



# Broadcasting Decision CRTC 2025-271-1

PDF version

Reference: 2025-271

Gatineau, 19 February 2026

**David Lepofsky**  
Toronto, Ontario

*Public record: 2024-0069-6*

## **Complaint against Bell Canada and Bell Media Inc. – Barriers to accessibility when accessing programming via set-top boxes and other devices – Finalization of a condition of service**

### **Introduction**

1. In Broadcasting Decision 2025-271, the Commission approved, in part, an application by David Lepofsky regarding the accessibility of certain broadcasting services provided by Bell Canada and Bell Media Inc. (collectively, Bell).
2. In that decision, the Commission proposed to make an order imposing on Bell Canada the condition of service set out in the appendix to the decision. The order would:
  - apply to Bell Canada and any licensed affiliate carrying on a broadcasting distribution undertaking; and
  - require Bell Canada to report twice annually, during the rollout of its set-top box capable of supporting screen reader technology, on the status of that rollout and on the number and type of devices provided as an interim solution, at no cost, to customers requiring screen readers.<sup>1</sup>
3. As a result of that decision, the Commission also launched a public consultation to update and expand certain accessibility requirements that will remove barriers to identifying and accessing programming for persons with disabilities, whether offered through set-top boxes or otherwise.<sup>2</sup>

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<sup>1</sup> A screen reader reads aloud on-screen text and provides auditory descriptions, which allows users to identify and select programming content and menu options.

<sup>2</sup> See Broadcasting Notice of Consultation 2025-272.

## Intervention

4. The Commission received an intervention in comment from Bell in regard to the proposed condition of service.
5. Bell asked the Commission to add clarity to the proposed order by replacing the phrase “customers requiring screen readers” in paragraph 1(b) of the proposed condition with “customers requiring screen readers who do not have access to a set-top box capable of supporting screen reader technology.”

## Commission’s analysis

6. The Commission considers that modifying the wording of the condition would add clarity and better reflect the following key points in Broadcasting Decision 2025-271:
  - Customers are entitled to one accessible technological solution. If Bell has provided an accessible set-top box to a customer, it need not also provide an alternative interim solution to that customer; and
  - Bell is ultimately responsible for providing the accessible technological solution to its subscribers, whether through the accessible set-top box or an alternative interim solution.
7. Accordingly, the Commission finds that it is appropriate to modify the wording of the proposed condition of service to reflect that it is Bell’s responsibility to provide the set-top box by replacing “customers requiring screen readers” in paragraph 1(b) of the proposed condition with “customers requiring screen readers to whom the licensee has not provided a set-top box capable of supporting screen reader technology.”

## Conclusion

8. In light of the above, and pursuant to subsection 9.1(1) of the *Broadcasting Act*, the Commission makes an **order** imposing on Bell Canada, in respect of any broadcasting distribution undertaking carried on by Bell Canada or by any licensee that is an affiliate of Bell Canada, a **condition** on the carrying on of those undertakings, as set out in the appendix to this decision.
9. This decision is to be appended to each licence.

Secretary General

## Related documents

- *Call for comments – Removing barriers to identifying and accessing programming*, Broadcasting Notice of Consultation CRTC 2025-272, 16 October 2025

- *Complaint against Bell Canada and Bell Media Inc. – Barriers to accessibility when accessing programming via set-top boxes and other devices*, Broadcasting Decision CRTC 2025-271, 16 October 2025

# Appendix to Broadcasting Decision CRTC 2025-271-1

## Order imposing a condition of service

### Condition for carrying on certain broadcasting distribution undertakings

Pursuant to subsection 9.1(1) of the *Broadcasting Act*, the Commission makes an order imposing the following condition of service on Bell Canada.

#### Interpretation

*affiliate* in relation to any person, means any other person who controls that first person, or who is controlled by that first person or by a third person who also controls the first person.

*licensee* means a person who is authorized by a licence issued by the Commission to carry on a broadcasting undertaking under the *Broadcasting Act*.

#### Application

The condition of service set out herein applies to Bell Canada and any licensee that:

- (a) is an affiliate of Bell Canada; and
- (b) carries on a broadcasting distribution undertaking.

### Condition of service applicable to any broadcasting distribution undertakings carried on by Bell Canada or any affiliate thereof

1. The licensee shall report twice yearly:

- (a) on the status of the rollout of its set-top box capable of supporting screen reader technology; and
- (b) on the number and type of devices provided as an interim solution, at no cost, to customers requiring screen readers to whom the licensee has not provided a set-top box capable of supporting screen reader technology. This includes its current provision of Apple TV 4K devices, or any future offer with the same purpose.

The licensee shall file reports by or before 1 June and 30 November in every year. Once a set-top box capable of supporting screen reader technology is available throughout all of its service areas, the licensee shall file a final report.

Each report shall be filed electronically and made publicly available as additional information related to the proceeding addressing the Part 1 application 2024-0069-6.