

Statement on Rogers Call Privacy Breach in Niagara Region

We are deeply troubled by recent reports that Rogers customers making calls in the Niagara region have been inadvertently connected to private conversations between strangers—some of which included sensitive personal and medical information. This is not just a technical glitch; it is a fundamental failure in protecting the privacy and trust of Canadians.

Privacy and trust in telecommunications infrastructure are not optional—they are essential. Canadians have the right to expect that their phone calls are private and secure. This incident highlights a serious lapse that requires immediate investigation by both Rogers and federal regulators.

This breach also underscores the broader, long-standing concerns about the lack of competition in Canada's telecommunications sector. When a handful of companies control the market, there is little incentive to prioritize consumer protection, service quality, or innovation. Incidents like this remind us that concentrated power in essential digital infrastructure can create vulnerabilities that are unacceptable in a modern, democratic society.

We call on:

- Rogers to immediately and transparently investigate and disclose the root cause of this issue.
- The Canadian Radio-television and Telecommunications Commission (CRTC) and Privacy Commissioner of Canada to launch independent inquiries into the incident.
- The Government of Canada to take meaningful steps to increase competition and consumer choice in the telecom market—something Canadians have demanded for far too long.

Canadians deserve telecommunications infrastructure that is reliable, secure, and competitive—not one that compromises their privacy or limits their options.