

PIAC Welcomes COVID-19 Responses by Internet Service Providers, Wireless – UPDATED 14 April 2020

OTTAWA – 16 March 2020 – The Public Interest Advocacy Centre (PIAC) today welcomed recent announcements from major Canadian retail Internet Service Providers (ISPs) to suspend data overage fees for at least some time to assist Canadians with remaining connected during the present coronavirus (COVID-19) outbreak.

“We commend the Canadian industry for leading on consumer access to the Internet during this crucial time,” said John Lawford, Executive Director and General Counsel of PIAC.

“Communications will be crucial in this fight against the virus and we encourage all telecommunications service providers to adopt similar policies, including payment flexibility and to consider adding other services, such as wireless, to their unlimited access policies,” he added.

UPDATED 14 April 2020: PIAC has produced a [summary of major Canadian ISPs’ and WSPs’ policies](#), in their own words and with direct links to their responses. **Limited wireless responses now are starting to appear.**

PIAC encourages consumers with particular access or payment issues to send us your concerns via our [response form](#). Note that although we cannot advocate on your particular issue, we will use these stories to assist us with seeking systemic solutions for consumers.

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