



## Telecom Notice of Consultation CRTC 2024-294-3

PDF version

References: 2024-294, 2024-294-1, and 2024-294-2

Gatineau, 28 February 2025

*Public record: 1011-NOC2024-0294*

### **Call for comments – Making it easier to choose a wireless phone or Internet service – Removing barriers to switching plans – Changes to procedure**

**Revised deadline for submission of interventions: 12 March 2025**

**Revised deadline for submission of replies: 26 March 2025**

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

#### **Changes to procedure**

1. In light of what follows, the Commission extends the deadline to submit interventions to **12 March 2025**, and the deadline to submit replies to **26 March 2025**.
2. On 19 February 2025, Bell Canada; Bragg Communications Incorporated, carrying on business as Eastlink; Cogeco Communications Inc.; and Rogers Communications Canada Inc. (collectively, the parties) submitted a procedural request supporting the changes to procedure in Telecom Notice of Consultation 2024-294-2. However, the parties indicated that more time would be needed to consider the interventions added to the record through this change of procedure and therefore requested that the deadline to submit replies be extended to 26 March 2025.
3. On 20 February 2025, the Canadian Telecommunications Association filed a submission in support of the parties' request.
4. On 20 February 2025, the Deaf Wireless Canada Committee (DWCC) also filed a procedural request noting the barriers they faced in collecting enough responses from Sign language users to their survey related to Telecom Notice of Consultation 2024-294, particularly Langue des signes québécoise (LSQ) users. The DWCC noted that they had to extend their own deadline to allow sign language users to respond to their survey. It submitted that meeting the intervention deadline currently set out would not be possible because of the extra time that was required to seek these views. The DWCC therefore requested that the Commission extend the deadline to submit interventions to 10 March 2025.

5. The Commission considers that it would be in the public interest to extend the deadline for submission of interventions to 12 March 2025, which gives parties, including the DWCC, additional time and matches the intervention deadline of Telecom Notice of Consultation 2024-295.
6. The Commission considers that the parties' requests to extend the deadlines for the submission of interventions and replies are reasonable and in the public interest.

Secretary General

### **Related documents**

- *Call for comments – Making it easier to choose a wireless phone or Internet service – Enhancing self-service mechanisms*, Telecom Notice of Consultation CRTC 2024-295, 22 November 2024; as amended by Telecom Notices of Consultation CRTC 2024-295-1, 20 December 2024; and 2024-295-2, 14 February 2025
- *Call for comments – Making it easier to choose a wireless phone or Internet service – Removing barriers to switching plans*, Telecom Notice of Consultation CRTC 2024-294, 22 November 2024; as amended by Telecom Notices of Consultation CRTC 2024-294-1, 20 December 2024; and 2024-294-2, 14 February 2025