



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

CRTC

3-YEAR WORK PLAN



**2006
2009**

28 April 2006

Canada

CRTC
3-YEAR
WORK PLAN

2006-2009

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Chairperson's Message

I am pleased to present our work plan setting out the priorities of the Canadian Radio-television and Telecommunications Commission (CRTC) for the next three years. Major developments are taking place in broadcasting and telecommunications, which need to be factored into our decision-making as we pursue our mandate under the Broadcasting and Telecommunications Acts.

In telecommunications, technological advances are enabling competition to take hold. It is our aim to continue to move towards deregulation throughout the telecommunications sector so that market forces may prevail, while at the same time ensuring that all Canadians continue to have access to high quality, reliable and affordable services.

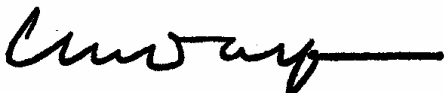
Broadcasting is also being impacted by technological and economic developments, prompting the Commission to review some of its key regulatory policies and guidelines. For example, in 2006-2007 we will conclude our review of the *Commercial Radio Policy 1998*. We also intend to launch a public process on Canadian television, preparatory to the licence renewal hearings of the major over-the-air broadcasters.

We recognize the practical needs of our regulated industries for timely decisions, and so our plan includes a number of initiatives that will continue the streamlining and speeding-up of our processes. We will implement service standards for most of these processes, and are committed to meeting and surpassing them.

We will also be reviewing the recommendations of the Telecom Review Panel, appointed by the Minister of Industry, with a view to ensuring that regulation, where it continues to be required, is responsive to the needs of Canadian individuals and enterprises.

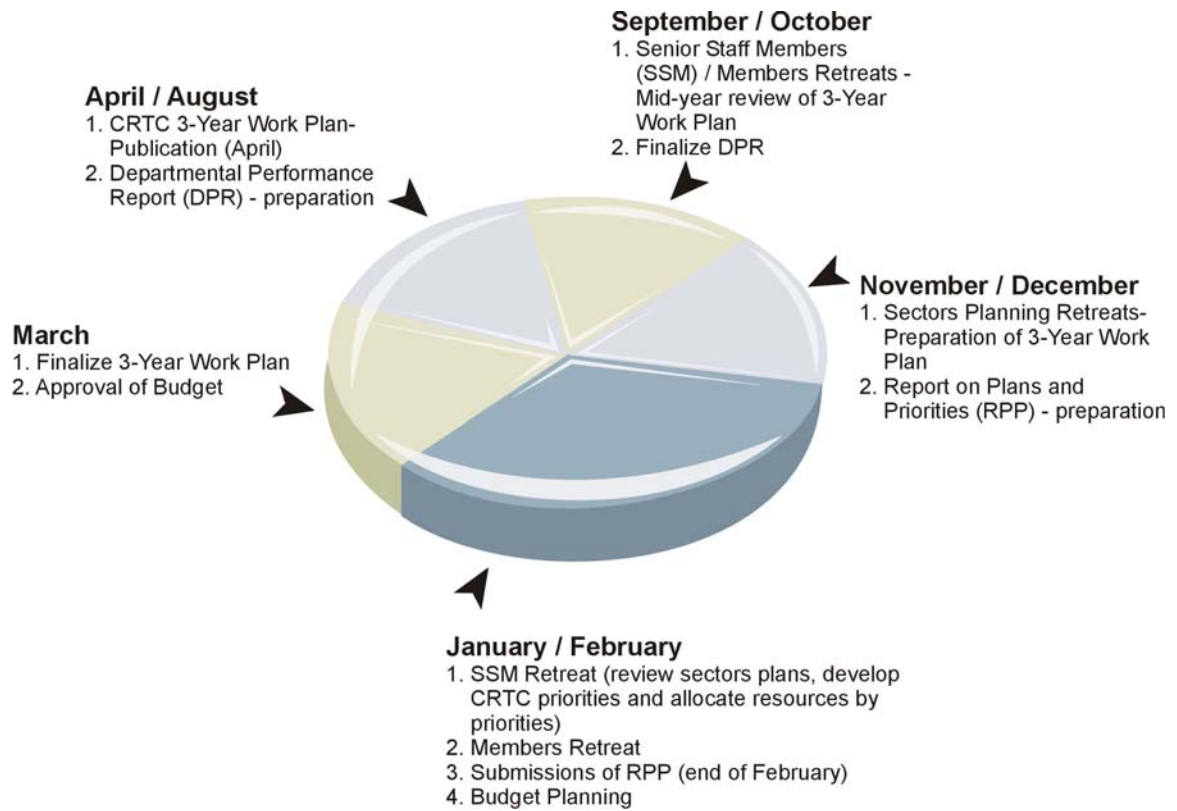
The Commission is well aware of the rapid pace of change and the likelihood of unforeseen developments in the three-year period covered by this plan. We will therefore review the progress that has been made each year and adjust our priorities to keep pace with the evolving environment. We encourage you to follow our plans and activities as they are announced in the documents we issue on our web site.

With the help of all our stakeholders and of the Canadian public, we will continue to strive to achieve the objectives set out in the legislation that defines our mandate.



Charles M. Dalfen

WORK PLANNING CYCLE



Broadcasting

Cultural Prosperity: Increased availability of Canadian content and programming that reflects Canadian creative talent and Canada's linguistic duality, cultural diversity and social values, as well as its national, regional and community characteristics

Public Processes

Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that six of the 12 public hearings will be held for appearing applications pursuant to calls for applications	Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that 50% of these public hearings will be held for appearing applications	Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that 50% of these public hearings will be held for appearing applications
Summary of expected workload	Summary of expected workload	Summary of expected workload
Public Hearings	Public Hearings	Public Hearings
• Appearing	• Appearing	• Appearing
• Non-Appearing	• Non-Appearing	• Non-Appearing
Public Notices	Public Notices	Public Notices
• Renewals	• Renewals	• Renewals
• Others	• Others	• Others
Administrative	Administrative	Administrative
• Broadcasting	• Broadcasting	• Broadcasting
Total	Total	Total
Appls. Interv. 1,005 28,500	Appls. Interv. 1,033 30,000	Appls. Interv. 857 30,000

Compliance, Research and Monitoring

Annual Returns: 2,934 filings	Annual Returns: 2,965 filings	Annual Returns: 2,996 filings
CTD Audits: 634	CTD Audits: 643	CTD Audits: 653
CTF Audits: 232	CTF Audits: 236	CTF Audits: 240
Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports as received. Review comments, as required	Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports as received. Review comments, as required	Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports as received. Review comments, as required
Make public TV Drama Incentive reports, as received. Review comments, as required	Make public TV Drama Incentive reports, as received. Review comments, as required	Make public TV Drama Incentive reports, as received. Review comments, as required
Community channel monitoring with reports to licensees	Community channel monitoring with reports to licensees	Community channel monitoring with reports to licensees
Research on technology developments and new distribution platforms	Research on technology developments and new distribution platforms	Research on technology developments and new distribution platforms
Broadcasting Policy Monitoring Report	Broadcasting Policy Monitoring Report	Broadcasting Policy Monitoring Report

2006-2007

2007-2008

2008-2009

Signal Theft	Signal Theft	Signal Theft
Cable Capacity Reports	Cable Capacity Reports	Cable Capacity Reports

Policy Development, Implementation, Reviews and Proceedings

Reassessment of closed captioning framework Evaluation of Described Video programming and pass-through requirements	Evaluation of Closed Captioning and Described Video programming and pass-through requirements	Evaluation of Closed Captioning and Described Video programming and pass-through requirements
Monitor progress re. cultural diversity and persons with disabilities through review of implementation of CAB initiatives and corporate plan annual reports	Monitor progress re. cultural diversity and persons with disabilities through review of implementation of CAB initiatives and corporate plan annual reports	Monitor progress re. cultural diversity and persons with disabilities through review of implementation of CAB initiatives and corporate plan annual reports
Resolve complaints re programming content/standards (e.g.: abusive comment)	Resolve complaints re programming content/standards (e.g.: abusive comment)	Resolve complaints re programming content/standards (e.g.: abusive comment)
Review of new CAB Portrayal Code		
Proceeding on Commercial Radio & Digital Radio Policy Framework. Notice of Public Hearing CRTC 2006-1, 13 January 2006 <ul style="list-style-type: none"> Public hearing – 15 May 2006 Policy issued - early 2007 	Amendments to Radio Regulations, if necessary	
	Review of Transitional Digital Radio, if necessary	
Assessment of programming standards for satellite radio		
Consideration of proposed journalistic independence code submitted by Canadian Broadcast Standards Council		

2006-2007

2007-2008

2008-2009

3-Year report - Designated agency – section 41 <i>Official Languages Act</i>	Year-end report on achievements and results for the CRTC's implementation of section 41 of the Official Languages Act	Year-end report on achievements and results for the CRTC's implementation of section 41 of the Official Languages Act
	Review of Broadcasting Distribution Regulations	Framework – Broadcasting Distribution Regulations
Decisions on applications for new National general interest pay TV		
Renewal of 4 analog specialty/pay services expiring 2006 Renewal of 9 analog specialty/pay, 18 category 1 and 50 category 2 services expiring in 2007	Renewal of 9 analog specialty/pay, 18 category 1 and 50 category 2 services expiring in 2007 Renewal of 10 analog specialty/pay services and 6 category 2 services expiring in 2008 Renewal of Astral radio stations – as a corporate group – in the province of Québec	Renewal of 10 analog specialty/pay services and 6 category 2 services expiring in 2008 Renewal of 4 analog specialty/pay services expiring in 2009

Economic Prosperity: A sustainable competitive Canadian communications industry

Acquisitions, Ownership Transfers and Transactions

Applications for transfers of shares and/or control and acquisitions of assets	Applications for transfers of shares and/or control and acquisitions of assets	Applications for transfers of shares and/or control and acquisitions of assets
Ensure consistency of the wording contained in various regulatory provisions (e.g. definition of common shares)		

Policy Development, Implementation, Reviews and Proceedings

Access to Inside Wire in Commercial Premises		
Bell ExpressVu SRDU Renewal		
Proceeding on over-the-air TV <ul style="list-style-type: none"> Public Hearing – November/December 2006 	Proceeding on over-the-air TV <ul style="list-style-type: none"> Notice issued - Summer 2007 	

2006-2007

2007-2008

2008-2009

	Review of discretionary services framework	Review of discretionary services framework
		CTV, Global, CHUM , TVA and TQS TV Groups – licence renewal proceedings
		CBC/SRC radio & TV Networks – licence renewal proceedings

Dispute Resolution

<p>Employment of various ADR & traditional dispute resolution techniques to resolve disputes (processing approximately 20% of these disputes by way of expedited hearing) involving such matters as terms of access to programming, allegations of undue preference or disadvantage, and requests for orders pursuant to section 9(1)(h) or paragraph 12(2) of the Regulations</p> <p>Key areas where the Commission’s intervention may take place include:</p> <ul style="list-style-type: none"> • Negotiation of affiliation agreements that involve migration of analog specialty services to digital distribution and/or the introduction of HD services; • Allegations of undue preference including wholesale rate matters, packaging arrangements, access to inside wiring, and other aspects of relations between licensees; • Complaints of non-compliance with licensee specific COLs and regulatory requirements; 	<p>Employment of various ADR & traditional dispute resolution techniques to resolve disputes (processing approximately 20% of these disputes by way of expedited hearing) involving such matters as terms of access to programming, allegations of undue preference or disadvantage, and requests for orders pursuant to section 9(1)(h) or paragraph 12(2) of the Regulations</p> <p>Key areas where the Commission’s intervention may take place include:</p> <ul style="list-style-type: none"> • Negotiation of affiliation agreements that involve migration of analog specialty services to digital distribution and/or the introduction of HD services; • Allegations of undue preference including wholesale rate matters, packaging arrangements, access to inside wiring and other aspects of relations between licensees; • Complaints of non-compliance with licensee specific COLs and regulatory requirements 	<p>Employment of various ADR & traditional dispute resolution techniques to resolve disputes (processing approximately 20% of these disputes by way of expedited hearing) involving such matters as terms of access to programming, allegations of undue preference or disadvantage, and requests for orders pursuant to section 9(1)(h) or paragraph 12(2) of the Regulations</p> <p>Key areas where the Commission’s intervention may take place include:</p> <ul style="list-style-type: none"> • Negotiation of affiliation agreements generally; • Allegations of undue preference including wholesale rate matters, packaging arrangements, access to inside wiring and other aspects of relations between licensees; • Complaints of non-compliance with licensee specific COLs and regulatory requirements
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2006-2007

2007-2008

2008-2009

- Negotiations involving Canadian distant signals and foreign 4+1 signals

Streamlining

Develop, implement and monitor results of streamlining measures to accelerate decision-making, e.g.

- Complete the review of all broadcasting application forms
- Reduced deficiency process
- Expedite application process
- Review of existing exemption orders and possible addition of new exemption orders
- Review application process for Category 2 specialty services
- Review policy on issuance of radio calls for applications
- Review filing requirements of licensees

Implement and monitor results of streamlining measures

Implement and monitor results of streamlining measures

Develop and implement service standards for amendments of licence dealt with administratively and by public notice

Develop and implement service standards for applications dealt with by public hearing

Implement service standards

Implement a Fast Track approach for minor acquisition of assets transactions (reduction in the number of days to process an application)

2006-2007

2007-2008

2008-2009

Social Prosperity: Increased access to a variety of innovative, high-quality communications services, at reasonable prices, that meet consumers' needs and reflect their values

Policy Development, Implementation, Reviews and Proceedings

Amendments to Eligible Satellite Services Lists	Amendments to Eligible Satellite Services Lists	Amendments to Eligible Satellite Services Lists
Amendments to Regulations re: Regulatory framework for the distribution of digital television signals		
Amendments to Regulations for Licensing Framework for Pay and Specialty to High Definition		
Amendments to Regulations to implement Policy on Digital Migration		
Framework for carriage of HD by DTH (beginning Q4)	Framework for carriage of HD by DTH	Amendments to Regulations re Framework for carriage of HD by DTH
Requests by Rogers, Shaw and Eastlink to permit use of local availabilities to promote non-programming services		
Emergency Alerting	Emergency Alerting – possible follow-up	
Framework for Mobile Broadcasting Services		
Request to repeal section 22 of the BDU Regulations (re must-carry audio signals)		

Telecommunications

Economic Prosperity: A sustainable competitive Canadian communications industry

ILEC/Incumbent Wholesale and Access Issues

Cybersurf v. cablecos re access to incremental grades of functionality available to retail customers	Address potential issues in respect of internet access traffic shaping	
Bell v. Primus re transfer of customers		
Rogers v. Bell re access to loops at remotes		
Follow-up to decision 2004-28 (TPIA)		
Follow up to Decision 2003-11, support structures		
Superior Wireless v. Thunder Bay Telephone re. digital wireless roaming		
TCI R&V of 2005-63 and Order 2005-387, Dark fibre		
Quebec Internet Services Providers v. Bell Canada enforcement of Telecom Order 99-592		
Clarification of the continued applicability of retail link charges in conjunction with competitor network interconnection arrangements		
Rogers v. Aliant re support structures		
Rogers v. NB DoT re support structures		
DTech v. Bell re commercial transactions		
Monitor the development of an IP-based interconnection regime	Conduct a framework proceeding to address issues in moving to an IP-based interconnection regime	Implement an IP-based interconnection regime
Applications with respect to existing competitor services	Applications with respect to existing competitor services	Applications with respect to existing competitor services
Cable modem testing tariffs		
Co-location Power Services tariffs		
Local Interconnection Region tariffs		
Ethernet and Ethernet T1 services tariffs		
ADSL bundled services tariffs	ADSL unbundled services tariffs	
Competitor Q of S Issues: <ul style="list-style-type: none"> ▪ Monitoring and administration of competitor Q of S; ▪ Continue to facilitate competitor 	Competitor Q of S Issues: <ul style="list-style-type: none"> ▪ Monitoring and administration of competitor Q of S; ▪ Continue to facilitate competitor Q of S 	Competitor Q of S Issues: <ul style="list-style-type: none"> ▪ Monitoring and administration of competitor Q of S; ▪ Continue to facilitate

2006-2007

2007-2008

2008-2009

Q of S; ▪ Follow-up to 2005-20 CDN Q of S indicators		competitor Q of S
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Policy

Monitor development of a self-regulatory system applicable to all LECs in forborne markets	Conduct a proceeding to review development of self-regulatory system applicable to all LECs in forborne markets	Conduct a proceeding to review remaining LEC obligations not addressed by self-regulatory system
Application by Bell Canada for revisions to be made to the billing and collection agreement for 900 services providers Application by MTS Allstream requesting an order requiring all 900 service providers to comply with safeguards		
Regulatory issues related to the implementation of wireless number portability		
	Equal Access for Wireless	
Review the recommendations of the Telecommunications Policy Review Panel		

Mediation/ADR

Mediate rights of way issues	Mediate rights of way issues	Mediate rights of way issues
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Forbearance Applications

High speed intra-exchange digital services forbearance proceeding		
Semi-annual IXPL forbearance	Semi-annual IXPL forbearance	Semi-annual IXPL forbearance
Aliant forbearance for inside wire		
Address local forbearance applications	Address local forbearance applications	Address local forbearance applications

Competitive Disputes (Expedite Panel)

Expedite proceedings as required	Expedite proceedings as required	Expedite proceedings as required
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Small ILECs

Implementation of SILEC local competition and competitor services (as required)	Implementation of SILEC local competition and competitor services (as required)	
Shaw v Thunder Bay Telephone re PSO Tariff		
ISP v Northwestel – relief with respect to internet Gateway Service		

Social Prosperity: **Increased access to a variety of innovative, high-quality communications services, at reasonable prices that meets consumers' needs and reflect their values**

ILEC Retail Issues

Price Cap review for Aliant Telecom, Bell Canada, MTS Allstream, SaskTel TELUS and Télébec	Price Cap implementation for Aliant Telecom, Bell Canada, MTS Allstream, SaskTel, TELUS and Télébec	
Approximately 450 tariffs applications and interconnection agreements	Approximately 400 tariffs applications and interconnection agreements	Approximately 300 tariffs applications and interconnection agreements
2006 annual price cap filings of all ILECs	2007 annual price cap filings for all ILECs (if required)	2008 annual price cap filings for all ILECs (if required)
Customer complaints	Customer complaints	Customer complaints
Application by Bell Canada to modify the bundling rules re CSAs		
Review proposals for broadband expansion (deferral account follow-up)	Tracking of broadband expansion	Tracking of broadband expansion
MTS Allstream R&V Decision 2005-25 (Band F)		
Retail Q of S Issues : <ul style="list-style-type: none"> Monitoring and administration of retail Q of S; Retail Q of S finalization of revenue base; Address retail Q of S issues following forbearance decision 	<ul style="list-style-type: none"> Monitoring and administration of retail Q of S 	<ul style="list-style-type: none"> Monitoring and administration of retail Q of S

Small ILECs

Northwestel regulatory framework proceeding	Northwestel regulatory framework implementation	
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Compliance, Monitoring and Regulation

	Public Notice for framework for expanding 10 digit dialling	
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Social Policy Issues

Telemarketing Issues:		
<ul style="list-style-type: none"> Telemarketing R&V applications by various parties 		
<ul style="list-style-type: none"> Telemarketing – proceeding re national do not call rules 	Implementation of the national do not call list proceeding	
<ul style="list-style-type: none"> Rogers application concerning Voice-casting rules for wireless 		
Billing content proceeding		

2006-2007

2007-2008

2008-2009

Consumer bill of rights proceeding R&V Decision 94-19 re-regulation of terminal equipment with respect to access by the blind		
Accessibility of Telecom Services for people who are blind		
Accessibility for persons with disabilities (deferral account follow-up)	Conduct a proceeding to address the unresolved accessibility issues for persons with disabilities	
Municipality access to ILEC E911 for community notification		

Commission processes that are fair, transparent and effective

Compliance, Monitoring and Regulation

Collect and determine total telecom revenues for purposes of Telecom Fees	Collect and determine total telecom revenues for purposes of Telecom Fees	Collect and determine total telecom revenues for purposes of Telecom Fees
Examine and approve International Class A and B licences	Examine and approve International Class A and B licences	Examine and approve International Class A and B licences
Collect and review annual ownership filings in compliance with section 16.4 of the Act	Collect and review annual ownership filings in compliance with section 16.4 of the Act	Collect and review annual ownership filings in compliance with section 16.4 of the Act
Review and approve CLEC applications	Review and approve CLEC applications	Review and approve CLEC applications
Determine 2006 final and 2007 interim contribution rate	Determine 2007 final and 2008 interim contribution rate	Determine 2008 final and 2009 interim contribution rate
Oversee numbering issues including NPA relief activities	Oversee numbering issues including NPA relief activities	Oversee numbering issues including NPA relief activities
Analysis of data and write annual report on Competition and Broadband deployment	Analysis of data and write annual report on Competition and Broadband deployment	Analysis of data and write annual report on Competition and Broadband deployment

Regulatory Streamlining

CRTC Adjustments to regulatory filing requirements for reports	CRTC Adjustments to regulatory filing requirements for reports	CRTC Adjustments to regulatory filing requirements for reports
Consult with the industry and government departments to reduce regulatory burden associated with information, data and reporting	Consult with the industry and government departments to reduce regulatory burden associated with information, data and reporting	Consult with the industry and government departments to reduce regulatory burden associated with information, data and reporting
Streamlining process re filing of agreements based on model local interconnection agreements development in CISC and approved by Commission		

2006-2007

2007-2008

2008-2009

CISC

Ongoing CISC activities – VOIP 911 and E911, MRS, Privacy, and Interconnection	Ongoing CISC implementation activities	Ongoing CISC implementation activities
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Phase II Costing Methodology

Review costing issues, e.g. portfolio expenses, variable common costs & life estimates	Review of the use of Activity Based Costing in Phase II cost studies (maintenance, installation and engineering loadings)	Continue to review the use of Activity Based Costing in Phase II cost studies (maintenance, installation and engineering loadings)
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Corporate and Information Services

Commission processes that are fair, transparent and effective

Enhanced Accountability and Transparency

Management Accountability Framework (MAF) - Implementation of remaining elements	Implementation of MAF. (Includes Modern Management Initiative)	Ongoing
Departmental Performance Report (DPR)	DPR	DPR
Report on Plans and Priorities (RPP)	RPP	RPP
Refine and finalise PAA structure (Program Activity Architecture)	Ongoing	

Streamlining

Link IM/IT to broadcasting & telecommunications streamlining activities	Ongoing	Ongoing
Implement virtual Public Hearing examination room project		

Monitoring Activities

Review radio and television monitoring plans		
Assess monitoring tools with a view to enhancing or streamlining		
Institute monitoring plan for telemarketing activities		

2006-2007

2007-2008

2008-2009

Succession Management and Knowledge Transfer

Implement first phase of HR planning in Broadcasting and Telecommunications groups Pursue succession plan for key staff and management positions		
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Information Management

Complete single point of entry for all electronic filings	Ongoing	
Implement PCDocs throughout the Commission, in compliance with the Management of Government Information Policy		

Other Items

Establish service standards to be announced in the Departmental Performance Report	Publish and monitor service standards	Publish and monitor service standards
Coordinate activities related to planning exercise undertaken by the Auditor General		
Coordinate activities related to audit by Commissioner of Official Languages and implement recommended changes		
Participate in System Council's Centralization Working Group to discuss potential integration of Canadian Program Certification Process	Ongoing	

GLOSSARY OF TERMS / GLOSSAIRE

Broadcasting / Radiodiffusion

ADR / RAD	Alternative Dispute Resolution / Résolution alternative des différends
BDU / EDR	Broadcasting Distribution Undertaking / Entreprise de distribution de radiodiffusion
CAB / ACR	Canadian Association of Broadcasters / Association canadienne des radiodiffuseurs
COL/CDL	Condition of licence / condition de licence
CTD / DTC	Canadian Talent Development / Développement des talents canadiens
CTF / FCT	Canadian Television Fund / Fonds canadien de télévision
DTH / SRD	Direct-to-Home / Satellite de radiodiffusion directe
HD	High Definition / Haute définition
SRDU / EDRS	Satellite Relay Distribution Undertaking / Entreprise de distribution par radio satellite
VOD / VSD	Video on demand / Vidéo sur demande

Telecommunications / Télécommunications

ADR / RAD	Alternative Dispute Resolution / Résolution alternative des différends
ADSL / LANPA	Asymmetric Digital Subscriber Line / Ligne d'abonné numérique à paire asymétrique
CDNA Service / Service ARNC	Competitor Digital Network Access / Service d'accès au réseau numérique propre aux concurrents
CISC / CDCI	CRTC Interconnection Steering Committee / Comité directeur du CRTC sur l'interconnexion
CLEC / ESLC	Competitive Local Exchange Carrier / Entreprise de services locaux concurrente
CSA / AP	Customer Specific Arrangement / Arrangement personnalisé
HS / HV	High Speed / Haute vitesse
ILEC / ESLT	Incumbent Local Exchange Carrier / Entreprise de services locaux titulaires
IXPL / LSI	Interexchange Private Line / Liaison spécialisée intercirconscription
LEC / SLT	Local Exchange Carrier / Services locaux titulaires
NPA / RIR	Numbering Plan Area / Redressement de l'indicatif régional
PSO / RTPP	Partial System Offering / Réseau de télédistribution à propriété partagée
QoS / QoS	Quality of Service / Qualité du service
R&V / R&M	Review and Vary / Révision et modification
SILEC / PESLT	Small Incumbent Local Exchange Carriers / Petites entreprises de services locaux titulaires
TPIA / SAIT	Third Party Internet Access Service / Service d'accès Internet de tiers