

2024-2025

Year at a Glance

An overview of significant events and data points for the CCTS between August 1, 2024 and July 31, 2025.



Advanced our five-year strategic plan by delivering tangible progress across all three priority areas: service excellence, stakeholder value, and organizational effectiveness.

Launched our Investigation Findings Library to promote greater transparency about the way we deal with complaints, the issues they raise and our decision-making process.



Continued to expand our public awareness activities, reaching more consumers across Canada.

Consulted diverse consumer and accessibility groups across Canada to identify barriers in service accessibility and complaint resolution and inform our awareness efforts.



Welcomed 14 new Participating Service Providers (PSPs) to the CCTS.

Offered input on several CRTC regulatory proceedings about making pricing and service information clearer and more transparent for customers.



By the numbers

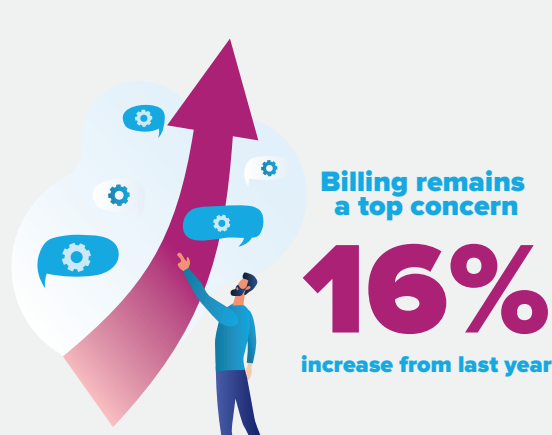
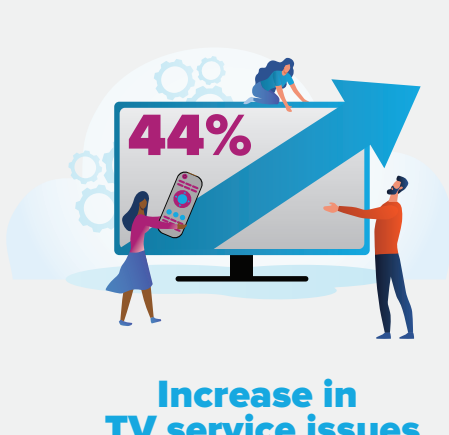


Top Issues

Billing issues remain a top concern, **up 16%** from last year.

25% of all issues raised were related to service delivery.

TV service issues **increased by 44%** this year.



Total Issues

20,108



Billing issues

10,849



Contract dispute issues

10,688



Service delivery issues

1,672

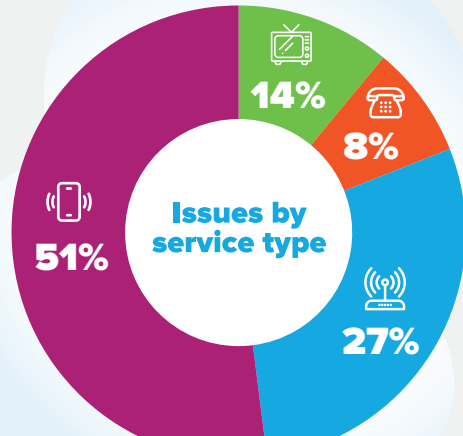


Credit management issues

80



Other in-scope issues



TV
Local Phone
Internet
Wireless



Distribution of complaints

