

**CRTC
3-Year
Work Plan**

2005-2008

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Chairperson's Message

I am pleased to present our 3-year work plan, which covers the period from April 1, 2005 to March 31, 2008. The plan sets out the CRTC's main objectives and provides a detailed overview of the activities that will be undertaken by the Commission in each of the next three years. The objectives and activities flow from the CRTC's mandate, which has been defined by Parliament in the *Broadcasting Act* and the *Telecommunications Act*.

The 3-year plan is an internal planning and scheduling tool that has been prepared primarily for the use of the Commission's staff and Commissioners. However, in the interests of transparency, the Commission has decided to share its plans, with a view to informing the public and assisting industries with their own planning processes.

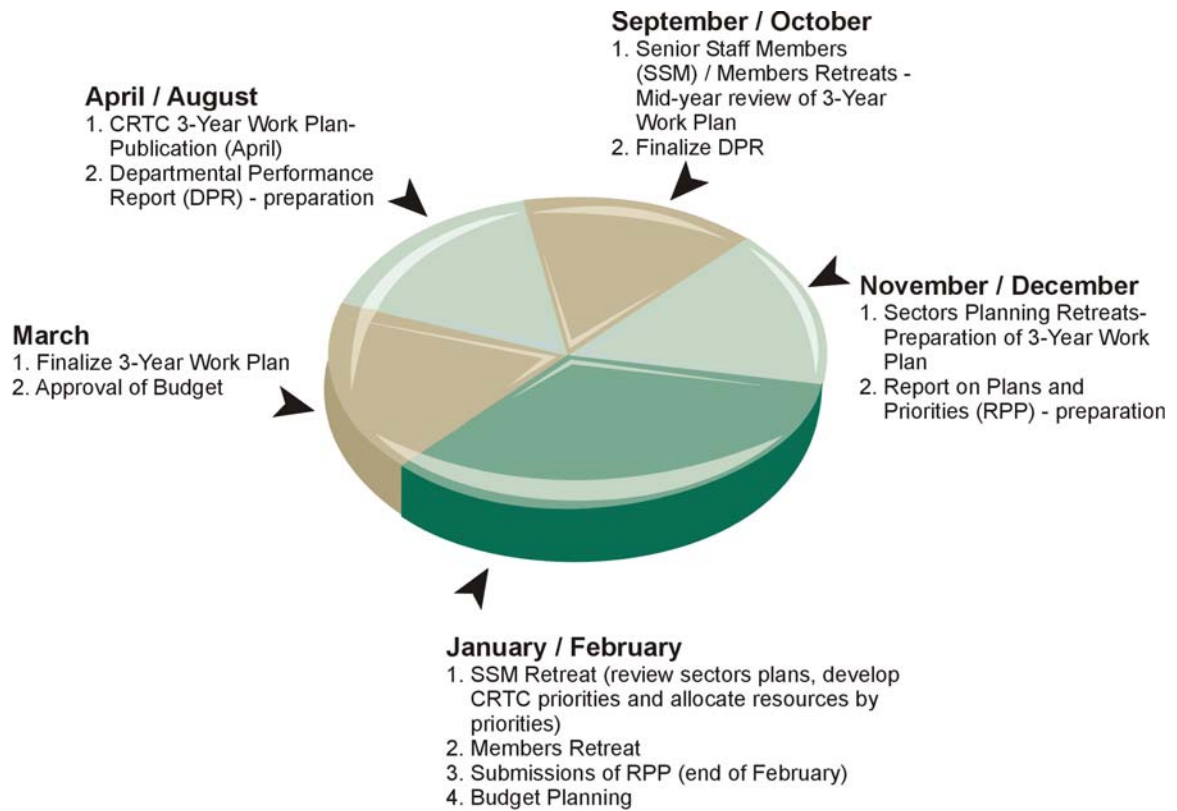
In the broadcasting sector, the Commission will continue to promote Canadian content and creative talent in Canadian television and radio, and programming that reflects Canada's linguistic duality, multi-cultural diversity, Canadian social values, and the specific characteristics of each region of the country.

In telecommunications, the Commission will aim to increase Canadians' access to high quality, reasonably priced and innovative telecommunications services that meet their needs. It will also continue to promote sustainable competition in telecommunications markets.

The Commission will at all times strive to ensure that its processes are fair, transparent and effective. **It is understood that the objectives and timelines in the 3-year plan will be reviewed each year to reflect progress on plans and priorities that may change for unforeseen reasons.**

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 and Canadian Certification

Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that five of the 12 public hearings will be held for appearing applications pursuant to calls for applications.

Summary of expected workload

	Appls.	Interv.
Public Hearings		25,000
▪ Appearing	80	
▪ Non-Appearing	250	
Public Notices		4,500
▪ Renewals	140	
▪ Others	125	
Administrative		
▪ Broadcasting	200	
▪ CANREC	<u>2,000</u>	
Total	2,720	29,500

Licences prepared and issued 450

Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that three of the 12 public hearings will be held for appearing applications pursuant to calls for applications.

Summary of expected workload

	Appls.	Interv.
Public Hearings		25,000
▪ Appearing	80	
▪ Non-Appearing	200	
Public Notices		5,000
▪ Renewals	150	
▪ Others	125	
Administrative		
▪ Broadcasting	125	
▪ CANREC	<u>2,100</u>	
Total	2,780	30,000

Licences prepared and issued 450

Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that three of the 12 public hearings will be held for appearing applications pursuant to calls for applications.

Summary of expected workload

	Appls.	Interv.
Public Hearings		25,000
▪ Appearing	80	
▪ Non-Appearing	200	
Public Notices		5,000
▪ Renewals	120	
▪ Others	125	
Administrative		
▪ Broadcasting	125	
▪ CANREC	<u>2,200</u>	
Total	2,850	30,000

Licences prepared and issued 450

Compliance, Research and Monitoring

TV Logs: 6,072 filings

Annual Returns: 2,500 filings
CTD & CTF Audits: 750

Radio and TV Monitoring with reports to licensees

Monitor & Review BCE/CTV, CBC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports

TV Logs: 3,720 filings

Annual Returns: 2,500 filings
CTD & CTF Audits: 750

Radio and TV Monitoring reports to licensees

Monitor & Review BCE/CTV, CBC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports

TV Logs: 3,960 filings

Annual Returns: 2,500 filings
CTD & CTF Audits: 750

Radio and TV Monitoring reports to licensees

Monitor & Review BCE/CTV, CBC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports

2005-2006

2006-2007

2007-2008

Evaluation of Closed Captioning and Described Video	Evaluation of Closed Captioning and Described Video	Evaluation of Closed Captioning and Described Video
Broadcasting Policy Monitoring Report	Broadcasting Policy Monitoring Report	Broadcasting Policy Monitoring Report
Signal Theft	Signal Theft	Signal Theft
Cable Capacity Reports	Cable Capacity Reports	Cable Capacity Reports
TV Drama Incentive Reports	TV Drama Incentive Reports	TV Drama Incentive Reports
Data-gathering on and assessment of TV Drama incentives	Data-gathering on and assessment of TV Drama incentives	Data-gathering on and assessment of TV Drama incentives
Review corporate cultural diversity plans and annual reports	Review corporate cultural diversity plans and annual reports	Review corporate cultural diversity plans and annual reports

Policy Development, Implementation, Reviews and Proceedings

TV Drama Policy - implementation of TV Drama Incentives - English and French markets	TV Drama Policy - implementation of TV Drama Incentives - English and French markets	TV Drama Policy - implementation of TV Drama Incentives - English and French markets
Assess CAB implementation plan re reflection of people with disabilities; issue response	Monitor implementation of initiatives re people with disabilities	Monitor implementation of initiatives re people with disabilities
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)
Proceeding on obligations of BDUs re pass through of described video	Proceeding on obligations of BDUs re pass through of described video	
Action plan and annual report - Designated agency – section 41 <i>Official Languages Act</i>	Action plan and annual report - Designated agency – section 41 <i>Official Languages Act</i>	Action plan and annual report - Designated agency – section 41 <i>Official Languages Act</i>
Proceeding on revised approach for licensing ethnic Category 2 services		
Proceeding to consider applications for new National general interest pay TV		
Renewal of 5 analog specialty/pay services expiring 2005; Renewal of 4 analog specialty/pay services expiring 2006; APTN Renewal	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

2005-2006

2006-2007

2007-2008

Implement Order-in-Council Direction to CRTC (reservation of channels for the distribution of CPAC)

Economic Prosperity: A sustainable competitive Canadian communications industry

Acquisitions, Ownership Transfers and Transactions

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

Policy Development, Implementation, Reviews and Proceedings

Winback rules – subscribers/customers

Dispute Resolution

Employment of various ADR & traditional dispute resolution techniques to resolve disputes 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)	Employment of various ADR & traditional dispute resolution techniques to resolve disputes 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)	Employment of various ADR & traditional dispute resolution techniques to resolve disputes 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)
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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
Proceeding on distribution & linkage rules for foreign 3 rd language services already on eligible lists		

2005-2006

2006-2007

2007-2008

Amendments to Regulations re: Regulatory framework for the distribution of digital television signals		
Licensing Framework for transition of Pay and Specialty to High Definition	Amendments to Regulations for Licensing Framework for Pay and Specialty to High Definition	
Proceeding on Migration of Specialty & Pay Services from Analog to Digital Distribution	Amendments to Regulations to implement Digital Migration	
Framework for carriage of HD by DTH	Framework for carriage of HD by DTH	
Proceeding on Commercial Radio & Digital Radio policy re: <ul style="list-style-type: none"> - Cancon - CTD - LMAs/LSAs - Low Power Stations - Licensing Procedures - Diversity 	Commercial Radio & Digital Radio Policy Framework decisions.	
Subscription Radio Applications – policy framework & licensing decisions		
Advertising in Local avails – policy framework and decisions		
	CBC radio & TV Networks – licence renewal proceedings	CBC radio & TV Networks – licence renewal decisions
		CTV & Global TV Groups – licence renewal proceedings
Pelmorex – All Channel Alert		

Commission processes that are fair, transparent and effective

Streamlining

Develop and implement streamlining measures to accelerate decision-making and dispute resolution, e.g. <ul style="list-style-type: none"> • Expedited hearings for approximately 20% of dispute resolution files • Reduced deficiency process • Review of existing exemption orders and possible addition of new exemption orders 	Implement streamlining measures	Implement streamlining measures
Hold consultations to develop service standards for decision-making and for dispute resolution	Implement service standards	Implement service standards

Telecommunications

Economic Prosperity: A sustainable competitive Canadian communications industry

ILEC/Incumbent Wholesale and Access Issues

High Speed Metro Rates		
CDNA Service Implementation		
Ethernet Regime	Next Generation Networks wholesale services	Next Generation Networks wholesale services
ADSL regime		
Implement Competitor QoS rate adjustment plan		
CLEC access to ILEC OSS		
Co-location final rates		
Direct Connect final rates		
Final Access Tandem rates		
Implementation Interconnection Decision CRTC 2004-46		
Compensation for Toll Free Calls from Payphones		
Line side wireless TCI & Sask Tel		
Follow-up tariffs for 2 nd level testing by cable companies		
Follow-up Decision CRTC 2004-28 Provision of HS internet and Lite service		

ILEC Retail Issues

Nexxia CSAs – 53 outstanding CSAs		
Application to set aside suspension of ILEC promotion		

Policy

VoIP services regulatory framework proceeding (Public Notice CRTC 2004-2)		
Pricing Safeguards Proceeding including Rogers vs Bell unbundling local from other services (Public Notice CRTC 2003-10)		
Proceeding on forbearance criteria for local service	Applications for local forbearance	

2005-2006

2006-2007

2007-2008

Aliant forbearance application for residential local service		
Regulatory Symmetry (winback)		
Review of winback promotions re: suspension of all ILEC promotions involving local service (Public Notice CRTC 2003-1-1)		
Wireless Number Portability Implementation		

Mediation/ADR

Q of S Telus & Call Net (weekly calls)		
Q of S Bell & Call Net (weekly calls)		
Resolution of disputes through mediation or other form of ADR	Resolution of disputes through mediation or other form of ADR	Resolution of disputes through mediation or other form of ADR

Access Issues

R&V Toronto Hydro – MDU decision		
MAAs – Allstream vs Calgary		
MAAs – Allstream vs Toronto		
MAAs – Allstream vs Edmonton Light Rail Transits (LRTs)		
Dramis vs NBTel inside wire – Decision CRTC 2003-45 issue		
Shaw application seeking access to municipal property in Vancouver		
MTS/Allstream seeking access to municipal property in Vancouver		

Forbearance Applications

Bell forbearance for high speed intra-exchange digital service		
Rogers 3 rd party internet access in business locations		
Forbearance IXPL bi-annual filings	Forbearance IXPL bi-annual filings	Forbearance IXPL bi-annual filings
Bell forbearance Internet Dial Port Service		
TCI application for audited reports of IXPL routes		

2005-2006

2006-2007

2007-2008

Competitive Disputes (Expedite Panel)

Telus application re: tariff obligations arising out of recent transactions involving MTS and Bell		
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Small ILECs

Wireless Access Service rates for Independents in Ontario and Quebec		
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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

Sask Tel R&V Commission decision to suspend promotions		
Follow-up to Decision CRTC 2002-58 Bell non-compliance with bundling rules		
New CSAs (1 to 2 per month)	New CSAs (1 to 2 per month)	New CSAs (1 to 2 per month)
Quality of service - Implement Retail Rate Adjustment Plan		
R&V MTS Band F		
Deferral Account Proceeding to dispose of amounts for Bell, Telus, MTS, Sask Tel, Aliant, Telebec and Telus Quebec (Public Notice CRTC 2004-1)		
Review ILEC SIPs on annual basis to ensure program and spending are on track. Address issues that arise from SIP programs		
Approximately 500 tariff applications and interconnection agreements	Approximately 450 tariff applications and interconnection agreements	Approximately 300 tariff applications and interconnection agreements
2005 annual price cap filings for all ILECs		
Price Cap Review Analysis	Next Price Cap period	
Application by Bell to R&V Order CRTC 2004-143		
Aliant R&V Decision CRTC 2003-50		

2005-2006

2006-2007

2007-2008

Small ILECs

Annual review of small ILEC SIPs to ensure program and spending are on track. Address issues related to SIP		
NWTEL 2004 & 2005 Supplementary Funding (Public Notice CRTC 2004-6)	NWTEL Framework Review	
CSAs Optical Fibre (Telebec)		
Small ILEC Pricing Regime Analysis	Small ILEC Pricing Regime Framework	
Telebec and Telus Quebec Price Cap Review Analysis	Next Price Cap Period Telebec and Telus Quebec	

Compliance, Monitoring and Regulation

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

Consumer Bill of Rights Proceeding (CBOR) (Public Notice CRTC 2003-6)		
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		
Bad Debt Repayment Plan		
Alberta health and wellness 811 Application		
Municipality access to ILEC E9-1-1 for emergency community notification	Municipality access to ILEC E9-1-1 for emergency community notification	
ITS 511 Weather and travel information services application		
Telemarketing R&V applications CMA, Beautyrock, etc.		
Telemarketing – Proceeding on National Do Not Call Rules	Implement National Do Not Call List	
	Billing Content Proceeding	
SaskTel application exogenous factor TTY pay telephones		

2005-2006

2006-2007

2007-2008

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
Application for revised procedures for the operation of National Contribution Fund		
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 2005 final and 2006 interim contribution rate	Determine 2006 final and 2007 interim contribution rate	Determine 2007 final and 2008 interim contribution rate
Oversee numbering issues including NPA relief activities	Oversee numbering issues including NPA relief activities	Oversee numbering issues including NPA relief activities
Complete inspection reports and follow-up with respect to inspections	Complete inspections as required	Complete inspections as required
Analysis of data and write annual GIC 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
Develop and report on consumer survey related to competition	Develop and report on consumer survey related to competition	Develop and report on consumer survey related to competition
Quarterly analysis and reporting of Telecom Industry financial results	Quarterly analysis and reporting of Telecom Industry financial results	Quarterly analysis and reporting of Telecom Industry financial results
Respond to queries and assist in presentations re: Telecom industry	Respond to queries and assist in presentations re: Telecom industry	Respond to queries and assist in presentations re: Telecom industry
Define terminal equipment for contribution purposes		

Regulatory Streamlining

Bell application requesting Commission to create a procedure to destandardize and withdraw tariffed service		
CRTC Adjustments to regulatory filing requirements for reports		
Work collaboratively with Industry to reduce regulatory burden association with information, data and reporting		

2005-2006

2006-2007

2007-2008

Streamline tariff and application processes with Industry

CISC

CISC: VoIP 911 and E911, MRS, Privacy, CALEA, IP interconnection, etc.

CISC: VoIP 911 and E911, MRS, Privacy, CALEA, IP interconnection, etc.

Steering Committee Chair

Phase II Costing Methodology

Phase II costing Methodology Proceeding

Corporate and Information Services

Commission processes that are fair, transparent and effective

Enhanced Accountability and Transparency

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

Security

Epass	Finalize implementation	
Internal security guidelines (security and information protection, risk and threat assessment and action plan)	Ongoing	

Streamlining

Link IM/IT to broadcasting & telecommunications streamlining activities	Ongoing	Ongoing
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Succession Management and Knowledge Transfer

Human Resources Modernization <ul style="list-style-type: none"> • HR Plans • Management training on new processes • Develop succession plans • Strengthen employment equity representation 	Human Resources Modernization <ul style="list-style-type: none"> • Training & Development plans • Implement process changes • Delegation changes 	Ongoing
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Government on-Line

Move to single point of entry for all electronic filings	Ongoing	
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2005-2006

2006-2007

2007-2008

Implementation – Policy on service standards for external fees

Coordinate the development of Service Standards for all client activities	Ongoing	Ongoing
	Consultations	Consultations

Operations

Official Languages Reports/Activities	Official Languages Reports/Activities	Official Languages Reports/Activities
Telecommunications Information System (TMI) - (Phase II)		
Follow-up to Service Improvement Initiative in Client Services		

GLOSSARY OF TERMS / GLOSSAIRE

Broadcasting / Radiodiffusion

ADR / RAD	Alternative Dispute Resolution / Résolution alternative des différends
APTN / RTPA	Aboriginal Peoples Television Network / Réseau de télévision des peuples Autochtones
BDU / EDR	Broadcast Distribution Undertaking / Entreprise de distribution de radiodiffusion
Cancon	Canadian Content / Contenu canadien
CAB / ACR	Canadian Association of Broadcasters / Association canadienne des radiodiffuseurs
CTD / DTC	Canadian Talent Development / Développement des talents canadiens
CTF / FCT	Canadian Television Fund / Fonds canadiens de télévision
DTH / SRD	Direct-to-Home / Satellite de radiodiffusion directe
HD	High Definition / Haute définition
LMA / CGL	Local Management Agreement / Convention de gestion locale
LSA / CVL	Local Sales Agreement / Convention sur les ventes locales

Telecommunications / Télécommunications

ADR / RAD	Alternative Dispute Resolution / Résolution alternative des différends
ADSL / LANPA	Asymmetric Digital Subscriber Line / Ligne d'abonné numérique à paire asymétrique
CALEA / OAL	Communications Assistance to Law Enforcement Act / Organisme d'application de la Loi
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
GIC / GEC	Governor in Council / Gouverneure en conseil
HS / HV	High Speed / Haute vitesse
ILEC / ESLT	Incumbent Local Exchange Carrier / Entreprise de services locaux titulaires
ILEC OSS / ESLT – SSE	Incumbent Local Exchange Carrier Operational Support Systems / Entreprise de services locaux titulaire – systèmes de soutien à l'exploitation
IXPL / LSI	Interexchange Private Line / Liaison spécialisée intercirconscription
MDU / ILM	Multi-Dwelling Units / Immeuble à logements multiples
MAAs / EAPM	Municipal Access Arrangements / Entente régissant l'accès aux propriétés municipales
MRS / SRT	Message Relay Services / Service de relais téléphopnique
NPA / RIR	Numbering Plan Area / Redressement de l'indicatif régional
QoS / QduS	Quality of Service / Qualité du service
R&V / R&M	Review and Vary / Révision et modification
SIP / PAS	Service Improvement Plan / Plan d'amélioration du service
VoIP	Voice over Internet Protocol / Voix sur Protocole Internet ou téléphonie Internet