



25 May 2015

John Traversy
Secretary General
CRTC
Ottawa, ON K1A 0N2

Dear Mr. Secretary General,

Re: *Call for comments on a Television Service Provider Code of Conduct working document, Broadcasting Notice of Consultation 2015-105 and -105-1 (Ottawa, 26 March 2015)*

- 1 The Forum for Research and Policy in Communications (FRPC) is a non-profit and non-partisan organization established to undertake research and policy analysis about communications, including broadcasting. The Forum supports a strong Canadian broadcasting system that serves the public interest.
- 2 We are pleased to participate in the process initiated by Broadcasting Notice of Consultation CRTC 2015-105 (as amended by 2015-105-1), seeking comments about the draft code proposed by the CRTC to govern commercial arrangements between broadcast distribution services and their subscribers.
- 3 We have provided comments of a general nature below. Rather than make detailed comments about each section of the proposed *Code*, however, we have provided a side-by-side table that compares the CRTC's original *Code* with FRPC's recommended wording.

General comments

- 4 FRPC generally welcomes the introduction of a *Code* of conduct to govern relations between television service providers (TVSPs), that were formerly known as broadcasting distribution undertakings (BDUs) and their subscribers. Regulatory initiatives that provide subscribers with more information are always welcome.

- 5 In terms of the *Code's* organization, FRPC supports the idea of grouping similar requirements under the same heading. In that context it was unclear to us why requirements related to accessibility were grouped separately from initiatives related to clarity: contracts that are not accessible are also not clear. Requirements related to accessibility should be grouped with other requirements related to clarity.
- 6 The structure of the proposed *Code* is somewhat complex. It includes unnumbered headings that seem to describe distinct Parts of the *Code*, numbered sections in each Part stated in the imperative tense, followed and described by numbered and unnumbered paragraphs about each section. Some of the Parts have overlapping content. Only one of the thirteen sections uses the imperative tense, and six of the paragraphs following sections are not numbered at all. Paragraphs are not numbered sequentially.

Clarity – general

- I Communicate in plain language in either French or English
2 numbered paragraphs (#1, 2)

Promotion

- II Clarity of offers
2 numbered paragraphs (#1, 2)
- III Promotion of packaging options
1 paragraph

Agreements and related documents

- IV. Plain language agreements
1 paragraph
- V. Language of written agreement
1 paragraph
- VI. Prices in the agreement
2 numbered paragraphs (#1, 2)
- VII. Agreements
4 numbered paragraphs (#1, 2, 3, 4)

Critical Information Summary

- VIII. Critical Information Summary
3 numbered paragraphs (#1, 2, 3)

Changes to programming options

- IX. Changing programming options
1 paragraph
- X. Notice for changes to programming options
3 numbered paragraphs (#1, 2, 3)

Service calls

- XI. Service calls including visits to residences for installation and repairs
4 numbered paragraphs (#1, 2, 3, 4)

Service outages

- XII. Service outages

1 paragraph

Disconnection

XIII. Disconnection policies

1 paragraph

- 7 The structure in the proposed draft is difficult to understand. The use of paragraphs that are not numbered in sequence or at all, will create confusion when parties attempt to refer to or cite the paragraphs. FRPC therefore recommends that the CRTC add brief descriptions of the *Code's* purpose and application, simplify and rationalize the proposed *Code's* structure, and number each paragraph within the *Code* in sequence:

Purpose

Application

Clarity and accessibility

1. communicate in plain language
2. write agreements clearly
3. make alternative formats available
4. disclose unavailability of documents in an official language
5. disclose unavailability of service in an official language

Offers, promotions and packages

6. explain all offers and promotions
7. state prices in promotions
8. contents of offers
9. Promote entry-level service and other offerings to a similar degree

Agreements and related documents

10. Describe all fees and charges in the agreement
11. Give customer a permanent copy of the agreement
12. Print the agreement on paper unless customer agrees to electronic copy
13. Provide agreement in alternative format at no charge, upon request
14. Contents of the agreement

Summarize critical information

15. provide critical information summary
16. Contents of critical information summary
17. Ensure accuracy of summary

Changes to programming options

18. Permit subscribers to change services and packages, while allowing preview channels
19. Notify subscribers about changes at least 45 days before they happen
20. Explain any change and when it will happen
21. Identify and explain subscribers' options

Service calls

22. Timeframes for when service calls will begin must not exceed 4 hours, and subscribers shall be compensated financially if the service call does not take place in that timeframe.
23. Provide subscribers with an estimate of costs before the service call

24. Explain rescheduling and cancellation charges for service calls
25. Explain how subscribers may complain about service calls before the call is made
26. Explain rebate policy for service outages

Disconnection


27. Explain disconnection policies

- 8 In terms of drafting, FRPC notes that the proposed *Code* occasionally relies on the passive tense. It states, for example, that “A TVSP must ensure that all offers are clearly explained in all communications with a customer”. This drafting language creates imprecision and uncertainty: who is to do the explaining, if not TVSPs? FRPC has offered replacement wording, where appropriate.
- 9 FRPC also notes that at VII.1(b) the draft *Code* proposes that TVSPs send agreements that are made online, by telephone or otherwise at a distance, to customers within 15 calendar days. It is not clear why a TVSP would require just over two weeks to send an agreement to a customer – and this length of time places customers at a disadvantage. They might receive the contract by almost three weeks later, by which time they may well have forgotten details of their transaction with a TVSP. FRPC therefore recommends that such contracts be sent within five calendar days, so that customers might receive them by mail approximately one week later when there is a higher probability that the customer will remember his or her discussion with the TVSP’s representative.
- 10 FRPC welcomes the Commission’s use of a definitions section at the back of the proposed *Code*. Our recommended version of the *Code* recommends defining other terms, including “offers”, “promotional materials”, “regular prices” and “other charges”, among other terms.
- 11 Finally, FRPC welcomes the CRTC’s recommitment to hold a public proceeding to review the mandate and operation of the Commissioner of Complaints for Telecommunications Services this year. We respectfully recommend that the CRTC consult with interested parties before it gazettes the public proceeding notice, to seek their views as to the data and evidence that would be most useful for this type of evaluation. The information that is now available publicly is limited to the CCTS’ Annual Reports – documents that have been prepared for purposes other than public-policy evaluation. Should the CRTC accept our recommendation, FRPC wishes to be considered an interested party. In our view, the collection of data that are relevant to the evaluation of the CCTS will provide interested parties with the best opportunity to assist the Commission in its evaluation process.

- 12 The draft *Code*, and FRPC's side-by-side version and comments, are attached to this comment.

We look forward to the opportunity of reviewing other comments submitted in this proceeding, and may file a reply on or before 4 June 2015, as set out in Broadcasting Notice of Consultation CRTC 2015-105. If you have any questions, please do not hesitate to contact the undersigned.

Sincerely yours,



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Appendix to Broadcasting Notice of Consultation CRTC 2015-105	
Television Service Provider Code of Conduct working document	
Terms in bold italics are defined in the section at the end of the Code.	
	Purpose
<i>[The Code should identify its purpose for those who are unfamiliar with it]</i>	The purpose of this <i>Code</i> is to ensure that subscribers to cable or satellite television distribution services have the information they need to make informed choices about their television services.
	Application
<i>[The Code should identify the type of businesses which will be subject to its provisions]</i>	This <i>Code</i> applies to all companies or undertakings that offer people living in Canada access to television services for a subscription fee.
Clarity - General	Clarity and accessibility
I. Communicate in plain language in either French or English	I. Communicate <i>plainly and accessibly</i> in either French or English
1. A television service provider (TVSP) must communicate with a customer using plain language.	1. A television service provider (TVSP) must communicate with a customer using plain language.
	2. A TVSP must write its agreements and related documents in a way that is clear and easy for a customer to read and understand.
	3. A TVSP must provide a customer with a copy of the agreement in an alternative format for people with disabilities upon request, at no charge, in a timely manner.
	4. A TVSP must advise a customer if it is unable to provide the written agreement and related documents in either English or French, as chosen by that customer.
2. A TVSP must advise a customer if it is unable to serve that customer in both French and English.	5. A TVSP must advise a customer if it is unable to serve that customer in both French and English.
Promotion	Offers, promotions and packages
II. Clarity of offers	
1. A TVSP must ensure that all offers are clearly explained in all communications with a customer, including during telephone calls and in its promotional materials, service agreements , and related documents .	6. A TVSP must clearly explain all offers made to a customer, including during telephone calls and in its promotional materials , service agreements, and related documents.
	7. A TVSP must clearly state the prices set out in a promotion for both packages and the individual channels to which a subscriber subscribers, state the regular prices that would be charged without the promotion, and must state whether these prices include taxes or other charges .
2. The explanation of an offer must clearly state the following: (a) the start and end date of the offer; (b) in the case of an offer that includes a time-limited discount or other incentive, the price of the service at the end of the any time-limited discount; (c)	8. An explanation of an offer must clearly state: (a) the date on which the offer is valid for the first time (b) the date on which the offer is no longer valid (c) in the case of an offer that includes a time-limited discount or other incentive, the price of

any associated obligations on a customer in relation to accepting the offer.	the service at the end of the any time-limited discount; and (d) any associated obligations on a customer in relation to accepting the offer.
III. Promotion of packaging options	
A TVSP must promote the availability of its entry-level service offering in a like manner to the way a TVSP promotes its first-tier offering so that a customer is aware of its availability, price and content.	9. A TVSP must promote the availability of its entry-level service offering in the same way that it promotes its first-tier offering , so that a customer is aware of the availability, price and content of entry-level service offerings.
Agreements and related documents	
IV. Plain language agreements	
A TVSP must ensure that any written agreements and related documents are written in a way that is clear and easy for a customer to read and understand.	[see above, 2]
V. Language of written agreement	
A TVSP must advise a customer if it is unable to provide the written agreement and related documents in either English or French, as chosen by that customer.	[see above, 4]
VI. Prices in the agreement	
1. A TVSP must ensure that the prices set out in the agreement are clear and must indicate whether these prices include taxes or other charges. This includes the prices of any packages and individual channels to which a customer subscribes.	[see above, 7]
2. A TVSP must ensure that any additional charges are clearly itemized, detailed and explained in the agreement to provide the service. Such charges may include, but are not limited to, equipment rental fees, installation fees, and access fees.	[see below, 10]
VII. Agreements	Agreements and related documents
	10. A TVSP must clearly itemize and explain each additional charge imposed to provide the service. Such charges may include, but are not limited to, equipment rental fees, installation fees, and access fees.
1. A TVSP must give a customer a permanent copy of the agreement and related documents at no charge in the following circumstances:	11. A TVSP must give a customer a permanent copy of the agreement and related documents at no charge in the following circumstances:
a) If the agreement is made in person, the TVSP must give the agreement and related documents to a customer immediately after that customer agrees to it.	a) If the agreement is made in person, the TVSP must give the agreement and related documents to a customer immediately after that customer agrees to it.
b) If the agreement is not made in person (i.e. if it is agreed to over the phone, online, or otherwise at a distance), the TVSP must send the agreement and related documents to a customer	b) If the agreement is not made in person (i.e. if it is agreed to over the phone, online, or otherwise at a distance), the TVSP must send the agreement and related documents to a customer within 5 calendar

within 15 calendar days of that customer accepting the agreement. If a TVSP fails to do this, or if the terms and conditions of the permanent copy of the agreement conflict with the terms and conditions that a customer agreed to, that customer may, within 30 calendar days of receiving the permanent copy of the agreement, cancel the agreement without paying an early cancellation fee or any other penalty.	days of that customer accepting the agreement. If a TVSP fails to do this, or if the terms and conditions of the permanent copy of the agreement conflict with the terms and conditions that a customer agreed to, that customer may, within 30 calendar days of receiving the permanent copy of the agreement, cancel the agreement without paying an early cancellation fee or any other penalty.
c) The TVSP must also provide a customer with a paper copy of the agreement upon request at no charge, at any time.	c) The TVSP must also provide a customer with a paper copy of the agreement upon request at no charge, at any time.
2. The permanent copy of the agreement and related documents must be a paper copy, unless a customer expressly and knowingly decides that an electronic copy is acceptable.	12. The permanent copy of the agreement and related documents must be printed on paper, unless a customer expressly and knowingly decides that an electronic copy is acceptable.
3. A TVSP must provide a customer with a copy of the agreement in an alternative format for people with disabilities upon request, at no charge, in a timely manner.	13. A TVSP must provide a customer with a copy of the agreement in an alternative format for people with disabilities upon request, at no charge, in a timely manner.
4. Agreements must set out all of the information listed below in a clear manner:	14. Agreements must set out all of the information listed below in a clear manner:
a. a list of the individual channels or packages of channels selected by a customer at the time the agreement is made;	a. a list of the individual channels or packages of channels selected by a customer when the agreement is made;
b. rates for individual channels or packages of channels selected by a customer at the time the agreement is made;	b. rates for individual channels or packages of channels selected by a customer when the agreement is made;
c. the monthly charge for providing the service at the time the agreement is made;	c. the monthly charge for providing the service when the agreement is made;
d. all additional costs, including but not limited to, installation fees, itemized separately;	d. all additional costs, including but not limited to, installation fees, itemized separately;
e. the monthly charge for any equipment included in the agreement;	e. the monthly charge for any equipment included in the agreement;
f. the commitment period , including the start date, and in the case of fixed-term agreements , the end date of the agreement;	f. the commitment period , including the start date, and in the case of fixed-term agreements , the end date, of the agreement;
g. the terms under which the agreement will be renewed, including whether the agreement renews automatically, and if so, starting on what date and for how long;	g. the terms under which the agreement will be renewed, including whether the agreement renews automatically, and if so, starting on what date and for how long;
h. if applicable,	h. if applicable,
i. the total early cancellation fee;	i. the total early cancellation fee;
ii. the formula for calculating the early cancellation fee during the commitment period;	ii. the formula for calculating the early cancellation fee during the commitment period;
iii. the date on which a customer will no longer be subject to the early cancellation fee;	iii. the date on which a customer will no longer be subject to the early cancellation fee;
i. if equipment is provided or rented as part of the agreement,	i. if equipment is provided or rented as part of the agreement,
i. the retail price of the equipment;	i. the retail price of the equipment;
ii. the amount a customer has paid or will pay for	ii. the amount a customer has paid or will pay for the

the equipment during the commitment period or on a going-forward basis;	equipment during the commitment period or on a going-forward basis;
iii. a description of the different options under which the equipment can be acquired by a customer (including rental and rent-to-own options) and;	iii. a description of the different options under which the equipment can be acquired by a customer (including rental and rent-to-own options) and;
iv. a description of any fees associated with an equipment upgrade.	iv. a description of any fees associated with an equipment upgrade.
j. an explanation of all related documents, such as privacy policies;	j. an explanation of all related documents, such as privacy policies;
k. whether upgrading equipment or otherwise amending an agreement term or condition would extend a customer's commitment period or change any other aspect of the agreement;	k. whether upgrading equipment or otherwise amending an agreement term or condition would extend a customer's commitment period or change any other aspect of the agreement;
l. if applicable, the amount of any security deposit and any applicable conditions, including the conditions for return of the deposit; and	l. if applicable, the amount of any security deposit and any applicable conditions, including the conditions for return of the deposit; and
m. where a customer can find information about	m. where a customer can find information about
i. rates for individual channels and packages of channels;	i. rates for individual channels and packages of channels;
ii. how to remove or add individual channels or packages of channels and what, if any, charges would apply;	ii. how to remove or add individual channels or packages of channels and what, if any, charges would apply;
iii. the equipment manufacturer's warranty, if applicable;	iii. the equipment manufacturer's warranty, if applicable;
iv, tools to help customers manage their bills;	iv, tools to help customers manage their bills;
v. how to contact the TVSP's customer service department;	v. how to contact the TVSP's customer service department;
vi. how to make a complaint about services and the different options available for recourse, including how to escalate complaints within the TVSP and how to make a complaint to the Commissioner of Complaints for Telecommunications Services (CTS); and	vi. how to make a complaint about services and the different options available for recourse, including how to escalate complaints within the TVSP and how to make a complaint to the Commissioner of Complaints for Telecommunications Services (CTS); and
	vii the remedies available from the CTS
vii. the Television Service Provider Code of Conduct.	viii. the Television Service Provider Code of Conduct.
Critical Information Summary	Critical Information Summary
VIII. Critical Information Summary	
1. A TVSP must provide a Critical Information Summary to a customer when it provides a permanent copy of the agreement for services. This document summarizes the most important elements of the agreement for a customer.	15. A TVSP must provide a Critical Information Summary to a customer when it provides a permanent copy of the agreement for services. This document summarizes the most important elements of the agreement for a customer.
2. A TVSP must ensure that the Critical Information Summary contains all of the following:	16. A TVSP must ensure that the Critical Information Summary contains all of the following:
a. a list of the individual channels or packages of channels selected by a customer at the time the agreement is made;	a. a list of the individual channels or packages of channels selected by a customer at the time the agreement is made;

b. rates for individual channels or packages of channels selected by a customer at the time the agreement is made;	b. rates for individual channels or packages of channels selected by a customer at the time the agreement is made;
c. the monthly charge for television services at the time the agreement was made;	c. the monthly charge for television services at the time the agreement was made;
d. all additional costs, including but not limited to, installation fees, itemized separately;	d. all additional costs, including but not limited to, installation fees, itemized separately;
e. the monthly charge for any equipment included in the agreement;	e. the monthly charge for any equipment included in the agreement;
f. the commitment period, including the start and end date of the agreement and the terms under which the agreement could be renewed; and	f. the commitment period, including the start and end date of the agreement and the terms under which the agreement could be renewed; and
g. how to make a complaint about services, and the different options available for recourse, including how to escalate a complaint within the TVSP and how to make a complaint to the CCTS.	g. how to make a complaint about services, and the different options available for recourse, including how to escalate a complaint within the TVSP and how to make a complaint to the CCTS.
3. A TVSP must ensure that the Critical Information Summary	17. A TVSP must ensure that the Critical Information Summary
a. accurately reflects the content of the agreement;	a. accurately reflects the content of the agreement;
b. is either provided as a separate document from the written agreement or included prominently on the first pages of the written agreement;	b. is either provided as a separate document from the written agreement or included prominently on the first three pages of the written agreement;
c. is clear and concise, uses plain language, and is in an easily readable font; and	c. is clear and concise, uses plain language, and is in an easily readable font; and
d. can be provided in an alternative format for people with disabilities upon request, at no charge.	d. is available in an alternative format for people with disabilities upon request, at no charge.
Changes to programming options	Changes to programming options
IX. Changing programming options	
Option A - A TVSP must enable a customer to change individual discretionary channels or packages of discretionary channels.	
Option B - A TVSP must enable a customer to change individual discretionary channels or packages of discretionary channels. A TVSP may, however, offer an individual discretionary channel or a package of discretionary channels that cannot be changed for a specific time period if a customer is clearly informed and accepts the terms and conditions set out in the agreement.	18. Option B - A TVSP must enable a customer to change individual discretionary channels or packages of discretionary channels. A TVSP may, however, offer an individual discretionary channel or a package of discretionary channels that cannot be changed for a specific time period if a customer is clearly informed and accepts the terms and conditions set out in the agreement.
X. Notice for changes to programming options	
With respect to services subscribed to by a customer, a TVSP must give a customer at least 45 calendar days notice in the event of changes to:	19. A TVSP must give a customer at least 45 calendar days notice in the event of changes to:
a. the price of individual channels or packages of channels;	a. the price of individual channels or packages of channels;
b. a channel's nature of service;	b. a channel's nature of service;
c. the packaging of channels; and	c. the packaging of channels; and

d. the price of equipment. This notice must clearly explain any change and when it will take effect.	d. the price of equipment. 20. This notice must clearly explain any change, when it will take effect, and whether it will affect the subscriber's contract terms.
The notice must clearly explain the options should a customer no longer wish to subscribe to any of the TVSP's changed services.	21. The notice must clearly identify and explain the options should a customer no longer wish to subscribe to any of the TVSP's changed services.
Service calls	Service calls
XI. Service calls including visits to residences for installation and repairs	
Option A - A TVSP must provide a customer with a timeframe that does not exceed 4 hours for when a service call to a residence will begin. Option B - A TVSP must provide a customer with a timeframe for when a service call to a residence will begin.	22. Option C - A TVSP must provide a customer with a 4-hour timeframe for when a service call to a residence will begin and a financial remedy if the TVSP does not provide the service call in the specified timeframe.
Before any service call to a residence, a TVSP must specify the potential charges associated with the service call, including any minimum charge, if applicable.	23. Before any service call to a residence, a TVSP must specify the potential charges associated with the service call, including any minimum charge, if applicable.
Before any service call to a residence, a TVSP must explain to a customer how both the TVSP and the customer may cancel or reschedule the appointment, including any associated charges.	24. Before any service call to a residence, a TVSP must explain to a customer how both the TVSP and the customer may cancel or reschedule the appointment, including any associated charges.
Before any service call to a residence, a TVSP must explain to a customer how a customer can make a complaint about unsatisfactory service calls, including late or missed appointments.	25. Before any service call to a residence, a TVSP must explain to a customer how a customer can make a complaint about unsatisfactory service calls, including late or missed appointments.
Service outages	Service outages and disconnection
XII. Service outages	
A TVSP must explain to a customer in the service agreement or related documents its policy for service outages and how rebates will be applied.	26. A TVSP must explain to a customer in the service agreement or related documents its policy for service outages and how rebates will be applied.
Disconnection	
XIII. Disconnection policies	
A TVSP must explain to a customer in the service agreement or related documents its policy for disconnection of service, including (a) the grounds for disconnection; (b) when and how disconnection may occur; (c) what notice will be provided before disconnection occurs; and (d) when a customer can and cannot be disconnected when disputing charges.	27. A TVSP must explain to a customer in the service agreement or related documents its policy for disconnection of service, including (a) the grounds for disconnection; (b) when and how disconnection may occur; (c) what notice will be provided before disconnection occurs; and (d) when a customer can and cannot be disconnected when disputing charges.
The Television Provider Code of Conduct	The Television Provider Code of Conduct
Glossary	Glossary
Agreement	Agreement

A binding arrangement between a TVSP and a customer to provide television services.	A binding arrangement between a TVSP and a customer to provide television services.
Written agreement	Written agreement
A written instrument that expresses the content of the agreement.	A written instrument that expresses the content of the agreement.
Commitment period	Commitment period
The term or duration of an agreement. For fixed-term agreements, the commitment period is the entire duration of the agreement.	The term or duration of an agreement. For fixed-term agreements, the commitment period is the entire duration of the agreement.
Customer	Customer
A person who is liable for payment for programming services that are distributed by a TVSP. It does not include the owner or operator of a hotel, hospital, nursing home or other commercial or institutional premises.	A person who is liable for payment for programming services that are distributed by a TVSP. It does not include the owner or operator of a hotel, hospital, nursing home or other commercial or institutional premises.
Disconnection	Disconnection
The termination of services by a TVSP.	The termination of services by a TVSP.
Early cancellation fee	Early cancellation fee
A fee that may be applied when a customer's service is cancelled before the end of a commitment period.	A fee that may be applied when a customer's service is cancelled before the end of a commitment period.
Entry-level service offering	Entry-level service offering
A basic package of programming services that a TVSP is required to distribute by the Broadcasting Distribution Regulations.	A basic package of programming services that a TVSP is required to distribute by the Broadcasting Distribution Regulations.
Equipment	Equipment
A device or combination of devices necessary to receive a service provided by a TVSP, such as a set-top box or a satellite dish.	A device or combination of devices necessary to receive a service provided by a TVSP, such as a set-top box or a satellite dish.
First tier offering	First tier offering
A package of programming services distributed by a TVSP for a single fee that includes all channels that must be provided as part of the entry-level service offering as well as other services authorized by the Broadcasting Distribution Regulations.	A package of programming services distributed by a TVSP for a single fee that includes all channels that must be provided as part of the entry-level service offering as well as other services authorized by the Broadcasting Distribution Regulations.
Fixed-term agreements	Fixed-term agreements
Agreements that have a set duration beyond one month.	Agreements that have a set duration beyond one month.
Indeterminate agreements	Indeterminate agreements
Indeterminate agreements do not have a set duration. They typically automatically renew each month.	Indeterminate agreements do not have a set duration. They typically automatically renew each month.
Permanent copy	Permanent copy
An inalterable copy (e.g. a paper copy or PDF version) of the agreement, as of the date of signing or the date of the latest amendment.	An inalterable copy (e.g. a paper copy or PDF version) of the agreement, as of the date of signing or the date of the latest amendment.
Privacy policy	Privacy policy
A policy that explains how a TVSP will handle a customer's personal information.	A policy that explains how a TVSP will handle a customer's personal information.

Related documents	Related documents
Any documents referred to in the agreement that affect a customer's use of a TVSP's services, including its privacy policy.	Any documents referred to in the agreement that affect a customer's use of a TVSP's services, including its privacy policy.
Television Service Provider (TVSP)	Television Service Provider (TVSP)
An undertaking that provides subscription television services to Canadians. It typically redistributes programming from conventional over-the-air television and radio stations and distributes pay audio, pay television, pay-per-view (PPV), video-on-demand (VOD), and specialty services. TVSPs include cable, Internet Protocol television (IPTV), and national satellite direct-to-home (DTH) service providers.	An undertaking that provides subscription television services to Canadians. It typically redistributes programming from conventional over-the-air television and radio stations and distributes pay audio, pay television, pay-per-view (PPV), video-on-demand (VOD), and specialty services. TVSPs include cable, Internet Protocol television (IPTV), and national satellite direct-to-home (DTH) service providers.
Date modified: 2015-03-26	

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