

# AT&T Global Services Canada Co. - CRTC Customer Info

## **A Checklist for Consumer Connected Car Wireless Data Services Purchased from AT&T Global Services Canada Co. for use in Canada**

The CRTC's *Wireless Code* ("Code") establishes basic rights for all wireless consumers.

This checklist will help you understand how the Code works for you. For more information, visit the CRTC's website at [www.crtc.gc.ca](http://www.crtc.gc.ca).

**Pre-Paid Wireless Data Services** – AT&T Global Services Canada Co. only offers pre-paid consumer connected car wireless data services in Canada. That means you pay *before* you use your wireless data services purchased from AT&T Global Services Canada Co. As such, you have the right in regard to those services

- to cancel your contract at any time without incurring termination charges
- to have your current wireless data services plan canceled without incurring termination charges if your connected car is lost or stolen
- to a minimum grace period of seven calendar days to "top up" your account before it is closed for inactivity; and
- to a contract that uses plain language and clearly describes the conditions that apply to your prepaid balance and how you can check your balance.

**Are you a person with a disability?** If so, you have the right to a copy of your contract with AT&T Global Services Canada Co. (including summary of certain critical terms applicable to you), AT&T Privacy Policy and AT&T Acceptable Use Policy in an alternative format at no charge.

**Have a complaint about your consumer connected car wireless data services purchased from AT&T Global Services Canada Co. for use in Canada?** First, please contact us at 1-866-595-1334 so we can work with you to try to resolve your complaint. If you are still unsatisfied after contacting us, consider contacting the Commissioner for Complaints for Telecommunications-television Services as follows:

Mail: P.O. Box 56067 Minto Place RO, Ottawa, Ontario. Canada. K1R 7Z1

Website: [www.ccts-cprst.ca](http://www.ccts-cprst.ca)

Toll-free: 1-888-221-1687

TTY: 1-877-782-2384

Email: [response@ccts-cprst.ca](mailto:response@ccts-cprst.ca)

Fax: 1-877-782-2924