



Broadcasting and Telecom Notice of Consultation CRTC 2015-239-1

PDF version

Additional reference: 2015-239

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Notice of hearing

3 November 2015
Gatineau, Quebec

Review of the structure and mandate of the Commissioner for Complaints for Telecommunications Services Inc.

Revised deadline for the submission of interventions: 25 August 2015

[\[Submit an intervention or view related documents\]](#)

Changes to procedure

1. With this notice, the Commission revises certain procedural dates established in Broadcasting and Telecom Notice of Consultation 2015-239.
2. On 10 June 2015, the Commission received letters from both the Commissioner for Complaints for Telecommunications Services Inc. (CCTS) and TELUS Communications Company (TCC) containing requests to change the date established in Broadcasting and Telecom Notice of Consultation 2015-239 for the submission of interventions. The original deadline was 4 August 2015. The requested extensions and associated rationale were as follows:
 - The CCTS requested that the deadline be extended to 25 August 2015, citing staff-related resource constraints.
 - TCC requested that the deadline be extended to 4 September 2015 or until such later date following the issuance of the final Television Service Provider (TVSP) Code of Conduct (TVSP Code). TCC submitted that the outcome of the TVSP Code proceeding may have a significant impact on the positions put forward by parties in the CCTS review proceeding. TCC was of the opinion that such an extension should not affect the proposed hearing dates announced in Broadcasting and Telecom Notice of Consultation 2015-239.

3. By separate letters dated 10 and 11 June 2015, Bragg Communications Incorporated, operating as Eastlink; Cogeco Cable Canada GP Inc.; MTS Inc. and Allstream Inc. (collectively, MTS Allstream); the Public Interest Advocacy Centre; Quebecor Media Inc., on behalf of its affiliate Videotron G.P.; Rogers Communications Inc.; Saskatchewan Telecommunications; and Shaw Communications Inc., all supported TCC's request and reasoning. MTS Allstream also noted that submissions in several other Commission proceedings are also due in the weeks leading up to the deadline of 4 August 2015, which will make it more difficult for parties to find the resources necessary to give appropriate attention to the CCTS review.
4. The Commission considers it reasonable to allow parties and interested persons additional time to prepare their comments.
5. However, the Commission does not consider it necessary to extend the deadline until after the issuance of the final TVSP Code. Prior to submitting interventions in the CCTS review proceeding, members of the public will be in a position to apprise themselves of the draft TVSP Code published for comment by the Commission, as well as any initial interventions filed in response to the draft TVSP Code. As such, interested persons will be able to ascertain the parameters of possible outcomes resulting from the proceeding initiated by Broadcasting Notice of Consultation 2015-105 prior to submitting their comments in response to the CCTS review proceeding. Consequently, if an intervener is of the opinion that certain provisions of the draft TVSP Code could have an impact on the structure and mandate of the CCTS, the intervener can include in their intervention scenarios with and without a specific provision.
6. Parties have the opportunity to provide comments during the hearing and in their final reply comments on issues that have been raised. Thus, if any party had positions on issues that it felt it had not addressed sufficiently, it will have additional opportunities to add to the public record of this proceeding.
7. Accordingly, the Commission revises certain procedural dates set out in Telecom Notice of Consultation 2015-239. For ease of reference, the relevant paragraphs of the notice (paragraphs 24 and 25) are reproduced below, with changes highlighted in ***bold italics***.

24. Interested persons who wish to become parties to this proceeding must file an intervention with the Commission regarding the above-noted issues by ***25 August 2015***. The intervention must be filed in accordance with section 26 of the Rules of Procedure and must include one of the following statements in either the first or the last paragraph:

- 1) I request to appear at the public hearing.
- 2) I do not want to appear at the public hearing.

25. All parties may file reply comments with the Commission by ***11 September 2015***.

Related documents

- *Review of the structure and mandate of the Commissioner for Complaints for Telecommunications Services Inc.*, Broadcasting and Telecom Notice of Consultation CRTC 2015-239, 4 June 2015
- *Call for comments on a Television Service Provider Code of Conduct working document*, Broadcasting Notice of Consultation CRTC 2015-105, 26 March 2015, as amended by Broadcasting Notice of Consultation CRTC 2015-105-1, 15 May 2015