



# **Internet Service Provider Competition Research**

January 24-27th 2025

# Methodology

Survey of n=2000 Canadians including oversamples of Ontario (n=774) and Quebec (n=600), fielded in English and French.

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Surveys were completed online from January 25-27, 2025

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Data weighted to Statistics Canada proportions to be representative of the general population in Canada

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The margin of error for a probability sample of this size would be +/- 3%

# Key Findings

- 01 Majority support for Government action to increase competition amongst internet service providers.
- 02 Canadians overwhelmingly agree that they deserve the right to choose who provides their internet service.
- 03 A majority of Canadians support the CRTC maintaining its original decision to allow all providers the ability to expand.
- 04 Nearly three quarters of Canadians of Canadians would doubt how much a government is truly focused on affordability issues in Canada if they force a decision that limits internet choice



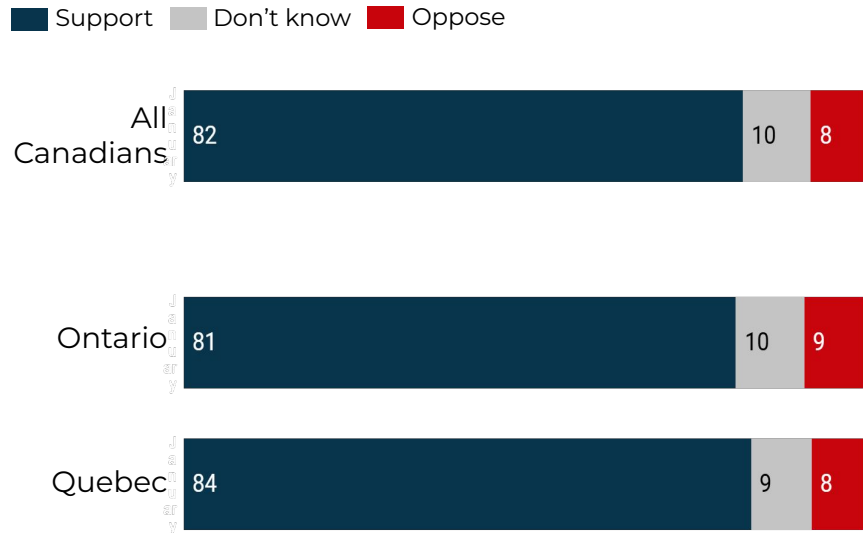
## **Background:**

*In late 2023, following a rigorous 17th month review, the CRTC (Canadian Radio-television & Telecommunications Commission) made a decision to mandate existing fibre optic internet service providers in Canada (including Telus, Bell, Rogers, and SaskTel) to allow other internet service providers access to their existing internet infrastructure (for a fee) in order to expand internet competition and provide affordable internet service to Canadians.*

*This past week, the federal government made a recommendation to the CRTC that they reverse part of that decision to only allow very small companies the ability to piggyback on existing internet infrastructure in order to expand their internet services across Canada. This will prevent Telus from competing with Rogers and Bell in Ontario and Quebec.*

# Support for Increasing Competition among Internet Service Providers

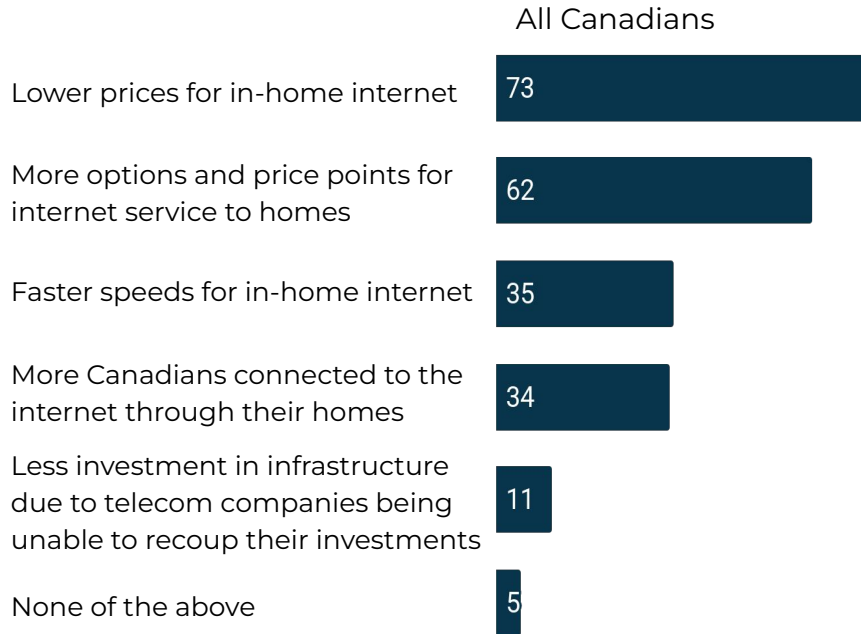
Q: Would you support or oppose government action to create more competition among internet service providers in your province?



**8 in 10** Canadians support action to **increase competition** among internet service providers.

# Impact of More Competition

Q: What do you believe would be the impacts of increased competition among internet service providers in your province?



**A large majority of Canadians believe increased competition among internet service providers will lower prices.**

# Canadians Calling for More Choice in Internet Service Providers

Q: Below are some statements that have been made about the current situation. How much do you agree or disagree with each?

All Canadians

■ Agree ■ Don't know ■ Disagree



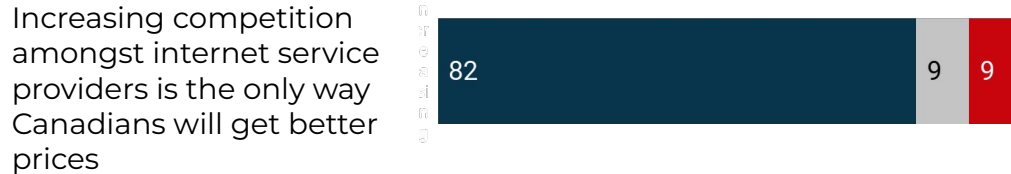
**9 in 10** Canadians agree they should be able to **choose** who provides their internet service.

# View on Increased Competition during an Affordability Crisis

Q: Below are some statements that have been made about the current situation. How much do you agree or disagree with each?

All Canadians

■ Agree ■ Don't know ■ Disagree

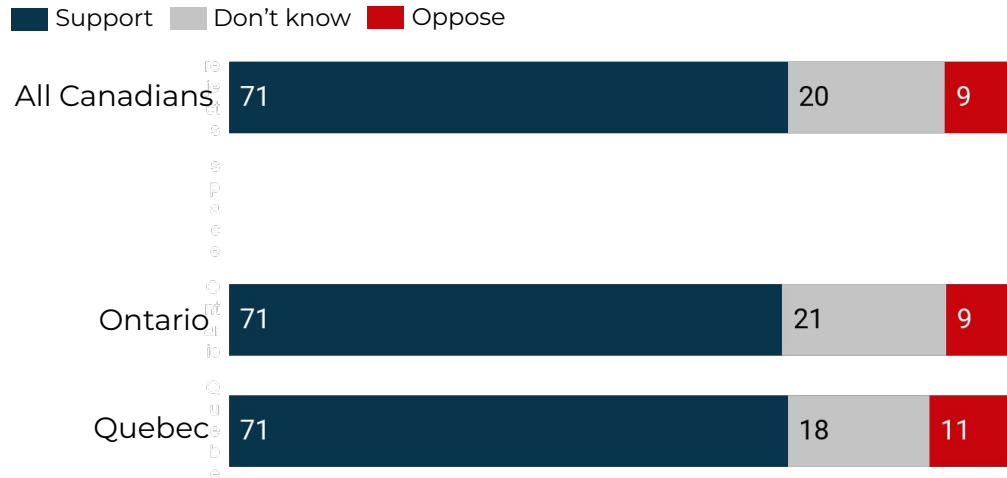


**Increased competition is viewed as a financial benefit to Canadians in an affordability crisis**

# Support for CRTC Continuing with their Original Decision to Allow Expansion

Q: There are a number of different directions that the CRTC could take in response to the federal government order to review. To what extent do you support or oppose each one?

The CRTC rejects the government's order to reconsider, and moves ahead with their original mandate that would allow all internet service providers the ability to expand their services across Canada



**71% of Canadians support the CRTC moving ahead with their decision to allow all providers to expand services**



# Eastern residents are fed up with duopolies in internet services

Q: Below are some statements that have been made about the current situation. How much do you agree or disagree with each?

■ Agree ■ Don't know ■ Disagree

## Ontario Residents

Rogers and Bell have had control of internet services in Ontario for long enough, it's time someone else comes in to shake things up.



## Quebec Residents

Cogeco and Bell have had control of internet services in Quebec for long enough, it's time someone else comes in to shake things up.



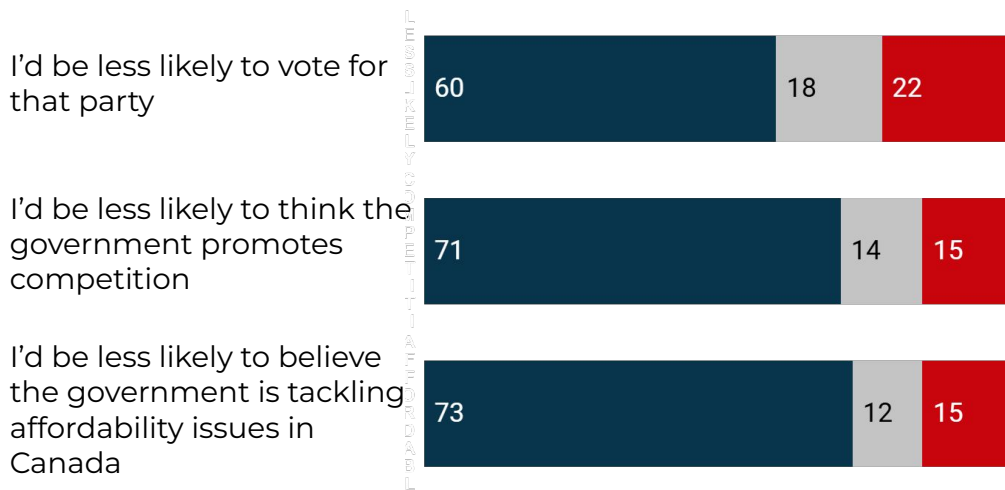
**Eastern Canadians are calling for an end to internet duopolies in Ontario & Quebec.**

# Blocking internet service provider expansion is an election issue

Q: If the federal government made a decision that led to less competition, and less choice for Canadians and their internet services, how much do you agree or disagree with the following statements?

All Canadians

■ Agree ■ Don't know ■ Disagree



**Nearly three quarters of Canadians would question how serious an issue affordability truly is to the gov't if the CRTC decision is reversed.**