country. Drop the cost. |
| Premila | T. | AB | This country is bleeding- stop the bleeding and do the right thing Stop the censorship BS too |
| Randy | M. | AB | Competition needs to be broader so that better pay options with numerous companies would keep costs fairer. Lessening competition means less ability to get fairer rates much like even our American neighbours. |
| Gabriel | D. | AB | Competition is important in all industries, and the big telecom companies have been given an unfair stranglehold on the industry, and it's time for that to change. |
| Rod | R. | AB | It is important that the tech industry in Canada be open and available to any company that wants to provide service. There are still new technologies and business models that will emerge and Canada needs to be open enough to let new ideas and paradigms grow and prosper. Canada has had great tech companies like Nortel and RIM and we need to provide an open environment to let new ideas grow. The more we let the current companies control the landscape the less chance there will be for new ideas to grow and prosper. |
| Robert | S. | AB | Monopolies are not a table game. The public should be able to decide what services are best for them. Limited choices of providers usually means no choice of products. Competition enables the marketplace to expand with less chance of big government tell us watch we MUST watch. |
| Glenda | S. | AB | Limited choice always means higher prices. |
| Annette | L. | AB | Monopolies need to be broken up and regulated so that there is true competition and affordable options for ordinary Canadians. There should be price controls in line with what is being offered in other countries. Why did our federal government allow big telecom monopolies control our communication services? It was once illegal. Has big telecom lobbyists captured the CRTC to act for their agenda rather than in the public interest? This is unjust and a betrayal of ordinary working Canadians who fall further and further behind due to the ever widening wealth gap and corporate control of the marketplace. |
| Shanon | P. | AB | Monopolies never bring down price and have no incentives to provide useful products for consumers. Access to Internet is a human right in today's world. Please take a stand against the collusion of Big Telecom for the well-being of all Canadians. |



| | | | |
|-------------|----|----|--|
| Mark | M. | AB | Every year I get pressured to sign a new contract for telecommunications services. I'm regularly forced to buy services that I do not use or want. I'm regularly told that my previous package is not available anymore and I have to buy something that more expensive. The billing breakdowns get ridiculously complicated and I have to spend hours waiting on the phone to have the issues corrected. I also have had several issues where the provider has inaccurately made changes to my account without consent. It is becoming less and less affordable but there is no accountability because there are no options. The CRTC needs an overhaul. It does not work for Canadians, it works for private corporations. |
| Tim | D. | AB | Monopolies are bad. We understood this and made provisions to not allow them nearly a century ago. Why are we allowing them now? By the way, offshoot brands of the same company still should fall under a monopoly |
| Vernon | S. | AB | Seniors in other countries get greatly discounted cable internet. Discounts for seniors in Canada are only offered at very low speed and limited internet packages. That is a joke. Also, companies offer better packages to new customers than they do to existing loyal customers. Recently, I was informed that the same internet package I had under contract for 2 years would now cost more. Shouldn't there be an enticement to keep me? Where are the affordable packages for seniors who want 100 mbps unlimited, or 200 mbps unlimited, or 300 mbps unlimited, or 1000 mbps unlimited? They don't exist. |
| Mustapha | A. | AB | Inflation is out of hand and it's tough keeping up with bills. Reliable and affordable internet access is very necessary for my work and not having options keeps me at the mercy of big telcos. |
| Wanda | P. | AB | Living in a rural area I have little to no choice for internet providers. Although I do not get internet through one of the big providers, I am stuck with few choices and massive expense to get the bare minimum. If I want unlimited internet at a speed that could conceivably stream something like Netflix, it will cost me well over \$100.00 per month, a good 2 to 3 times what people pay in the larger centers only 15km away. And there is no such thing as Fibre internet here. I've been told Soon! for 22 years. I've gotten better internet on a beach in Costa Rica than I can get in my own home. It's shameful and ridiculous. |
| Stanley | M. | AB | Competition is very important to keep prices down. |
| Stefan | L. | AB | Because a small group of companies having so much control over what is basically an essential service is a really bad idea. I would not be surprised if they're doing backroom deals with each other to keep prices high. It's ridiculous that I get cheaper service in Trinidad & Tobago, and many other third world countries, than I do here, in the so-called first world. Pathetic. |
| Darrin | H. | AB | It is critical to curb Big Telecom's monopoly to allow more choice and give us rates that most of the world already has. |
| Doug | M. | AB | Big Telecoms profits are unreasonable. Everyone should have the opportunity to make a profit but now that our options for internet providers is even less than it was previously the 'giants' of the industry in Canada basically have a monopoly on our service. More competition equals more choice which in turn should allow for better service and lower cost. |
| Ross | D. | AB | With there being so few options the current providers are giving less service. Very hard to get through to them and get any help. |
| The Edward | H. | AB | We need to stop paying the highest prices in the world because we allow a few companies to drive out or buy up smaller competitors. Canada needs the government to crack down on these monopolies because they hurt us all. |
| AWNYY | B. | AB | Dear CRTC, The choice of internet providers I have access to in Lacombe Alberta is laughable. The service provided for the fees charged are outrageously bad. I've been a customer of all the big telecoms, and Shaw was the only company I could say provided quality service. Now they're gone too. Pleaaaaaaase finally stop just doing what the telecom lobbyists want and start acting in the best interests of Canadians. Write rules that force competition. Stop making decisions that squash competition. Stop making rules that send more money, power, and control to businesses. Please start acting like we live in a democracy that exists for the people, not a democracy for the giant telecoms. Thanks, Awyny Betts |
| john | g. | AB | If you check online reviews the bid 3/4 get A revue of 1 out of five and most complain they can't rate their service 0 The only thing that can force innovation ,.productivity and less expensive services is fierce competition . Some days it seems the crtc is just to prop up the monopolies |
| Ron | B. | AB | With little or no choice in providers there is little or no competition. |
| Darlene | C. | AB | Internet and cellular services are better quality and cheaper in other countries than they are here in Canada. We need access to affordable ACTUAL unlimited internet services instead of so-called unlimited use that gets throttled back when thresholds are met. |
| Maureen Cam | H. | AB | It's ridiculous that Canadians pay more for Cell Phones, internet and cable than other countries. We want this fixed. |
| Debbie | P. | AB | There needs to be more options to choose from for internet service so there is more competition for prices. Other countries like the US pay less than I do |
| Susan | R. | AB | As a senior, every cent counts especially in today's economy. My husband and I both have cell phones and we only use them as a phone or a camera and that is all as we can't afford the fees. |
| Brian | L. | AB | Place caps on service provider fees, and set industry standard acceptable rates based on worldwide internet service provider bills. Internet is an essential service, which should not be used to exploit Canadians simply because big telecom can do so with no restrictions. Ensure that telecom giants can no longer acquire any new internet contracts, and that local start up providers are considered first for new contracts. If existing infrastructure is owned by big telecom, then perhaps it is time to either allow access to startups on that infrastructure at a competitive rate, or realize that internet is an essential service and move to have ownership transferred to the Canadian government for this necessary infrastructure. |



| | | | |
|----------|----|-----------|---|
| Franki | H. | AB | Rogers, Bell, & Telus have outsized influence in their fields - their corporate lobbyists have clearly helped to rig the market in their favour. Allowing them to strangle smaller providers through denial of service, strangling or reducing internet connection speeds, and refusing to support independent browsers (such as Firefox) is absolutely egregious. If these companies are so amazing, why are they so scared of competition? Either their products stand the test of consumer choice, or they admit that they are deliberately constraining choice so that people are driven into purchasing services from one of the big three. The Shaw-Rogers merger going through was bad enough, and should never have been allowed to happen. It's also interesting that these huge corporations refuse to ensure internet access to remote and rural communities. Again, either their products stand up to the free market & people's right to choose their providers based on what best fits their needs ... or these companies stop charging so much for absolutely paltry services. Personally, I feel that internet access is a human right no less important than the right to water, housing, and clean air. Nationalize the telecom industry and make these services accessible to everyone, or constrain these oligarchs and their desire to make fortunes out of profiting from people's needs. All that's literally required is for you to imagine that non-millionaires are people, too, and deserve to have their needs not only considered but met. |
| Trevor | B. | not found | There are two large ISPs in Alberta: Telus and Shaw (now Rogers). Their prices are so similar, they might as well be the same company. We are supposed to live in a free market society, and we don't. I don't understand why the government protects these huge corporations. Competition is good and makes everyone better, yet there is no competition in Canada. The consumer pays inflated prices and big telecom doesn't have to innovate. The cable and fibre in the ground has been paid for many times over, there is no excuse to not have reasonable wholesale rates. Please stop listening to big telecom's whining and please make them compete by enforcing reasonable wholesale rates. |
| Jonathan | S. | AB | Honestly I feel that the CRTC won't do anything here. I believe the CRTC should be dismantled. It's sad that the FCC down in the United States may have indirectly done more for our country than the CRTC has. What the CRTC needs to do is break this absolutely way to large monopoly up. These companies have far too much money. Look who owns all the sports arenas across the damn nation? Sure isn't the people. Where do you think they milked out all that cash. One set of companies and in some cases one company owns like a third of the country in a weird silly way. That is absolutely unacceptable. IF the CRTC refuses to get involved, I call on the CRTC to remove it's corrupt self from the field and allow someone else to do the job you clearly can not, or will not. Thank you for your time |
| Michael | Z. | AB | Big telecom have become very greedy and much too powerful because of no competition. They have forced many smaller providers/competitors, out of business or bought them out. Big telecom has had an unfair advantage because the CRTC hires ex CEO's of big telecom to make decisions, as in the Shaw and Rodgers merger. The CRTC must hire the right people and must protect the consumer from what is happening at present. They must protect the public from disgusting programming that is not acceptable for children to watch. Stop relying on verbal disclaimer warnings before the program. This does nothing to prevent kids from watching bad shows. We all wonder why the CRTC even exists, anymore, as they are not protecting the public from anything. |
| Maïen | K. | AB | I would like to have an internet provider who does not have a data sharing agreement with google |
| Bradley | J. | AB | More choices means lower/competitive prices. |
| Henri | H. | AB | Give providers more room to maneuver in a complex monopoly! |
| Keith | P. | AB | Guys, stop proving Cipolla right. Didn't you all start out trying to make things a little better? Try going back to that. If you're too far gone, get out now, because someone stupider and even more willing to settle for even less will be along shortly to take your place. Wash, rinse,, repeat... Winning! |
| Maggie | M. | AB | Having monopolistic power over any services used - and paid for - by the public is never in the interest of the public itself. It only serves to fill the pockets of those with that power. The general - paying - public should have more choice, more services and more affordability to make it a fair and just system. |
| Jesse | L. | AB | Because it affects people's learning and communication if they can't get affordable internet. |
| Melody | B. | AB | I am so glad to use and support an independent provider. They provide me with a much more humanistic experience. For example, they answer their phones. This had been such a point of frustration with the big providers. We don't need more monopolies, we need more independents. We need fair prices for internet, which are found in other countries. Yes, we are at your mercy. Please help ensure that Canadians are treated fairly and not gouged by monopolies who are willing to completely dominate the market and set unfair prices. |
| Terry | J. | AB | We cannot afford any more monopolies in Canada and that's exactly what's happening here. |
| Dennis | K. | AB | You need at least five and preferably at least ten major market players to get any of the so-called benefits of a market system. Our big telecom companies are too large and monopolistic to provide good, effective, and efficient services to Canadians. |
| Joe | R. | AB | If private companies continue to be monopolistic, maybe internet should be sold by the government so the people can have it provided for a guaranteed low rate. |
| Dennis | B. | AB | No monopoly control of internet services! |
| Ellen | P. | AB | Companies like Rogers, Bell, and Telus are becoming less and less customer service oriented because they know consumers have little choice in switching to someone else! Case in point, Telus has a wire dangling to the ground from my telephone pole. I've tried everything I can to reach out to get it removed, but because I don't do business with them it is impossible to reach anyone! A month later this issue is still unresolved! If I then become dissatisfied with Rogers, my only option is to do business with Bell which is even more expensive or go with a company that doesn't give a rip about customers! So much for free enterprise!!! |



| | | | |
|---------------|----|----|--|
| Michael | M. | AB | These days, most of the information that is vital to me which comes from local municipal services, local government offices, provincial sites and federal sites, is only available through the internet. Governments benefit when informing the public, me, about policy and programs, through the internet. I receive authentic and speedy information. I submit my tax returns and taxes to the government via the internet. I am able to access my health records through the internet, search for a doctor, a dentist, a physiotherapist, a psychologist. During the first years of the Covid pandemic I and my friends reached out to each other across 1000s of kilometers to console and socialize, through the internet. If governments have embedded their essential services within such a medium, why should a small number of companies be allowed to squeeze so much money every month from myself and others in order to access something which my taxes have already paid for? Profit is not a bad thing. High prices to access vital government information and services is immoral. As there is no penalty in the business world for greed, I am asking you, the CRTC, to act to protect the Canadian public from immoral monopolistic companies from applying their business ethic of 'üprofit above all else.ü. |
| Ollie | S. | AB | The CRTC disgusts me with their appeasement of the telecom monopolies. Shame on you. |
| Rod | M. | AB | The answer is simple: less competition, the more we pay with less choice of services! This unacceptable situation must be rectified as soon as possible! The CRTC must STOP supporting Big Telecom and work for the population! If this organization cannot work for consumers then it is time to scrap it! |
| Gabe | K. | AB | Come on CRTC grow a pair and stop Big Telecom's monopolistic powers. |
| SHERRY-LEE H. | | AB | The costs of this basic necessity are beyond reason. If we want faith in our systems we need to start protecting citizens from profiteering and prove that our government genuinely cares for the wellbeing of Canadians. The backlash of frustrated people is dangerous and these are the things that add fuel to fire of disillusionment and anger. |
| DENNIS | G. | AB | we need open competition as all of the backbone in Canada was built on Canadian funds please ask the King to change how things are done as we the people are tired of corporate Canada going into debt while these corporations are making record profits. God save the King please forward this to his majesty King Charles P. S please your majesty this current system is very broken we need you to be the leader to do the things that need to be done. Patiently Waiting Dennis Evan Of the Family Hansen |
| S | B. | AB | Modern communication is already on affordable for a percentage of the population. This percentage will only grow over the years and decades eventually even the wealthy not be able to communicate affordably. These monopolies don't seem to be able to grasp the concept that they are going to price themselves out of business given enough time. I Donely is there a moral dilemma in this, but it also is an example of bad long-term thinking. |
| Connor | M. | AB | The point of capitalism is competition. Either we safeguard and enforce this tenet, or confess that we have an oligarchy. |
| greg | h. | AB | i should be able to spend my money where i want such as a internet com. in the u. s .a |
| Bradley | M. | AB | We demand the right to choose the companies and services that we want to spend our hard earned money on. Its disheartening when you look close and find that many of the small ISPs and wireless carriers all end up belonging to one of the Big Three. I don't want TELUS, they are corrupt. And the other two don't provide good customer service when you absolutely need them too. |
| Ken | S. | AB | Big Canadian Telecom companies currently only offer discounted cellphone and internet rates to the poorest of the poor, those that receive maximum GIS. There are millions of people below the poverty line who don't. |
| Ian | V. | AB | Having a public service co opted by for profit businesses that all have track records of over charging and underdelivering while maintaining slightly different off-brands to prove that there is a choice in the market is a disgusting thought. |
| Ron | D. | AB | Our entire connected life is in the control of 3 major corporations who are setting prices in lockstep with each other with no concern over the affordability of the very essential services they provide. Without a proper regulatory frame work allowing smaller, more flexible, independent small businesses to compete on a some what level field we will always be at the mercy of corporations whose only goal is maximizing profit regardless of their PR campaigns that seek to minimize the outsize influence they have on ordinary Canadians daily lives. |
| Cheryl | W. | AB | Monopolies don't help people, they are only about corporate greed and power. |
| Cody | O. | AB | The amount we pay for cell phone and internet compared to other countries is already ridiculous and it keeps going up with groceries and gas it makes it hard to live |
| J | C. | AB | As our daily lives depend more and more upon being connected to the internet, increasing costs and the clear price gouging that's happening in Canada will only hinder our people's ability to compete both within Canada as well as internationally. We need to have ISPs who aren't part of the monopoly, and we need legislation that will curb the price gouging that's already taken place for so long. Which is more important, the ability of citizens to be and live online in safety and affordably, or for colluding monopolies to endlessly increase profits? |
| Jordan | C. | AB | The internet should be considered a utility. How could anyone in our current society function with any hope of growth if they didn't have stable, affordable internet access. The telecoms don't care, they just want more profit for their investors. That doesn't align with what's best for Canadians, and the growing gap between fairness for customers and profit for investors is only going to harm Canada's interests nationally and internationally. We need government to protect the best interests of ALL citizens, not just the wealthy. |
| Don | W. | AB | Dear CRTC, Please do something about this issue to at least make us believe that you're not totally in bed with the big telecoms. Thanks... |
| Anne | N. | AB | I,Äm a senior with limited income. Affordability is lacking. When I worked, I basically made subsistence level income so having cheaper internet was very important. Now many working poor as a result of increasing cost of living. Help needed in order to have affordable internet. Please!!! |
| Geordie | N. | AB | It is unbelievable that Canada as a G7 nation has the most expensive cell phone and internet rates in the world. The only reason is due to the corruption of the telecommunications oligopoly and the historical unwillingness of the CRTC and the Minister of Science, Tech, and Innovation to do what's right for Canadians. You have a chance to be different. Will you continue the complacency on the backs of Canadians? Or will you do your job and advocate for the public interest? |
| Alfredo | V. | AB | Canadian Internet is far too expensive It's time to stop the monopoly and bring the cost down. |
| Thomas | H. | AB | I don,Ät want a handful of big corporations price gouging consumers and delivering sub-par services. |



| | | | |
|----------|----|----|--|
| Pat | H. | AB | Further consolidation of power in the internet service provider market is fundamentally anti-competitive, and increasingly dangerous to future affordability, broadly available access, and enlightened privacy considerations. Please take the side of consumers and address concrete steps to improve affordability and prevent further market consolidation. |
| Keith | O. | AB | Prices only go up, as the level of service goes down. It is anti-capitalistic to allow a monopoly over the service, and there is no real competition in the country. Fast and affordable internet is a keystone of a modern first world nation and top rate economy. Allowing the current pace of consolidation and service degradation to continue will disadvantage Canada |
| Dray | B. | AB | Lately it seems the CRTC and the big internet companies are too cozy. We have to remember that much or most of the internet infrastructure was created with taxpayer money. Then these companies were privatized, giving them a huge advantage over any startup or competitor. In addition, any hardware internet service (cable/telephone line) is set up in a monopolistic manner. This is not inherently evil, there is just a limit to how many lines enter homes. Adding more lines is not feasible. One way to get around this is allow independent wholesalers to buy access to these lines at cost or very close to cost. |
| Debbie | F. | AB | The more choices people have for internet should lead to opportunities for affordable internet regardless of income. In today,Ås world internet is a necessity and should be available for all at a reasonable price. |
| Chris | B. | AB | ISPs are given too much power to steer users to products and services. It should not be a part of their business model. |
| Carl | S. | AB | Nothing! |
| Mike | L. | AB | Monopolies are unhealthy in a democratic system. They impair the general public's ability to gain access to affordable technological sources of information and communication. |
| K | T. | AB | Marginalised communities are already the hardest hit by the lack of equity in this situation. So many aspects of our lives today require Internet access. Åt these kinds of monopolies don't serve anyone but those who stand to profit the most from them, and it is they who decide who gets to have that access. |
| Derek | F. | AB | I have friends in other countries that pay 1/4 of what I do for a similar internet connection speed, primarily due to the many ISP options that exist in their country. The current corporate landscape is not consumer friendly. |
| R Gerald | L. | AB | I used to believe that government politicians were to represent THE PEOPLE WHO ELECTED THEM. The bureaucratic agencies established by politicians seem to be working for the benefit of the lobbyists, not the people. Canadians continue to be hammered by rising taxes and rising costs. I do not feel that I am represented by a caring government. Why does Canada always seem to be outperformed and poorly managed compared to the other G7 countries? |
| P | S. | AB | In these times, when life is so much more expensive and people are dropping off and unable to find housing, no matter, internet should be a basic human right at this point. It is time to stop monopolies overtaking our services, becoming both, less personal and much, MUCH less efficient. Support smaller businesses; that is what our economy needs. |
| Andrew | A. | AB | The CRTC has an opportunity to further expand internet availability in Canada by setting wholesale internet fees that allow the network owners to recover most of their network costs but still allowing a secondary retailer to make a decent profit. This would actually benefit the network owners too since it may allow them to sell to internet users who other wise could not afford full price internet service. |
| Jere Jo | P. | AB | I have a friend in Mexico who pays for his cell phone, cable and internet altogether, for the year, what I pay in a month. Disgraceful! |
| Victoria | L. | AB | With choice comes power for the consumer. Currently, the big Telcos have all the power and it's a constant battle to get a good deal for the services I require. |
| Daryl | T. | AB | Stop censoring the internet. |
| Dane | C. | AB | Every year i get a notice of bill increase without providers adding any more value. Rural communities were supposed to have high speed internet years ago but that hasn't happened. These companies aren't even following on their obligations under the crtc let alone behaving ethically. Canadians pay more than any other country and most of our population lives in urban areas, with that combined with the lack of rural internet, we should pay significantly less. Finally with the way the towers operate they're competing. We have all the redundancy with none of the benefit of having redundancy. Remove the infrastructure into a seperate crown corporation and level the playing field of internet. |
| Nathan | F. | AB | Canadians have some of the world's most expensive internet plans. In this day and age, a high speed internet connection should be seen as a human right. Without access to the internet, life becomes much harder. As such, internet plans should be readily available, and relatively inexpensive. Giving Telecoms monopolies over internet services does not help either of these things. |
| Naomi | K. | AB | This country should be helping the people first. The government is voted in by the people for the people and this not happening anymore. This is one of the areas that is telling for the way the country is going by the very wealthy and their much easier ride. I am ashamed of our government for lining the pockets of their very wealthy friends in the guise of helping the people. |
| Daniel | N. | AB | I am paying almost \$100 per month just for basic high-speed internet. This is totally unacceptable. We need more competition among internet providers. |
| Serena | T. | AB | I am a single parent with only my income to pay for everything. All my bills have been increasing over the past several years and I have been angered by the fact that my internet bill keeps increasing with no notice. I pay \$130/month for a land line phone and internet. That seems excessive to me especially when I know it is a lot less on other countries. I work from home so have no choice but to pay this. There is less and less choice for providers and they all charge the same. If there was more competition it would drive the price down. Having large monopolies shouldn't be allowed. They don't compete, and they just keep jacking the prices up and up. |
| Taylor | L. | AB | Internet has become a necessity, and the cost has become way too high. |
| Phillip | D. | AB | Without competition prices only go up, unless the government wants to step in and regulate the prices. |
| Jeffrey | A. | AB | It is truly sad that the CRTC (under the direction of the federal government) will not create the conditions for real competition amongst ISPs. Lowering wholesale rates would be a small step in this direction. Before I retired I had more than one face-to-face meeting with the then CRTC head and other senior CRTC officials. My impression then (and now) was that they don,Åt make a move without first checking with their political masters. |



| | | | |
|-----------|----|----|---|
| Eric | W. | AB | As the internet becomes increasingly important in our day-to-day lives, we must ensure access to the internet remains affordable, competitive, and open. I worry that as the big three companies grow, they will just become greedier and greedier, making the internet unaffordable for the average citizen. |
| Dave | W. | AB | Stop the monopolies. Make internet affordable for all. |
| Jean-Marc | B. | AB | For years I used TekSavvy for home internet. When I moved, I had to terminate my account with them because the only internet offered in my new subdivision was fibre. Since the CRTC hasn't mandated fibre be opened up, Indy ISPs aren't allowed to use fibre in their last mile infrastructure. CRTC FIX THIS! And you make internet more affordable for everyone. Why is it new subscribers to Telus, Bell or Rogers are able to get up to promotional introductory rates for 12, 24 or 36 months, but then pay full price, sometime up to 50% more than the intro rates? And while you're at it, reverse your decision to let ISPs pass on the merchant costs of credit cards. Thank you. |
| Trina | B. | AB | It is almost impossible to live life today without the internet. Checking and paying bills, Online schooling, Medical information and appointments, buying things that are not local, and so much more require internet access. With the cost around the world for internet being so low in comparison to here, we have to wonder if the government and CRTC are doing their job in making sure we don't get company monopolies and just pushing prices up to get higher profit margins. Please start making users the priority and protect our rights to access! This includes making sure we have the right to post and see others posts online and not being blocked! |
| Mike | C. | AB | You have all MONOPOLIZED INTERNET ACCESS WHICH IS ILLEGAL!!! |
| Rupert | M. | AB | I have relatives in the USA and they pay about half the price for cell phone services as we do here in Canada. We really do need more competition. |
| Shirley | B. | AB | It seems obvious why this is important but domination of our internet services by a very few big corporations does not allow for smaller businesses to offer better more affordable rates. Government seems to bow to the demands of big business which is not democratic. Government = big corporate lobbying. |
| Carrie | V. | AB | We need choice and affordability |
| Ivan | P. | AB | Crtc is responsible for letting companies buy up competition There is absolutly no reason for our rates to be so high and companies reporting absorbent profits. |
| Brad | S. | AB | YOU ALSO are a branch supposedly ,Áarms length,Á from govt that is supposed to be unbiased when it comes to policing and ruling over incidents IN ONLY THE RADIO AND TELEVISION MARKETS , AS YOU INFORMED ME when i filed a legitimate, material-backed, documented complaint I sent you against your pals at CBC, who lied and slandered the upcoming President Trump before he won the election years ago. YES IM SURE my mere mention of his name caused you biased corrupt Liberal sycophants to dump reading this now.... TOUGH. YOU SAID back then you had no power to ,Ápolice,Á that tv, radio and INTERNET state jackboot media factory over anything they post online and crapped on my case filing, SO DONT YOU DARE start up this illegitimate govt fraudulent ruling AGAINST CITIZENS ON THE INTERNET, like I know you already are secretly practicing... When you PROVED TO BE NOTHING but corruptible, govt bootlickers protecting the state propaganda avenues. I HAVE ZERO FAITH in a RACKET that has a pathetic track record of alleged ethical mandates as the CRTC, like many other bought off institutions like Health Canada who calls for the end of capitalism in Canada... SHOW A BLOODY SPINE AND DO WHATS GOOD FOR CITIZENS FOR A CHANGE, NOT WHAT YOU ARE PAID LIKE STREETWALKERS, TO DO! STOP GREEDY MONOPOLIES LIKE SHAW ROGERS from making the most expensive and poorest value telecoms sector on the planet, proven by contacts around the world and my own travels when I can afford it. YOU HAD DECADES to prove your worth. DEDICATE OR GET LOST. |
| Carol | W. | AB | we NEED consumer protections as well as choice in the services available. |
| Laurie | n. | AB | More and more Canadians are forced to use the internet as other options disappear. However with the rising cost of everything these days families can not afford the high rates these major players charge for internet and mobile phone services. We need more competition to force efficiency in the system. Canadians pay some of the highest internet costs in the world as it is controlled by a small oligopoly. |
| Yauheni | M. | AB | I understand that companies have to invest lots of money in infrastructure, but why certain provinces or municipalities can keep prices decent, why it can,Áot be done country wide? And I don,Áot believe that CRTC is fully independent. Top management has too many ties with corporations they suppose to keep under control. |
| William | B. | AB | Telus, Bell, and Rogers so obviously conspire to maintain higher prices than many parts of the world. Introducing additional independent competition is essential to providing opportunities for lower price options. The government and CRTC are not standing behind Canadians to bring down costs, so it's up to private businesses to provide those options. Continuing to amalgamate power in the big three only hurts Canadians. |
| Stanley | S. | AB | Prices should be comparable with the USA, less tax |
| Judi | E. | AB | Big Companies have very Poor Customer Service. |
| Don | L. | AB | Competition is critical to keep pressure on service providers to offer higher quality services at competitive prices. In general, competitive markets are more innovative and efficient. To maintain customers, service providers in a competitive market must offer reliable and fast internet connections, excellent customer support, and competitive prices. This is obviously not the case in Canada currently as we pay some of the highest prices in the world. It's also important for Canadian customers to have a range of provider choices that best meets their needs. The government's role is to protect Canadian's from the inefficiencies and anti-competitive practices of monopolistic power like we see in internet services. This is very much the case for the CRTC at this moment in our history. Its also important that competition drives service providers to upgrade and expand their coverage and invest in network infrastructure. This can be important for underserved areas of the country. |
| p | m. | AB | Without real competition there is no improvement or innovation outside of the barest minimum. As a condominium dweller I cannot even get access to a fibre connection unless I, personally, get 70% of owners to request fibre be brought in. I'm pretty sure there is more than 30% of residents renting currently which makes doing this nearly impossible. I watched them drilling the fibre in about 30 feet away but it wasn't worth their time to hook us up. |
| Ray | M. | AB | Start making decisions that are economically best for Canadians Not big business that wines and dines the minister incharge |



| | | | |
|----------|----|----|--|
| Tyler | D. | AB | Telecoms are increasingly becoming a core need to live in the modern world. Internet in particular is an amazingly efficient communication system which we in Canada pay a truly absurd amount for. With every aspect of life being allowed to inflate to enrich shareholders at the expense of the public we are quickly rushing toward economic disfunction and social destabilization. Every straw we add to this camel's back is only threatening to snap it's back, and because of telecoms ever growing importance allowing profiteering oligopolies to have their way is putting stress on our society we can ill afford. |
| BRIAN | C. | AB | Monopolies are only beneficial for large corporations who pursue them. We have very high internet and phone prices in Canada. This is largely due to lack of competition. We MUST stop the continuous acquisition of competitive providers. |
| Andrew | K. | AB | It is imperative in a modern and global market that ALL services, especially what would today be considered ESSENTIAL services, be provided in a fully competitive environment. As this the cornerstone of any healthy marketplace. Do not stifle the options voters. |
| Jessica | A. | AB | When big com companies have network issues everyone has issue. There is no competition so why would big com care about their customers |
| Fran | L. | AB | Competition...competitioncompletion.. |
| Kathleen | S. | AB | Internet access should be a metered utility, access to information is a human right and other countries have this figured out while Canadians are exploited and taken advantage of by big telecomm companies that grow fat while many Canadians are in positions where they're choosing to skip meals and have to choose between which utility they can go without for a month or two. |
| Denny | K. | AB | We have ONE Internet Provider , high cost , does not function half the time and we have NO alternative! This Canada 2023 this should not be happening! |
| Brian | B. | AB | This ongoing monopoly that big tech has over all Canadians is simply ludicrous. Canadians aren't stupid, we get advertising on our TV's from the US, we all see the low rates they pay, and that they have an active and competitive internet, and cell phone packages (they have choices) we don't have access too. Because we are being screwed over by the likes of Rogers and Telus, etc. We All know we pay the highest fees for internet and cell phones in North America. And that being said, we pay top dollar for the lousiest service. Thanks for that. |
| JENNA | G. | AB | Even in Australia, a country with similar population density, there is more competition and lower costs to consumers. Why do I have to pay \$70/month for two people to access basic services for cell phone service! Family plans are a joke, and with how often my family moves for work, (approximately every three years,) a landline is impractical. More competition might also drive more infrastructure as companies require more customers to meet their bottom lines. |
| Les | S. | BC | The CRTC should exist for the benefit of the Canadian citizens and, therefore, should support actions that help the average citizen. It is high time the CRTC paid attention to the needs of Canadians citizens rather than supporting the corporations. For once at least, do the right thing and help us average people! |
| Gordon | W. | BC | There is a serious lack of competition in Canada and a lack of competition breeds lackluster service at high prices . |
| Sandy | T. | BC | I have family members who live on a disability and they have to pay over \$123/mnth for internet. This is more then they have to spend on food for the month-and they can't be without internet as many services -CRA/GST and supplements are only accessible by email as they have no vehicle to go to govt offices. People living outside of urban areas are unfairly paying large internet access bills just by where they live. And to find affordable housing is usually outside of urban areas!! To add to that, lack of affordable transportation or internet. There is something that CRTC can do now to help curb outlandish fees to help people----PLEASE we beg you to make this system RIGHT for EVERYONE, not just for those who can afford it-Corporations don't need anymore help from the average person to make their profits!!!! Please choose to make this right NOW. |
| Darrell | E. | BC | Monopolies don't serve anyone well except the monopolizing companies and their profits. Canada is far too lax at challenging and curbing monopolies than almost any other western democracy. I urge the Canadian government to stand up for the rights and interests of citizens, not for fat cat corporations. |
| Melissa | D. | BC | We are becoming increasingly dependent on access to Internet - my job requires that staff have access to email for communication. Wages are not going up but costs are, making it less and less affordable to meet even the minimum employment requirements! |
| Mark | I. | BC | When my provider called about renewing my plan They offered faster internet for only \$5.00/month more but that would start right away not in 2 months when my contract is up then my new expiry date is 2 months sooner so they can up the price again, sooner!!!! |
| Rick | C. | BC | Small independent providers used to provide my remote area service. Telus bought them and the level of service dropped considerably. Where there used to be 30 people providing local support now there are 2! |
| Leon | D. | BC | The monopoly the big ISPs have is not right. If the wholesale prices they offered to other potential ISPs were fair, there would be more competition. The backbone of internet delivery across the country should be separated from the companies that connect users to the internet. ISPs should not have control of the backbone. |
| Doug | D. | BC | Giant corporations stifle innovation and use their money to enhance their position with the sitting government. A group easily purchased. |
| Michael | B. | BC | Internet connection has become a necessity in the modern world. I should be affordable to the lowest income people of Canada. |
| Colin | F. | BC | True high speed internet connection is becoming essential in today's digital world, yet there is a digital divide between rural and urban citizens and it is becoming less affordable. Prices must be reduced, service level must be increased and this cannot be achieved when a monopoly exists. There must be open competition in this market place. |
| Rachael | H. | BC | As a rural person, my internet choices have never been good. However, I do pay high rates for poor quality internet, and have only one provider available in my area. If there was more competition, I believe that both the quality of my internet would have to improve, and the costs would have to go down. It's only Telus' local monopoly that lets them charge me so much for so little, while investing nothing to match government funding to improve infrastructure in my area. |
| s | s. | BC | In my area, I only have 1 choice for reliable internet for \$160/month |



| | | | |
|--------------------|----|----|---|
| Alan | L. | BC | Recently, fibre was installed alongside the highway that runs through my community. The installation was mostly funded by a public trust in the region, with the goal of providing high speed connections to rural residents in this underserved area. Note that there is absolutely no cell service in the entire area the fibre runs. This all happened 2-3 years ago, and thus far, not a single resident that I'm aware of has a fibre connection. I recently discovered that our local post office is connected to it, thanks to Telus, but after contacting them (Telus), found out that they have no immediate plans to offer residential service. This is entirely unacceptable to me, and the other taxpayers in the area, whose tax revenue partially funded the fibre to begin with. There is a local provider who run a WISP, but they also have no intention of being a fibre provider, although no reason was given why when I asked. I can only surmise that Telus, who obviously have access to it, are asking too much money for the local entity to be able to afford bulk access. As a result of all this, I have now been a satisfied customer of Starlink for 2.5 years, and will maintain that for the foreseeable future, unless something changes for me locally to get on the fibre. Please get off your collective overpaid fat asses, and actually do something positive for the taxpayers you are supposed to represent the interests of. In the meantime, I will happily send my money to Elon Musk. |
| Greg | L. | BC | I understand that big companies have paid for and built large networks to provide internet to their customers and can't be expected to give away access to their networks by small operators. However the CRTC has a duty to create a system of wholesale rates to ensure big companies get paid, but get paid a reasonable rate that allows smaller operators to offer their service to customers. In doing so the CRTC protects consumers, and ensures big companies get fair reasonable compensation for access to their networks without charging rates to stifle competitors. For me I have the same number of providers as in 2019 and before, because I live in a rural area where only one ISP can provide fast internet via cable, our second choice is a fast dial-up that just doesn't cut it in today's environment for web use, streaming, etc. |
| Tia | L. | BC | Monopolies are bad for the people and for the economy, especially for services that everyone relies on. |
| Diana | v. | BC | We need to avoid internet monopolies to keep internet affordable. |
| James | R. | BC | Monopolies, without fail, lead to arrogance, impunity and in the end, a reduction in service quality and customer satisfaction. WITHOUT FAIL! ALWAYS! |
| Anthony | B. | BC | More choice is important to keep prices affordable in today's current climate with high inflation and high cost of living. Monopolies in Canada are a detriment to affordability to Canadians in many aspects with regards to internet access and mobile service and the like by limiting choice and competition they can keep prices high and raise them. Choice amongst providers is important for affordability. |
| David | C. | BC | Prices and fees will constantly rise due to corporate greed and services will only get worse as well as more expensive. |
| Doug | K. | BC | Monopolies or near monopolies are usually good for the corporations but generally they are bad for the consumer. At a time where the consumer is finding costs increasing dramatically across the board (food, heat, banking, insurance, gasoline, etc), it's time government agencies began to look at the social costs. When there are fewer suppliers, there is less competition. The Shaw/Rogers merger is one more action that gives the corporations more power. If they are not held in check, prices will continue to increase. |
| William | R. | BC | I would just like to see open and fair competition in Canada not the monopolies presently in place. |
| Christopher | B. | BC | That the power of just 3 BIG TELCOM can restrict the freedom of choice to lower service charges across Canada when compared to that of other countries is just plain UNFAIR and UNNECESSARY! Oh, they will give short term competitive deals to switch to their particular service but in the long term their overrated prices are always to their advantage!!! |
| Elizabeth | B. | BC | When a few companies control the market we don't have capitalism or free market any more. |
| KEVIN | F. | BC | We want choices from more than one service provider, not the same provider with limited choices. |
| Bill | C. | BC | I advise you to not follow the US political model of ignoring the demands of the people/strong progressives. If you continue to do that your current administration will be replaced in the next election. Guaranteed. Stop doing the bidding of corporations and start acting for the people. MERGERS ARE ALWAYS BAD - they always result in layoffs and consequent degradation of customer service quality, and less competition = higher fees. ALWAYS. NO EXCEPTIONS. |
| Elaine | W. | BC | In this day and age, it's so important that people have good access to the internet. Everything from government programs to social interactions take place there. We need to make it affordable for everyone to have internet where they need it. |
| Eileen | H. | BC | The CRTC appears to be a tool of giant telecom. If it serves any other role, I would love to see evidence of that. I am very interested in seeing a genuine free market economy in this area. |
| Josette | W. | BC | Monopolies ALWAYS lead to abuse. They gather too much power and this ends up blackmailing the public who has been stolen of alternatives. Healthy competition leads to better services, not brute forces of psychotic billionaires. |
| Troy | R. | BC | Doing a quick google search I have found that Telus had a net income of \$1.24B in 2022, Bell Canada had a net income of \$2.9B in 2022 and Rogers had a net income of \$1.3B in 2022. Compare that to my net income of \$4000 and I feel that the CRTC should ensure that average Canadians and their net income is more closely cared for than these three large monopolies. Canada should be a world leader in the field of technology and that will only happen if Canada begins to take care of it's citizens in regards to internet and cellular costs. We are one of the leading G7 countries in many respects but we are falling way behind when it comes to value for our money in regards to internet and mobility. |
| David | W. | BC | Regulate for people not big media! |
| Aednik | K. | BC | It is absolutely shameful that our only option in our small rural town is telus or Starlink, the former is expensive while the latter is almost heinously expensive. We used to have another option but telus just bought them up. And when Telus brings fiber to our town there's nothing stopping them from charging whatever they want no matter how expensive it is. We are already struggling to pay our daily bills and especially for those of us who need the Internet for work paying even more for internet it's just adding more financial weight to an already overburdened population. |
| Heather | B. | BC | Choice and affordability stem from a competitive marketplace. Cartels are dominating all aspects of our lives, from groceries to internet, and it needs to stop. |
| Gary and Elizabeth | S. | BC | Come on CRTC !!! It's so obvious that you are in bed with Big Telecom and making sure they keep their outrageous profits while we have no choices but to pay because the CRTC doesn't allow any independent competition. And come on Liberal Government, your in the same bed allowing Bib Telecom rip us off. |



| | | | |
|---------|----|----|--|
| Shane | L. | BC | The CRTC has consistently demonstrated for the past 40 years that it does not protect we citizens from corporations. The entire purpose of government is to serve the public, not sell it. Further, the CRTC's public review processes have always been adequate, failing to give sufficient weight to the public feedback it receives. Telecommunications infrastructure is central to our society yet the CRTC wrongly entrusts capitalist corporations to serve our best interests; we have been given nothing but excuses from both industry and government for the past half a century. Their pattern of behaviour suggests that we can only expect more of the same if our government representatives do not act immediately to restructure their approach to telecommunications. Our country is not a slave to capitalism and our governance should defend or support it at our expense. |
| Jaime | C. | BC | The more control the big companies have the higher they raise the prices. And the quality of service goes down. Making it harder for everyone to afford cellphones and internet. |
| p. | g. | BC | I shouldn't be driven to spend money on the American option Starlink but it's looking like I will have to shell out even more for internet...I am using Xplornet Satellite service right now as it was my only option until recently... I live in a remote rural place in Central BC called the Chilcotin where for \$120 bucks/month I get really slow service particularly after families get home from work and on weekends, and where I can't even download a movie unless it's in the middle of the night, AND it won't be finished downloading til morning. AND the company has just RAISED their monthly fee for this service that is completely inadequate. AND I have fewer CDN options period. The fact that I have to go with a USA option really galls me, but I can't get adequate bandwidth with Xplornet, and I've felt this way since 2014 when I first signed up with them, because again, they were the only option, and have always been inadequate. Telus has recently installed fiber optic cable along Hwy 20 but I am only 1 km off the highway and cannot get it brought to my home, so another option gone. AND Telus' customer service out here (should your phone line have a problem) is completely nuts. It's extremely common to be told that 'a technician will be out within the MONTH'...this for a potentially lifesaving item that other Cdns. take for granted. AND we don't even have cellphone service, and when Telus gets around to installing their towers, I have been told that I will STILL be too far away to use a cellphone! So am I dissatisfied? Damned right! I see the CRTC as a rubberstamping organization that doesn't know and doesn't care about the avg. Canadian's plight, especially rurally! |
| Michal | S. | BC | I live in a very remote area. We are dependant upon the internet for business, day to day affairs, shopping, meetings and entertainment. Our internet bill alone is \$160 per month. We are retired, we had to cancel our satellite dish entertainment and our landline phone in order to afford the internet. Stop the monopolies. Bring us AFFORDABLE internet. It is a necessity in this day and age. Mike Smialowski Leslie Milton Tatlayoko Lake BC |
| Frank | S. | BC | Freedom Competition Choice Fswyersenior@gmail.com |
| Leo | P. | BC | We desperately need competition in the ISP industry. |
| James | F. | BC | I don not like the feeling of being Trapped Make it law that there must be competition |
| Natania | W. | BC | Thoroughly unfair to all users. Once upon a time there were laws AGAINST monopolies. Once upon a time users had options. Once upon a time customers were always right. Once upon a time banking terms favoured clients, paying customers much higher interest while lending out the clients money elsewhere ten times over thus paying much higher dividends out to customers. As they could on Now they charge you for holding assets |
| Sandra | H. | BC | I'm a senior. I'm barely managing to get by on my CPP, OAS and GIS. I can't afford groceries. I can't afford a dentist. I can't afford an eye exam or new glasses. My internet bill is \$119.00 per month. I rely on internet service to stay connected to my family. I can no longer afford to keep my internet. Monopolies are beneficial to corporate parasites and political bagmen. They are very bad for financially struggling seniors and the working class. Neoliberal capitalism hurts people and the planet. The CRTC is shameful. |
| Anne | M. | BC | Internet access has become a necessity in order for people to participate effectively in society. High internet rates exclude low income people from this access. This is undemocratic. |
| Lisa | J. | BC | Access to internet is a basic right/need in our society. While I have no concerns with companies making reasonable profits off a service, I feel my choices have diminished while the prices remain consistently high, and way higher than other comparable countries. This isn't acceptable any longer and this needs attention/more regulation to ensure that not only myself, but others who are even less able to afford internet - can do so. Without it one can no longer access medical care, entertainment, events, and many supports and services that are required for a healthy, happy life. |
| Steve | A. | BC | CRTC should be deeply humiliated, as you must know that Canada's internet services are among the worst values in the world. Surely a careful review of CRTC's terms of reference would suggest a greater effort on behalf of Canadian citizens, and not being dictated to on behalf of corporate monopolies. |
| David | B. | BC | I have lived in BC all my life. BC Tel was the local phone company. BC Tel morphed into something else when it did a reverse takeover on a Quebec telecom. Telus probably thought the purchase numbers through correctly, but failed to address the volume of activity it would receive in coming years. A couple of years after the takeover, Telus severely overloaded its cache and many of us lost our e-mail. 3-4 yrs later Telus sent me a file. Telus had rebuilt my file. Too late. I had already adapted! When I call for service, I get Philippine people. As I married a Philippine girl, I can say I have no bias. However, in no way can a Philippine person assist when we have a weather event here! Blg service providers are insensitive and inconsiderate of people's needs. We are not being served properly in an economic sense |
| Colin | M. | BC | We deserve to have a choice of providers who are independent of the major providers. |
| tim | a. | BC | paying 100 month for internet, more like a monopoly here, we have telus and shaw here, telus has the fiber optik |
| Dann | Z. | BC | More concentration of ownership equals less accountability to the the public as more politicians can be bought (leading to captured regulators) when giant telecom corps gain more control and monopoly over their market. |
| Dann | Z. | BC | They provide the worst customer service resolving problems of any type of business I've ever had to deal with. The very Kafka-like automation response system of Rogers is particularly egregious as it seems impossible to speak with a human (unless you're purchasing of course). These sclerotic systems make them extremely unaccountable to their customers. |
| Chris | L. | BC | Monopolies ALWAYS abuse their position. Chris |
| john | S. | BC | The internet is now an essential service and must be available to everyone at an affordable price - more competition will lower the cost and give more inovation to the internet providers - but we need to keep the providers Canadian and not allow providers from other countries control our internet. |



| | | | |
|-----------|----|----|--|
| Robert | T. | BC | Monopolies always charge extremely high rates. Other countries have affordable wireless while we are forced to pay outrageous prices for a product that is inferior |
| Jeremy | H. | BC | The Canadian prices for internet are ridiculous. |
| margot | w. | BC | CRTC please allow us to have a choice of Internet Service. I speak to friends & family in other countries & I am ashamed to tell them how much we have to pay. Why? We need to be able to choose a smaller independent telecom service. We are living in a controlled society by this power eating giants. |
| Vic | N. | BC | Affordable internet access is very important to all Canadians and to the country if we are to remain a competitive force in world economic growth |
| Melissa | R. | BC | Stopping corporate take over will not only stop the ridiculous pricing that Canada has for internet and mobile services but will help to decrease the plunder of our resources, drastically improve the housing situation and give the average person more ability to succeed. |
| Jai | L. | BC | Any monopoly is much more likely to put it,Äôs own interests first. Healthy systems need diversity. |
| Ingrid | M. | BC | My rural area has very few choices of providers and the government-mandated rollout is taking years. We only have two choices, one is slow and terrible choice, Telus, or Elon Musk's company which run by a terrible person, and they're both very expensive. |
| Teresa | H. | BC | Internet should not cost \$110.00 per month. People working for minimum wage, seniors, people on disability can not afford internet. |
| Richard | S. | BC | Canadians are putting up with too much! These companies are gouging us, plain and simple. They deny it but they lobby behind closed doors to keep the status quo or even improve their grip on Canadians. Please insure that we have independent ISP's providing services at a reasonable cost. |
| Pam | B. | BC | As kids many of us played the game Monopoly with our parents, friends and relatives. It was fun - colourful boards and money, cool little game pieces you travelled around the board with, and then the luck of the throw of the dice. It was clever ploy to learn to want it all and, depending on your personality, be ruthless to get it all. All the money, all the properties. In life, that has dire consequences for people who need an affordable place to live, to shop, to be connected to the internet, etc.Ä¶ Canada should know better. We know that monopolies don,Äôt work for MOST people. Monopolies are about making money and controlling things - corporate greed and control. I always thought and continue to hope that Canada could do better than this. Canada CAN do better than this. When we first moved to our present location 12 years ago we were able to stream movies without issue. That gradually degraded over the years to not being able to stream at all. We then started downloading movies. That worked for awhile. Now we have to plan the night before to begin a download if we want to watch a movie the next evening. Often we are unable to watch short videos online because they won ,Äôt play or start to play and then stop numerous times. Our phone and internet costs keep rising as the ability to fully use the services provided declines. When I first saw Telus trucks within the last year with newer slogans for Telus Realty, Telus Health, and Telus Security, I realized, ah, their fingers are in too many pies. Need I say more,Ä¶. Don,Äôt give Big Telecom any more power. |
| Patricia | M. | BC | I am a senior who is trying to afford everything I require to have a life with the necessities. The internet is imperative for me, as it is for all Canadians. You really can,Äôt do anything anymore without the internet. It is a right not a luxury. Rates need to be much more affordable for everyone, and making it easier for independent companies to offer cheaper rates could make a lot of difference to seniors and low income families. Major corporations are only looking to make more and more profits and the CEO,Äôs and shareholders continue to gain. The system is rigged for us low income people. Everyone should be entitled to affordable internet in Canada. You, the CRTC does have to power to open up more competition which should lower prices significantly. Remember- the internet is now a necessity not a luxury. |
| Rose | W. | BC | No more monopolies. Internet is an essential service in today,Äôs society and should be affordable for all. Living in a democracy should include fair market competition. |
| Jamyang | L. | BC | Ummm, competition is a good thing for the consumer? |
| David | B. | BC | Enough is enough. End this egregious oligopoly now! |
| Theresa | Z. | BC | Steps have been taken that consolidate the existing providers and therefore decrease their competitive pricing, services and accountability. CRTC must take their role as public overseer seriously, and take the necessary steps to address this. |
| Kathy | E. | BC | Removing competition and allowing the few giant providers to set prices guarantees that we will have fewer options for service and higher prices regardless of usage or ability to pay. |
| Neil | B. | BC | I only have one realistic ISP choice in my community which is TELUS, unless I go with Starlink which is a super expensive satellite service. I used to have 3 ISP's to choose from then TELUS stopped selling bandwidth to one of the providers and purchased the other provider and removed all their cable infrastructure so that would be difficult for a competitor to move in. TELUS steadily increases the price of my internet and phones everytime my contract is up as they know I have no other choice. |
| Colin | O. | BC | In the last 10 years I have seen the options for isp dry up and the prices rise. |
| Anna | P. | BC | All mega big companies are contrary to democracy. We are forced to pay what they decide they want - with their eye on exorbitant profits rather their service. With more options, they have to compete and will hereby lower their fees. What a stupid game corporations play. And telecoms are right in there. |
| george | s. | BC | monopolies never have to sharpen their pencils. Why would they? just raise the price,charge more. just get more lobbyists to talk to politicians,spend more on advertising. gouge, gouge. |
| Ronald | G. | BC | Right now, the wholesale rates set by the CRTC are EXTREMELY high, making it impossible for indie providers to stay in business. Please lets have lower rates. |
| John | D. | BC | Me, as a longtime customer, feel it,Äôs very important to preserve more ,Äôchoices,Äô not less internet services, and keep and improve affordability and options. The new ,Äôpressured,Äô path we,Äôre on isn,Äôt what we need or want!!! |
| Elizabeth | C. | BC | Since I am on a limited income, that already makes it almost unaffordable, choice and affordability are what matter to me and I hope the CRTC curbs Big Telecom's power over internet services. |
| Dian | B. | BC | We are supposed to have anti monopoly laws in this country. What happened? We are getting squeezed by the Big 3 and they are getting richer, while our choices dwindle daily. Whatever happened to competition? Fair competition? Bring it back, please. |



| | | | |
|-----------|----|----|--|
| ellaina | s. | BC | More remote work means the bulk of internet is being paid for individuals. Prices are higher than they have ever been and service is getting worse! It takes hours to solve small problems with the big providers as they only care about customers when they are newly acquired; not existing. I have been a Shaw customer for +/- 15yrs and my bills have doubled but the quality of the service has not |
| Robert | F. | BC | Limited internet and telecom competition hurts consumers and business people relying on remote access. |
| Tim | A. | BC | Internet access has become a nessecary for modern life and the CTRC has eliminated completion for Internet Service Providers in Canada. The CTRCs has previously acted in the interest of businesses and not of the people of Canada. This is their chance to side with the public and the minor ISPs to bring affordable internet services to Canadians. |
| Eli | J. | BC | It's called competition. Currently, our system favours the few large carriers and that leaves something of a monopolistic landscape that doesn't help consumers who pay for those services. We deserve a choice. We need competition in the market to ensure rates are competitive. Our internet rates are very high comparative to other areas of the world. This is due to the lack of competing options in Canada. It's an unfair business model to the consumer. |
| Nathaniel | R. | BC | Affordable internet is an essential service, and Canadians are being priced out due to big telecom monopolies. This service is required for day to day life in todays world, and it being affordable is more crucial than ever in times of rising costs of living, and surging inflation. Please act in the best interests of Canadians everywhere. We do not need more data or more speed, things with little tangible cost where infrastructure already exists to provide it, for the same amount of money. We need AFFORDABLE plans accessible to all Canadians. |
| william | b. | BC | Competition is the driving force behind innovation. Business and govt have to stop seeing people as only consumers. |
| Daniel | M. | BC | IT all so TV and home phone also that goes up in price every year. |
| Maureen | G. | BC | Today in 2023 the Internet cost which keeps going up based on speed increases, and my current speed increase cost gives me less Mbps than I used to get. It seems every time there is a new speed the prior speed pricing increases and becomes slower; I expect this is to force us to jump to the next level being advertised. I am so disappointed since the infrastructure has been in place for sometime at least in our area, there,Ãs no reason for continual increases because the costs are fixed for the infrastructure and there,Ãs no improvements or anything required, it,Ãs just a pure money grab on behalf of the large telecom monopolies. If it keeps going and I keep having to absorb the cost of internet which is now \$140 a month for 150 Mbps without a contract, I will no longer be able to afford to be on the Internet. As a senior going into retirement with a fixed income these ongoing price increases have decidedly hurt my ability to afford the internet. |
| Tom | S. | BC | Monopolies do not create a fair and cost effective environment. We in Canada get screwed every which way as the liberals let these big companies that pad their pockets have with our hard earned dollars. |
| Ron | C. | BC | Big telecom is putting profit over service. Try contacting them by phone, hours long waits and overseas telephone reps who don't have an answer to your questions. All to cut costs to maximize profits. We were promised cheaper internet and as yet nothing. Telecom get their data from the isp's with no caps and yet they want to make us pay for artificial data caps. All in the name of more profit. They want regional internet zones so that if we want to access outside our region we pay fees. This has to stop, we are not a cash cow to be milked till dry. I currently have unlimited data with a local internet society, as no data caps at all, broad band for 84.00\$ per month, and if a small society in a town of 15000 people can do this than why not big telecom, the answer is maximize more profit and bilk the consumer. I'm lucky that this exists , but for how long, only till big telecom manages to buy all the small decent providers and crank the artificial costs up. |
| Bart | B. | BC | We don't need less choice in internet providers, we need more , and with Fair rules for companies that lease capacity from the big players in the industry |
| michel | b. | BC | We pay higher price for the internet than any other country in the world this as got to stop we need more choice , more affordable internet we are the laughing stock of the rest of the world it is time to defend the people of this country |
| Kim | E. | BC | Subsidiaries of Big Telecom are not competition, they are the same thing wearing a different masque. If a city or village wants to set up internet services, they should not be constrained by high connection fees. |
| David | L. | BC | The concept of monopoly, especially in such an essential field as telecommunications, is utterly antithetical to both a functioning market economy and a healthy democratic society. The level of cooperation and collusion between government and big business that has allowed us to reach this point has to stop, and it has to stop now. The CRTC is supposed to be an arm's-length regulatory body, not an enabler of corporate greed. Live up to the oaths you took and the mandates you have been given. Stand with Canadians, not against us. |
| Perci | H. | BC | It is not the CRTC's purpose to increase the profitability of the major internet providers, rather it is the companies responsibility to be more profitable through efficiency. Given the state of technology today, the majors prefer to do nothing. The CRTC should mandate a schedule to reduce charges by 10% per year for the next 10 years to jumpstart the industry. |
| Margaret | T. | BC | We live in a democratic society where there ought to be NO monopolies within corporations. Please STOP the selling of corporations to other larger corporations. It does not serve society well on any level and in the end governments and all citizens are left with less. It saddens me and unsettles me. |
| Fred | R. | BC | It is really crippling, in 2023, to have such expensive internet service in Canada. |
| arlene | I. | BC | It is criminal that these corporate monopolies are making huge profits year after year, providing less service, charging more for their services and using cheap labour 'out of country' to do this ... We pay more in Canada for internet service than ANYWHERE IN THE WORLD we are NOT stupid ... we see what is going on ... |
| Jacques | U. | BC | Competition is important in all sectors of the economy. With competition, services improve and are more affordable! |
| Peter | L. | BC | We need more competition in the ISP world not less. If you look at the US market there are many smaller providers with niche products. |
| Alan | T. | BC | Our Telus internet is so inadequate that we often have to resort to disconnecting and reconnecting our modem to get online. Our four floor condo cannot conduct an online strata meeting without enduring severe audio lag when half the owners are online. We live 30 minutes outside downtown Vancouver. Canada should be a leader in internet access in today,Ãs economy but the monopoly ownership of providers is keeping us on the margins. Enough of protecting these monopolies from competition. |



| | | | |
|------------|----|----|--|
| Latifah | B. | BC | We really do need a freer marketplace in Canada as these Telecom giants like Rogers Telus & Bell are monopolizing our internet services. Please help ordinary Canadians like myself by providing less expensive choices as well as more room for other companies to provide good service for those of us that can only afford the minimum. |
| Laurentius | V. | BC | We need more competition. |
| Daniel | M. | BC | Choice leads to innovation. Everything from quality of service to price is improved for customers when there are more choices available. |
| Allan | K. | BC | i am tired of the lack of service from certain providers like Shaw who make all sorts of promises charge through the roof rates and never deliver on their promises |
| Edward | R. | BC | Government should serve the citizens and not business. |
| Geoffrey | S. | BC | We see the head of crtc out for lunch with bell and rogers. No one else |
| Braden | W. | BC | With all the economic struggles occurring in Canada, rising costs make internet and cellular phone access more difficult to maintain affordably to many Canadians. This leads to restricted access to information, educational resources, and even communications with friends and family. |
| Patricia | C. | BC | Internet service is no longer a luxury. It is a necessity for everyone for everyone. As a senior, it is difficult to drive to drive into town especially during winter when roads are dangerous. Internet allows me to grocery shop do my banking, visit the library to borrow books and and access many services. I live alone and without affordable internet, I would be extremely isolated. Senior pensions do not increase at the same rate the the cost of living. |
| Dale | A. | BC | Too much power and control Less competition, higher prices |
| Milla | F. | BC | The big telecom monopoly on internet service is absolutely corrupt and on the path to bankrupting the average family based on basic needs. |
| Kurtis | F. | BC | Prices are super high and options are very few!! |
| Roy | D. | BC | Why do we have some of the highest phone and internet prices in the world? In Europe their bills are at least 25% cheaper than ours. |
| Courtney | R. | BC | The cost of living for average Canadians is continuing to climb, and it is the responsibility of the CRTC to stop monopolies from being created. I don't understand even why consultations and petitions are needed when the Canadian guidelines are already clear that there should be no centralized ownership in the telecom sector. |
| Adam | W. | BC | Internet access is now a human rights issue, one cannot participate fairly in the economy without it. So it needs to be subsidized. Barring that, it needs to be fair and affordable. |
| Ron | R. | BC | Healthy competition assures the best, most affordable products and services. |
| Sue | M. | BC | Less choice in providers guarantees that Canadians will continue to pay very high fees while the same providers do not expand their networks to those in need of coverage. Unacceptable! |
| Randy | L. | BC | The Internet is an integral part of Canadians' daily lives whether it's for business, personal and/or pleasure use. Thus the Internet must be accessible to everyone at an affordable price and a monopoly holds too much power to make this possible. Competition and choice is an absolute must to keep service providers prices low and fair. It's time for the CRTC to allow many more service providers to enter the market and give Canadians the high quality affordable Internet access and options they deserve. |
| ian | t. | BC | competition is healthy, and innovation tends to occur with newer/smaller companies than with larger ones, that are just content to keep raking in the profits... this is exactly what is happening with the large telecoms. |
| Bryan | L. | BC | It is a FACT, not a rumour that Canadian telecommunications is more costly to users than most other countries. Diversity and Choice is the answer. I am a former broadcaster (from 1962 to 1995) and personally experienced the upheaval and ever shrinking options offered to the consumers due to monopolistic greed. This is not a by product of a small population and huge coverage requirements! This is the swallowing up of small independents by greedy monopolies that reduce consumer options. The CRTC has a duty to serve more than the monopolies! The CRTC exists to protect and guard the consumers rights with foresight and attention, this duty has constantly been intentionally bypassed by recent rulings! This is an affront to every person in Canada! Even to those who currently revel in their unearned power by those rulings. There is always someone larger that will eventually gobble them up. America has no qualms about growth for growths sake at the expense of all but themselves and will see the opportunities and will takeover even the largest Canadian Company. Restoring the integrity of the CRTC is the only solution to the massive greed that is Big Telecom. START NOW, with real action for the good of the whole country not the monied few! |
| Will | L. | BC | Prove that the CRTC is not a vassal of the telecom industry. It is my belief that you all have no intention of making the telcos operate in a fair and equitable manner, because they own you and told you not to cut their profits. Prove me wrong, corporate boot-lickers. |
| Ken | S. | BC | We need twenty companies to offer telecom. We need legislation to protect small companies from big companies. We need to stop foreign investment from big corporations. Canadians need to own all businesses in Canada to protect Canadian jobs and Canadian sovereignty |
| Denise | M. | BC | Yes it's very unaffordable and you can't get extra channels without having cable. Your basic cable there is not much on it |
| Jeannine | T. | BC | In a time when more and more services are moving online including work and school, the need for families to have access to reliable high speed internet that is also affordable is of utmost importance. In this economy, when families such as mine have to pay 30 to 50 percent of our income on inflated rents and then pay hundreds for utilities on top of that and even more inflated grocery costs: being stuck paying 100\$ a month on internet is outrageous. I believe that every house should have free reliable high speed internet connection as a right not a privilege. However, until the government steps up to provide this for all Canadians, then the least they can do (in my opinion) is help ensure that internet access is affordable by making sure that the big telecom companies can't rip us off and corner us into crappy plans for an outrageous price, and let there be competition with companies that can provide the same services for cheaper. |
| Bill | H. | BC | 1- Depends on the deal. 2- Depends on the deal. 3- In December 2019 my Telus bill was \$89.60 each month. I discussed with Telus in August 2021 that I wanted to have a reasonable plan and it has been \$69.60 since then until this August when we will have another discussion. |
| Mark | S. | BC | The monopoly needs to end now! |
| Todd | B. | BC | More choice, better options, better price and less chance of price fixing, we don't all make CEO money! |



| | | | |
|-----------|----|----|---|
| arthur | s. | BC | here is a list of countries, internet cost and percent difference of canada's cost when compared to the respective country. the attempt is to show a comparison to countries with comparable logistics of terrain, weather and population density as canada. the question is; why are their internet costs so much lower than canada, except for competition? Russia 8.47C\$ 1006%, Poland 19.06C\$ 447%, Argentina 26.62C\$ 320%, Finland 30.05C\$ 283%, Chile 37.41C\$ 228%, Sweden 38.30C\$ 222%, Australia 77.15C\$ 110%, Canada 85.19C\$ 100%. this disparity is from 10% to 1000%. is the industry saying our standard of living is 10% to 1000% better than these countries, or is it purely through avarice and a lack of corporate citizenship? the industry should attract members who are better citizens than it is currently doing. |
| Grant | S. | BC | I do not remember voting to make telecom giants bigger. In fact quite the opposite. The current federal government also ran on and promised the exact opposite. |
| Gordon | H. | BC | I would like to know the reason why the internet costs are so much cheaper in other countries compared to Canada. |
| Jeffrey | R. | BC | Competition promotes not only lower prices but in many cases, innovation. It would also prevent a nationwide outage like we have had twice due to Rogers failing in one area of the country. 4 companies control an entire industry, if this were any other industry the government would be investigating anti-trust violations. However these 4 companies lobby within the government, donate to politicians and make sure their iron grip on the prices of everyday Canadians. The government and its agencies are supposed to work for Canadians, not companies. Our taxes pay for bodies like the CRTC to put out best interests first and not those of a monopoly. We deserve better services for less money. Inflation has pushed prices higher and higher, yet not because of increased wages or simply higher production costs; no they have increased because of greedy companies. These 4 companies have no need to decrease prices because each one has a chunk of Canada's flesh carved up for them to do as they please with. As Canadians do we not deserve better choices? And ones not required to use overpriced access from these monopolies? Everyday Canadians are begging you, the CRTC, to not only do what's right; but also what's best for struggling Canadians and our families. |
| Sarah | B. | BC | Giving a broader selection of internet service providers will increase availability. Big Telecom will have to reduce rates in order to compete. This increases services which will drive the price down- supply (availability) & demand. |
| J.O. | S. | BC | Where there is competition there is challenge and the human persons NEED THIS TO THRIVE!!! Most people are lazy today because they don't have to WORK FOR THEIR MONEY. |
| Wayne | B. | BC | I'm a pensioner and don't have a lot of funds. Please fix our Internet wholesale system NOW so independent service providers can get into business and create competition. |
| Wayne | B. | BC | I want less expensive internet service. |
| Jack | R. | BC | Whenever I phone Big Telecom over an issue or problem I am having with their service I am always put on hold. Sometimes this can be an extremely long time. The reason I am always put on hold, simple, they do not care about customer service because they have no competition. |
| Ralph | D. | BC | People who have worked all their lives, and have meagre or no saving can not afford the cost of internet on CPP and OAS. It is hard enough to pay for shelter, food, and utilities and can't afford the cost of internet services the way they are. They end up choosing the smallest amounts of service and have to carefully watch their time online to avoid large charges for going over their amount. All over the world you can get unlimited internet for a significant smaller charge than Big Telecom charge in Canada! It is time that the CRTC force changes on Big Telecom to let people chose them or independent providers and to drop the cost of internet access for independents. Monopolies do nothing but allow them to charge exorbitant amounts! |
| Ronald | G. | BC | Options for internet are very limited in Northern Canada. We need more third party internet providers to compete to drive down prices and give us more options. Rogers, telus and Shaw only offer introductory promotions and get more expensive after the promotion wears off. There should be loyalty discounts the longer you are with them, but it's completely backwards. |
| Alejandro | A. | BC | Affordable choices are an important component in democratic societies. |
| Evan | N. | BC | No competition keeps prices high and accessibility low. |
| Jeff | S. | BC | Monopolies obviously and inevitably restrict our freedom of choice and also threatens our future as a democracy if unsavoury characters gain control of those monopolies .I ask that the crtc do their utmost to protect our freedom of choice. These corporations will then have to compete on a level playing field which is in the best interest of Canadian citizens.Thank you. |
| Ray | W. | BC | Rogers, Bell and Telus, together, dominate telecommunications in Canada. This is, by any definition, a monopoly. The CRTC has the power to end this and should never have allowed it to get to this stage of concentrated corporate dominance. Break these companies into 3 or 4 smaller companies and encourage new telecom competitors into Canada. This will encourage competition and will improve service, lower costs and give Canadians greater choice for their internet services. |
| Daniel | M. | BC | I believe that My Internet (TELUS) provider's service is expensive and that it is poor. If the CRTC does not stand up for me and millions of other average Canadians, who will?Trudeau certainly will not !! Dan Murray |
| Robert | C. | BC | With the gross erosion of independent competition in Canada in all facets of our economy It is time to call a halt to it. It is more and more apparent every day that our institutions no longer even consider the the public interest or the general public well being and only side with the large corporations and their owners. Are you going to ignore this until we have a political revolution in this country and throw all of you out. I doubt you will even listen untill that happens. |
| Nelson | M. | BC | Canadians pay the highest prices for some of the worst service in the world. We need a healthy wholesale market to allow smaller, local options to compete and improve on the options available to all Canadians. |
| Rick | S. | BC | I am tired of Corporate greed that goes to the point of families having to decide between internet that is mandatory for schooling and overpriced vegetables. There is no competition left, only greed. This country belongs to the people and the people should hold the power not corporations. |
| Geoff | T. | BC | The CRTC clearly doesn't prioritize the best interests of Canadians when it comes to telecom. Again and again it's been demonstrated through actions that they want to protect telecom industry and its profits. Having proper, actual competition (ISPs, virtual service providers,etc.) Would lead to lower prices for Canadians. Instead we get price stagnation and are given a little more speed here and there. In if competition was allowed to flourish, and the industry not protected, we would be getting closer to the marginal cost of communications. Instead, lack of competition just funnels money out of Canadians pockets and Into the telecomm sector, like some kind of weird tax. |



| | | | |
|------------|----|----|--|
| mike | h. | BC | there all to expensive and there are no dicount providers |
| Evan | R. | BC | I shouldn't have to tell them - they should be smart enough to understand themselves if they're in charge of it. |
| Gwen | C. | BC | This is a service that is crucial like hydro and water. It should not be a corporate run utility |
| Laurie | A. | BC | Being forced to pay what I am told to pay and basically have no choice, seems to me to be very undemocratic. A very unfair marketplace playing field. I am paying more for internet service than I do for my heat, electricity and car insurance combined each month. And I only have internet...no t.v. or phone, no bundles at all. Internet access is a necessity today. I am a senior on a fixed income and I am being shut out, the stress is palpable. The speed that I am paying for is false as well. Not once, when I do a speed check, have the results ever been what they say I am getting and have to pay for. They (Shaw/Rogers) demand I pay for 2 months service in advance of usage. I did not agree to that at all. They have dictated this policy. Yet I have nowhere else to go now that Indie ISPs are also being drowned out. This is unconscionable. |
| Richard | S. | BC | The government and the crtc have to start representing the people of this country. Everyone is tired of working for these billionaires, being broke all the time. At some point the authority of these entities will be ignored and democracy will end., |
| Frank | W. | BC | The Rogers family have had a stranglehold on most communications for years and Trudeau and his associates have no interest in correcting this problem. That is not surprising as Trudeau and his friends have shown their corruption by the millions of dollars pocked by them in the so-called WE Charity program. The time has long since past for Canadians to get rid of Trudeau and his group. What is needed is a firm that has shown some honesty in their dealings with customers -- something like Consumer Cellular. |
| Shelley | M. | BC | i can't afford any of the other sp services |
| Colin | P. | BC | These mega corps have enough money already. |
| Michaelann | D. | BC | Internet is more necessary in life now, than ever. The gap between the rich & poor is growing. We need competition to improve quality & lower prices. |
| Jane | T. | BC | Monopolies take away opportunities from other businesses. They take away people's choices and disempower them further while charging unrealistically large amounts to a population already suffering from financial inequity. Greed, control and dishonesty are the result. It's ridiculous, and just the tip of a very unpleasant planet-wide trend of enslaving people while conducting 'business'. |
| M | H. | BC | Canadians pay rates that are simply unaffordable for lots of folks. For the rest of us, rates are way too high, they are as much as the provider can squeeze out of us! Even the most patient person who is willing to sit for hours on the phone to try to get more reasonable rates from the provider still only receives a rate that is very much above what subscribers in other countries with similar populations and large distances to deal with pay. It appears to be greed that drives the big providers to grab the highest rate from subscribers that they can get. |
| Igor | P. | BC | This monopoly by Big Telecoms leads to price gouging and lack of incentive for service improvements. |
| Doug | G. | BC | Canada's internet providers are not in competition with each other when one increases their rate the others follow suit. If they were competing then the price should drop not go up. The internet backbone should be owned by the government then the Telecom's can then truly compete for your business. How much taxpayers money has gone to the Big Three for them to provide rural service. Our lives are now dependent on the internet that there should be a fair and open service for consumers and business. Even now the Telecom's will not serve rural customers unless they live close to a major highway. If the government is providing money to them so rural customers will have access the taxpayer is getting ripped off as they will never be hooked up. |
| Diane | W. | BC | All of the reasons above matter to me, to the country and to the world.....to provide free information - freely gathered, accountable and affordable. |
| Michael | B. | BC | If only Bell or Telus or Rogers have control of internet access in Canada, they also control most of the broadcast (TV/Radio) media in Canada. That means they have massive editorial control - whether or not they choose to flex it - over what Canadians read, see, and hear. The biases (conscious or unconscious) of newsroom directors, reporters, and anchors become narrower and Canadians only hear or see or read what the employees of massive media giants what us to see or hear or read. The government must support diversity of media provision to Canadians, it must stop pandering to corporations that seek to monopolize the delivery of media - internet, TV and radio. |
| Jeffrey | L. | BC | Anywhere outside of large cities cell and internet service is not available. |
| Robert | B. | BC | It is important that monopolistic power be curbed as uncontrollable rates are not sustainable on small pensions and other fixed incomes. Internet connectivity is needed by everyone in nearly every aspect of life and business; to be deprived of it by lack of choice or affordability is criminal. Choice should be a given right in a country that calls itself free and democratic, no one should be forced to acquire a service by having few or no other choices. |
| Maria | K. | BC | I am a person with a disability in a fix income and cannot afford these kind of today's price. For many years I am a Telus user but I now with the changes they have made to fiber lines has given me much stress fighting the bill I cannot afford. Changes need to be made but being charged One hundred and fifty dolares when I was paying fifty four for many years and this Febreary the bill went to over one hundred. This was a price I was not told before allowing them to come and change what was working to a cost of twice of what I was paying is to me an insult. This case has gone to complaint and to date of today I am steel unsure if I have been susseful in keeping my old contrack that was aviable for two years yet. The many stories and promised from Telus are steel not clear in my mind and even when working for the past four months. Yes, I like to see something that protects those who need such tools in order to stay connected with prices that I do not have to choose food or internet. I will also share something, my disability is blindness and being able to write this message is important to me. With the high prices I may be put out from using it since this is the one tool to be able to a blind person communcate. Even a land line which have paid sixteen dolares for the past thirty years was going to be fifty four dolares with this new servece. Small companies are giving land lines free but not telus and possible others too. Give me a brake or I may not be able to use such tool from the prices they charge today. I have worked to resolve and may now have somewhat answer but not sure for how long to be safe with this matter. Not all will fight as long as I have when things seem unfair. Give me something to not have to choose food or internet. Maria kovacs |
| lori | m. | BC | we should have choices These big corp have zero customer service |



| | | | |
|--------------|----|----|--|
| Rob | C. | BC | Small telecom companies will always make choices that benefit the customer, it is their only way to be competitive. Big telecom will always choose their shareholders, they have proven this time and time again. The CRTC is an administrative tribunal that regulates and supervises broadcasting and telecommunications in the public interest. This is a fallacy. The CRTC has chosen to act in the interest of Big Telecom and against the interest of average Canadians at almost every turn. They have made choices that increase costs to the consumer and limit our ability to vote with our wallet by choosing to go with a smaller competitor. The choices that were actually made in the public interest such as repeatedly allowing big telecom to swallow up and bully the smaller competition. This is unacceptable to anyone not employed by the Big 3 or in their pocket in other ways. Competition breeds innovation and benefits Canadians particularly in the field of telecom which affects literally all Canadians. Reining in Big Telecom is necessary for true Net Neutrality in Canada. Please treat this issue as seriously as Canadians deserve. We are nearing a point of no return with regards to telecom competition in Canada. |
| Al | Z. | BC | No monopolies....more choices |
| Chris | H. | BC | Internet, landline phone providers, cell providers... all of them have increased their prices to the point where I have to cancel some services. In other words: I have NO CHOICE but to pay less, even though it means less flexibility (where I live, the landline phone works well, but the cell phones have spotty service...) One way or another, I'm over the limit of what I can afford for these services. And I'm considered middle class. Canada is losing out by not making internet services ubiquitous and inexpensive. I don't visit the USA very often (prefer to buy Canadian), but they've changed the phone plan so going down for a single day and leaving my phone on in case of an emergency back home is now on the order of \$15. That's ridiculous. |
| Nancy | H. | BC | Canadians of all income levels deserve to have choices of internet providers as quality internet is required for almost everything we do now. Including access to services, and education, as became very clear during the pandemic and economic pandemic. |
| Anonda | B. | BC | I am an elderly person on very limited income and I do not require big bundles of expensive options. Keep it simple and very affordable for people like me. Please!! |
| David | W. | BC | In short, Big Telecom's monopolistic power greatly decreases competition, increases prices, and reduces quality. Instead of having the customer and product in mind, the monopolistic system tends to try and increase it's own power and the cost of honesty and transparency. |
| Neil | V. | BC | Bell, Rogers/Shaw, and Telus have been operating as a cartel for over two decades while our elected officials have looked the other way, enabled their price fixing and gouging, and turned the CRTC into their shield while the tax paying electorate get speared. A family of four in the USA can get hi-speed Internet and cell phone service with unlimited data for the what I pay for just my cell phone with 10 Gb of monthly data. I wonder if that's why Rogers had a billion dollars laying around to purchase up Shaw. Could it be related? |
| Christopher | P. | BC | I oppose monopolies like this for the primary reason that they come at the expense of the consumer. Consumer choice and the affordability of the product are of paramount importance. It should not be forgotten that companies "produce" for the customer ("serve" the customer), and in turn the customer agrees to exchange money for that service. Customers are not animals to be farmed for cash--forced to pay absurd prices to line the pockets of companies. This relationship must be symbiotic. If monopolization is allowed to continue, this such a relationship will be impossible and everyone will suffer for it. |
| Anne | J. | BC | More competition keeps the cost of internet service as low as possible. Large monopolies allow for ever increasing charges, not necessarily related to the actual cost of services. Please act now to bring our internet costs down, and keep them as low as possible. |
| Mohan | K. | BC | It is paramount that there is more competition in the cell sector to make plans more affordable |
| Duncan | P. | BC | Monopoly services don't serve us well. In the the short term they may start well, but as time passes they slowly abuse their control and power. The free enterprise system does require monitoring and at times some action to rein in issues, but it has proven time and time again to provide the best self regulation and competitive pricing and service. We do not need central planning or monopolies. Open the market!! |
| Don | G. | BC | N/A |
| Todd | G. | BC | It is clear the major telecoms use bundles that include TV and phone to attempt to lock in customers. Many elderly or non technologically inclined folks aren't able to easily switch vendors when those options are available. Often they end up paying close to 200\$ for large channel packages they simply aren't using. Attempting to downgrade makes the cost almost negligible as they remove discounts. Folks using ISP provided email addresses can also be stuck, changing to a new email may affect banking, bills, and government interactions. |
| carolynsusan | S. | BC | Monopolies are only good for the business - NOT for capitalism of consumers. |
| Evan | S. | BC | Canadian are long overdue on lower prices for access to the Internet - especially when pretty much every other country in the world pays a fraction of what Canadians pay. |
| WILLIAM | G. | BC | Invite T Mobile to compete with Canadian Telecoms . |
| Randy | S. | BC | Selling out the consumers for the benefit of corporate profits, time to put consumers first!!!! It is not CRTC's job to protect consumers? Do your jobs protect us. |
| George | V. | BC | For monopolies, there is reduced pressure to control expenses and prices, to introduce best business practices, and to provide best customer services. Why not pay their top brass obscene mega-millions? Just make customers, now dependent on essential electronic communications, pay some of the highest rates in the world? The bigger you are, the more government grants and subsidies that you qualify for (too big to fail), which benefits wealthy top brass and shareholders, while handicapping smaller competitors. Meanwhile, small businesses are now failing in droves. You are the collective voice for frustrated, powerless customers. Will we be heard through you? |
| valerie | n. | BC | Monopoly laws weren't put into place for nothing. I'm surprised that monopolisation is being allowed to happen. The costs to the consumers are well documented. |
| Bruce | C. | BC | It is very simple - monopolies are not good for the customer, and they curb innovation. Yes, the companies need to be big enough to survive, but they also need competition. And yes, it is hard to compete as an ISP in Canada given the huge size of the country and the relatively small population. We have to hit a balance, and the current situation is not a balance, it is strongly biased in favour of the giants. |



| | | | |
|----------|----|----|--|
| Jason | N. | BC | Internet access has moved from a luxury to a necessity. You are unable to find just about any factor of life today that does not in some way require internet access to facilitate. Providers keep raising prices without offering increased services. At this point there is pretty much a monopoly of two where I live (Telus and Shaw). This needs to change. We need more options and cheaper prices. Maybe its time for some good old fashioned price regulation. |
| Nicholas | M. | BC | It's not fair when the competition is removed and forced to decide between two. The less competition, the less service they offer. |
| Carol | W. | BC | In this day and age where so much of our lives are lived online, not to mention crucial government and health-related services provided only or best online, it is required that all Canadians have affordable internet access. Further, more and more business services are provided online, so as both consumers or (small) business owners, the ability to function in modern society, to thrive as a business, it is vital that internet access be affordable. Additionally, as so many forms of media have moved online, just being online is insufficient, affordable broadband is a modern necessity. |
| Rodney | M. | BC | I've never had what was promised companies should be accountable I paid for 300mbs connection I was upgraded to 600 rarely did I ever get 150 and often had under 15. Stuck in contract still doesn't have Disney plus on the box so I have to use my smart TV's features so I had to buy a new TV to stream and throw away a perfectly fine working non smart TV in order to use apps. I'm with Shaw how hard is it to build a Disney plus app they already have a YouTube and Netflix. Why am I forced to use the smart TV when the box could easily have an app. Years waiting for this now. Constant outages and slow speeds. If I had time to game anymore I'd complain of the lag but I live with it and just downgraded my plan to their lowest option and have noticed no difference from their best package. What a waste of money. I know I'm not the only one. Crtc should see how many packets people are paying for Vs getting I'm sure these companies are scamming most customers and we all know it. |
| gordon | m. | BC | Cartels do not benefit the public and lead to increase costs and poor service. We have no choice in Canada. |
| Jerome | S. | BC | I now do not have enough income to afford internet, gas, and food for my family. Cartels now control the prices of telecommunications, including internet, as well as essential food such as milk, cheese and eggs. |
| Don | M. | BC | The CRTC does not seem to care whether the entire country is served by only one company. This latest charade of pretending to make the Shaw takeover by Rogers seem like it wasn't a monopolistic move was the final end to any support I had for this Government. I don't know if an alternate Government would have made a difference but I will punish this one by not casting a vote for them in the next election. The internet is ridiculously expensive in Canada as compared to any other country with the possible exclusion of Burundi. Obviously the wrong people are in charge and there is something wrong because they absolutely will not allow any form of competition unless it's one of the chosen 3. |
| Stuart | P. | BC | Big telecoms being in control of the infrastructure has led to delayed rollout of fibre internet options for older houses and apartments. The only places with fibre internet these days is newer developments and skyscrapers, even though I live on a street adjacent to a major fibre run, less than a block away from a major hospital. And the housing market being what it is makes it very unlikely I will be able to move to a location with that infrastructure in place. |
| Tucker | R. | BC | Canadian oligopolies need to be broken up across the spectrum of business. Full stop. |
| Farhad | F. | BC | How can it benefit regular Canadians if you allow telecom to be monopolized? How can having fewer choices for Internet service be an improvement? |
| Rob | S. | BC | Internet access is a necessity in this day and age. It should be nationalized. End the Internet Provider monopoly! |
| James | F. | BC | I have been directly and indirectly involved with Internet Services since 1998, and have watched with personal interest the many changes and consolidations. Now things are getting into a scary condition! And there will be some odd and not-considered ramifications. For instance, what will happen to my ages-old email address with Rogers buying Shaw? Who will watch out for 'the little guy' when the simple, everyday things they (we-me) stop being as-is and the rug is pulled out from under us? (cliche...) Change Can be Good. But change for change's sake can be more damaging to your efforts towards creating an engaged and inspired workforce than no change at all. (JFK quote) And Change simply to Chase Profit will only result in disaster. |
| Tammy | B. | BC | Internet is now a required service for Canadians and others around the world. The increased costs of accessing the internet is making it more difficult for Canadians to afford it and the other basics, food, rent, etc. If there were more options, more competition, it would lead to lower prices. Monopolies are counter to what the CRTC is supposed to stand for. |
| Matthew | G. | BC | It's a simple economic fact that when there is no significant competition in an area, there is also no incentive to innovate on or improve a service beyond the existing status quo. Disrupting telecom monopolies will provide not only opportunity, but incentive for both existing and new internet service providers to provide the best possible service in order to remain/become profitable. While it may have been at the cutting edge once, the quality of internet services in North America has lagged behind the rest of the world in the decades since. The people of Canada deserve better, especially as Internet access becomes more of an essential service in our modern world. To that end, these Big Telecom's need a kick in the pants to start providing it. |
| Matt | P. | BC | Internet price is way to high right now and the disparity between download and upload has never been higher. We need new internet providers to offer closer to symmetrical upload and download, as well as better prices. Letting new companies in to offer better services at better prices helps force our current telecom monopolies to stop price fixing and start investing in better technologies. |
| Alban | G. | BC | There's just no competition here in Canada. Monopolies all. There is no understandable reason for this--especially the merger of Shaw and Rogers! Surely the CRTC can figure out a way to encourage small telecom startups to flourish without them being gobbled up by the 3 Monsters.... Thanks. |
| Reid | N. | BC | Competition means better prices and better service. |
| Debbie | v. | BC | It's just not fair! I live on PWD and I cannot afford the price of the monopoly on Internet. Just look at a few commercials from the States! Canadians are paying too much. |



| | | | |
|-----------|----|----|--|
| Anita | B. | BC | It is very concerning how consumer choice is being attacked on all fronts - internet services, health care, currency, education, religion, even gender identity and sexuality, and soon freedom of movement will be limited through 15-minute cities. The walls are closing in. As part of all that, everything is becoming less affordable. Food is noticeably more expensive. My brother who is on disability was having to borrow money to buy food. The destruction of independent internet companies and the increasing centralization and corporate concentration of the internet industry will clearly lead to higher fees, simply because they can charge more with no competition. People can't afford this. For someone like my brother who wouldn't be able to afford higher fees, he is caught in a vicious circle of not being able to access the internet to look for work. If his mobility is impaired, he can't necessarily get to a public library or employment centre to look for work. This affects people in profound ways. Just the simple matter of the corporate greed seeking ever-increasing profits and power, with no concern for the wellbeing of consumers is most distasteful. Canada is and needs to remain a free market, rather than moving towards communism and fascism. The decreasing number of options, and potential links to censorship and loss of free speech are frightening. As a body in place to protect the public interest, the CRTC has to maintain consumer choice for internet services. |
| Joan | P. | BC | With less competition, we will never get reasonable rates for internet and mobile phones, especially as a lot of phones now rely on wifi calling. Internet is an integral part of modern life. We need to be able to access it to do everything. It shouldn't be something that only those who are wealthy can afford. |
| Rolf | J. | BC | I use a small independent ISP called Teksavvy. My rates have not gone up since signing up with them. I quit Shaw because rates went up leaps and bounds all the time. Please Keep wholesale rates reasonable and protect independent ISPs. |
| Marshall | B. | BC | Can't afford the climbing costs! |
| Justin | Y. | BC | As the recent Rogers system outage demonstrated, a consolidated telecommunications infrastructure is not resilient. Fewer players actually means bigger points of failure (or bigger targets for those of a malicious set of mind). Moreover, and of day-to-day importance, the consolidated power of this telecommunications oligarchy is picking the pockets of ordinary Canadians who rely on the services only they can provide. In another age, this might be called profiteering. |
| Dorthy | R. | BC | Everything today is getting more and more expensive squeezing out the middle income people. It would be nice if we would be paying the same rates as the rest of the world |
| John | H. | BC | Stop believing in the big telecom,Ås words. After the merge, they will have more control over pricing in the market. It will never trickle down to the general public to lower the prices. They are here to make money, by squeezing out the most from customers. Not making it better service for competition. That,Ås right. There ,Ås no competition because they monopolize the market. Do something. NOW. |
| Kevin | K. | BC | The Shaw / Rodgers deal was amazing bad for consumers yet you don,Åt care, what do we need the CRTC for? |
| Faizel | D. | BC | Competition is good for affordability. Monopolies tend to increase prices to the detriment of consumers. We need more competition to decrease prices to cope with inflation. |
| Jatinder | H. | BC | We deserve a chance as Canadians to intellectually, technologically, morally, ethically grow. We need growth in which we need competition and not raised prices but more affordability. What will you do for Canadian people? Or rather the Canadian corporation? No entity should lead the government by lucrative deals. Not in our Canada. |
| Eric | C. | BC | Fairness |
| Michael | H. | BC | Our telecom prices are way higher than they should be. Private companies are hindering Canadians ability to compete globally. |
| Danny | M. | BC | It is sickening that large Canadian internet service providing companies are allowed to swallow up the competition. On what planet does that help to reduce costs for consumers! |
| Peter | F. | BC | You pretty much can't live without the internet in today's world. I believe the internet should be free, that's how important it is! |
| Mike | M. | BC | It is time to open the door to foreign companies to bring lower prices and better quality . Unfortunately the CRTC is in big Telecoms back pocket. |
| Eric | F. | BC | Lack of competition always leads to companies misusing their monopoly power to make their services more expensive to the average consumer. Internet prices may seem like they are the same or cheaper now than they were in the past, but the prices have not lowered at the same pace as the technology has improved. |
| Tom | A. | BC | An affordable internet service available to all, should be seen as an essential service, and included with other essential services like affordable electricity and clean drinking water. |
| andrew | s. | BC | My provider, one of the big telecoms is not responsive to complaints about poor connectivity |
| Ines | S. | BC | I am paying internet just to watch advertising, and the advertising people are already paying for advertise, then why I should pay so much per month when I have to watch the advertising and now they cut what I am watching whenever they want to put 3 to 5 advertisings while I have to wait until they finish to watch what I am paying for, to watch. They keep on sending so many advertising specially shaw, since they are buying other companies, please stop them, it is a waste of paper, time for the delivery people and my time to see what is on the mail and throw it to the garbage, after I have to go all the way to see what is in my mail box. Please STOP Big Telecom's Internet monarchy. Thank you for your prompt answer to my request. |
| Robert | I. | BC | The population of the world like it or not is dependent on reliable internet services. The problem in Canada is we pay extremely high rates for this service. We also have few choices of providers. Thus a monopoly which is never good for consumers. |
| Christine | M. | BC | The incumbent large internet providers continue to leverage their position to force or buy out smaller providers. Out of country competition seems unable to crack the Canadian market. This lack of competition hurts consumers. |
| Mary | B. | BC | I don,Åt like the power that this service wields over the subscribers and the fact there are fewer providers today than before. I like choice. |
| Frank | B. | BC | The three biggies in this country have the market cornered. Monopolies of any kind are bad for competition and cost. Governments don't seem to care as evidenced by the recent Rogers/Shaw merger which should have been prevented. |
| Dennis | C. | BC | I believe that Big Telecom's power diminishes opportunities for other independent companies to provide a good competitive product. |



| | | | |
|-----------|----|----|---|
| John | D. | BC | Having so little choice in a provider allows them to have a seeming monopoly and are able to set service rates that are much higher for service that is MUCH cheaper in other developed countries. Why is Canada so far behind other countries in this aspect, such a vital and important aspect of our daily lives?? |
| Gordon | E. | BC | I rely on a small independent ISP for my internet connection. With the current wholesale rates being so high, there is a very real risk of my ISP being forced out of business by giant corporations like Telus, Shaw, Bell, and Rogers, who have raked in billions of dollars in revenue using infrastructure that was initially paid for with Canadian federal and provincial tax dollars. If my current ISP is forced out of business, I will be cut off from the world. I simply cannot afford the prices that the giant ISPs want to charge for service. This means I will no longer be able to communicate with friends and family, access government services, or even do my job and contribute to the economy anymore. If we're not able to create a new crown corp ISP and take back the infrastructure that the government handed to these giant ISPs years ago, the least we can do is regulate them to put an end to their price gouging. |
| Dee Dee | F. | BC | Dear CRTC, The big three internet providers regularly collude on pricing and always try to strong arm the government to do their bidding and threaten that they won't provide rural services if the government doesn't comply with their demands. This needs to stop now! No companies should have such power over a government! The government should be operating in the best interests of the Canadian people, not wealthy corporations. I would prefer if the government ran the internet system like they used to run the telephone system. It was better run and cheaper to operate and there was no corporate strong arming to deal with. Stand up to these greedy corporations and give us more and cheaper options. Internet connectivity is a requirement for everyone today. It's time to put the government and Canadians back in the driver's seat! Thank you! |
| Ken | P. | BC | Monopolies allow monster corporations to charge what ever they want. 40 million people and three telnet providers. Not much difference than one. CRTC failed Canadians by allowing Roger's to buy Shaw. Instant 25% reduction in competition. Ken |
| Adam | F. | BC | You are creating a further digital divide which is creating social and economic isolation. |
| Thomas | V. | BC | Never in the history of Capitalism has a Monopoly, Duopoly, Tri-opoly, ever worked out in the peoples favor. |
| Sonia | V. | BC | We need to have more choices of providers and diversity of plans. I want to see more providers in the market, more competition to offer better fair prices, better plans and content. MORE CHOICES MAKE more ACCESSIBILITY. |
| Ely | E. | BC | We need more competition so that we get better service and prices |
| Roger | C. | BC | Lack of choice means more expensive, big mergers never work out for anyone, consumer, employees or stockholders. |
| Karen | F. | BC | we need to have healthy competition in order give a range of price. having monopolies will not lead to lower prices and better service. |
| John | B. | BC | Just as in their labour relations, the big telcos are a two faced beast when they talk about internet and mobile services. They complain to the unions and the CRTC about how small their margins are. Then they turn around and brag to their shareholders about what a great job they're doing to increase returns on investment. |
| Bob | S. | BC | It's become painfully obvious, simply by looking at the prices of 3rd party internet providers' plans(the ones that still exist), that the big telecom companies are gouging their customers. For instance, when you can get the same plan from a 3rd party provider, that's using the same infrastructure as one of the big telecom companies, via the wholesale system, and that 3rd party is selling that plan at \$40/month less than the big company, and STILL making money, then the large company could SURELY reduce their pricing to acceptable levels. The fact that the large companies continue buying out the small, 3rd parties, and even Rogers buying up Shaw, is evidence that they want to reduce the competition, so they can continue jacking up their prices every year, because they've become one of the only, or THE only game in town. |
| Kris | V. | BC | Allowing conglomerates to monopolize any service or supply is just wrong! Do we not have no monopoly laws and practices in place to protect canada and canadians from the gouging of consumers that monopolies seem to do? |
| John | C. | BC | By allowing the recent mergers of telecom giants, the federal liberal government has 'given Johnny the jam jar'. These corporations are second only to the major petrochemical corporations in their influence over the present liberal government. Massive subsidies, both hidden and visible, supported by this government to the oil industry, both directly and through guarantees to the banks who loan capital to these businesses, while they make record profits is only acceptable. I expect the same support with our taxpayers dollars will be afforded the telecom sector at some point. both situations are bordering on corruption at the federal government of Canada level. |
| Alexander | W. | BC | Every service from all providers are online: companies, governments and organizations of all sizes. Likewise, news and information is most easily found and shared online. Affordable Internet access, to all income levels, is a current and foreseeable necessity for every Canadian, in every place in Canada. Anything less, included gated or restricted competition or, worst of all, regional monopolies, will stifle Canada and Canadian's growth now and in the future. |
| Jeffrey | H. | BC | Internet is an essential service now. It needs to be regulated strictly, and if the CRTC won't, at least create more competition by forcing wholesale rates lower to improve affordability. |
| Albert | K. | BC | Monopoly power is only beneficial for the ones who wield it. If there are no checks and balances, ordinary citizens will suffer because absolute power corrupts absolutely. |
| David | S. | BC | Competition drives innovation and better value services. It's a win win for everybody. |
| alexandra | f. | BC | In todays world internet is not optional, but as it gets more and more expensive it is harder everyday to afford what the big telecom companies are wanting everyone to pay. Meanwhile in other countries they are paying a fraction of what we have to pay for internet that is just as good, if not better. |
| Vinit | B. | BC | Monopolies and oligopolies are the reason why the large corporations feel comfortable jacking up prices to unethical levels and make profits, while consumers overpay and find it hard to make ends meet. We need both price regulation AND healthy competition to make sure we do not turn into a capitalistic dystopian 'society' like the US. |
| Adrian | S. | BC | The shame is that few options, give telecom the benefit to do as they choose. Offering less satisfaction for a higher rate. This is not fair. |



| | | | |
|----------|----|----|---|
| chen | s. | BC | The Internet is quickly growing with higher usage demands and currently the fiber to the premise option is completely locked to a single provider for the vast majority of people who do not live in the select few apartments that have other fiber companies. and even in those apartments there is usually provider exclusivity. ftp connections should be available by wholesale just like old copper connections so that independent isps can lease and offer their own competitive fiber offerings. |
| Costa | B. | BC | I keep paying for internet more and more money while getting poorer services. Also, my family members are held hostage through email - they've been using the shaw.ca email address for over 20 years, and we cannot switch internet providers. |
| GILLES | S. | BC | Reduce monopoly and provide better competition. |
| Jaime | C. | BC | We need more competition in the market for long term affordability of what is an essential service. |
| Aidan | H. | BC | How is this even a discussion? Canada has some of the worst rates for affordability and competition for ISPs in the developed world, and our monopolistic approach to competition for providers is entirely to blame. |
| blaize | r. | BC | Please do your best to offer more alternatives for internet service. The rates are too high and the oligopolies are the reason - let smaller providers enter and survive. |
| Grace | T. | BC | Lower income people I work with: seniors/single moms, cannot afford the current internet rates! |
| D | N. | BC | Big Telecom has too much power, and like other huge corporations, are not in the interest of a modern society. |
| Noah | O. | BC | With the simple fact that as the technology gets better and less expensive as we move forward in society, the only reason for rising prices and no competition comes down to exploitation. How can one of these big 4 offer a worse product at a higher rate than a small independent that is using their lines? It seems insane, almost like they don't care and have a governments backing to ***k it's citizens. |
| Raven | M. | BC | I am on Disability and can't afford the exorbitant Internet prices we face in Canada -- some of the least affordable Internet access in the entire world. Internet is an essential service, and prices should be based on how much it costs ISPs, not based on how badly they can get away with price gouging the public. |
| Fausto | F. | BC | In my entire lifetime, telecommunication prices have always gone up. Any time I hear about potential competition entering the market, they get blocked. Mergers have led to increased prices over time; more competition should be allowed and monopolies should be blocked. |
| Gerard | S. | BC | Simply replace everyone who works for the CRTC, and/or the agency itself. THE CRTC IS NOW A GROSS WASTE OF OUR TAXPAYER DOLLARS. |
| Norman | W. | BC | Monopolies are never good for anyone, especially the consumer. Give us more and better choices! |
| Kate | V. | BC | It is only through a robust and diverse offering of internet providers that a level playing field in the industry will provide the services and options that Canadians deserves. Monopolies have always been seen to be detrimental to healthy economic activity. There is good reason for that, and I don't see that it has changed. |
| Diedrich | M. | BC | A market system only works properly with genuine competition. This cannot be found in the major ISPs, who create regional fiefdoms and post large profits yet cry poor when it comes to setting prices. Change is badly needed. With our current system, we have created the most expensive cell phone and internet plans on earth. Greed and complacency have allowed this. Only genuine competition will place checks on both. Allow smaller players to thrive. Allow innovation to foster. Revise wholesale rules to allow true competition on all ISP and mobile services at low rates now. |
| Andrew | S. | BC | Lack of choice is fueling price increases and a feeling of being stuck with one of the big monopolies. |
| Maha | S. | BC | My internet bill was once \$35 monthly. Now I pay over \$100. More than my hydro bill! Meanwhile the CRTC has done absolutely nothing. I am 71 years old and each year must decide if I can afford it. I at least do have choices living in a big city. Many do not. What exactly does the CRTC do aside from pay extravagant wages to it's ex telecom employees? Is it not their responsibility to look out for ordinary Canadians? |
| Jane | H. | BC | We have the highest rates of internet and cell phone service in the world! There,Åds no competition in the market in Canada to force the only three providers we have, to work for the people who pay for all of this. Almost very time a new start up provider begins in BC I,Ådve changed my service to pay ,Åthe little guy,Å and every time I do they get bought by Shaw, Telus, Rogers or Bell. I,Åm not even sure if all these companies are actually separate anymore. I have no trust or confidence that I,Åm being offered a fair price for my services. I sign two year contracts with Telus to lock in a rate that I bargain with them over. I have to do this every time my contract expires. I shouldn,Åot have to fight over and over to get a lower rate. These companies should be working to get my custom. |
| Kim | M. | BC | I am struggling to afford the most basic internet plans available in my city- and internet access is essential to my job. I am a high school teacher. |
| Arien | C. | BC | A handful of large, for-profit corporations should not have uncontested control over the quality and price of a tool that in our modern world, is an absolute necessity for everyday life. Our Internet has ballooned in price in the past three years particularly (and the past ten years generally) without any notable improvement in service. We need either regulation, and publicly-funded options that actually offer a level of service that is fast and reliable (as opposed to the slow, limited, and worthless low-income offerings made by the big three in recent years), or we need competition. For years, Canadians have had neither, leaving us to scavenge on the scraps of major corporations whose monopoly means they have zero incentive to either keep up with current technology or offer any kind of competitive pricing. Please, CRTC, do your job. Regulate. Control. Work for the benefit of ordinary Canadians, not billionaires. |
| Kyle | L. | BC | Without fair competition within our infrastructure, customers are treated more as consumers and have decreased agency to choose where and how to spend their money. We already have the most expensive cell-phone and data plans in North America. We are increasingly behind when it comes to providing services like internet and cellphone plans to low-income families. I myself struggle to afford both a cellphone and internet. We all know these are necessary tools for employment. Stop pretending this is not an issue and help CANADIANS afford what we need. |
| Ryan | B. | BC | The big telecom companies have shown us again and again through their actions that their monopolies result in worse service and higher prices. I grew up in Saskatchewan and experiencing the difference that having another major player (SaskTel) in the market made was made clear once I left the province. All Canadians deserve choice in a healthy market. |



| | | | |
|----------------|----------|----------|--|
| Eric | Y. | BC | The internet is quickly becoming a necessity to function on a daily basis, high speed internet was once an option but with things like remote work and internet based economies it is now a requirement. Minimal requirements for high speed internet should be regulated and be a moving target annually that expands as the world's needs grow. As companies scale, cost of bandwidth likely goes down especially with modern technology. metering and usage based pricing are only tools meant to claw more money from already stretched households and should not exist. We pay a fee for a certain data rate and that should be what we get period. All you have to look at are the quarterly revenues of the Big 3, they are only growing and the greed is evident when Telus came out and immediately charged a credit card fee just because they can. They'd rather collect from households what amounts to pennies for them on their corporate balance sheet. |
| Jennifer Lorne | W. M. | BC BC | Canadians cannot be competitive economically if a basic utility such as the internet is prohibitively expensive. Other countries are able to provide internet service at a much lower cost. The Telcos offer poorer internet coverage and poorer customer service at a much higher cost due to the monopoly. Telcos are discriminating against the marginalised, the poor and the vulnerable. It's time to correct the wrongs. |
| Bob | P. | BC | Internet prices in Canada are too high because there's so little competition. |
| Fernando | C. | BC | With the merger of Shaw and Rogers, competition even among the majors is decreasing. This lack of competition is never a benefit for consumers—it just makes profits larger at the expense of ordinary Canadians. |
| John | H. | BC | Stop the oligopoly in the internet and telecommunication market. |
| Laurie | K. | BC | Although I'm personally not too badly affected, the monopolistic power of Canada's telecommunication corporations is still very disturbing to me because it leaves too many of my acquaintances and all Canadians in general with too few choices and far too expensive (ie price gouging levels) costs for internet services. Cheap, accessible internet service should be right for all Canadians as it now essential for employment, education and/or everyday needs and services, so it is in Canada, it's public interest to have this. To do otherwise, just gives undue power and profits to these predatory monopolies |
| Shannon | B. | BC | I pay an outrageous amount for my internet service from Telus. \$105 a month for 8Gbps speed. That is not even a speed that exists anymore. It is one step up from dial up. They increase the price TWICE a year, deceiving people into believing their increase is a smaller percentage than it is. Moving service is not worth it. All the large competition only offer expensive plans with super speeds. I do not need super speeds. I am one person and I do not game or use multiple connections. My smart TV and internet on computer. That's it. My nephew and sister-in-law, who live in France, are aghast at what we pay for internet, cell phone service, and TV. You are supposed to be there protecting Canadians who pay their taxes and get screwed by their own government agencies. End the monopoly. It's unfair. Shame on you. |
| D.J. | B. | BC | Having different options for internet service providers allows for competitive pricing. Without choice, we are subject to the high fees that monopolistic companies like Rogers, Bell, and Telus can dictate. It shouldn't be a situation where internet access is unaffordable to some people due to their income as this isolates and disconnect people from our online world. |
| Andres | M. | BC | Having a monopoly on telecommunications is not good for consumers. We should have the ability/right to price compare among many providers for the best product at the best price. NOT this is what it cost and we are the only provider. Price fixing is disgusting! |
| Dorothy | J. | BC | Canada is quickly becoming a joke when it comes to Internet and Wireless connectivity prices. There is no way that consumers will end up with more affordable options if we continue to allow only a few big players to hoard all the access. We need more options. We need more competition. We need to place consumers above corporations. It absolutely boggles my mind to see how the CRTC allowed two of the biggest Telecom players to merge. Do you want a monopoly? Because that's how you get a monopoly. |
| Leanne | J. | BC | I'm sick of being run over by the wealthy! Why does our government allow this? |
| Soleil | L. | BC | I'm on a fixed income and internet is so unaffordable. Much of which I attribute to having very little competition given how Shaw, Rogers and Telus seem to own everything. |
| Erica | P. | BC | If opening the field to more ISP competition will reduce prices then that's great, but what I want more than that is better customer service. The technical support and setup options I've been receiving from the only game in town have been getting steadily worse over the last couple of decades. Most recently on a support call they were unable to enable me to use their service, and if not for help from a friend I would be without Internet access at home. Competition on the basis of customer support and ease of use will attract me. |
| Susan | C. | BC | monopolies serve corporations, not people. |
| Jordan | B. | BC | The internet should be a public utility; the worst kind of management of such an important resource is to allow it to be held in the hands of a monopolistic private system. |
| Donna | D. | BC | Because telecom, including internet access are essential utilities and should be more tightly regulated. A person shouldn't have to spend hours haggling with an ISP to get a decent deal. It is absurd how much these companies charge given the huge amounts of tax credits, grants, and other funds from various levels of government they receive to make capital improvements on infrastructure to deliver telecom services then they turn around and gouge the public for access to said infrastructure. |
| Troy | D. | BC | There is still far too much media concentration in Canada, and this creates further lack of choice and actual harm to people like me, now a solo, disabled, senior woman. Especially since pandemic realities, the Internet has become a literal lifeline for many who must access basic human services government bodies and work opportunities in this way. The CRTC must protect our needs and rights as individuals and not-for-profit organizations regarding affordable and accessible communication in Canada. Thank you. |
| Brad | H. | BC | I'd like to see more competition in the market. I want to see two ISPs that don't just have identical plans; this is the illusion of choice! |
| Bodhi | N. | BC | I negotiated and got much higher speed and lower costs from an independent provider, but I had to have the knowledge to do so. The rates charged by the big ISPs are way too high. |
| Jon | B. | BC | Big companies with the blessing of our governments are robbing us blind. The rich get richer while the poor get poorer. This is hardly civilized behavior. Please fix it. |
| Steve | H. | BC | It seems to me that the prices are the same no matter if it is Shaw or Telus, there are no affordable options. |
| | | | What don't you get?! You are supposed to be working FOR the populace, NOT mega-corps! With the slowest speeds for the highest rates in the Western world, you should be EMBARRASSED by your collective track record! You're just as bad as your counterparts continuing to fund polluting Big Oil. Smarten up and stop coddling the Big 3 telecoms and start working to improve service and lower rates for Canadian PEOPLE! |



| | | | |
|--------------|----|----|---|
| Danial | A. | BC | A healthy market system requires competition, not monopolization. |
| Michel | N. | BC | Big telecom are too hungry for profits and care less about providing 5 star services. |
| Kyle | H. | BC | At the rate things are going, The big monopolies on Internet services will be able to charge whatever they want from people big and small and never get punished, because there will be no competition to stop them from doing so. Until eventually, low-class and mid-class citizens won't even be able to afford basic internet. Cafes and public places will flood with people just because they are trying to get internet. |
| Sean | T. | BC | There,Åds a reason why monopolies are bad so isn,Ådt it obvious and logical to avoid them!!! Why is it so hard for corporations and government to do what,Åds right instead of letting money control everything. |
| Leigh | T. | BC | These companies continually increase prices, beg for public funds, lobby government for special protections all while giving customers a poorer experience while saying they need all this to improve things. Even when they do offer a 'deal' on something, it is not truly a deal. In recent months I have frequently been offered a promotional deal for 50 gigs of phone data for about \$55. However I rarely if ever go above 4 gigs of data in a given month and usually don't go above 2 gigs. So the deal is I get dramatically more data than I will ever conceivably use while paying more for it. Some deal. Where are the offers to lower my bill for the data I already get? That never seems to be the option. There is little point in trying to move to other providers as they all offer roughly the same 'deal'. I was quite happy with my internet until they were bought out by Rogers. So now I have fewer options and my only choice is among two of the big three. How does the sale of a fourth option company offer us more options? That was something Rogers was trying to use as a good reason for the sale. Less choice does not mean more options. How stupid do they think people are? In an age where internet access is mandatory to conduct your life (banking, job searches, access to medical booking systems and information in general) walling it off behind a monopolistic set of companies is short sighted and counter to the interest of Canadians in general. If nothing is to be done about Rogers, Telus and Bell and their actions then a fourth internet and cell phone option provided by the government is needed, similar to how the CBC came about. It is in the public interest to provide this as a service and would act as an incentive for Rogers, Telus and Bell to actually offer reasonable options at a reasonable price point. |
| R Jennifer | W. | BC | when comparing plans to my friends outside of Canada and overseas, they are often shocked how much we pay here, especially for cell phone plans (but also high speed internet), having only limited choices all ultimately being controlled/limited by the big three has stifled choice and competition. While other companies can try their best, when rules and regulations aren't enforced the competition is stifled and ultimately are bought out through nasty practices of the big three. Ultimately, there's little differentiating providers right now as there is no real competition so everything is expensive. Even co-op price breaks are hard to enforce or prices are quickly rising to be more in line with regular household prices (and options) |
| Lindsay | D. | BC | The function of the CRTC is to ensure fairness for the consumers, not to advocate for corporations. |
| Alex | G. | BC | When I'm in Europe and Asia I pay far lower fees for telecom services, food, housing, consumer products, transportation. Such obvious dominance of industry cartels in Canada is a clear sign of democratic failure. Everyone can plainly see that the government is working to advantage the few at the expense of the majority. The degree of corruption and regulatory capture in Canada is so repugnant that I'm making plans to live abroad |
| Darrell | M. | BC | Monopolies are bad for the consumer. Smaller companies cannot compete with monopolies. Anti-monopoly legislation was originally brought in to protect consumers and to provide smaller operators opportunities to compete and flourish within a rules-based marketplace. Since then, large companies have lobbied hard for changes to anti-monopoly laws, arguing that laws restricting their size would prevent them from providing wider-scale technological advances to consumers. The notion that this was their overriding concern for being allowed to garner an ever-larger share of the markets was false: their true motivation was larger profits by being able to smash the small-fry competition. Bit by bit, the government agencies assigned to protect the consumer have bought into the deceptive rationale of the larger companies, bringing us to our current situation where the telecommunications sector is now controlled by a handful of unscrupulous, greedy telecom empires. |
| Beth | G. | BC | Government represents the people of the country or one would hope anyway. We require a government that represents the citizens of Canada, please stop this insane nonsense where we are governed by large corporations that seem to get larger every year with your blessing. I,Ådm tired of paying the highest rates on the planet, and that you,Ådre allowing it to happen. Competition is good for everyone,Åf well, except for the corporations. It,Åds time to break them up competition will be in better service better prices for the citizens of this country. |
| Thomas | B. | BC | CRTC should protect the consumer, but it only protects large telecoms. Large companies do not need further protection. |
| Gabriel | K. | BC | Internet access should be a basic human right in our modern world. Especially as more and more of our bureaucratic systems turn to using online interfaces and expect citizens to keep up. Information travels rapidly online, and to stay safe and informed on current events, basic and affordable internet access is required. No one should be left behind or need to choose between food and their internet connection. I think everyone can agree that monopolies are bad for everyone, so I don't know why we'd ever allow one to exist around such a critical and essential human need. |
| Marie-Helene | B. | BC | In today,Åds world, internet has become pretty much a necessity service to have. I,Ådm appalled by how much Canadians have to pay for telecommunications, compared to Europe and United States. All because of a monopoly owned by few of the most greedy and bully corporations in this country. It is ridiculous that this is still allowed, and that the CRTC clearly doesn,Ådt have a backbone to stand up to the bullies. |
| Pamela | F. | BC | Just like with any monopoly, I object to Big Telecom's monopoly in principle. They have way too much power and are, in this case, counterproductive to Canadians having choice in their internet services. |
| Nomi | L. | BC | Close to home, on Salt Spring Island, Rogers has bullied our local community and the local government, the Islands Trust, in going ahead on constructing a tower very close to residents' homes (40 meters). This was after they were told to cease and desist until all concerns had been addressed. Instead of waiting for the due diligence to complete, Rogers hired all kinds of workers to begin construction to begin the work they were told to halt. Some were from out of the province and some even from out of the country. Clearly, because our Federal Government has allowed this behaviour to run rampant, Rogers feel they are above the law. I am one of many who is tired of their bullying, unfair and dare I say, criminal behaviour. |



| | | | |
|------------|----|----|---|
| mark | s. | BC | We pay the highest internet wifi and mobile rates in the world. It's time to change that. There is no reason why Canadian telecom companies should have a monopoly on internet wifi and mobile service. No other country has. We spent 5 months in the USA on vacation 2022-2023, and internet mobile and wifi is so affordable and the service is so good there, it makes Canadian services from the current suppliers in a monopoly look quite ridiculous (an obvious money grab, for no reason other than greed). My friends just spent 2 months in Europe, and the rates there are even lower than they are in the USA. C'mon Canada. The client rip off mobile and wifi services have to stop, and be equal to the rest of the world in service, reliability, and primarily affordability. The CRTC has to, and can, make that happen. People in this country need a break, and have been asking for that for years, but nothing ever happens, and the Canadian Telecoms get bigger and richer and provide less for more year after year. Proper unregulated competition is the best way. Let providers fend for themselves. Let's get this done now! |
| Cameron | W. | BC | We does this government stand for monopolies in a sector that is so critical to meeting people's basic needs? The internet should be accessible to all across the country, regardless of their income. Allowing such a critical sector to be governed by a few major colluding corporations in unconscionable for our government. Please step in and regulate this industry heavily, if not outright nationalizing it. |
| Eva | W. | BC | You missed Shaw as a dominant telecom provider, now under Rogers banner, some may not relate to the questions. Rogers merger or swallowing of the Shaw is and unacceptable example of monopolization in the sector in Canada. The offerings of the big providers appear to be very similar not providing real options for clients. I am particularly concerned about seniors that need selected or limited services but those aren't offered as yielding less profit. The telecommunication is a public service and should be treated as such as under present circumstances life is almost impossible without it. |
| Randall | C. | BC | Healthy competition benefits providers and consumers alike. Monopolies do not. |
| Martin | L. | BC | The cheapest phone plans available in Canada are around 40\$. The internet plans are between 60 and 80\$. The cheapest phone plans in Australia are under 10\$, the cheapest internet plans are between 30 and 40\$. And their service and coverage is better. The cheapest phone plans in France are free if you have your home internet with the same provider, 2 euros otherwise. The cheapest internet plans in France are under 30 euros (and give you access as I mentioned to free phone plan). And their service and coverage is better. Do I really need to keep listing? Do we need more reasons than this? Canada's telecom market is not a competition, it is an organized crime association bribing and corrupting the government, and fixing prices in order to defraud people. |
| Randall | G. | BC | My spouse and I have been Freedom Mobile phone and Internet subscribers since first signing up to Wind. We have benefitted from the Wind/Freedom policy that 'grandfathers' our original month-to-month plan to protect against price increases and service erosion. Although Quebecor promises not to increase existing Freedom subscriber plans and prices that is only for a limited time. Already there are indications that when that protection ends we will be faced with substantial price increases, service changes and 2 year contracts. I see no indication that there will be a more competitive marketplace (indeed, just the opposite) in which I can find a provider to replace my current Freedom service. MVNO offers some potential for relief from our reliance on monopolies. However, it seems those monopolies are refusing to offer reasonable wholesale rates that would make MVNO a reality. CRTC must unilaterally set rates to break the grip of these greedy, monopolistic corporations and decisively act in the interests of MVNO providers and the Canadian consumer. |
| Linda | G. | BC | The big three intecom providers do not provide service as cheaply as providers in other countries. In my opinion, there is no reason for this except greed. |
| Barbara | B. | BC | Canada needs to bring in Competition law that has teeth and can break up the Telecoms hold on Canadians, the grocery stores which are owned by about 3 families, and so on. Without competition these private corporations can charge almost as much as they want. All of our telecom is way more expensive than other countries, I know we are spread out across the 49th parallel but if allowed telecoms could be set up in the various big cities with others or sharing telecoms to set up between the big cities. Or something like that to improve the competition. |
| Jack | H. | BC | Having more choices is important. |
| Ian | F. | BC | We have some of the world's highest priced internet and mobile plans. My 2 year term is coming up and TELUS is stating my plan will increase from \$80/month to \$120! That's a 50% increase. There is no change in the infrastructure just straight money grab. I have family internationally who's internet AND mobile combined plan are less than 1/2 just my mobile plan! Kill the monopoly. |
| Sybille | R. | BC | A few years I was briefly, for a few months, living in the USA. I then had the chance to realize what it is to have the choice- for internet as well as for telephone. A small independent company offered me calling and texting to all of North America, US PLUS CANADA for a lower monthly fee than what I pay today to Telus for a very special fee for low income seniors. An acquaintance who came from Australia a few years ago was horrified and appalled at what she had to pay here in Canada for mobile phone and internet. She searched and searched and could not believe that the prices were pretty much the same, MUCH higher than in Australia. IN addition the kind of state control and censorship of media is getting to the level of absurdity. Indeed Canada is no longer a real DEMOCRACY, But then, we still are not an independent country - as my ex-translator from Syria observed as she saw that our money does not carry pictures of Canadians, but rather of the Queen of England. She asked if we were an independent nation - and I had to say NO. I came here as a refugee from a South American military putch - and today I feel more and more in a similar situation. SHAME on Canada for disregarding its own charter. |
| Bernadette | B. | BC | It matters because people should have a choice and this service should be available to everyone. Price should not exclude and we should learn from other countries that have been successful in doing this. |
| Fran | R. | BC | No |
| Tim | H. | BC | Living alone, trying to make a living as an artist, my monthly internet bill is just too much... but I don't have a choice weather or not to have it. It's incredibly frustrating. |
| Biswa | H. | BC | Basic human right. Open communication system not private. |
| April | K. | BC | It seems fairly obvious to anyone without a bottomless bank account that fewer options and less competition is bad, particularly if you won't regulate it or outright make it a government service. Even the 3rd party choices you've so graciously allowed us to have are bad. Try having ongoing connectivity issues and getting the 3rd parties to take any initiative, since they're bound by ridiculous rules/constraints via Shaw and Telus. And Shaw/Telus/Rogers sure isn't going to help you directly. If you won't allow competitive pricing/more ISP options, why is that? What's the benefit to you? Who is putting money in your bank account? |

| | | | |
|-----------|----|----|---|
| Arun | M. | BC | Internet services in Canada are increasingly becoming more expensive every year because CRTC and Federal Government has not done anything for the customers. |
| Sharman | K. | BC | My biggest gripe - anti-competitive activities of the legacy telcos in stifling innovation and competitive initiatives of smaller entities. I was with Teksavvy for many years and was thrilled with their responsive service and customer support. For bandwidth I had to move to Telus at the start of the pandemic and I have spent many - countless! - hours trying to resolve billing and technical issues that would have been resolved with a single call to a Teksavvy representative in (wait for it!) Canada! Why do we enable government support to companies outsourcing jobs to Manila or the Caribbean? The incumbents use bundling and direct sales pressure to render start-ups much less competitive. In my opinion they are taking advantage of their size and business/political connections. We could do worse than reinstating utility governance (as we do with electricity delivery and used to do with incumbent telcos) for network access, with the Internet/broadcasting/Internet of Things being paid for by the consumer provider, be it Telus, Rogers or a smaller provider. A set price for bandwidth could be designated and the consumer/business facing entity (Bell, Telus, Rogers or an independent provider) would pay the utility for the bandwidth consumed. |
| Maxine | F. | BC | It matters to me because internet is increasingly becoming/is a necessity rather than a luxury. Having choice matters. Would you want to be forced to drive only one make & model of car? That doesn't make sense for everyone's needs & wants. Canada needs cheaper internet opening the market up without price gouging from the big three, is one avenue I believe to facilitate that to happen. There is a high probability that I would not have internet if I did not have access to the third party IPS. It's actually a deterrent from me moving because the location I would like to go to only has one provider maybe two depending. |
| Sebastian | K. | BC | Fair rates |
| Liora | S. | BC | On the modern age, access to the internet is not a luxury. It is a necessity. We must equalize this access so that less fortunate are not disadvantaged. A healthy market and competition will ensure such access. |
| Guy | M. | BC | Freedom of choice is being undermined by large corporations assimilating small independents, which also meant regional local businesses. Today a larger company usually means more expensive services/products. It is time to deregulate big Telecom. Profit can still be made where all parties benefit. |
| Peter | S. | BC | A big country - yes - but so is Australia yet their fees are lower. Please tell the monopolies to make service available to individual providers at lower prices. |
| Jenny | P. | BC | I've just returned from Europe where for three weeks I used a phone and data plan that cost me a fraction of what I pay for my regular service in BC. To have used the roaming service offered by my Canadian provider while I was abroad would have cost hundreds of dollars. The CRTC is responsible for enabling corporate money gouging. |
| Larry | S. | BC | No commercial interests should be permitted to control so important a means of communication. |
| pola | I. | BC | Choice and affordability are a must. Cartels are not healthy for our economy. We are per capita - one of the most in debt countries in the world. Healthy competition is good for business. |
| les | b. | BC | Simply put if there is one big provider they can manipulate and control the system to serve their private for profit agenda to the detriment of all people. This is unacceptable. We deserve choice we deserve better and we deserve to have fair competition for our business and we don't have that today. |
| Louise | G. | BC | Please ensure that all Canadians have access to this essential service/infrastructure, at rates that are reasonable and regulated, in much the same way as other utility companies are scrutinized and regulated. Our internet access and usage costs are ridiculous when compared to other countries. |
| Carly | H. | BC | Cell plans shouldn't be hard to afford in a world where so many of us rely on them for work and life! Combine with the pressure of working or studying from home, many Canadians struggle to pay these bills that are essential for their wellbeing and our society. Big Telecom needs to be reigned in! |
| Jared | T. | BC | Having no competition and no choice provides zero incentive for telecoms to compete. Instead they're raising prices across the board without actually improving the network, providing record high CEO bonuses and pay raises, while denying affordable internet access to rural areas. |
| Robyn | L. | BC | Having only a few players dictate the price leaves room for gouging, less accountability for making things affordable, and less dedication to innovation and providing better services. |
| Roland | M. | BC | Fair competition between providers provides not only technological advancement, but also allows customers to choose the options that best suit their needs and budgets. Monopolies tend to become fossilized as they don't have to compete and innovate to capture those segments of the population that are interested in certain advancements. |
| Campbell | P. | BC | The facilities-based telecom competition regime must be replaced with an open-access regime in order to spur competition. This involves structurally separating wholesale networks from retail services of vertically-integrated incumbent telecoms to remove the inherent conflict of interest that drives their anti-competitive price and non-price behaviours. |
| Ric | B. | BC | Smaller, independent providers will always be preferable. |
| Ed | S. | BC | It is beyond clear and obvious that we have a painful oligopoly of communications providers that price everything virtually down to the dollar of each other. You only have to look at those of us who live in the few communities that have a strong independent player (Novus) to see how REAL competition makes the Big 3 play ball. Thank you for the work done in mobility to ensure Freedom was spun off and shot across the bow of ROBELUS and the once in a generation price competition this is already causing in those markets. It is essential Canada ensure long-term and continued mandated competition and openness by this oligopoly, or open our communications to actual foreign competition. |
| Peter | B. | BC | We need competition and we need lower-cost choices. |
| T | H. | BC | CRCT please stay out of telling me as a Canadian what I can or not watch on the internet. This is Canada NOT China. |
| Marilyn | H. | BC | All of the above! |
| Christine | M. | BC | This was a loud and clear demand from Canadians - we pay stupid high rates and continue to hear whining from our telecoms that we are too few people and too big a country. This has been the excuse for 20 years. Other countries with similar conditions seem to be able to serve their citizens better rather than flapping their hands and leaving things up to the corporate world. Clearly that doesn't work (for us, the end users). Stop expecting industry to make the changes to bring down rates. They simply won't. |



| | | | |
|-----------|----|-----------|---|
| Byron | B. | BC | The Rogers-Shaw merger went through despite consumers not wanting it. Already, Shaw has dropped its Loyalty section because Rogers has taken over. Rogers originally got into the market in BC around 1999 and instigated negative billing where we had to opt out of services that we might not have wanted in the first place. There was an uproar and Rogers left the market and Shaw took over. The service and delivery of it improved rapidly and continued to do so in the 23 years of my customer loyalty. I am rewarded for my loyalty knowing that I won't be able to get a better deal in the future and that telecoms will be able to change whatever they want in their favour. Note: In about 2013 (approximately), I contacted Telus about a cell phone complaint. The agent (name was given) said there was nothing that could be done. I then took it to the CRTC the next day, and the same person answered my call. I recognized the voice and name. The agent was embarrassed and surprised, but said that it was for training purposes that Telus agents man CRTC phones to take calls for experience. Of course, there is a conflict of interest here because the agent has to make a decision on my problem/case and couldn't really go against what was said in favour of Telus the previous day. Telecoms (and any large corporations be they banks, Credit card agencies, product manufacturers, etc.) should be regulated to prevent the abuse of consumers and their rights. Consumers pay for products and should be assured of good service and reliability. I don't believe in buyer beware. |
| Damian | D. | BC | Canadians pay some of the highest rates in the world due to lack of competition. Please end this monopolistic farce and increase competition! |
| Niki | B. | BC | Internet is getting less affordable every year to the extent that we may not be able to afford it any more and unfortunately it is not a luxury, but a necessity in today's world. When banks and government make it very difficult to do transactions in any other way, then it is the responsibility of government to make it affordable. |
| david | s. | BC | its wrong in so many ways the greed on display here is not how a country concerned about the future should have to deal with this country is for the people that fill it not the greedy bastards trying to make mo money |
| Ruth | S. | BC | It is imperative that we have competition in what is potentially an essential and hopefully unbiased marketplace! |
| Colleen | E. | BC | Monopolies are anti-taxpayer interests, they only serve large corporations' profit levels. |
| Jennifer | B. | BC | Canada's economy depends on citizen's having good affordable internet service for work, school and access to current event information. Allowing a few corporations to hold all the power is harmful to all Canadians. |
| Sandra | S. | BC | It is important to have competition, save Internet affordability, and dethrone Big Telecom's Internet monarchy. It just seems we are led down a garden path and dazzled by their words and yet they are not serving all Canadians. |
| Kody | B. | BC | Monopolies hurt consumers. Period. |
| Katherine | W. | BC | Canadians pay more for these services than any other country in the world. The monopoly has to stop. We have terrible connection issues and we are not a priority at all for Telus because they plan to upgrade and don't want to waste their time dealing with what has become an outdated system. Meanwhile, that's all we have to work with. |
| Page | S. | BC | These huge corporations were paid by our government, for claims that they were hurt financially during Covid 19, when in fact their bottom lines were better than ever. Shame on them ! They have everything their own way. Time to stick up for the average citizen. |
| Henry | B. | BC | I am a senior, I need food more than telecom. Going to be nice to telecom was part of that lifestyle needing telecom and food |
| Herb | W. | BC | Monopolies have a history of poor service as they can make good profits with lesser levels of service to their customers. |
| Howard | B. | BC | I have used Shaw for a number of years, and they always provided excellent service for a reasonable price, but now that Shaw has been taken over by Rogers, it's only a matter of time until my internet service jumps and becomes unaffordable. The CRTC had absolutely NO BUSINESS approving the take over of Shaw by Rogers..it means fewer choices of who to use for my internet provider. |
| Igor | Y. | BC | CRTC working for big tech, not for regular peoples. |
| carol | m. | BC | I was blown away when our government allowed this merger. We are one of the most expensive places on earth for internet so why on earth would they have allowed the merger. What else is going on.. There needs to be more competition. |
| Steven | L. | BC | Internet access has become a service households cannot go without. With access being arguably essential allowing big telecom monopolies to gouge for subpar services is irresponsible, reckless and not in the best interest of Canadians. |
| Brian | B. | BC | It feels like there are no inexpensive alternatives when it comes to any type of internet related services in Canada and we are forced to succumb to one of 3 big telecom companies. That isn't fair! The CRTC needs to fix it as it was created to do not encourage it like it has for many recent years now! Please! |
| Jane | p. | BC | The Competition Bureau SHOULD UPHOLD COMPETITION. Our Country, my province is disgrace. I HAVE NO CHOICE. WORLDWIDE, CANADA IS A JOKE. WE PAY THE MOST FOR LOUSY, LIMITED SERVICE. IT IS EITHER THEIR WAY OR THE HIGHWAY. I HAVE NO OPTIONS. COMPETITION KEEPS PEOPLE HONEST AND SERVICES AFFORDABLE. I CAN'T AFFORD THE LIMITED DICTATED TO ME, SERVICE. |
| Kim | H. | not found | I have used bell for my provider since 2015 and my rates have risen consistently since then. To get the options I want and need cost more than they should, I believe. I get cheap phones which is why I stick with Bell. And I'm looking for a way out. They making exorbitant amounts of money mostly from individuals. For example, there is an apartment bldg with 40 suites and they all have wireless internet and pay \$70/month, that's \$2800/month projected to a year = \$28560 for just ONE small apt. Think about all the condominiums as well! And that's not stopping either. More and more high rises are going up. More property taxes for the city and more money for wireless. Are they in this together. Very well may be. I worked in an office bldg that had one amount for the entire bldg. Why couldn't these conglomerates have rates like that for apartments and condominiums. In this day and age of technology, I am quite certain this could be done, but as long as people (me included) are willing to pay, it is not going to stop. We need our phones and internets for our livelihood. They are essential and They know it! It all comes down to greed. They need to be stopped!! |
| Thv@rv@se | R. | BC | Telecom monopolies have too much power over internet services. We need to have more choice and affordability now. |



| | | | |
|-------------|----|----|--|
| Judith | M. | BC | It is shameful that Canada has one of the world's worst Internet regulatory frameworks. Big Telecom's monopoly results in higher prices, resulting in lack of access for many because of cost, fewer choices, and lack of coverage especially in Canada's North. Whose interests are served when this longtime situation (no secret to regulators) is perpetuated? Time to listen to users and re-balance this unfair system. |
| Ron | S. | BC | Where I live, I have literally had only ONE choice of fibre internet provider - Shaw. No other provider offers service, and certainly no independent or competitive offerings are available on the market. |
| barbara lee | f. | BC | I am a senior on a fixed income (OAS, CPP, GIS). I currently pay 10% of my income for phone and internet. This combined with property taxes, huge water rates, food and transportation costs etc make it very difficult to make ends meet. Most of my friends and neighbours (especially seniors and friends on disability) are in the same boat. Canadians pay exorbitant amounts of money compared to the rest of the world. This must change. |
| Michele | B. | BC | Big monopolies are taking over and making us pay for it. We have no choice and feel helpless under this power. |
| Cary | P. | BC | SpaceX starlink. |
| Michele | S. | BC | I have to hop around to different providers. The companies keep adding extra fees to my bill. What started as a certain amount. Within a year or so. Became almost double. I can not afford it! So I switch to a different one. There is usually an incentive for signing up for a year. With a promise ,rates won't change. As soon as a year is up. What do you know? The cost goes way up. It's becoming out of price range. With rents going up and the cost of food and gas going crazy. One has to decide, what one will have to let go. |
| John | R. | BC | There is no-good reason for the excessive costs of internet in Canada relative to other countries when Australia, which has large areas to cover as well, pay less for internet than we do. |
| James | B. | BC | Big corporations don't care about service just profits |
| E. | H. | BC | Fix our wholesale internet service now please. |
| Roger | T. | BC | Stop 'big' telecom from absorbing MVNO's, and calling them independent. It's laughable because they're not! |
| Paul | M. | BC | We have been aware of this for years and I believe our opinion on this is shared by many, if not most, Canadians. So why does the federal government relegate the decisions and power in this area to the large corporations like Telus and Rogers? Why does the government hire principals from within the industry to oversee the industry for the public? This has been demonstrated to be an ineffective and inappropriate course of action. It is like asking the fox to guard the chickens. |
| Cindy | F. | BC | Because we CANNOT afford what Big telecom is demanding because we have no where else to go, and they know it. They are putting mine and my families safety at risk all for monopolistic power & greed. |
| Jack | C. | BC | More competition , lower prices |
| susan | h. | BC | why should Canada be the most expensive country to have Internet...because it is the large corporations who own us....monopolies are not good for people! |
| Wayne | T. | BC | Internet prices are very high and we need competing to have lower rates. |
| R | D. | BC | Today, it is expected that Canadians have a computer and access to the internet. Unfortunately, due to the high costs of purchasing and owning a computer plus paying high monthly internet bills, there are millions of Canadians who cannot use the internet. The recent purchase by Rogers of Shaw should not have been allowed by the CRTC. Historically speaking, we all know that monopolies do not offer better or cheaper service. The CRTC should be making sure that ALL Canadians can afford and have access to the internet. Please, stop Big Telecom's monopoly of the internet. |
| LR | F. | BC | In today's world, it is expected that Canadians have a computer and access to the internet. Unfortunately, because of the high costs of purchasing/owning a computer and paying high monthly internet bills, there are millions of Canadians who cannot use the internet. The recent purchase by Rogers of Shaw should not have been allowed. Everyone knows from history that monopolies do not offer better or cheaper service. The CRTC should be making sure that ALL Canadians can afford and have access to the internet. Please, end Big Telecom's monopoly of the internet. |
| William | L. | BC | This should not even need debating. Canada's governments, both Federal and Provincial, abhor competition. Our large businesses bask comfortably in the knowledge that meaningful competition is unlikely. To quote from an article in The Economist (June 1st 2023) about Canada and Australia: Toothless antitrust regimes in both countries set a high bar for blocking mergers, permitting consolidation. You know it - we know it. The article provides data illustrating Canada's lack of competitiveness in several key areas, stifling innovation and development. CRTC could and should use this opportunity to open up our telecommunications industry to MORE competition by encouraging smaller companies (and non-Canadian companies) to show what they can offer. |
| Scott | H. | BC | The only sustainable way to ensure good service and competitive pricing is to have a thriving competitive marketplace where suppliers must work hard to earn your business. We do not have that today in Canada. It is my expectation that the government regulator should prioritize consumer values above all else. |
| Bob | E. | BC | Monopolies are by definition bad for competition. Once they have a hold they tend to do whatever they feel they can get away with. Prices climb while service declines. Government is supposed to represent the citizens. However, even a casual observer would conclude that the Canadian government is more inclined to favour large corporations who seem to get away with just about anything as long as they keep donating to political parties. |
| Marguerite | T. | BC | The Internet is too important to have to give it up due to the enormous cost every month. Other countries pay much less. Monopolies on this service should not be allowed, and the big Telecom giants should not have the power they have. |
| Marguerite | T. | BC | My bill keeps on increasing all the time and. I don't know how much longer I'll keep it on.Other countries pay less, why can't we?kk np |
| Tony | B. | BC | It's very important to make this business available to smaller providers to decrease monopoly control by the big companies. Cell phone service should also be available by virtual networks. |
| Sylvia | B. | BC | Read 1984 again. Ask why Russians are fleeing their country. Ask why Ugandans are terrified. Ask why Donald Trump is on trial. Ask why president Modi curtails any protests against his rule. Ask why I subscribe to Al Jazeera. |



| | | | |
|--------|----|----|--|
| Glynne | E. | BC | My friends (and I used to) live in an area served by an independent service. No one had one of the big providers. But it was expensive. and there weren't options. There was no wired service available, perhaps in part because it is an island with 18 families. I now live in a built up area (with a hole in the mobile phone service) but am stuck with either poor support from Shaw, or like my neighbours, billing mistakes with Telus. Rogers, back when we lived in North Van, many years ago, was a nightmare of down times, worse than Shaw. We were better off after they did the territorial switch wit Shaw service. But much was still left to be desired. We need to open the field, and get the big 3 I have mentioned to invest in a more modern and reliable platform, and enable cheaper rates for the small guys who may then be able to offer competitive services. Thanks for reading this. |
| Robert | M. | BC | I am a senior and a seniors housing complex that buys a Internet/TV plan from SHAW and we all pay a monthly fee for access to this service. the complex is now stalling on providing the service because prices are going up and as a non-profit society this building is owned by is considering stopping this overall service and letting tenants make their own deals with Shaw or Rogers or telus. A single persons plan with same channel services and internet will cost more than twice the amount we pay now and most of us, myself included cannot afford this increase in monthly costs. So having competition and keeping prices down is of extreme importance or we see no services as it will be to expensive. DO NOT give these large providers continue to over price and 'rip off' seniors and others in Canada. |
| Kent | M. | BC | The corporate sector has rarely shown the capability to manage respectfully and ethically inside monopolies . The pursuit of profit is too overwhelming in the minds of corporate executives and that unfettered environment usually regresses to a weasel in the hen house scenario . It invariably leads to inflated prices to the customer , corruption and nepotism . |
| Deb | C. | BC | Lack of competition isn't good for anyone, including the providers. |
| Peter | H. | BC | We have effectivley a monopoly in Canada in the telecom space and there are few ways that we can improve things.We need to ensure that wholesale rates allow more providers to flourish and fibre needs to be part of that. |
| meghan | I. | BC | It is shameful that our government is allowing telecom giants to create a monopoly in Canada. The Liberals claim to care about the average Canadian, but their actions demonstrate that this is not the case. This is a perfect time for the CRTC to demonstrate that they do care by opening up more internet options. By allowing plenty of competition in the telecom field the average Canadian, who is already struggling with the continuing rise in the cost of living, can have what should be a given... the option of CHOICE. |
| Ranald | D. | BC | No other country has carriers with the monopolistic powers that Canadian Telecom has. As a result, our costs as individual citizens have gone up. At the same time, the costs in other countries have gone down. Most businesses exist in order to realize a profit. However, there is a difference between 'making a profit' and 'making a killing.' Our Canadian Telecoms are squeezing out the smaller independent carriers, who can make a lesser profit yet still provide good affordable service. Affordable communications have become a mainstay of current society - it has become a need, not just an option. Many Canadians can not absorb these ever-increasing telecommunication costs. Too much power has been handed over to too few companies. Meaningful competition has all but died out. No other democratic country allows such high telecommunications costs for its citizens. It is well beyond time that the CRTC amends its wholesale rules, respecting the needs of Canadians by still allowing independent internet companies to provide affordable services to the citizens of this country. |
| Finn | K. | BC | This decision should be blatantly obvious. It hurts to say, but internet access is rapidly becoming an essential service. These should never be entirely owned by a few corporations as they are today. Being chained to a private company for these services is the antithesis of freedom. |
| Russ | H. | BC | These companies have used their monopoly to increase prices and essentially fine people that go outside of their plans. One example was when my wife sent a few texts to a friend in Florida. Telus Mobility charged me \$100 for those few texts because we had not included that service in her cellular plan (their most expensive annual fee for that added service was approx. \$30). The Internet could once be considered a luxury but that is no longer true. Many services that once had brick and mortar offices in most cities (e.g., the CRA) now are primarily Internet-based. Most companies charge you to get a paper bill (even though this is a normal cost of doing business), a practice that has not decreased the costs to consumers but increased the inconvenience. Most appliances, devices and other goods that once came with manuals, simply provide a slip with a web address for documentation and support, requesting that you register online for your warranty. At the same time our costs for Internet have increased significantly. I once paid about \$10 per month for dial-up; I now pay over \$100 for these services. |
| brian | M. | BC | Every month I hear that people,Ãs internet costs keep climbing and we have both federal & provincial governments that bend themselves into pretzels to provide taxpayer dollars to buy services that are more expensive than if they were done in government & crown corporations; an example was when Accenture did the billing for BC Hydro for 10 years until BC Hydro pulled the plug citing excessive costs to fund the profit margin of Accenture. It really bothers me that the Federal Government & the CRTC did not buy Shaw Cable & Freedom Mobile to keep the triumvirate internet & mobile providers honest. |
| CURBY | K. | BC | You should never allow an aid a monopoly to form in Canada as it will always result in greed and financial abuse of Canadians. |
| Elaine | W. | BC | I hear from others (living in the US) of their lower-rate plans and abundance of choice in telcos. The latter has got to be better for consumers in service and affordability. |
| Nancy | B. | BC | Monopolies are rarely beneficial. It is already the case that many people can not afford an internet connection. The Rogers-Shaw buyout is yet another blow to democracy. |
| Mel | S. | BC | More choice is equal to lower prices and increased market efficiency, always. |
| Joanne | K. | BC | It,Ãs ridiculous that monopolies are allowed to operate in Canada. I had an issue with SMS messaging and they ultimately told me ,Ãsorry, we,Ãove already wasted too much time on this issue. You,Ãll have to live with it.ÃÚ Completely unsatisfactory and would not happen if there was competition. Rogers can get away with it. All their hype about customer service will go out the window once they,Ãre entrenched in dominating all internet service. |
| Colin | T. | BC | It would be better for our internet providers to not have a monopoly |
| Nic | M. | BC | Canadians pay some of the highest internet rates in the world. Why? Because the government creates policies that out corporate interests above citizens well being. Shame on you! This is undemocratic and just plain wrong! |



| | | | |
|-----------|----|----|--|
| Kyle | L. | BC | Countries with higher internet usage are smarter and have greater economic impact. It makes financial sense for the country to push for greater connectivity. |
| R | T. | BC | Your whole purpose for existing is to regulate the industry and prevent oligopolies from forming. Please do that. |
| Bill | J. | BC | Dear CRTC, Time to pull your thumbs out: Canadians deserve better and cheaper Internet services and you have the power needed to ensure Canada's Big Telecoms suppliers bring prices in line with those offered in most developed countries. I can think of no serious impediments to making this happen: there are plenty of good examples to follow. Let's get on with it! Sincerely Bill Johnston |
| Eric | M. | BC | I also resent the very deceptive marketing tactics used by the big telecom players who only advertise limited time discounted prices with very little information about the real price afterwards. |
| David | S. | BC | The Internet is a social service that everyone deserves, an affordable options right to access and choice without degradation of that service. It is integral to society so must be recognized as a right for all citizens EQUALLY and without prejudice, a public utility devoid of both corporate and personal avaricious, exploitative, capitalist, classist, racist, Euro-elitist-wannabe trash supremacist. colonial. empiric, archaic, piratic, pathological, parasitic intent. The system must be abolished and replaced with a socialist, democratic, egalitarian, non-hierarchical, non-patriarchal, class abolitionist system that puts people and planet ahead of an illegitimate WEF criminal cabal of pathologically psychopathic, delusional, self-privileging, unaccountable murderers, liars and thieves of illegitimate minority oligarch class warfare-lawfare wielding, fascist-loving authoritarian thugs and their sycophants' rule disguised as governance by force, coercion and propaganda against the majority and true democracy. |
| Lynn | T. | BC | The more essential the internet is to our modern communication, the more essential it is to offer affordable options. There is no place for monopoly rule in our communications systems. |
| Janet | M. | BC | We need to have freedom of choice in order to have a true free market. |
| Kirstine | M. | BC | Our internet costs are way too high. I can buy short term internet phone service in Europe with more features than here for a fraction of the price. Why is that? We need affordable cell service. |
| Margo | A. | BC | I believe that monopolies are bad for consumers and ultimately for our society. They have less incentive to cater to consumers because they are often the only game in town. So they rake in the profits because there is no other choice. Often people outside of major centers suffer even more - this became so clear during the pandemic when so much had to be done on line and marginalized communities, with geographically or socially were even more severely impacted. |
| Gaye | K. | BC | The rights of Canadians are being stripped away by the reduction of reasonable competition in internet services. Big monopolies such as Rogers, Bell and Telus are interested only in their own bottom line, not the satisfaction of their internet customers. Please protect Canadian consumers!! |
| Jonathan | Q. | BC | I can't believe that in today's day and age we're allowing more monopolies to be formed within Canada. This is absolutely unacceptable and is shameful on an international scale. We need to treat telecommunications and the internet as a service not a business. We need to make sure that it is both affordable and available to every Canadian to further Canadians, and not further a few rich people. It stagnates innovation and drives up cost, there is no benefit to allowing the current model to go on. We can do better, just look at every other developed Nation besides the United States. We just need to enact change, and I can start right now. |
| Travis | D. | BC | The internet is an essential service that enables people to access information, education, entertainment, communication, and many other benefits. However, in Canada, the cost of internet service is among the highest in the world, despite the fact that the cost of providing internet service and purchasing hardware has become cheaper over time. This is unfair and unacceptable for Canadian consumers who deserve affordable and reliable internet access. The Canadian Radio-television and Telecommunications Commission (CRTC) should step in and allow cheap bandwidth wholesale rates to create a more competitive landscape for internet service providers (ISPs). This would encourage the entry of smaller ISPs that can offer lower prices and better quality to customers. Currently, the major ISPs such as Telus, Bell, Shaw, and others dominate the market and charge high prices for their plans. By allowing more competition, the CRTC would foster innovation, diversity, and consumer choice in the internet market. Moreover, the CRTC should ensure that smaller ISPs have access to fibre networks that can deliver faster and more reliable internet speeds to rural and remote areas. The internet is a public good that should be accessible to all Canadians at a reasonable cost. |
| Margaret | C. | BC | The sometimes insidious, sometimes blatant combining of internet providers is very concerning. Not only do we have fewer choices, but the cost of services is mounting steadily in the face of less competition. We have fewer and fewer choices in a country that has more and more monopolies. Where has the idea of free market gone? The CRTC has the mandate to oversee the communication organizations in Canada. I was very concerned when the biggest companies in the country were allowed to merge, thus reducing further our chances to choose our provider. The CRTC must use its power to regulate their policies to provide more choice and more reasonable monthly fees for their customers. We do not like to be held hostage. |
| Cheryl | B. | BC | I am a senior on a fixed pension and it is getting harder to pay these exorbitant rates. |
| Herman | B. | BC | The high prices are outrageous. The current situation is a monopoly. |
| Chelsi | D. | BC | I don't make a ton of money, affording rent in my city is hard enough as it is. With how expensive everything is these days, I may have to choose to give up less important things like internet to be able to eat. |
| Stephanie | J. | BC | Many government services are accessible through government websites and online forms. It is harder to access these services in person or by mail. Access to these services should be affordably available to everyone. Currently, many people earning minimum wage or less can't afford internet access. Some use library access, but during Covid many libraries closed or shutdown public access to the computers. This meant that many of my co-workers had no way to get online. Internet access needs to be affordable for everyone, but more and more people are having to give up their access because they can't afford it. I have cancelled my cable and many other things, prioritizing my internet connection, but as prices climb I may have to give it up. A democratic country need to be connected. It can't just be for the rich. |
| Lia | F. | BC | Canadian internet services are some of the highest in the WORLD. I shouldn't have to choose between putting food on the table and the Internet. There is a fair and equitable balance that can be found. Greed isn't on my table. |
| Karen | U. | BC | Canada is a way more expensive country when it comes to cell phone costs than all of Europe. My cousins there are aghast at what we pay and the limitations we are bound by. A monopoly is ridiculous in this country. Why is it allowed?? I guess our government is itself governed by big business. I am deeply disappointed. |



| | | | |
|-----------|----|----|---|
| Rick | W. | BC | The large telecom companies are largely acting the same way that gasoline retailers are ... they all match each other's pricing for the same internet speeds/plans, thus providing NO real competition (just like gas retailers!). Instead of gradually lowering prices year after year, instead they find a way to provide a new plan (usually a higher speed or more benefits... or both) in order to keep prices the same or to raise them. It's even getting difficult to find budget plans with any of the top internet providers any more. More definitely needs to be done to give Canadians more choice, more options and lower and more competitive pricing. |
| Chris | W. | BC | Part of the role of the CRTC is to protect Canadians from price gouging monopolies. To promote fair competition to insure customers have a choice when being treated unfairly. Clearly you have forgotten these roles or have been enticed to ignore them. Whatever the reasons you chose to allow this merger, it was never in the interest of Canadian citizens. Do better or leave the commission. |
| John | N. | BC | Monopolies equals higher prices and less customer service |
| Karen | B. | BC | Compared to other countries, we pay way more for our internet services. It irritates me that we have limited service and few choices. |
| Rene | F. | BC | All my friends and family living over sea including Australia that has a large land mass with few people pay considerably less for internet and phone than here in Canada |
| Ken | H. | BC | The financial burden to my business and family, of unreasonably high internet rates and lack of choice, is inexcusable in a democratic society that serves the basic needs and interests of its population. If we are to maintain endorsement of a free enterprise economy, the monopoly of a limited number of current providers who simply match each other's packages and pricing, must be abolished. The current telecom environment is a socially oppressive condition that simply serves elite corporate interest and centralizes power in their hands. In a democratic society, political institutions must dismantle this kind of self-serving power if we are to maintain a semblance of social justice. |
| Maureen | E. | BC | We need and deserve choice! |
| Denise | D. | BC | I go to the US many times during the year. Their internet plans and fees are much cheaper. I have to pay exorbitant fees to Telus, my provider, to have coverage in the US! The fees that major providers are charging amount to downright gouging, in my view! CRTC, do something to make internet more affordable!! |
| Debra | C. | BC | As a retiree, more and more things become unaffordable as the cost of living continues to rise. I need some choice or I will have to go without and that is hard to do when it comes to the internet. It needs to be affordable for everyone, not just the middle class/wealthy folks. |
| Kate | B. | BC | Prices in Canada are already some of the highest in the world and I worry about the impact on prices from the Rogers Shaw merger. |
| Josef | K. | BC | Internet access is as important these days as access to safe roads and highways. Internet access is not a luxury. With childcare out of reach for many parents, the ability to work from home can be the only way for some to have any real income. Wealthy people can afford anything that they want and can often write it off as a business expense. It's time to make internet access affordable before the common people start giving up en masse. With the cost of housing and food already so high, exorbitant internet costs could be the straw that breaks the camel's back for many. Picking up the pieces of shattered lives will not be cheap. The time to stand for the common citizen is now. Thank you, Josef Krancevic |
| Adria | F. | BC | Canada has some of the highest if not the highest internet prices in the world because big telecom in Canada has a monopoly on internet services. A neighbor of ours who is older and I believe lives on a fixed income as do my wife and I can't afford the internet. People in this day and age need the internet in daily life. My internet bills are far higher than they would be in the US where there is competition. We need competition to bring choice and lower prices! |
| John | W. | BC | To balance the market power of the Telus + Rogers (ex-Shaw) duopoly on Vancouver Island it is essential that ISP resellers be able to purchase internet access at fair prices. |
| Michael | A. | BC | While the providers are making huge profits, Canada pays higher internet rates than most third world countries, and internet speed is much slower than other countries as well. We pay more for internet access than almost all other countries in the world. We need competition for internet providers to bring prices down. The CRTC does nothing to aid Canadians who rely on the internet access in their daily lives, yet are constantly screwed over by these huge telecom companies. |
| Ceri | S. | BC | It was recently noted in the news that Canadians are further in debt than any of our G7 counterparts. Poor consumer protections, including limiting access to cheaper service alternatives significantly contributes to this. As a retired senior, why am I paying 3 to 4 times the rates of my non Canadian counterparts for phone, internet and television? Why can't Ryan Reynolds, a Canadian, sell his affordable service plan here instead of just in the U.S.? Its outrageous that we are limited by our own government, who also feigns concern about how unaffordable it is becoming to be Canadian. Put your concerns where your mouths are. DO Something about it and fix our internet laws to permit healthy competition and reasonable pricing options. |
| Elizabeth | W. | BC | Affordability is at the forefront of everything today. And I mean everything. The Internet is no longer for entertainment; it is a vital tool for communication between family, friends, community, health care, etc. The amount we have to pay for an essential tool is unacceptable when we can see worldwide that it doesn't have to be this expensive. |
| John | W. | BC | It's a no brainer monopolies abuse the system. If you take competition out of the equation prices spike. The CRTC's job is to protect us against this. Do your job. |
| Donald | C. | BC | Where we stand today is less than a bare minimum for competition. The completion of the Rogers/Shaw acquisition is a dangerous step deeper into non-competitive territory. |
| Keith | F. | BC | The Rogers Shaw purchase has resulted in a reduction in performance of my internet service. |
| Kendra | S. | BC | Internet and particularly cell phone data services in Canada are RIDICULOUSLY high compared to other countries with similar infrastructure, and there's no excuse for it. With the level of necessity internet has reached in our day to day lives, from conducting work to managing emergencies to accessing health care to keeping touch with loved ones, it has reached the effective status of a basic living requirement. Allowing monopolies to control and collude over pricing for such a vital service is a danger not only to the economy, but to living standards in Canada in general, and as a citizen I'm quite frankly offended that we've let it get this bad. Please start course correcting immediately and make room for smaller independently owned businesses to hold their own. |



| | | | |
|----------|----|----|---|
| Karl | H. | BC | Our neighbours to the south have much better choices and prices for Internet and phone service. There is no reason for this! Open the industry to competition from multi-national companies so Canadian companies can no longer take advantage of this pseudo monopoly. |
| Arthur | E. | BC | Part of this submission, repeats a prior submission, however, I discovered multiple typos making it less easy to comprehend, so I am resubmitting this now. I have also included several other issues I neglected to mention in my earlier submission, which came to me later, or which occurred after writing the first submission. While everyone was concerned with the Rogers' acquisition of Shaw, in regard to making sure mobile competition was maintained, it was pretty much forgotten that Shaw's principle business was broadband internet, and now there is one less national player in that field. This has provided Rogers with considerably more leverage in that market, and since Shaw Mobile was connected at the hips with Shaw Internet, it is now connected to Rogers broadband services. Rogers can easily intentionally bid themselves out of the market to push those clients with free Shaw mobile services attached to their accounts to go elsewhere. (which expect would make Rogers quite pleased). Further, it is still unclear what will happen to @shaw.ca email addresses. Will Rogers not support them or email at all, and leave us high and dry after owning these addresses for decades? I think, in the same way that mobile telephone numbers became portable, so no service could hold people hostage because they wished to maintain their phone number, the exact same approach should relate to email addresses. Our email addresses should be portable and come with us, as they are also lifetime identifiers and can be used as leverage to retain clients against their wills, so they do not lose contact with thousands. Email addresses are ubiquitous, required for almost any business relationship, social media, health, business and almost every aspect of life, which should allow us to port our emails to another carrier or provider so we are not held hostage by one company, as they used to be with mobile phone numbers. Internet service fees just continue to rise, no matter how much... |
| Scott | B. | BC | If small countries like Portugal, which is not much different in size than Vancouver Island, but with more population density of course, can offer internet services and cell phone services for substantially less than we in Canada are forced to pay, then there is something definitely wrong with the system. And the fact that the CRTC, which one would think should be acting in the best interest of Canadian Citizens and not against Canadian Citizens, continues to kowtow to Rogers, Shaw, Bell and Telus, is unfathomable. Competition is good for everyone. It helps to level the playing field. Without fair competition we would all be paying sky high prices for internet and cell service. Oh wait, that's what we have. And that's what we're paying!! Thanks CRTC for your continued inconsideration of the public at large, you know who we are, the ones that pay way too much! |
| Meredith | D. | BC | Not too long ago the CRTC made a decision to support more competition in the market by giving small internet service providers access to big Telecom networks at a fair rate. That decision only lasted long enough to lull consumers into thinking they might actually get a break from some of the highest rates in the world. Affordable internet seemed to be in reach. Then the CRTC appointed a new chair who believed that the big guys shouldn't have competition that might cut into increasing profits. Backroom deals ensured that many gains were reversed and token price breaks were minimal and limited in scope. As inflation hit, internet once more became a luxury for many citizens. Then Minister Champagne approved the deal for Rogers and Shaw to merge, again with token conditions, creating a near monopoly in the telecom business. The expectation from here is that prices will once again increase and choice will decrease with corporations given loopholes to continue business as usual. Unfortunately decisions like this have become normalized under the current federal government. The best interests of individual Canadians are buried under the greed of large corporations and politicians. CRTC fix the wholesale rates to give small ISP's a level playing field and give Canadians a break in a world where individuals can no longer interact in society without access to affordable internet. |
| Jane | P. | BC | The ability to know and share information and have timely contact with the rest of the world is extremely important in this fast moving and ever changing world. Rogers, Bell and Telus should not be allowed to make mega profits on something so important to the general population. |
| Lynn | H. | BC | Internet access is essential for modern day transactions. It's a monthly cost that keeps climbing and we are on a fixed income. |
| Ernie | R. | BC | We certainly do not need large conglomerates who give very poor service for our web sights. All they do is fill their pockets with with cash and to hell with the what their customers would like. They are not the kind of things that Canadians need or want greedy companies that only about themselves. And shame on you for not protecting your fellow Canadian citizens with allowing this to happen. |
| Munro | M. | BC | Please provide competition that will lower my internet cost Because of the size of our country and economic disparities we should have low cost internet services affordable to ALL. |
| Walter | P. | BC | My internet service is terrible in that it simply cuts off many times within each hour of the day and the speed is always less than 100 gb/s. I used to be with Shaw cable before they were sold to Rogers and this resulted in a service which is a total failure. Thanks to the decision of the CRTC. The price I now pay for this disaster is more than I can pay. |
| Colin | W. | BC | In addition, I just lost out on my low cost Shaw mobile account because you let Roger take it. There is no way that I am going to enjoy the same low cost from them as I would have from Shaw. |
| Judy | H. | BC | Canadians are being gouged by Big Telecom's monopoly over Canada's internet services. It is outrageous that Canadians pay such high rates for often poor quality service. My family in Mackenzie, BC gets terrible internet service from Telus, it's regularly patchy, slow, unreliable. And yet their rates are the same as in urban centres. Some people there have switched to StarLink and more are considering it. It may be more expensive but at least it can be trusted. It is absolutely critical that the CRTC puts an end to Big Telecom's internet monopoly. Canadians deserve better! |
| Kathy | M. | BC | A monopoly is never a good thing. Big companies don't have a conscience and will provide service at whatever cost they choose. They never do anything that is in the interest of the customer. They also apply strict contract rules that eliminate the customers ability to cancel or change. It has to stop! |
| Kathy | M. | BC | I'm tired of contracts that only apply to the customer, not the provider. My prices can increase, yet I can't cancel my contract without penalty. They tell me normal cost increases don't apply to the contract. I'm tired of big telecoms and their sneaky ways. Time for some good competition. |
| Peter | S. | BC | Canada's internet services cost far more than the OECD average. This puts all Canadians, but especially those with fewer financial resources, at a disadvantage. Ensuring fair access to all internet coverage (including fibre optic) for smaller companies will provide much-needed competition and help to repair this situation. |



| | | | |
|----------|----|----|--|
| Kim | M. | BC | We have very poor internet. Shaw often throttles our internet connection because they have too many subscribers on too small a line. Telus can,Äôt even connect us unless we change our phone number |
| Jeff | J. | BC | To inject a modicum of competition into Canadian Internet. This will result in more choice and lower prices for Canadians. |
| Maura | B. | BC | Internet is now an essential service. Monopolies raise prices and cut service making it difficult for people to access their services while keeping a roof over their heads and food on the table. |
| Gerry | M. | BC | Monopolistic industries require legislative control in order to protect the public interest. It is preferable to have competition to prevent a monopoly from developing. |
| Jay | V. | BC | Canada must stop having the most expensive internet!! No excuses!! |
| Jamie | B. | BC | The CRTC should be looking out for average Canadians, not cowing to the whims of corporate. The only way to break this cooperative monopoly that these corporations enjoy is to force competition. Do it, do it for the good of the country, for the good of the people! |
| John | M. | BC | WE are supposed to be a free, capitalistic country. We seem to have been turned into a fascist one. |
| Beverly | P. | BC | I already pay \$200/month for internet/cable service from Shaw (with whom I was quite satisfied and vehemently opposed to the merger). I am a senior on fixed income and I could not manage to pay more than that. Having some choice would be far, far preferable. |
| Kathy | V. | BC | The CRTC's mandate is to consider the best interests of all Canadians. This includes affordability for all. Currently the CRTC appears to be only considering the best interests of the major telecommunication networks and their profits. This needs to change and become more balanced. |
| May | P. | BC | All of us need choice, rather than limitation, with respect to the internet services we access and use. |
| Neville | A. | BC | We should not maintain giant monopolies. |
| Sheila | P. | BC | Having a varied choice is necessary and should keep prices down. |
| Stewart | W. | BC | Monopolies of any sort only benefit 1%ers & in return result in higher prices and less choice for consumers. |
| Alison | G. | BC | Monopolies serve no purpose but to make enormous sums of money for their owners. The only justifiable monopolies in Canada are the Crows Companies whose profits are plowed back into the areas using their products. |
| Larry | C. | BC | Stop the monopolies. When you have no choice you are not free, you are controlled by a ever demanding giant, that knows you are at their mercy. Their service goes down and you still pay more for less. Not one cares about their customers just more profits and more profits and more profits. |
| Lou | C. | BC | Having served 28 yrs in the Cdn military makes it so much more galling to see this country become what it fought against 83 yrs ago. Do not allow Canada to be run by neo-fascist/nazi corporations like Big Telecom. Curb their monopoly over internet services and allow Canadians to choose. |
| Nancy | P. | BC | I am tired of less for more. Please curb Big Telecom,Äôs power over internet services. (Dr) Nancy Price-Mun |
| Gordon | Z. | BC | It is common knowledge that Canadians pay significantly more for their services relative to other countries. One reason for this is the lack of completion. The internet domination and high prices by the few Big TELCOMS will only decrease with more corporations being encouraged to enter the Canadian market. |
| Jim | A. | BC | I am not satisfied with Shaw/Rogers they both dictate to the customer. Both want contracts that is deplorable I informed Shawat the time I would not accept any contract , Shaw imposed one without my consent, I will not adhere to any contract these contracts are criminal. |
| tristan | f. | BC | Technology is supposed to get cheaper as time goes on, it isn't, and it's largely because there is almost zero reason to innovate because these monopolies sit at the top. |
| John | N. | BC | Any monopoly is problematic but with internet access being such an important facet of modern life, it is imperative that we have choice and competition. We all know that monopolies or VERY limited options create higher prices and less innovation/investment. Canadas' vast amount of space and limited population does create challenges but the big 3 seem to have very little interest in coming up with decent solutions, competition would improve undoubtedly that also. |
| Marianna | V. | BC | Monopolies are never good except for the monopolizers. It is a matter of financial control, of profits, of their being able to make decisions without feedback or consequences. Autocracy! ,ÄòWe want it our way! ,Äò And never mind the customer, who needs the service but can,Äôt afford it. Only the shareholders matter. So few, ruling so many, without compassion. The feudal system has returned in Canada. Once we were a proud democracy, the envy of the world. Now we are on a downward spiral to totalitarianism. CRTC, please speak up for equality, freedom and professional ethics. Thank you. |
| Nigel | P. | BC | We in Canada are paying ridiculous high internet rates compared to other G7 countries in the world. Stop this monopoly and represent the people and not the large corporations that give your parties money!!!! |
| William | E. | BC | We pay some of the highest internet and Cell phone rates anywhere. We also have very few choices as to providers, and this monopolistic situation has led to these large companies charging high fees, coupled with poor service, leaving customers little to no choice. We need an open, free, competitive market to ensure fair pricing, good choices, and reasonable service. |
| Ruth | A. | BC | Internet fees are way too high in Canada. We need more effective competition to reign in the greed of the large telecom providers and give average Canadians more affordable Internet service. |
| Ron | C. | BC | Because if they don't I'll be voting for any party that offers to get rid of the monopoly and the CRTC. The CRTC is a sick joke. |
| Anysia | R. | BC | Monopoly is Bad. Everyone knows this. The internet has, for better or worse, become an essential service in many Canadian lives. Don't put us at a global disadvantage by maintaining the status quo. We have plenty of decent models we could emulate. |
| Dhanook | S. | BC | Our family's internet & cell phone bills keep going up. As a Canadian I appalled at how much more we have to pay for these essential services compared to other countries! Why are the big telecom companies allowed to gauge us Canadians? It's time that regulators like the CTTC GET out of BED with the big Telecom companies and stand up for Canadian! Who is driving the bus? Who does the CRTC work for? |
| Sheila | D. | BC | There isn,Äôt enough competition. Our rates are too high. |



| | | | |
|----------|----|----|--|
| Lynda | P. | BC | As a Canadian senior, I pay the price for our telecoms monopoly. I hate the poor service I get with my prepaid Koodo mobile plan, but it's all I can afford. And I resent and fear the unreliable download and upload speeds offered by Shaw Cable. COVID is still here. I absolutely have to rely on my internet service provider for everything from ordering groceries to borrowing library books to scheduling medical tests. But all it takes is one glitch in one big company to shut down half our country and leave me helpless. I want the kind of choice offered to people in the USA and Europe. Better rates, less rules, more competitors. |
| Angus | M. | BC | As an old aged disabled pensioner it,Àôs a real struggle Thea,Àôs days with the cost of the internet Tv and this is what,Àôs needed in my condition . That,Àôs why more choices are needed and not only for me the younger ones need it they are struggling big time as well. Thank you |
| Linda M. | E. | BC | What ever happened to free enterprise and competition?? I am sick of these big corporations ripping us off so they can get richer and richer. As they get richer, our service gets poorer or even non existent. This is not fair. We have the highest internet fees on the planet. This has to stop. |
| Linda M. | E. | BC | Big Telecom already have enough money. They are now running on pure greed. Everywhere else in the world is cheaper than here in Canada for internet. It should be the same everywhere. It should be a necessary service for all. We should have minimum payments for that service. |
| Dave | B. | BC | More affordable internet would bennefit everyone. |
| James | G. | BC | Choice is good for the consumer, as competition leads to lower rates |
| Ann | M. | BC | Since we are being forced to do everything online, it,Àôs wrong to inflict! more charges on things that are not essential..as using the internet is becoming. These monopolies are cashing in by keeping competition out. |
| Dan | S. | BC | Fast and reliable internet access has become a de facto need for functioning in our current version of society, and since it is a necessity, it should be available without the layer of generous profits and perks that the telcos provide for themselves. The infrastructure itself has been paid for largely by end users, and end users should be the beneficiaries. |
| Roland | A. | BC | A monopoly is an inherently bad thing. A monopoly over an essential information and communication service is a tyranny. This power is and will continue to be misused to restrict what, when, where we can access Internet services, what services are granted or denied and how much we are forced to pay. Innovation and service improvement will be stifled as there will be no incentive to retain customers. End big Internet monopolies now!! |
| Desmond | L. | BC | We are regularly being taken advantage of in Canada in terms of some of the highest prices, fewest options, and, to top it all off, lowest value service on our telecomms. |
| Korrey | L. | BC | My Bell bill went up another 10 dollars this year. For what? I don,Àôt get better cell service, and they are not answering the phone any quicker. Why am I paying more for the exact same thing? I want competition in Canada. I want my cell phone bill to be comparable to my overseas friends cell plans. How corrupt and greedy do you have to be to do business in Canada? Apparently, a lot! Fix this one small problem all Canadians face. Be the change! |
| Cindy | C. | BC | In a free market, it is imperative that competition remains healthy. That means there should not be a small group of big telecom companies ruling the market. |
| David | C. | BC | This is just a no-brainer. In any arena, the less competition there is, the more a cartel gets to dictate policy and grab more power and resources. So with the few levers that are available to us, we have to insist that that bigness must be offset by other, balancing factors. We have seen it everywhere: For decades, Big Tobacco was allowed to delay and obfuscate and wheedle (and pay off politicians) to get what they wanted: more addicted users of their products. Totally legitimate health research was downplayed and marginalized, so that more children could get hooked on their poisonous products. Zero compunction and concern for the number of customers they pushed toward ill-health and death. This is the effect of Bigness. Big Oil has been delaying and obfuscating now also for decades about the climate crisis, now already upon us, which they have long known was coming and was caused by massive consumption of THEIR products. The more fossil carbon we burn, the more out of control the climate gets. But like Big Tobacco, fake science was marshalled, politicians were bought, and the beat still goes on. This is the effect of Bigness. Big Pharma has created and aggressively marketed all kinds of addictive and basically toxic products. The same story. Big Ag: Chiquita has admitted paying death squads to murder people who spoke up against their banana republic strongarm dominance of land ownership and management policies in Columbia. They are still getting away with it because they CAN. They are big. Control of the food business has gotten more concentrated over the years and decades. This applies to land ownership, marketing, distribution and retail. Big Big Big. So what does it take to see the effects of Big Telecom? For any semblance of fairness, we must set up systems to balance Big Telecom's inherent power. Anti-trust, more robust citizen input mechanisms, NO Big Telecom exes running the CRTC, stronger consumer protection laws and so on. T... |
| Patricia | M. | BC | The internet has become an essential tool for education, research and information. Whether it be for kids in school or seniors finding savings on their grocery bill. These are more often the people who can least afford the incredibly expensive bills coming from the Big Telecom companies. Why should it be the people who can least afford these services, be the ones to suffer. It,Àôs time to stop the monopolies. |
| John | I. | NU | Needs more competition in Nunavut |
| Jeffrey | J. | NT | The governments job is to provide quality of life for its people. If the government can't provide us with protections against exploitive corporations, it will inevitably lead to poorer quality of life for its people. Quit taking corporate handouts and serve the public like you arw supposed to. |