

Example of a Completed Student Worksheet

	Relevant Information
Topic	Cell phone services
How this topic is relevant to me	These days, most young people have a cell phone. This affects us all. My friends have one, and I do, too. I'm not sure what exactly my cell phone contract involves or what to do if I think I am "being had" by my cell phone service provider.
What the law says on this topic	Consumer Protection Act: The Act provides several warranties, including a reasonable duration and a quality warranty. These statutory warranties apply automatically and at no cost: you must be able to use your cell phone in a normal fashion for a reasonable period of time. It may also be covered by a warranty provided by the merchant or the manufacturer. The consumer is allowed to cancel a contract and the law sets rules on the maximum amount the service provider can charge for doing so.
Consumer rights and recourses in this regard	<ul style="list-style-type: none"> - Potential recourses in certain situations (e.g., you think your cell phone service provider billed you incorrectly): try to come to an agreement with the provider, make a payment without prejudice (under protest), send the provider a formal notice, and ask the court to settle the dispute (small claims court). - As a consumer, you are entitled to terminate your cell phone services contract at any time, but the provider may require that you pay cancellation fees when you do so. Explanation of the calculation: $[\text{Rebate on the price of the cell phone}] - [\text{Rebate on the price of the cell phone} \times \text{Number of months fully elapsed} \div \text{Contract term}] = \text{Maximum cancellation fee}$ - The consumer is entitled to a trial period of at least 15 calendar days to verify whether the service meets his or her needs (subject to conditions).
Consumer tips	Before signing a contract, you should determine your needs (how the cell phone will be used, what your budget is, whether long-distance calls are necessary, the number of minutes you expect to use per month, etc.), contact as many providers as possible, understand what is being proposed, and know what the contract should contain. It's important to understand the contract.
Available resources for consumer education and rights	Office de la protection du consommateur Commissioner for Complaints for Telecommunications Services (CCTS) The CRTC's Wireless Code of Conduct
What my research taught me	If I cancel a cell phone service contract that I signed for a fixed term and the provider gave me a rebate on the price of a cell phone, "[a] service provider must suspend data overage charges once they reach \$50 within a single monthly billing cycle, unless the customer expressly consents to pay additional charges."
Websites consulted	http://www.opc.gouv.qc.ca/en/consumer/good-service/cellular/ https://www.educaloi.qc.ca/en/youth/capsules/cell-phone-contracts http://crtc.gc.ca/eng/phone/mobile/codesimpl.htm
Other relevant information	