

## PhoneBox Customer Rights Under the CRTC Wireless Code

Last Updated: May 28, 2026

At PhoneBox, we are committed to providing clear information, fair treatment, and transparent wireless services. The Canadian Radio-television and Telecommunications Commission (CRTC) Wireless Code establishes important rights for wireless customers across Canada.

This page summarizes your key rights as a PhoneBox customer.

### 1. Your Wireless Service Agreement

When you activate a PhoneBox wireless service, you will receive:

A copy of your Wireless Service Agreement

A Critical Information Summary (if applicable)

Information regarding your plan, pricing, features, and any additional charges

Information regarding cancellation, roaming, and usage limits

You may request a copy of your agreement at any time by contacting PhoneBox Customer Support by email at [services@gophonebox.com](mailto:services@gophonebox.com)

### 2. Trial Period

You may cancel your wireless service during the trial period if:

You have used less than 50% of your monthly usage allowance; and

You notify PhoneBox within 15 calendar days of activation.

Customers with disabilities are entitled to an extended trial period of 30 calendar days and may use up to 100% of the monthly usage allowance during the trial period.

Please contact Customer Support for assistance.

### 3. Cancellation Rights

You may cancel your wireless service at any time.

For month-to-month services:

No long-term commitment is required.

Service remains active until cancelled or ported to another provider.

#### 4. Transfer (Port) Your Phone Number

You have the right to keep your existing phone number when switching wireless providers.

Important:

Do not cancel your PhoneBox service before porting your number.

Your new provider will generally initiate the transfer process.

Your PhoneBox account must remain active until the port is completed.

Porting timelines may vary depending on the provider and circumstances.

#### 5. Data Usage and Overage Protection

PhoneBox provides usage notifications to help customers monitor their wireless usage.

You may receive notifications when approaching your included usage limits.

Depending on your plan, one of the following may occur when your included data allowance is reached:

Data speed may be reduced;

Additional usage may be blocked;

Additional usage charges may apply; or

You may purchase additional data.

The specific treatment applicable to your plan will be disclosed in your plan details and Critical Information Summary.

Customers are encouraged to regularly monitor usage through Self-Serve.

#### 6. Roaming Protection

Roaming charges may apply when using your service outside your plan's included coverage area.

PhoneBox will provide roaming notifications when technically available.

You may choose to:

Disable roaming on your device;

Purchase roaming add-ons;

Use Wi-Fi when travelling.

Additional roaming information is available on our [Roaming Information page](#).

## 7. Bill Management and Transparency

PhoneBox is committed to clear and accurate billing.

You have the right to:

- View your current plan and pricing;
- Access billing information;
- Request explanations of charges;
- Receive advance notice of certain changes affecting your service.

If you believe a charge is incorrect, please contact us promptly.

## 8. Service Changes

If PhoneBox makes certain changes to your wireless agreement, we will provide notice as required by applicable law and the Wireless Code.

Such notices may include:

- The nature of the change;
- The effective date;
- Any impact on your service or pricing;
- Your rights relating to the change.

## 9. Accessibility

PhoneBox is committed to serving customers with disabilities.

Upon request, we can provide information regarding:

- Alternative communication methods;
- Accessible customer support options;
- Extended trial period rights;
- Other accommodations available to customers with disabilities.

If you require accommodation, please contact our Accessibility Support Team.

## 10. Service Reliability

Wireless service availability may be affected by factors beyond PhoneBox's control, including:

- Network congestion;
- Weather conditions;
- Building structures;

Device compatibility;  
Power outages;  
Emergency situations;  
Third-party carrier networks.

While we strive to provide reliable service, uninterrupted service cannot be guaranteed.

#### 11. Emergency Services (9-1-1)

Emergency services may be available through your PhoneBox wireless service.

Location information provided to emergency responders may differ from your exact physical location.

If using Wi-Fi Calling or other internet-based services, limitations may apply.

Always provide your location to emergency operators whenever possible.

#### 12. Responsible Use

Customers must use PhoneBox services responsibly and in accordance with applicable laws.

Prohibited activities include:

Fraudulent activity;  
Spam or mass messaging;  
Network abuse;  
Illegal activities;  
Unauthorized resale of services;  
Activities that negatively impact the network or other customers.

Violations may result in suspension or termination of service.

Please review our Responsible Use Policy for additional details.

#### 13. Complaint Resolution Process

If you have a concern regarding your service, we encourage you to contact us first so we can attempt to resolve the issue.

Step 1: Customer Support

Email: [services@gophonebox.com](mailto:services@gophonebox.com)

## Step 2: Escalation Review

If your issue is not resolved, you may request escalation to a supervisor or manager.

## Step 3: Executive Review

If you remain dissatisfied, you may request a formal review by PhoneBox management.

## 14. Commissioner for Complaints for Telecom-Television Services (CCTS)

If you are unable to resolve your complaint directly with PhoneBox, you may contact the Commissioner for Complaints for Telecom-Television Services (CCTS).

The CCTS is an independent organization that helps resolve complaints about telecommunications services.

Website:

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

Phone:

1-888-221-1687

TTY:

1-877-782-2384

Mail:

P.O. Box 56067 – Minto Place RO

Ottawa, Ontario K1R 7Z1

Additional information about the complaint process is available at [www.ccts-cprst.ca](http://www.ccts-cprst.ca).

Questions?

PhoneBox Customer Support

Website: [www.phoneboxmobile.ca](http://www.phoneboxmobile.ca)

Email: [support@phonebox.com](mailto:support@phonebox.com)

We are committed to treating our customers fairly, transparently, and in accordance with the CRTC Wireless Code.