Manitoba's New Cell Phone Legislation

Fairer rules for your cell phone contract

	Before	After
1. Costs	:-() Consumer surprised by charges on bill	:-) Advertisements and contract must clearly and prominently show minimum monthly cost consumer pays even if no services used
2. Copy of Contract	:`(Some consumers not given time to read contract before signing, not able to take contract home to read before signing, or do not receive a copy of the new contract if they renew by phone	:-) Consumer must get copy of contract before contract begins
3. Contract content	:-(Hard to understand	:-) Contract must include clear and detailed information on: • Minimum monthly cost • All services available at no additional charge • Maximum use limits, other restrictions and additional charges • Optional services • How any cancellation fee is calculated
4. Unilateral contract changes	:`(Company able to change terms (such as price or services) unilaterally "Company reserves the right to change any products, services or charges, at any time"	:-) No unilateral changes to material terms unless they benefit the consumer
5. Cancellation fees	:-($) High cancellation fees ($400 or more) regardless of how much time is left on the contract	:-) Consumer can cancel at any time for a fee based on the cost of the phone provided, prorated over the remaining contract term
6. Defective phone	:-(Consumer still pays for service when phone provided is defective	:-) If provided phone is being repaired and consumer not offered a replacement, consumer does not have to pay for service while phone being repaired
7. Renewal	:-(Contract automatically renewed	:-) Consumer to receive at least 60 days notice of contract expiry. If consumer does not contact company, contract renewed on a month-to-month basis

Manitoba