***Produced in collaboration with
DWCC Deaf Wireless Canada Consultative Committee (DWCC-CSSSC)***

**Canadian Wireless Services and COVID-19**

The [Canadian Radio-television and Telecommunications Commission (CRTC)](http://www.crtc.gc.ca) established the Wireless Code that explains consumer rights and the rules wireless service providers must follow. The [Wireless Code](https://crtc.gc.ca/eng/phone/mobile/code.htm) provides basic rights for all wireless consumers in Canada, and some additional rights for Deaf, Deaf-Blind and Hard of Hearing people. [ASL](https://www.youtube.com/watch?v=9uDy0HQdVcA&feature=youtu.be) and [LSQ](https://www.youtube.com/watch?v=bKqq0dSA7qs) videos have been produced about the Wireless Code.

During the COVID-19 pandemic, wireless companies have adjusted their service provided to support customers. The CAD-ASC and the DWCC have put together this information to help you in case you were wondering about your wireless services through the pandemic. Please keep in mind that the information may change, and wireless service providers may update their wireless policies at any time during the COVID-19 pandemic.

In general, wireless, and internet service providers have been recognized as “essential services providers’ with select stores open on reduced hours across the country. As provinces gradually reduce restrictions, more store locations in certain regions may open. To protect the health and well-being of employees and customers, extra sanitation measures will be in effect in all open stores. Please visit the companies’ websites for further details, but this is the general information updated as of 24 May 2020:

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| [**Bell**](https://www.bell.ca/Covid-19-update) | * Bell will do service, repairs and installations from outside a customer’s home.
* Bell has waived a number of fees and provided extra usage and credits for Internet and Mobility customers.
* Provided flexible payment options for some clients facing financial challenges.
* Customers with Turbo Hubs, turbo sticks, and Mi-Fi will get an extra 10GB of data.
* Bell will not charge extra usage fees for home internet until April 30th.
* There will be no roaming fees for customers in countries outside of Canada.
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| [**Rogers**](https://www.rogers.com/covid-19/updates) | * Beginning March 16, Rogers cell phone accounts will not be suspended or disconnected, until June 30th for any customers experiencing financial difficulties.
* Rogers will support wireless customers who are having a hard time paying the bill, with different and flexible options on payments.
* To help you stay connected, Rogers will be waiving fees.
* Rogers will not charge long-distance calling across Canada for wireless services until June 30th.
* There will be no roaming fees for wireless customers in countries outside of Canada.
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| [**Telus**](https://www.telus.com/en/about/covid-19-updates) | * Telus will do service, repairs and installations from outside a customer’s home.
* Telus will work with customers who are having a hard time paying the bill.
* Telus is postponing any disconnections until further notice and allowing for auto-renewal for add-on and 30-day rate plans.
* There will be no roaming fees from March 13 to April 30th for customers.
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| [**Sasktel**](https://support.sasktel.com/app/answers/detail/a_id/25281/session/L2F2LzEvdGltZS8xNTkwMzIxMTA3L2dlbi8xNTkwMzIxMTA3L3NpZC9mVTgyVkolN0U3dmNJSSU3RXZVWll2cWoyWTdxV3BZTkx6MzNKWDlPMW5jb282TFFmZWdab0ltdHBxSFltSDNfTHVnQ2N4NXlDcDE1VWxqclBBa3hsVkhtdFFyVjA3ZHI5R1pNeHBOdEVINFE5eXlkSFVaaTdKZmFHVTN3JTIxJTIx#storesopen) | * Sasktel will do service, repairs and installations from outside a customer’s home.
* From May 19, 2020, SaskTel Stores will transition back to be fully open to all customers, while still offering appointment and curbside pickup options.
* Sasktel will do service, repairs and installations from outside a customer’s home.
* Sasktel will work with wireless customers who are having a hard time paying the bill.
* Sasktel waives data overage charges to April 30, 2020.
* Sasktel will not charge data overage charges (for data used in Canada) for business or consumer customers on SaskTel postpaid wireless plans,
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| [**Vidéotron**](https://videotron.com/residential/p/services/covid-19/A-psku13490133e) | * From May 25, the stores with their own street entrance will be ready to welcome you, Monday through Sunday, everywhere in Québec.
* Ottawa stores remain closed because they are all within mall locations.
* Vid[é](https://videotron.com/residential/p/services/covid-19/A-psku13490133e)otron will do service, repairs and installations from outside a customer’s home.
* Vid[é](https://videotron.com/residential/p/services/covid-19/A-psku13490133e)otron will work with customers who are having a hard time paying the bill, they will look at each situation on a case-by-case basis to assist customers as they can.
* All data caps (data plan limits) have been removed for internet plans.
* There will be no roaming fees until June 30th for customers.
* There will be no roaming fees for customers in countries outside of Canada.
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| [**Eastlink**](https://www.eastlink.ca/about/covid-19-updates) | * Eastlink will do service, repairs and installations from outside a customer’s home.
* Eastlink will work with wireless customers who are having a hard time paying the bill.
* There will be no roaming fees for customers in countries outside of Canada.
* Eastlink will not charge long-distance calling across Canada for wireless services customers who are not on a nationwide plan.
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