

KNOW YOUR RIGHTS!

What the CRTC's Wireless Code means for you.



No Cancellation Fees After 2 Years

You can cancel your contract after 2 years with no cancellation fees – even if you have agreed to a longer term.

Limit on Data & Roaming Charges

Extra data charges and data roaming charges are capped to prevent bill shock.

The account holder, by default, is the only one who can consent to data overage and data roaming charges beyond the established limits, or authorize another user to do so.

Unlocked Cellphones

Mobile devices unlocked free of charge, upon request, and all newly purchased devices unlocked.

Trial Period

You can return your cellphone within 15 days, without penalty, if you are unhappy with your service. Use up to half of your allowed monthly usage during the trial period.

Persons with disabilities: You can return your cellphone within 30 days, without penalty, if you are unhappy with your service. Use up to 100% of your allowed monthly usage during the trial period.

Clear Language

Your contract and related documents must be provided to you in plain language.

For more information on the benefits of the Wireless Code, visit crtc.gc.ca/wirelesscode.