**Fact or Fiction - “Your call is NOT important to us"**

FACT: Waiting—for hours—has become Canada’s new welcome mat at telecom call centres, CRA help desks, and hospital “emergency” rooms.

FICTION: That you matter: your call, your taxes, or your health.

The real message is: “Please hang up. Your call is not important to us. Try elsewhere — they don’t care either.”

FACT: Waiting is the only service consistently delivered on time.

Waiting is THE driver of privatization, where your care matters.

FICTION: That industries, professions, and government care that we are prime  for AI’s takeover.

Monopolies prevail. At least when bots dismiss us, they’ll do it faster.