

## Details

### :1: Initial Complaint

Rogers has notified me of a local calling area change in the Greater Toronto Area. The local calling area has been reduced which is a material change to my contract with them. When I signed a contract with Rogers my local calling area was outlined by the Rogers Wireless Retailer. Now, because of this material change I will have a reduction in local calls, meaning my promised local calling minutes will be reduced. This change will cause me to incur unexpected long distance when they were once local calls.

I have made two attempts to call Rogers retention department, once in early October 2009 and again in mid October 2009 only to be told that if I wanted to leave I could but with a termination fee of \$500.00 plus tax. I decided to escalate this higher and proceeded to call and leave a message with a Mr. Roland Pockson at head office of Rogers. I received a call back from a Meriam from the Office of the Executive. She listened to my complaint and asked to look into it and call me back. On Friday October 23, 2009 I received a call back from Meriam who agreed my local calling area will be reduced but since I have a long distance feature add on on my account I should not go over my feature amount of minutes. I expressed to her that has nothing to do with it and that those long distance minutes are for my use. The long distance package I pay for was not added to help Rogers reduce my local calling area but rather to use when and how I choose. She said that Rogers position was not to do anymore about it, which obviously was nothing.

I left another message for Meriam this morning indicating that Rogers has subscribed to the code at cwta (Canadian Wireless Telecommunications Association) code of conduct. On page 3 of this code; "Protect our customers' rights when we must change contract terms". This section states and I quote; "We do not change material terms of our contracts with customers, without giving them at least 30 days' notice. In the case of such material changes that are unfavourable to customers, we either give them the right to terminate the contract without any additional fees for early termination, allow them to remain on the unchanged contract. This does not apply to changes that are required by law or regulation or changes to those services and features that do not have a fixed term commitment".

I took a 3 year commitment upon signing with Rogers and feel they are trying the bait and switch technique.

Also, I left a message indicating I am willing to take this to arbitration as outlined on their website if this isn't resolved.

Resolution: Either allow me to remain on my contract unchanged as signed and agreed December 2008, or allow me to terminate my contract without an early termination fee and to allow me to port my phone number at time of termination point.

I await your reply.





**Complaint is received - [0501 [REDACTED]]**

webadmin@ccts-cprst.ca <webadmin@ccts-cprst.ca>

Mon, Oct 26, 2009 [REDACTED]

To: [REDACTED]  
[REDACTED]






Thank you for submitting the form.

Please keep the following incident tracking number for any future inquires. The complaint process begins the next business day following receipt of the complaint.

Incident Number: 0501 [REDACTED]

-- CCTS-CPRST

## Client's Information

Company  From Consumer Legacy # \_\_\_\_\_  
 Client Name \_\_\_\_\_ Source Web Language English  
 Email  Phone [D]   
 Phone [M]  Phone [E] 

### Service Address



### Billing Address

### Service Account

SN: Rogers



## Complaint Details

Action Date: \_\_\_\_\_

TSP Rogers Communications Inc.  
 Request Type Inquiry Status \_\_\_\_\_ Level 0  
 Transfer / Referral \_\_\_\_\_  
 Complaint About Wireless telephone services

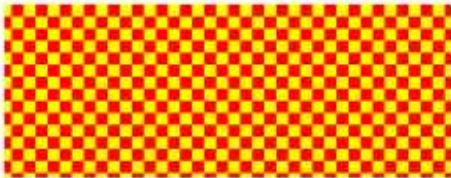
### Complaint Natures


- Billing error
- Billing error - Charged after disconnection
- Billing error - Credit management
- Billing error - overcharged
- CCTS copied complaint
- CCTS Operations
- Contract dispute (compliance with terms and commitments)
- Credit management
- Misleading Representative
- OOS: CCTS mistaken for other organization
- OOS: Customer Service
- OOS: Misleading Advertisement
- OOS: Outsourcing of calls
- OOS: Pricing
- OOS: Service out of scope
- OOS: Telemarketing
- OOS: TSP general policies
- Other: in-scope
- Other: out of scope
- Service delivery (installation, repair and disconnection)
- Unauthorized transfer of service (slamming)
- Other



Rogers Con  
1600-4710 I  
Burnaby, BC  
Tel. (604) 433  
1-888-764-33  
Fax (604) 431  
1-866-606-07  
rogers.com

November 2, 2009



**Subject: Account Number 5** 

Dear 


Thank you for your recent inquiry to Rogers regarding your Wireless service.

Unfortunately we have left three voice messages in our attempts to contact you, however we  
been unsuccessful.

Your concerns are important to us and we would like to resolve them for you as quickly as  
possible.

Please contact us directly at 1-866-760-5263 at your earliest convenience, so we may assist yo

Sincerely,

  
Miriam Lee  
Office of the President  
Rogers C

**CCTS#0501 COMPLAINT**

Response &lt;response@ccts-cprst.ca&gt;

Tue, Nov 3, 2009

Dear [REDACTED]

Thank you for contacting the *Commissioner for Complaints for Telecommunications Services* (CCTS). The CCTS is an independent agency with a mandate to receive, facilitate the resolution of, and, if necessary, resolve eligible consumer and small business complaints relating to certain retail telecommunications services.

We have received your complaint 0501 [REDACTED] and hereby advise you that your complaint falls within the scope of our mandate and will be processed in accordance with our Procedural Code (the "Code"), which can be found at:

[www.ccts-cprst.ca/en/attach/Overview/CCTS\\_Proc\\_Code.pdf](http://www.ccts-cprst.ca/en/attach/Overview/CCTS_Proc_Code.pdf).

We encourage you to review the Code so that you are aware of the complaint resolution process as well as your rights and responsibilities as a complainant.

In accordance with Section 6.5 of the Code, we have forwarded your complaint to your telecommunications services provider (TSP). Pursuant to Section 6.6 of the Code, within 20 Business Days of receipt of the complaint, your TSP is to:

- a) advise the CCTS in writing, with a copy to you, that the TSP objects to the complaint on the basis that in their view, it should not be investigated pursuant to the Procedural Code or any other lawful reason;
- b) advise the CCTS in writing, with a copy to you, that the complaint has been resolved to the mutual satisfaction of both you and the TSP; or
- c) advise the CCTS in writing, with a copy to you, that the complaint remains unresolved and of the TSP's intention to file a written response thereto.

In the event that your TSP responds that the complaint has been resolved to the mutual satisfaction of both you and the TSP and you disagree that the matter has been resolved, you must advise CCTS within 20 days of your TSP's response.

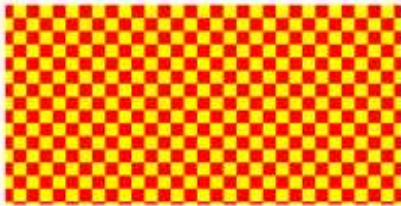
If you have any questions or concerns regarding your complaint, or anything contained in this correspondence, please do not hesitate to contact us.

CCTS

P.O. Box 81088

**:6: Rogers Resists**

November 30, 2009

**RE: CCTS Incident Number: 05-01** 

We are writing in response to a complaint filed on your behalf with the Commissioner for Complaints for Telecommunication Services (CCTS) received by Rogers Office of the President, requesting further information regarding your Rogers Account.

We appreciate this opportunity to address your concerns. A full review of your account has been conducted and Teresa of the Office of the President at Rogers contacted you to discuss your concerns. Details of your conversation are as follows;

Your complaint is in regards to the recent change regarding the Rogers Wireless Local Calling Area. Based on your usage patterns, the current package on your account should cover your usage and as a result, you should not incur additional long distance charges.

As discussed, this is not a material change, and should you request to cancel your account prior to the end of your commitment term, you will be subject to an early cancellation fee. Section 8 of the Rogers Terms of Service state, "Unless otherwise set out in the Materials, if you agree to subscribe to one of our plans or Services for a committed period of time (the "Commitment Period"), you may be subject to an early cancellation fee ("ECF") for each Service. Any decrease in your Commitment Period may be subject to a fee. **If your Service is terminated prior to the end of the Commitment Period, you will pay us an ECF as specified in the Service Agreement, plus taxes.**"

As you are unsatisfied, we have offered to credit half of the applicable early cancellation fee should you decide to cancel. You declined this offer stating that you would like to have the CCTS investigated your complaint.

Rogers apologizes for any inconvenience this may have caused you. We take your concerns seriously. Your feedback is greatly appreciated as it will enable us to undertake corrective measures that will ensure our processes and procedures are aligned to serve you better in the future.

Should you have any further questions regarding this concern, please feel free to contact Teresa Monday to Friday from 8:00am-4:00pm EST at (416) 441-4461 or Toll Free at 1-866-619-8322.

Sincerely,



Teresa Niutta  
Advisor - Office of the President  
cc. CCTS

**:7: CCTS Begins Investigation****CCTS\_ [REDACTED]\_0501\_ [REDACTED] Investigation**

Response &lt;response@ccts-cprst.ca&gt;

Mon, Nov 30, 2009 [REDACTED]

To: [REDACTED]

Dear [REDACTED]

We are writing to advise that pursuant to Section 6.11 of the Procedural Code, the CCTS is proceeding to investigate your complaint as it remains unresolved. During the course of our investigation, we will review the information and documents which have been provided by you and Rogers. Please be advised that we may contact you over the course of our investigation to obtain any additional information or documents needed to complete our investigation.

Once the investigation has been completed, the Commissioner will either reject the complaint or issue a non-binding recommendation, intended to represent a reasonable and appropriate resolution to the complaint.

The Code can be found at [www.ccts-cprst.ca/en/attach/Overview/CCTS\\_Proc\\_Code.pdf](http://www.ccts-cprst.ca/en/attach/Overview/CCTS_Proc_Code.pdf).

If you have any questions or concerns regarding the complaint, or anything contained in this correspondence, please do not hesitate to contact us.

CCTS

P.O. Box 81088

Ottawa, ON

K1P 1B1

1-888-221-1687

Sincerely,

CCTS Assessment Team



120K

[REDACTED]\_0501\_ [REDACTED] Investigation.pdf



**CCTS #0501 [REDACTED] INVESTIGATION**

Danny Raymond <danny.raymond@ccts-cprst.ca>

Thu, Dec 10, 2009 [REDACTED]

To: [REDACTED]

Hello [REDACTED]

As discussed, please provide us with a copy of the original contract for your Wireless account [REDACTED]

Please respond at your earliest convenience but before December 17, 2009.

Sincerely,

Danny Raymond  
Complaints Resolution Officer / Agent de résolution des plaintes

Commissioner for Complaints for Telecommunications Services  
Commissaire aux Plaintes Relatives aux Services de Télécommunications  
P.O. Box/Case Postale 81088. Ottawa. Ontario. K1P 1B1.  
Toll-Free/Sans Frais: 1-888-221-1687. (9am-5pm EDT Monday-Friday/Lundi-Vendredi)

Fax/Télécopieur: 1-877-782-2924.  
Email – [danny.raymond@ccts-cprst.ca](mailto:danny.raymond@ccts-cprst.ca)



**:9: Rogers Caves!**



**CCTS #0501 [REDACTED] INVESTIGATION**

Danny Raymond <danny.raymond@ccts-cprst.ca>

Thu, Dec 17, 2009 [REDACTED]

To: [REDACTED]

Dear [REDACTED]

On November 30, 2009, we notified both yourself, and your service provider, Rogers, that this matter was proceeding to investigation as the parties had not been able to resolve the matter.

On December 17, 2009, Rogers has agreed to waive the ECF should you decide to terminate your service. As this was one of the two options you requested as a resolution, we consider the matter resolved. You may contact Rogers at your convenience to advise them of the termination service, should you decide to do so.

We will now proceed to close the file.

Sincerely,

Danny Raymond  
Complaints Resolution Officer / Agent de résolution des plaintes

Commissioner for Complaints for Telecommunications Services  
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Fax/Télécopieur: 1-877-782-2924.  
Email – [danny.raymond@ccts-cprst.ca](mailto:danny.raymond@ccts-cprst.ca)