



Canadian Radio-television and  
Telecommunications Commission

Conseil de la radiodiffusion et des  
télécommunications canadiennes

# CRTC ACCOMPLISHMENTS

## 2006 - 2007

Canada



**CRTC  
ACCOMPLISHMENTS  
2006-2007**

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This publication is available electronically: <http://www.crtc.gc.ca>

This publication can be made available in alternative format upon request.

*Ce document est également disponible en français.*

ISBN: BC9-4/2007  
Catalogue No.: 978-0-662-69753-4

## Message from the Executive Director Broadcasting & Telecommunications

The CRTC is pleased to present our Annual Report outlining our 2006-2007 principal accomplishments.

Through the leadership and dedication of CRTC staff and the results of in-depth consultations and feedback from our stakeholders, the CRTC began an aggressive program of streamlining our processes and procedures. These initiatives have begun to bear fruit as evidenced by our performance standards introduced during the most recent fiscal year.

These streamlining initiatives will continue into 2007-2008 and with the continued support of our stakeholders, dedicated staff and Commissioners, we look forward to meeting new challenges and opportunities in 2007-2008.

We invite you to review the 2006-2007 Accomplishments Report and observe the incredible pace of activity and innovation that the Broadcasting and Telecommunications industries are experiencing.

A handwritten signature in dark ink, appearing to read 'Len Katz', is positioned above the name. The signature is fluid and stylized, with a large, sweeping initial 'L'.

Len Katz



## ***Broadcasting Accomplishments***

The following highlights the Canadian Radio-television and Telecommunications Commission's (CRTC) key accomplishments in regulating and supervising the Canadian broadcasting industry in 2006-2007.

### **Major Proceedings**

#### **New commercial radio policies**

The CRTC conducted a proceeding, including a public hearing beginning on 15 May 2006 in Gatineau, to review its commercial radio policies. On 15 December 2006, the CRTC announced the results of its comprehensive review: The measures are outlined in three documents designed to provide commercial radio stations with the flexibility they need to operate in an increasingly competitive environment for the delivery of audio programming: *Commercial Radio Policy*; *Revised Policy concerning the issuance of calls for radio applications and a new process for applications to serve small markets*; and *Digital Radio Policy* (Broadcasting Public Notices [CRTC 2006-158](#), [2006-159](#) and [2006-160](#), respectively).

The *Commercial radio policy* sets out a new approach to Canadian content development (CCD) that takes into account the unique circumstances of small stations, regardless of the size of their markets. This will be achieved through a basic contribution system based on a station's revenues that will automatically adjust for changes in the financial situation of the stations.

The new approach also provides stations with the flexibility to fund a variety of development initiatives tailored to their community and format: more than 600 commercial radio stations can now direct a portion of their required CCD spending to projects by independent parties involving Native radio and to programming serving the particular needs and interests of children, Aboriginal peoples, and persons with disabilities. Commercial ethnic broadcasters can now direct all of their CCD spending to independent initiatives that support their unique programming content.

Broadcasters will continue to make contributions to support FACTOR and MUSICACTION, which assist in the development of a variety of Canadian artists, including new and emerging artists.

In its *Policy concerning the issuance of calls for radio applications and a new process for applications to serve small markets*, the CRTC took into account the challenging environment faced by broadcasters in smaller radio markets, where the population aged 12 and above does not exceed 250,000. If the CRTC receives an application to

serve a smaller market, Commission staff will assess this market's economic state in order to determine its ability to sustain a new radio station. Should its preliminary analysis indicate that the market in question is unable to support a new radio station, the applicant will then have the opportunity to either withdraw the application or submit additional information. This step will provide greater transparency and help prevent overlicensing in smaller radio markets.

In *Digital Radio Policy*, the CRTC set out its revised policy for digital broadcasting. In order to enhance the prospects of digital radio broadcasting (DRB) offered in the L-band, licensees will be free to develop whatever broadcast services they believe will be of greatest interest to the public.

The DRB policy notice concluded with an announcement that the CRTC will convene a round table with chief executive officers of the major radio groups in six months time to discuss the industry's proposed plan and implementation schedules for DRB and related issues.

### **Cultural diversity and accessibility**

One of the Canadian Association of Broadcasters' (CAB) key initiatives to improve the representation and reflection of diversity in broadcasting has been a review of its broadcasting industry codes to determine whether they address concerns identified in recent research findings regarding reflection and portrayal of visible minorities, Aboriginal peoples and persons with disabilities. In this regard, the CAB submitted to the CRTC for its approval a proposed *Equitable Portrayal Code* in order to establish industry standards for the equitable portrayal of identifiable groups. The CRTC will review the proposed code in Spring 2007, and any further steps will be determined at that time.

As part of the review process for the Commercial radio policy, the CAB submitted a set of cultural diversity best practices and an annual reporting strategy for all commercial radio broadcasters in order to improve the representation, portrayal and participation of visible minorities and Aboriginal peoples in radio. The CRTC directed the CAB to make a number of amendments to these best practices, including the incorporation of persons with disabilities, and to develop an appropriate annual reporting strategy for small commercial radio stations. Once the best practices are approved by the CRTC, all commercial radio broadcasters will be expected to adhere to them. The annual reporting proposal is expected in June 2007.

To further encourage and expedite the entry of new Canadian third-language services in order to better serve Canada's ethnic, third language communities, the CRTC issued *Exemption order respecting certain third-language television undertakings*, Broadcasting Public Notice CRTC 2007-33, 30 March 2007.



In order to improve the accessibility of television programming for persons who are deaf or hard of hearing, the CRTC called for comments on the appropriateness of a requirement for the captioning of 100 percent of all television programming and proposals to address ongoing concerns about captioning quality (see *Review of certain aspects of the regulatory framework for over-the-air television*, Broadcasting Notice of Public Hearing CRTC 2006-5, 12 June 2006). The CRTC intends to issue its determinations on these matters in Spring 2007.

Since 2001, the CRTC has been imposing conditions of licence on Canadian broadcasters requiring them to provide a certain amount of programming with described video as a means of enriching the television experience of persons who are blind or who have a visual impairment. In addition to reviewing the obligations of Canadian broadcasters in their licence renewals, Commission staff is now exploring the extent to which broadcasting distribution undertakings are fulfilling their obligations to pass through the described video programming provided by broadcasters. This review is expected to be completed in Spring 2007, and any further steps will be determined at that time.

### **Programming standards**

While many concerns of the public with respect to content standards are addressed by the Canadian Broadcast Standards Council, the broadcast industry's self-regulatory body, the CRTC remains responsible for matters pertaining to abusive comment (as set out in its various Regulations) and high standard (as set out in the *Broadcasting Act*). In 2006, the CRTC rendered five decisions concerning allegations of abusive comment in radio and television programming. In two of those cases, the CRTC found that its Regulation prohibiting the broadcast of abusive comment was breached (Broadcasting Decisions CRTC 2006-565 and 2006-19). The CRTC also addressed concerns raised by viewers of television programming with respect to the high standard provision of the *Broadcasting Act* in two decisions (Broadcasting Decisions CRTC 2006-668 and 2006-603).

### **Emergency alert services**

At a public hearing held in Gatineau beginning on 15 May 2006, the CRTC considered three applications to establish emergency alert services in Canada. Following its deliberations on the proposals, the CRTC set out its approach in *Emergency alert services*, Broadcasting Public Notice CRTC 2007-20, 28 February 2007, and three related decisions (Broadcasting Decisions *Pelmorex emergency alert service*, CRTC 2007-72, *CBC emergency alert service* CRTC 2007-73 and *ExpressVu emergency alert service* CRTC 2007-74).

The CRTC considered that a voluntary approach is the best option for the establishment of a Canadian emergency alert system. To remove regulatory barriers to the timely implementation of an emergency alert service by all industry stakeholders, the CRTC

issued proposed amendments to the *Broadcasting Distribution Regulations* on the same day.

The CRTC further addressed emergency alerting in *Use of E9-1-1 information for the purpose of providing an enhanced community notification service*, Telecom Decision CRTC 2007-13, also issued on 28 February 2007. A summary of that decision is found in the following section on Telecom Accomplishments.

### **New and emerging technologies: Report prepared pursuant to Section 15 of the *Broadcasting Act***

On 12 June 2006, the CRTC issued *Call for comments on a request by the Governor in Council pursuant to section 15 of the Broadcasting Act to prepare a report examining the future environment facing the Canadian Broadcasting system*, Broadcasting Public Notice CRTC 2006-72. The purpose of the call for comments was to gather information from the public addressing the points set out in an Order in Council issued by the Government. This information would then be used to inform the Government's own policy determinations with respect to the future of broadcasting in Canada, as well as the CRTC's review of certain aspects of its regulatory framework for over-the-air television.

The CRTC received more than 50 submissions from individuals, consumer groups, broadcasters, distributors and industry associations. To further assist in the process, the CRTC commissioned three independent research studies and used in-house information that it acquires in preparing its annual *Broadcasting Policy Monitoring Report* as well as financial information filed by licensees through their annual returns.

Following examination of the comments received, the CRTC prepared and issued a report on 14 December 2006 entitled *The Future Environment Facing the Canadian Broadcasting System*. This report highlights the evolution of audio-visual technologies and the profound impact this evolution is having on how Canadians communicate, express themselves and interact with various media, leading to important economic and social implications and a new communications and media environment.

In fulfilling its mandate under the *Broadcasting Act*, the CRTC is required on an ongoing basis to address regulatory issues associated with the introduction and impact of new audio-visual technologies. To do so, it will continue to expand both its ongoing general monitoring of the broadcasting system, and developments in the evolution, contribution and impact of new audio-visual technologies.

The CRTC is conducting reviews of its regulatory frameworks, starting with radio and television in 2006. In other reviews to follow in 2007-2008, the CRTC will continue to focus on the current and anticipated impact of technological change.

## **Digital and high definition broadcasting**

The CRTC announced its final *Regulatory framework for the licensing and distribution of high definition pay and specialty services*, Broadcasting Public Notice CRTC 2006-74 (Public Notice 2006-74) on 15 June 2006. This is the latest in a series of policy determinations intended to guide the broadcasting industry in its transition from analog to digital technology and ultimately to high definition broadcasting (HD).

Since the demand by Canadian viewers for digital and HD services is growing, the CRTC intends to keep it as a high priority for the next years. In 2007-2008, the CRTC plans to initiate a proceeding on the proposed framework for the distribution of HD services by direct-to-home distribution undertakings. As well it will initiate a proceeding to implement regulatory changes arising from Public Notice 2006-74 and from previous public notices dealing with the digital/HD transition.

## **Review of certain aspects of the regulatory framework for over-the-air television**

In 2006, the CRTC launched a review of certain aspects of its framework for over-the-air television. A public hearing was held beginning on 27 November 2006 in Gatineau (Broadcasting Notice of Public Hearing CRTC 2006-5, 12 June 2006).

Parties filed more than 100 submissions that addressed the objectives of the review and specific issues that the CRTC identified for consideration. Close to 55 parties appeared at the public hearing.

The CRTC expects to complete its review and issue its conclusions in Spring 2007. Following the issuance of its conclusions, the CRTC will implement its policy through updated regulations and during licence renewal proceedings.

## **Initiatives undertaken for future reviews**

At the end of the calendar year 2006, Commission staff held a series of informal consultations with industry and consumer representatives. The goal of the consultations was to assist the CRTC in identifying issues and priorities for the review of other frameworks that apply to the licensing of programming and distribution undertakings.

Following its review of the regulatory framework for over-the-air television, the CRTC plans to launch a formal review of its policy frameworks for analog and digital (Category 1 and Category 2) specialty, pay, pay-per-view and video-on-demand services. In addition to examining the impact of new technologies on this sector, the review will focus, among other things, on the effectiveness of the CRTC's approach to licensing new pay and specialty services, the appropriate licensing framework for on-demand services, as well as the appropriate contributions by specialty, pay, pay-per-view and video-on-demand licensees to the exhibition and development of, and investment in, Canadian programming.

The CRTC also plans to initiate, in 2007-2008, a formal review of the *Broadcasting Distribution Regulations*. The purpose of the review is to update and simplify the Regulations, and to reflect changes in the environment since they went into effect on 1 January 1998.

### **Streamlined broadcasting processes**

In *Streamlined processes for certain broadcasting applications*, Broadcasting Circular CRTC 2006-1, 27 March 2006 (Circular 2006-1), the CRTC announced an expedited process whereby it would inform applicants of the status of their licence amendment applications within 15 business days of receiving an application. The CRTC estimated that, in the absence of any significant or unresolved issues or concerns surrounding the applications in question, the processing time could be reduced by approximately half for licence amendment applications processed administratively and by a written public proceeding.

In the first year of implementation, the CRTC has reduced the average time to deal with amendment applications by 50 percent over last year's results.

In Circular 2006-1, the CRTC announced other areas under review. It has since concluded streamlining review processes in the following areas: processing of requests to add foreign third-language services to the Lists of Eligible Satellite Services; exempting certain network operations from licensing requirements; reviewing broadcasting application forms; and reviewing the policy concerning the issuance of radio calls for applications. In addition, the CRTC set out measures to streamline certain reporting requirements for Class 1 cable distribution undertakings having 20,000 or more subscribers and for television licensees. On 30 March 2007, the CRTC issued *Exemption order respecting certain third-language television undertakings* which exempts such undertakings from licensing requirements.

The CRTC has also undertaken an exhaustive review of the process for applications that involve an oral public hearing. Significant measures have been identified to streamline and expedite this review process. Measures for certain types of applications dealt with by an oral public hearing will be announced early in fiscal year 2007-2008.

## *Telecom Accomplishments*

Following are the highlights of the CRTC major accomplishments in regulating and monitoring the Canadian telecommunication system in 2006-2007.

### **Major Proceedings**

#### **Rate Ranges**

In response to specific applications concerning local voice over Internet Protocol (VoIP) services, the CRTC recently approved tariffs introducing ranges of rates for a number of VoIP services being introduced by the major telephone companies. These rate ranges allowed these companies to change the rates for such services without obtaining prior approval from the CRTC, as long as the new rates are within the approved rate ranges. This has allowed the incumbent local exchange carrier (ILEC) to respond more quickly to changes in market conditions for these VoIP services.

*In Rate ranges for services other than voice over Internet protocol services, Telecom Public Notice CRTC 2006-8, 9 June 2006 (Public Notice 2006-8), the CRTC initiated a proceeding in order to establish guidelines for dealing with applications requesting approval of rate ranges for regulated services other than local VoIP services.*

*In Rate ranges for services other than voice over Internet Protocol services, Telecom Decision CRTC 2006-75, 23 November 2006, the CRTC rendered its determinations in the proceeding initiated by Public Notice 2006-8. The CRTC determined that rate ranges would generally be appropriate for local exchange and related services, with exceptions for certain services in recognition of the importance of services with regard to such matters as public safety, protection of privacy, and accessibility for persons with disabilities. The CRTC also considered that it would not generally be appropriate to require the public disclosure of rate ranges. Furthermore, the CRTC determined that when an ILEC established a new operative price point within an approved rate range, it would be required to issue revised tariff pages identifying that price point no later than the commencement of the business day that the change was to be effective, or on an earlier day if the change was to be effective on a non-business day.*

#### **Regulatory Framework for Northwestel**

Price cap regulation generally places upward constraints on prices that an incumbent local exchange carrier can charge its customers for various telecommunications services. The price cap regime includes other rules which govern the rates charged to residential and business customers. Price cap regulation is used to constrain market power with respect to service rates and to ensure customer access to just and reasonable rates.

In *Price cap regulation for Northwestel Inc.*, Telecom Decision CRTC 2007-5, 2 February 2007, the CRTC, among other things, implemented a price cap regime for Northwestel for a period of four years. The CRTC determined that Northwestel would receive \$18.9 million in annual funding from the National Contribution Fund for the initial price cap period in support of residential primary exchange services in high-cost serving areas and the ongoing costs associated with Northwestel's recently completed service improvement plan. In addition, the CRTC determined that resale of local exchange services would be permitted and that it would forbear from the regulation of Northwestel's long distance services.

### **Local Forbearance**

On 6 April 2006, the CRTC issued *Forbearance from the regulation of retail local exchange services*, Telecom Decision CRTC 2006-15 (Decision 2006-15). This Decision, among other things, established a framework for assessing applications from the ILECs for forbearance from the regulation of local exchange services (local forbearance).

In *Proceeding to reassess certain aspects of the local forbearance framework established in Decision 2006-15*, Telecom Public Notice CRTC 2006-12, 1 September 2006 (Public Notice 2006-12), the CRTC invited comments regarding whether the 25 percent market share loss test set out in Decision 2006-15 continued to be appropriate. The CRTC also invited comments on whether mobile wireless services should be considered to be part of the same relevant market as wireline local exchange services for forbearance analysis purposes.

On 16 December 2006, the Governor in Council published, in the Canada Gazette, Part I, a proposed Order to vary part of Decision 2006-15 (the proposed Order) pursuant to subsection 12(1) of the *Telecommunications Act*. The proposed Order set out a revised framework to determine when local forbearance would be granted to the ILECs. The revised framework would, among other things, eliminate the CRTC's 25 percent market share loss test and replace it with a "competitive presence" test.

In light of the above, the CRTC deferred its consideration of the issues in the Public Notice 2006-12 proceeding pending a final determination with respect to the proposed Order.

Effective 4 April 2007, the Governor in Council issued an Order Varying Telecom Decision CRTC 2006-15, P.C. 2007-532.

### **Voice over Internet Protocol (VoIP) Reconsideration**

In Order in Council P.C. 2006-305, dated 4 May 2006, the Governor in Council, pursuant to subsections 12(1) and 12(5) of the *Telecommunications Act*, referred *Regulatory framework for voice communication services using Internet Protocol*, Telecom Decision CRTC 2005-28, 12 May 2005, as amended by Telecom Decision CRTC 2005-28-1, 30 June 2005 (Decision 2005-28) back to the CRTC for

reconsideration. The CRTC was directed to complete its reconsideration of Decision 2005-28 within 120 days of the date of the Order in Council P.C. 2006-305.

In Reconsideration of *Regulatory framework for voice communication services using Internet Protocol*, Telecom Decision CRTC 2006-53, 1 September 2006 (Decision 2006-53), the CRTC reaffirmed the regulatory regime applicable to the provision of VoIP services, as set out in Decision 2005-28.

In Order in Council P.C. 2006-1314, dated 9 November 2006 (Order in Council 2006-1314), the Governor in Council, pursuant to subsection 12(7) of the *Telecommunications Act*, varied Decision 2005-28, as confirmed in Decision 2006-53, such that retail local access-independent VoIP services provided by incumbent local exchange carriers (ILECs) within their incumbent territories were forborne from regulation. The Order defined access-independent VoIP services as those services in which access and service may be provided by distinct providers – the service provider is not required to provide the underlying network on which the service rides and is not required to obtain the permission of the network provider to offer the service to customers on that network. The Order also noted that access-independent VoIP services require high-speed Internet access as well as special handsets, adapters or the use of a computer, and may be more susceptible to service deterioration or disruption.

In *Access-independent VoIP services pursuant to Order in Council P.C. 2006-1314*, Telecom Circular CRTC 2006-10, 16 November 2006, the CRTC noted that by virtue of Order in Council 2006-1314, the tariffs previously approved by the CRTC for the following services were no longer of any force or effect to the extent specified in the Order in Council P.C. 2006-1314:

- Bell Digital Voice Lite (Bell Canada General Tariff item 7020);
- Business IP Voice for Broadband (Bell Canada General Tariff item 7025); and
- WebCall (SaskTel General Tariff item 550.14).

## **Wireless Number Portability**

During 2006, the industry continued its effort towards implementing wireless number portability, and the CRTC issued several decisions related to these efforts. On 18 May 2006, the CRTC released *Regulatory issues related to the implementation of wireless number portability – Follow-up to Public Notice 2006-3*, Telecom Decision CRTC 2006-28. This Decision provided directions on a number of regulatory issues related to such matters as the arrangements for the exchange of telephone calls between carriers, telephone number requirements, treatment of telephone numbers in shared numbering blocks that are used by more than one type of carrier and changes, if any, to other regulatory rules currently in place that could be impacted by wireless number portability.

Also, in this decision, the CRTC requested that the CRTC Interconnection Steering Committee (CISC) submit reports to the CRTC on transferring blocks of telephone numbers to wireless carriers at one time, changes to the location routing number assignment practices, and a roll-out schedule for wireless number portability in additional

exchanges where local number portability was not currently in place. These reports were approved by the CRTC in *CISC working group reports on regulatory issues related to the implementation of wireless number portability*, Telecom Decision CRTC 2006-74, 22 November 2006. A follow-up mass number porting report was approved by the CRTC in *CRTC Interconnection Steering Committee Business Process Working Group consensus report on wireless number portability implementation*, Telecom Decision CRTC 2007-3, 26 January 2007.

The CRTC also approved the revised Unanimous Shareholder Agreement for the Canadian Local Number Portability Consortium in *Canadian Local Number Portability Consortium – Amended and Restated Unanimous Shareholders Agreement*, Telecom Decision CRTC 2006-46, 28 July 2006. The revised Unanimous Shareholders Agreement included changes that permitted wireless carriers to join the consortium and to access the Canadian number portability systems.

On 14 March 2007, the Canadian Wireless Telecommunications Association announced the availability of wireless number portability (WNP) in metropolitan areas across the country. WNP allows customers who live in areas where local number portability is currently available to transfer their phone numbers between cellphone service providers, as well as between wireline and cellphone service providers.

### **Consumer Bill of Rights**

In *Statement of consumer rights*, Telecom Decision CRTC 2006-52, 29 August 2006 (as amended by *Amendment to the statement of consumer rights*, Telecom Decision CRTC 2006-78, 21 December 2006), the CRTC established a statement of consumer rights for customers of incumbent local exchange carriers' (ILECs) local exchange services. The statement of consumer rights restated key consumer rights with respect to local home phone service in a clear and comprehensible manner. Major ILECs were directed to include this statement of consumer rights on their website and with their residential telephone directories.

### **Community Notification Services**

In *Use of E9-1-1 information for the purpose of providing an enhanced community notification service*, Telecom Decision CRTC 2007-13, 28 February 2007, the CRTC determined that it was in the public interest to allow public authorities to use the telephone numbers and associated addresses contained in 9-1-1 databases, in order to improve the effectiveness of telephony-based emergency public alerting services, also known as community notification services. The use of enhanced 9-1-1 information for a telephone-based community notification service was subject to certain constraints including limitations to circumstances of use, appropriate safeguards, and notification requirements.



## Competitor Services

The CRTC issued a number of decisions relating to the terms, conditions, and final rates of key competitor services provided by incumbent telephone companies, as follows.

In *Follow-up to Trunking arrangements for the interchange of traffic and the point of interconnection between local exchange carriers*, Telecom Decision CRTC 2004-46, Telecom Decision CRTC 2006-35, 29 May 2006, the CRTC approved amended definitions of interconnection regions and associated rates for interconnection between the incumbent local exchange carrier and the competitive local exchange carrier. This decision included several enhancements to the interconnection regime for competitive local exchange carriers thereby permitting greater efficiency in the local carriers' networks.

In *Aliant Telecom, Bell Canada, MTS Allstream, SaskTel and TCI – Approval of rates on a final basis for Access Tandem service*, Telecom Decision CRTC 2006-22, 27 April 2006 and *Aliant Telecom, Bell Canada, MTS Allstream, SaskTel and TCI – Approval of rates on a final basis for Direct Connection service*, Telecom Decision CRTC 2006-23, 27 April 2006, the CRTC approved revised final rates for each ILEC's Access Tandem (AT) and Direct Connection (DC) services. The DC and AT services are interconnection services that toll service providers typically require to provide service to their customers. In *Bell Canada and TCC - Co-location power service rates*, Telecom Decision CRTC 2006-42, 30 June 2006, as amended by Telecom Decision CRTC 2006-42-1, 25 August 2006, the CRTC also approved revised final rates for co-location power services. Subsequently, in *Bell Aliant Regional Communications, Limited Partnership, MTS Allstream Inc., and Saskatchewan Telecommunications – Co-location power service rates*, Telecom Decision CRTC 2007-17, 21 March 2007, the CRTC further approved revised final rates for Bell Aliant's, MTS Allstream's and SaskTel's co-location power services. The co-location power service is used by a competitor that co-locates in an ILEC's central office. Under these decisions, the rates for these services were generally reduced, reflecting reductions to the ILECs' costs to provision these services.

In *Cogeco, Rogers, Shaw, and Videoton - Third-party Internet access service rates*, Telecom Decision CRTC 2006-77, 21 December 2006, the CRTC approved revised terms, conditions, and final rates for third-party Internet access (TPIA) service using cable networks.

In early 2007,<sup>1</sup> the CRTC approved revised terms, conditions, and final rates for the ILECs' competitor asymmetric digital subscriber line (ADSL) Access services. The TPIA or ADSL access services permit Internet service providers to compete in the retail high-speed Internet market. In finalizing these tariffs, the CRTC recognized the need for comparable competitor high-speed access services and tariffs across incumbent cable and telephone companies.

In *Ethernet services*, Telecom Order CRTC 2007-20, 25 January 2007, the CRTC approved revised terms and final rates for the ILECs' Ethernet access, CO link and transport services. The Ethernet services have several advantages over previous data transmission services and permit competitive service providers to deliver new services and applications using Ethernet protocol. In finalizing these tariffs, the CRTC considered the importance of providing comparable competitor Ethernet services across ILECs.

### **Review of regulatory framework for wholesale services and definition of essential service**

In *Review of regulatory framework for wholesale services and definition of essential service*, Telecom Public Notice CRTC 2006-14, 9 November 2006, the Commission initiated a proceeding to consider a revised definition of essential service, as well as the classifications and pricing principles for essential and non-essential services made available by incumbent telephone companies, cable carriers and competitive local exchange carriers to other competitors at regulated rates (wholesale services). The process includes evidence, interrogatories, and an oral hearing to be held in October 2007. The decision is expected to be announced by mid April 2008

### **Review of certain Phase II costing issues**

In *Review of certain Phase II costing issues*, Telecom Public Notice CRTC 2007-4, 30 March 2007, the CRTC has initiated a review of certain Phase II costing issues with respect to major telecommunications and cable companies. Issues to be considered in this proceeding include the appropriate expense inclusions and the update of equipment life estimates to be used in regulatory economic studies. The process includes submission of evidence by all parties followed by two rounds of interrogatories, comments and reply comments. The decision is expected to be announced by mid February 2008.

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<sup>1</sup> On 25 January 2007, the CRTC issued *Bell Aliant Regional Communications, Limited Partnership for services provided in the Atlantic Provinces – ADSL Access Service and ADSL WAN Service*, Telecom Order CRTC 2007-21, *Bell Canada and Bell Aliant Regional Communications, Limited Partnership for services provided in Ontario and Quebec – Gateway Access Service and High Speed Access Service*, Telecom Order CRTC 2007-22, *MTS Allstream Inc. – Asymmetric Digital Subscriber Line (ADSL) Data Access Service*, Telecom Order CRTC 2007-23, *Saskatchewan Telecommunications – Aggregated Asymmetric Digital Subscriber Line (ADSL) Service*, Telecom Order CRTC 2007-24, and *TELUS Communications Company – Network-to-Network Interface Service, Wide Area Network ADSL Service, and Wholesale Internet ADSL Service*, Telecom Order CRTC 2007-25.

## Streamlining

### Service Standards

Under section 26 of the *Telecommunications Act*, the CRTC is required to issue, within 45 business days of receipt of a tariff application, its determination or, if it cannot do that, a letter indicating the reason for this delay, and when it anticipates to rule on the application.

In 2005, in response to stakeholders' comments received, the CRTC issued *Introduction of a streamlined process for retail tariff filings*, Telecom Circular CRTC 2005-6, 25 April 2005, and *Finalization of the streamlined process for retail tariff filings*, Telecom Circular CRTC 2005-9, 1 November 2005 (Circular 2005-9).

Under the streamlined processes for processing retail tariff applications, the CRTC informs the applicants of the status of applications within 10 business days of receipt of a complete application. As a result of this initiative, the CRTC has reduced its average time to dispose of retail tariff applications by 50 percent. Results posted on the CRTC's website indicate that the new service standards were consistently met during 2006.

Further, in *New procedures for disposition of applications dealing with the destandardization and/or withdrawal of tariffed services*, Telecom Circular CRTC 2005-7, 30 May 2005 (Circular 2005-7), the CRTC set out new procedures and service standards to reduce the time period associated with the processing of these types of applications, and to provide the ILECs with greater regulatory certainty by identifying clear, publicly-known steps, timelines and criteria that could be consistently relied on by both customers and carriers. In 2006, the CRTC processed tariff applications dealing with the destandardization and/or withdrawal of tariffed services in accordance with the procedures and standards established in Circular 2005-7.

In *Service standards for the disposition of telecommunications applications*, Telecom Circular CRTC 2006-11, 7 December 2006 (Circular 2006-11), the CRTC re-introduced service standards for all telecommunications applications including all tariff applications, inter-carrier agreements, international telecommunications services licences, and applications received pursuant to Part VII of the *CRTC Telecommunications Rules of Procedure* (Part VII applications).

In Circular 2006-11, the CRTC determined that, from the date of that Circular, there would be common service standards for the approval of inter-carrier agreements and all tariff applications.

Further, based on an assessment of the disposition of all tariff applications and inter-carrier agreements, and on comments received from stakeholders, the CRTC established the following standards for the disposition of all tariff applications and inter-carrier agreements:

- 85 percent of determinations to be issued on an interim or final basis within two months of receipt of a complete application, and
- 95 percent of determinations to be issued on an interim or final basis within four months.

The CRTC also determined that the service standards for the destandardization and/or withdrawal of tariffs and for the streamlined processing of retail tariffs finalized in Circulars 2005-7 and 2005-9 would remain in effect.

- 95 percent of determinations on retail tariff applications to be issued on a final basis within 12 months.

In *Basic international telecommunications services (BITS) licensing regime – Amendments*, Telecom Circular CRTC 2005-8, 23 June 2005, the CRTC amended the conditions of licence of Class A and Class B BITS providers and changed the application procedures. The CRTC adopted the following service standard for international telecommunications services licences:

- 90 percent of determinations to be issued within one month of receipt of a complete application.

In addition, the CRTC determined that it would categorize Part VII applications into two types: Type 1 applications that generally do not involve multiple parties or raise significant policy issues, and Type 2 applications that do involve multiple parties and/or raise significant policy issues. The CRTC noted that Type 1 applications would typically require shorter processing times than Type 2 applications.

Furthermore, based on its assessment of the expected number of applications, competing priorities, and the expected level of resources, the CRTC adopted the following service standards for Part VII applications:

Type 1 Part VII applications:

- 90 percent of determinations to be issued on an interim or final basis within four months of the close of record.

Type 2 Part VII applications:

- 85 percent of determinations to be issued on an interim or final basis within eight months of the close of record.

The CRTC undertook to inform applicants by letter, within 10 days of the end of the comment period for an application, whether the application was considered to be a Type 1 or Type 2 application, and what the applicable service standards were.

In Circular 2006-11, the CRTC undertook to evaluate the service standard results for all types of telecommunications applications on an annual basis and to post these results on the CRTC's website, following the 31 March fiscal year-end. The CRTC expected to post results for retail tariff streamlined processing and for all tariff applications and inter-carrier agreements on a quarterly basis for information purposes. Given that it was in the latter part of the current fiscal year and that the service standards were to be evaluated on an annual basis, the CRTC indicated that it would begin measuring the service standards starting on 1 April 2007.

### **Alternative Dispute Resolution**

The CRTC remained committed to the resolution of competitive disputes through alternative dispute resolution in 2006/2007. The CRTC has also been equally supportive and strongly encouraged parties to pursue independent negotiations to resolve any competitive dispute. In instances where the parties could not settle a dispute by mutual agreement, the CRTC has successfully used a number of resolution mechanisms to settle a number of competitive disputes. Specifically, eighteen out of twenty files have been resolved using one or a mix of the dispute resolution mechanisms identified by the CRTC in its dispute resolution framework. Currently, Commission staff is actively involved in mediating a solution for five competitive disputes.

## **Broadcasting**

### **Public Processes and Canadian Certifications**

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

Summary of expected workload

	Appls.	Interv.
<b>Public Hearings</b>		18,000
• Appearing	70	
• Non-Appearing	250	
<b>Public Notices</b>		10,500
• Renewals	385	
• Others	150	
<b>Administrative</b>		
• Broadcasting	<u>150</u>	<u>          </u>
<b>Total</b>	<b>1,005</b>	<b>28,500</b>

**Summary of applications to be processed**

**(Published/Not published) - 1 April 2006 to 31 March 2007**

Applications on hand at 1 April 2006	591
Applications received 1 April 2006 to 31 March 2007	846
<b>Total applications to be processed 1 April 2006 to 31 March 2007</b>	<b>1,437</b>
Applications RWCS (returned/withdrawn/cancelled/superseded) 1 April 2006 to 31 March 2007	144
<b>Net applications to be processed 1 April 2006 to 31 March 2007</b>	<b>1,293</b>

**Summary of applications decided (Decision issued) -  
1 April 2006 to 31 March 2007**

New licences	339
Amendments to licences (by Public Hearing)	11
Amendments to licences (by Public Notice)	210
Amendments to licences (dealt with administratively)	142
Renewal of licences	146
<b>Total applications</b>	<b>848</b>

**Summary of applications to be processed (Published/Not Published) --  
As of 31 March 2007**

Applications published	251
Applications not published	194
<b>Total applications</b>	<b>445</b>

**Licences issued 1 April 2006 to 31 March 2007**

<b>Total Licences</b>	<b>136</b>
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**Summary of applications/interventions/comments processed (Notice  
of Public Hearing/Public Notice issued) - 1 April 2006 to 31 March 2007**

	Number	Applications	Interventions/ Comments
<b>Public Hearings</b>	13		40,262
• Appearing		81	
• Non-Appear.		241	
<b>Public Notices</b>	103		11,523
• Renewals		145	
• Amendments		184	
<b>Total</b>		<b>651</b>	<b>51,785</b>

**CANREC filings processed 1 April 2006 to 31 March 2007**

<b>Total</b>	<b>1,506</b>
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## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

**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

### Compliance, Research and Monitoring

Annual Returns: 2,934 filings	Annual Returns: 2,699 filings
Canadian Content Development (CCD) Audits: 634	CCD Audits: 764
Canadian Talent Funds (CTF) Audits: 232	CTF Audits: 239
Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports, as received. Review comments, as required	Reports received in December 2006 and placed on the CRTC website
Make public TV Drama Incentive reports, as received. Review comments, as required	Reports received in December 2006 and placed on the CRTC website
Community channel monitoring with reports to licensees	Decision taken not to continue this activity
Broadcasting Policy Monitoring Report	Report issued on 30 June 2006
Signal theft	Ongoing monitoring
Cable Capacity Reports	Ongoing activity, with reports due every six months

### Policy Development, Implementation, Reviews and Proceedings

Reassessment of closed captioning framework	Discussed in the context of the 27 November 2006 Public Hearing for the review of the regulatory framework for over-the-air television. Policy to be released in Spring 2007
Evaluation of described video programming and pass-through requirements	Staff letters sent to major broadcasting distribution undertakings in January 2007 requesting information re pass-through of descriptive video
Monitor licensees' progress re: cultural diversity and reflection of persons with disabilities through review of implementation of Canadian Association of Broadcasters (CAB) initiatives and corporate plan annual reports	<ul style="list-style-type: none"> <li>• 17 reports received from broadcasters</li> <li>• CAB's 1<sup>st</sup> annual report received in April 2006 - 2<sup>nd</sup> report due April 2007</li> <li>• CAB cultural diversity best practices and small market strategy for radio filed on 15 March 2007</li> </ul>

## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

<p>Resolve complaints re programming content/standards (e.g.: abusive comment)</p>	<ul style="list-style-type: none"> <li>• 5 decisions issued re abusive comment.</li> <li>• 3 decisions issued re high standard: examples include: <ul style="list-style-type: none"> <li>• CBC (Radio Active) – <a href="#">2006-282</a>, 10 July 2006</li> <li>• Télé-Québec (Les Francs-tireurs) – <a href="#">2006-293</a>, 14 July 2006</li> <li>• SRC (Tout le monde en parle) – <a href="#">2006-565</a>, 28 September 2006</li> <li>• CBC (A Literary Atlas) – <a href="#">2007-87</a>, 16 March 2007</li> </ul> </li> <li>• Ongoing advice re: other complaints</li> </ul>
<p>Review of new CAB Portrayal Code</p>	<p>Draft Code filed in July 2006. Revisions received in March 2007. Public Notice to be issued in Summer 2007</p>
<p>Proceeding on Commercial Radio &amp; Digital Radio Policy Frameworks. Notice of Public Hearing CRTC 2006-1, 13 January 2006</p>	<ul style="list-style-type: none"> <li>• Public hearing held on 15 May 2006</li> <li>• Three new policies were issued on 15 December 2006: <ol style="list-style-type: none"> <li>1) Commercial Radio Policy 2006 (<a href="#">Public Notice 2006-158</a>)</li> <li>2) Revised policy concerning the issuance of calls for radio applications (<a href="#">Public Notice 2006-159</a>)</li> <li>3) Digital radio policy (<a href="#">Public Notice 2006-160</a>)</li> </ol> </li> </ul>
<p>Assessment of programming standards for satellite radio</p>	<p>Revised standards accepted by the CRTC in letters dated 16 July 2006</p>
<p>Consideration of proposed journalistic independence code submitted by Canadian Broadcast Standards Council (CBSC)</p>	<p>Revised Code received from CBSC in January 2007. Public Notice to be issued in April 2007</p>
<p>3-Year report - Designated agency – section 41 <i>Official Languages Act</i></p>	<ul style="list-style-type: none"> <li>• Results-based achievements report stemming from <a href="#">2005-2006 action plan</a> provided to Canadian Heritage on 14 June 2006</li> <li>• <a href="#">2006-2009 action plan</a> provided to Canadian Heritage on 31 July 2006</li> </ul>
<p>Decisions on applications for new national general interest pay television services</p>	<p>New national, general interest pay television service licensed to Allarco Entertainment Inc. in <a href="#">Decision 2006-193</a>, 18 May 2006</p>
<p>Renewal of 4 analog specialty/pay services expiring 2006</p>	<p>Renewal decisions issued on 18 August 2006:</p> <ul style="list-style-type: none"> <li>• Food Network (<a href="#">Decision 2006-379</a>)</li> <li>• MuchMusic (<a href="#">Decision 2006-380</a>)</li> <li>• YTV (<a href="#">Decision 2006-381</a>)</li> <li>• VRAK.TV (<a href="#">Decision 2006-382</a>)</li> </ul>
<p>Renewal of 9 analog specialty/pay, 18 category 1 and 50 category 2 services expiring in 2007</p>	<p>Decisions issued to administratively renew the licences until 31 August 2009 pending reviews of regulatory frameworks in 2007-2008 (<a href="#">Decision 2006-319</a>, 28 July 2006)</p>



## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

New television service in Alberta	Public Hearing held on 12 February 2007 in Calgary. Decision expected in Spring 2007
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**Economic Prosperity: A sustainable competitive Canadian communications industry**

### Acquisitions and Ownership Transactions

Applications for transfers of shares and/or control and acquisitions of assets	<ul style="list-style-type: none"> <li>• 27 applications for transfers of shares and/or control</li> <li>• 20 applications for acquisitions of assets</li> </ul>
Ensure consistency of the wording contained in various regulatory provisions (e.g. definition of common shares)	<u>Public Notice CRTC 2006-110</u> issued on 25 August 2006 – Commission's determination

### Policy Development, Implementation, Reviews and Proceedings

Access to inside wire in commercial premises	<u>Public Notice 2006-68</u> issued on 29 May 2006 - Commission's determination that its intervention to regulate competitive access to inside wire in commercial and institutional properties is not warranted at this time
Bell ExpressVu Satellite relay distribution undertaking (SRDU) Renewal	Bell ExpressVu SRDU renewed until 31 August 2010 in <u>Decision 2006-564</u> of 28 September 2006
Proceeding on review of regulatory framework for over-the-air television (TV policy proceeding)	<ul style="list-style-type: none"> <li>• <u>Notice of Public Hearing 2006-5</u> issued on 12 June 2006</li> <li>• Public Hearing held beginning on 27 November 2006</li> <li>• Policy expected in Spring 2007</li> </ul>

### Dispute Resolution

<p>Employment of various Alternative Dispute Resolution (ADR) &amp; 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 CRTC's intervention may take place include:</p> <ul style="list-style-type: none"> <li>• Negotiation of affiliation agreements that involve migration of analog specialty services to digital distribution and/or the introduction of HD services;</li> </ul>	<ul style="list-style-type: none"> <li>• 17 disputes were handled in the year: 5 required processing by way of traditional techniques and 12 by way of ADR. No disputes of either category proved suitable for dealing with by way of an expedited hearing</li> </ul> <p>a) Traditional</p> <ul style="list-style-type: none"> <li>• One dispute involving access to building wiring in multiple dwelling units has been brought under both the <i>Broadcasting</i> and the <i>Telecommunications Acts</i> and is ongoing</li> <li>• Two involved undue preference matters - access to a programming service on comparable terms</li> </ul>
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## Plans and Priorities 2006-2007

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

## Accomplishments 2006-2007

- The other two dealt with alleged non-compliance with regulatory requirements
- b) ADR
- The majority of the disputes involving ADR pertained to the negotiation of affiliation agreements and included migration and HD components and multiple services. Some of these matters may ultimately have to be dealt with by way of formal Commission intervention including traditional processes

Regarding the negotiations for Canadian distant signals and foreign 4+1 signals:

- The existing arrangements (which include either conditions of licence or agreements) between the CAB and BDUs (ExpressVu, Star Choice, Rogers, Shaw, Vidéotron, Cogeco, MTS, SaskTel, Telus, Bell Aliant, Novus, the Canadian Cable Systems Alliance) expired on 12 August 2006.
- The parties mutually agreed to extend the arrangements under the existing terms until six months after the CRTC releases its determination on the TV policy proceeding.
- These extensions have taken various forms: signing renewal agreements, reliance on the month-to-month renewal clause in the original agreement, extensions based upon a mutual "understanding" between the parties, and the filing of applications with the CRTC to amend conditions of licence pertaining to relief from program deletion requirements (in the case of ExpressVu and Rogers)

**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	Ongoing activity that must be undertaken every time a new service is added to the lists: <ul style="list-style-type: none"> <li>• 38 services approved since 1 April 2006</li> <li>• 7 requests in-house for processing</li> </ul>
Amendments to Regulations for the Regulatory framework for the distribution of digital television signals	Deferred to 2007
Amendments to Regulations for the Licensing Framework for Pay and Specialty to High Definition	Deferred to 2007

## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

Amendments to Regulations to implement Policy on Digital Migration	Deferred to 2007
Framework for carriage of HD by Direct-to-home services	Deferred to 2007
Requests by Rogers, Shaw and Eastlink to permit use of local availabilities to promote non-programming services	<ul style="list-style-type: none"> <li>• <a href="#">Public Notice 2006-69</a> and three related decisions (2006-205 to 207) issued on 2 June - Commission's determination allowing use of local availabilities for the promotion of non-programming services</li> <li>• Other similar applications were subsequently filed with the CRTC and approved</li> </ul>
Emergency Alert Services	<ul style="list-style-type: none"> <li>• Public Hearing held beginning on 1 May 2006</li> <li>• <a href="#">Public Notice 2007-20</a> and three related decisions (2007-72 to 74) issued on 28 February 2007 – Commission's approach favours voluntary rather than mandatory carriage by broadcasting distribution undertakings (BDU)</li> <li>• <a href="#">Public Notice 2007-21</a>, also issued on 28 February 2007, proposed amendments to the <i>Broadcasting Distribution undertaking Regulation</i> (BDU Regulations) to implement this approach</li> </ul>
Framework for mobile broadcasting services	<ul style="list-style-type: none"> <li>• Call for comments on proposed exemption order for mobile television broadcasting services issued in <a href="#">Public Notice 2006-48</a>, 12 April 2006</li> <li>• Exemption order announced in <a href="#">Public Notice 2007-13</a>, 7 February 2007</li> </ul>
Request to repeal section 22 of the BDU Regulations (re: must-carry audio signals)	<ul style="list-style-type: none"> <li>• <a href="#">Public Notice 2006-51</a> of 19 April 2006 announced the CRTC's policy determination to amend section 22 of the BDU Regulations to substantially reduce the number of must-carry audio signals so that the only required services are local community, campus and native radio stations, as well as at least one CBC station operating in English and one operating in French</li> <li>• <a href="#">Public Notice 2006-119</a> dated 8 September 2006 announced the amendment to section 22 of the Regulations, effective 31 July 2006</li> </ul>

## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

### Commission processes that are fair, transparent and effective

#### Streamlining

<p>Develop, implement and monitor results of streamlining measures to accelerate decision-making, e.g.:</p> <ul style="list-style-type: none"> <li>• Complete the review of all broadcasting application forms</li> <li>• Reduced deficiency process</li> <li>• Expedite application process</li> <li>• Review of existing exemption orders and possible addition of new exemption orders</li> <li>• Review application process for Category 2 specialty services</li> <li>• Review policy on issuance of radio calls for applications</li> <li>• Review filing requirements of licensees</li> </ul>	<ul style="list-style-type: none"> <li>• In <u>Circular 2006-1</u>, 27 March 2006, the CRTC announced a number of procedural changes to streamline and expedite the processing of application dealt with administratively and by public notice. As a result, the CRTC:             <ul style="list-style-type: none"> <li>• reduced the deficiency process</li> <li>• implemented a 15 business day period to notify applicants of action taken on their application</li> <li>• issued letters of approval for applications that do not require a public process</li> <li>• Under this expedited process, the CRTC reduced the processing time for these applications by 50 % over the previous year</li> </ul> </li> <li>• Other initiatives include:             <ul style="list-style-type: none"> <li>• Ongoing review of application forms to support expedited process</li> <li>• Streamlined review process for requests to add non-Canadian services to the lists of eligible satellite services for distribution on a digital basis</li> <li>• Exemption order for certain network operations - <u>Public Notice 2006-143</u>, 10 November 2006</li> <li>• Exemption order for certain third-language television undertakings – <u>Public Notice 2007-33</u>, 30 March 2007</li> <li>• Policy concerning the issuance of calls for applications – <u>Public Notice 2006-159</u>, 15 December 2006</li> <li>• Streamlining processes for annual reports filed by licensees, <u>Circular 2006-6</u>, 21 December 2006</li> </ul> </li> </ul>
<p>Develop and implement service standards for amendments of licence dealt with administratively and by public notice</p>	<ul style="list-style-type: none"> <li>• <u>Circular 2006-2</u> of 5 April 2006 introduced the service standards for broadcasting applications dealt with administratively and by notice route</li> <li>• Taking into account the expedited process and measures put in place to achieve the service standards, the results as of 31 March 2007, available on the CRTC Website, show that the standards have been met.</li> </ul>
<p>Implement a Fast Track approach for minor acquisition of assets transactions (reduction in the number of days to process an application)</p>	<p>Process being developed – ongoing commitment</p>

## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

### Other Priorities Not Identified on Work Plan for 2006-2007

<p>Application by Radio Nord Communications inc. to operate a French-language station in Québec to continue the operation of CHOI-FM</p>	<ul style="list-style-type: none"> <li>• 11 September 2006 Public Hearing scheduled in Québec to consider the application</li> <li>• In <u>Decision 2006-600</u> issued on 20 October 2006, the CRTC approved Radio-Nord's application</li> <li>• MBL Media Communications Inc. filed a Leave to Appeal of decision 2006-600 at the Federal Court of Appeal (FCA) on 20 November 2006</li> <li>• FCA granted the Leave to Appeal on 9 March 2007</li> </ul>
<p>Commission investigation of complaints alleging non-compliance of Harmony Broadcasting Corporation – CJWV-FM Winnipeg</p>	<ul style="list-style-type: none"> <li>• Show cause public hearing scheduled in Winnipeg on 29 September</li> <li>• In <u>Decision 2007-37</u>, 29 January 2007, the CRTC issued 6 mandatory orders to the licensee</li> </ul>
<p>Implement Order-in-Council requesting that the CRTC prepare a report examining the future environment facing the Canadian broadcasting system (the section 15 report)</p>	<ul style="list-style-type: none"> <li>• Call for comments seeking submissions on the evolution of technologies issued in <u>Public Notice 2006-72</u>, 12 June 2006</li> <li>• Three independent research studies commissioned</li> <li>• Section 15 report entitled <i>The future environment facing the Canadian broadcasting system</i> issued on 14 December 2006</li> </ul>
<p>Saskatchewan Telecommunications application for licence amendments related to the funding and provision of an outlet for local expression</p>	<ul style="list-style-type: none"> <li>• <u>Decision 2006-490</u> issued on 8 September 2006 provided a policy determination on the terms under which SaskTel could provide an outlet for local expression as part of its regional VOD programming undertaking</li> <li>• Other similar applications have since been processed and approved</li> </ul>
<p>Distribution by broadcasting distribution undertakings of satellite subscription radio services</p>	<ul style="list-style-type: none"> <li>• Application received from Rogers Cable Communications Inc. initiated a process in <u>Public Notice 2006-58</u>, 8 May 2006</li> <li>• Policy considerations addressed in <u>Decision 2006-650</u>, 28 November 2006 approving Rogers' application</li> <li>• Similar applications from major BDU undertakings subsequently processed and approved</li> </ul>

## ***Telecommunications***

**Economic Prosperity: A sustainable competitive Canadian communications industry**

### **Incumbent Local Exchange Carrier/Incumbent Wholesale and Access Issues**

Cybersurf v. cablecos re access to incremental grades of functionality available to retail customers	<u>Telecom Decision 2006-61</u> , 21 September 2006
Bell Canada v. Primus re: transfer of customers	Closed by letter, 27 June 2006
Rogers v. Bell Canada re: access to loops at remotes	Currently in Alternative Dispute Resolution
Follow-up to Decision 2004-28 (Third-party Internet access services rates)	<u>Telecom Decision 2006-77</u> , 21 December 2006
Follow up to Decision 2003-11, support structures	Pending the Essential Services Review
Superior Wireless v. Thunder Bay Telephone re: digital wireless roaming	<u>Telecom Decision 2006-33</u> , 25 May 2006
TCI Review and Vary of Decision 2005-63 and Order 2005-387, Dark fibre	Decision expected by May 2007
Quebec Internet Services Providers v. Bell Canada enforcement of Order 99-592 (Forbearance from retail Internet services)	<u>Telecom Decision 2006-49</u> , 3 August 2006
Clarification of the continued applicability of retail link charges in conjunction with competitor network interconnection arrangements	<u>Telecom Decision 2007-6</u> , 2 February 2007
Rogers v. Aliant Telecom re: support structures	<u>Telecom Decision 2006-45</u> , 28 July 2006
Rogers v. NB DoT re support structures	<u>Telecom Decision 2007-8</u> , 8 February 2007
DTech v. Bell Canada re: commercial transactions	<u>Telecom Decision 2006-39</u> , 29 June 2006
Monitor the development of an IP-based interconnection regime	<u>Telecom Decision 2006-13</u> , 16 March 2006
Applications with respect to existing competitor services	<u>Telecom Order 2006-123</u> , 25 May 2006
Cable modem testing tariffs	Decision expected by end of August 2007
Co-location power services rates	<ul style="list-style-type: none"> <li>• <u>Telecom Decision 2006-42</u>, 30 June 2006</li> <li>• <u>Telecom Decision 2006-42-1</u>, 25 August 2006</li> <li>• <u>Telecom Decision 2007-17</u>, 21 March 2007</li> </ul>
Local Interconnection Region tariffs	<u>Telecom Decision 2006-35</u> , 29 May 2006

## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

Ethernet and Ethernet T1 services tariffs	<a href="#">Telecom Order 2007-20</a> , 25 January 2007
Asymmetric Digital Subscriber Line (ADSL) bundled services tariffs	Telecom Orders <a href="#">2007-21</a> , <a href="#">2007-22</a> , <a href="#">2007-23</a> ; <a href="#">2007-24</a> ; and <a href="#">2007-25</a> , 25 January 2007
Competitor Quality of Service (Q of S) Issues: <ul style="list-style-type: none"> <li>Monitoring and administration of competitor Q of S;</li> <li>Continue to facilitate competitor Q of S; follow-up to Decision 2005-20 competitor digital network Q of S indicators</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li><a href="#">Telecom Decision 2006-34</a>, 26 May 2006</li> <li><a href="#">Telecom Decision 2006-59</a>, 21 September 2006</li> </ul>

### Policy

Monitor development of a self-regulatory system applicable to all local exchange carriers in forborne markets	Deferred
Application by Bell Canada for revisions to be made to the billing and collection agreement for 900 services providers	<a href="#">Telecom Decision 2006-48</a> , 3 August 2006
Application by MTS Allstream requesting an order requiring all 900 service providers to comply with safeguards	<a href="#">Telecom Decision 2006-48</a> , 3 August 2006
Regulatory issues related to the implementation of wireless number portability	<ul style="list-style-type: none"> <li><a href="#">Telecom Decision 2006-28</a> and <a href="#">2006-29</a>, 18 May 2006</li> <li><a href="#">Telecom Decision 2006-46</a>, 28 July 2006</li> <li><a href="#">Telecom Decision 2006-74</a>, 22 November 2006</li> </ul>
Review the recommendations of the Telecommunications Policy Review Panel	<ul style="list-style-type: none"> <li><a href="#">Telecom Public Notice 2006-14</a>, 9 November 2006</li> <li>Commission staff provided input to the Competition Bureau regarding the development of abuse of dominance guidelines in the Telecom sector</li> <li>CRTC Response to the Minister of Industry regarding the Final Report on the Telecommunications Policy Review Panel, 30 June 2006</li> </ul>

### Mediation/Alternative Dispute Resolution (ADR)

Mediate rights of way issues	Ongoing
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**Plans and Priorities  
2006-2007**

**Accomplishments  
2006-2007**

**Forbearance Applications**

High-speed intra-exchange digital services forbearance proceeding	Decision expected by end of May 2007
Semi-annual interexchange private line forbearance	<ul style="list-style-type: none"> <li>• <a href="#">Telecom Decision 2006-18</a>, 13 April 2006</li> <li>• <a href="#">Telecom Decision 2006-54</a>, 8 September 2006</li> <li>• <a href="#">Telecom Decision 2007-9</a>, 8 February 2007</li> </ul>
Aliant Telecom forbearance for inside wire	<a href="#">Telecom Decision 2006-21</a> , 25 April 2006
Address local forbearance applications	<ul style="list-style-type: none"> <li>• <a href="#">Telecom Decision 2007-18</a>, 27 March 2007</li> <li>• <a href="#">Telecom Decision 2007-18-1</a>, 27 March 2007</li> </ul>

**Competitive Disputes**

Expedite proceedings as required	<p>TELUS v. Télébec for September 2006 Expedite proceeding was cancelled following settlement</p> <p>Bell Canada v. Vidéotron for November 2006 Expedite proceeding was cancelled at parties request to pursue CRTC staff mediation</p>
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**Small Incumbent Local Exchange Carriers (SILECs)**

Implementation of small incumbent local exchange carriers' local competition and competitor services (as required)	Decisions expected by end of October 2007
Shaw v. Thunder Bay Telephone re: Partial Systems offering (PSO) Tariff	Commission staff in mediation with parties
Internet Service Provider v Northwestel – relief with respect to Internet Gateway Service	File closed by letter dated 6 December 2006

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

**Incumbent Local Exchange Carrier (ILEC) Retail Issues**

Price Cap review for Aliant Telecom, Bell Canada, MTS Allstream, SaskTel and TELUS	Decision expected by end of April 2007
Approximately 450 tariffs applications and interconnection agreements	Approximately 550 tariffs applications and interconnection agreements
2006 annual price cap filings of all ILECs	2006 annual price cap filings of all ILECs
Customer complaints	Customer complaints



## Plans and Priorities 2006-2007

## Accomplishments 2006-2007

Application by Bell Canada to modify the bundling rules re: customer specific arrangements	Decision expected by end of July 2007
Review proposals for broadband expansion (deferral account follow-up)	<ul style="list-style-type: none"> <li>• <a href="#">Telecom Decision 2006-9</a>, 16 February 2006</li> <li>• <a href="#">Telecom Public Notice 2006-15</a>, 30 November 2006</li> </ul>
MTS Allstream R&V Decision 2005-25 (Band F)	<a href="#">Telecom Decision 2006-20</a> , 24 April 2006
Retail Quality of Service (Q of S) Issues: <ul style="list-style-type: none"> <li>• Monitoring and administration of retail Q of S;</li> <li>• Retail Q of S finalization of revenue base;</li> <li>• Address retail Q of S issues following forbearance decision</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• <a href="#">Telecom Decision 2006-79</a>, 21 December 2006</li> <li>• Ongoing</li> </ul>

### Small Incumbent Local Exchange Carriers (SILEC)

Northwestel regulatory framework proceeding	<a href="#">Telecom Decision 2007-5</a> , 2 February 2007
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### Social Policy Issues

Telemarketing Issues: <ul style="list-style-type: none"> <li>• Telemarketing review and vary applications by various parties</li> <li>• Telemarketing – proceeding re national do not call rules</li> <li>• Rogers application concerning Voice-casting rules for wireless</li> </ul>	<p>Decision expected by end of May 2007</p> <p>Decision expected by end of May 2007</p> <p>Awaiting Do Not Call List Decision</p>
Billing content proceeding	Deferred
Consumer bill of rights proceeding	<a href="#">Telecom Decision 2006-52</a> , 29 August 2006
Review and vary Decision 94-19 re-regulation of terminal equipment with respect to access by the blind	<a href="#">Telecom Decision 2007-20</a> , 30 March 2007
Accessibility of Telecom Services for people who are blind	<a href="#">Telecom Decision 2007-19</a> , 30 March 2007
Accessibility for persons with disabilities (deferral account follow-up)	<a href="#">Telecom Public Notice 2006-15</a> , 30 November 2006
Municipality access to incumbent local exchange carrier E911 for community notification	<a href="#">Telecom Decision 2007-13</a> , 28 February 2007

**Plans and Priorities  
2006-2007**

**Accomplishments  
2006-2007**

**Commission processes that are fair, transparent and effective**

**Compliance, Monitoring and Regulation**

Oversee numbering issues including numbering plan area relief activities	Telecom Decisions <u>2006-26</u> , 11 May 2006; <u>2006-41</u> , 30 June 2006; <u>2006-44</u> and <u>2006-47</u> , 28 July 2006; <u>2006-65</u> and <u>2006-66</u> , 28 September 2006; <u>2006-68</u> , 6 October 2006; and Telecom Public Notices <u>2007-1</u> and <u>2007-2</u> , 11 January 2007
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**CRTC Interconnection Steering Committee (CISC)**

Ongoing CISC activities – VoIP 911 and E911, Message Relay Service, Privacy, and Interconnection	<u>Telecom Decision 2007-1</u> , 9 January 2007 In addition 7 Consensus items completed
Do not call Operations Working Group Reports	Decision expected by end of May 2007

**Phase II Costing Methodology**

Review costing issues, e.g., portfolio expenses, variable common costs & life estimates	<u>Telecom Public Notice 2007-4</u> , 30 March 2007
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