

Long Distance Calling Fee Information

Please note: This document has been created as a reference only. Please confirm with your provider to make sure you qualify for waived long distance charges.

Bell

- **Wireless: Free long distance always provided**
 - No information posted on website about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - All plans (new and old) already include Canada wide calling
 - **Landline: No free long distance provided**
 - No information posted on website about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - Long distance calling charges will not be waived for customers with local-only plans
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Chatr

- **Free long distance provided until June 30th**
 - “Chatr will be waiving long distance charges for phone calls to anywhere in Canada, including calls made from out of zone, until June 30, 2020. These changes have been automatically applied and customers are not required to take any action”.
 - <https://www.chatrwireless.com/covid-19>
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Fido

- **Wireless and Wireless Home Phone: Free long distance provided until June 30th**
 - “We are waiving long distance charges for wireless and wireless home phone customers for calls to anywhere in Canada between March 16th and June 30th, 2020.”
 - <https://www.fido.ca/consumer/content/covid19-fags>
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Fizz

- **Unsure- please refer to your individual plan**
- No information posted about domestic long distance fees waiving, and no direct customer service contact available

Freedom

- **Free long distance being given on case by case basis-call provider prior to placing long distance call for possibility of charges being waived**
 - No information posted about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - Long distance charges are being waived for local-only plan customers on a case by case basis. The customer will need to reach out directly for the possibility of the charges to be waived.
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Koodo

- **Free long distance provided-currently no end date**
 - No information posted about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - All current plans have Canada-wide calling. If the customer has an older local-only plan, long distance fees are being waived, and the customer does not need to take any action. There is currently no end date for the waiving.
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Public

- **Unsure- please refer to your individual plan**
 - No information posted about domestic long distance fee waiving, and no direct customer service contact available
 - This article says Public will have the same Covid-19 response as Telus:
 - <https://www.whistleout.ca/CellPhones/Guides/covid-19-mobile-carrier-response>
 - The customer will need to refer to the individual plan as to whether long distance is included or if they have long distance add on for old plan.
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Rogers

- Wireless: **Free long distance provided until June 30th**
 - *“Until June 30, we will waive long distance calling across Canada for wireless, wireless home phone customers and small business’.”*

- Landline: **Free long distance provided until June 30th**
 - “Waving long distance charges for Rogers home phone consumers for calls to anywhere in Canada starting March 16 until June 30, 2020”
 - “These changes have been automatically applied and customers are not required to take any action.”
 - <https://www.rogers.com/covid-19/updates>
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Telus

- Wireless: **Free long distance provided-currently no end date**
 - No information posted on website about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - All recent plans include Canada-wide calling. If the customer has an older local-only plan, long distance fees are currently being waived, and the customer does not need to take any action. There is currently no end date for the waiving.
 - Wireless Home Phone: **Free long distance always provided**
 - No information posted about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - All old and new plans include nationwide calling
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Videotron

- Wireless: **Free long distance always provided-EXCEPT for Quebec only plans. Call provider prior to placing long distance call for possibility of charges being waived**
 - No information posted on website about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - Long distance charges are being waived for Quebec only plan customers on a case by case basis. The customer will need to reach out directly for the possibility of the charges to be waived.
- Landline: **Free long distance always provided**
 - No information posted on website about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - *Confirmed by customer service representative:*
 - All plans (new and old) already include Canada wide calling

Virgin

- **Free long distance always provided**
- No information posted on website about domestic long distance fee waiving
 - *Confirmed by customer service representative:*
 - All plans (new and old) already include Canada wide calling