



Broadcasting Notice of Consultation CRTC 2011-654

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Ottawa, 19 October 2011

Call for comments on amendments to the *Broadcasting Distribution Regulations*

*The Commission calls for comments on proposed amendments to the Broadcasting Distribution Regulations. These amendments reflect determinations made by the Commission in its proceeding on the customer transfer process and related competitive issues. The deadline for the receipt of comments is **18 November 2011**.*

Introduction

1. The Commission proposes to amend the *Broadcasting Distribution Regulations* (the Regulations) to implement certain policy determinations announced in *The customer transfer process and related competitive issues*, Broadcasting and Telecom Regulatory Policy CRTC 2011-191, 18 March 2011.
2. In the regulatory policy, the Commission set out measures that simplify the process for customers to change service providers from which they receive telecommunications and/or broadcasting services. Specifically, the Commission proposed to amend the Regulations in order to require that broadcasting distribution undertakings (BDUs) accept a customer cancellation request from a prospective BDU where the customer requests that this BDU act on his or her behalf.

Structure and content of the proposed Regulations

3. The proposed amendments would create a new provision for cancellation requests, providing that a customer's current service provider must accept a cancellation request that is made to it by the customer or on the customer's behalf by a prospective service provider.
4. The proposed Regulations specify that the current and prospective service provider will coordinate with each other to cancel and replace the programming services with a view to avoiding any service disruption to the customer.
5. The proposed Regulations also specify that unless the service providers agree otherwise, the cancellation request will occur within two business days after the day on which the cancellation request is made.

Call for comments

6. The proposed amendments are appended to this notice. The Commission invites comments on the wording of the proposed amendments. The Commission will accept comments that it receives on or before **18 November 2011**.

Procedure

The new *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*, SOR/2010-277 (the Rules of Procedure), set out, among other things, the rules for content, format, filing and service of interventions. Accordingly, the procedure set out below must be read in conjunction with the Rules of Procedure and its accompanying documents, which can be found on the Commission's website under "CRTC Rules of Practice and Procedure."

In accordance with the Rules of Procedure, a document must be filed with, not merely sent to, the Commission by 5 p.m. Vancouver time (8 p.m. Ottawa time) on the date it is due. The Commission takes no responsibility for postal delays and will not notify a party whose submission is received after the deadline date. Late submissions will not be considered by the Commission and will not be made part of the public file.

The Commission will not formally acknowledge interventions. It will, however, fully consider all interventions, and they will form part of the public record of the proceeding, provided that the procedures for filing set out in the Rules of Procedure and this notice have been followed.

Submissions must be filed by sending them to the Secretary General of the Commission by **only one** of the following means:

by using the

[\[Intervention/comment/answer form\]](#)

or

by mail to

CRTC, Ottawa, Ontario K1A 0N2

or

by fax at

819-994-0218

Submissions longer than five pages should include a summary.

Each paragraph of the submission should be numbered. In addition, where the comment is filed by electronic means, the line *****End of document***** should be entered following the last paragraph of the document, as an indication that the document has not been altered during electronic transmission.

Important notice

All information that parties provide as part of this public process, except information designated confidential, whether sent by postal mail, facsimile, e-mail or through the Commission's website at www.crtc.gc.ca, becomes part of a publicly accessible file and will be posted on the Commission's website. This information includes personal information, such as full names, e-mail addresses, postal/street addresses, telephone and facsimile numbers, and any other personal information parties provide.

The personal information that parties provide will be used and may be disclosed for the purpose for which the information was obtained or compiled by the Commission, or for a use consistent with that purpose.

Documents received electronically or otherwise will be put on the Commission's website in their entirety exactly as received, including any personal information contained therein, in the official language and format in which they are received. Documents not received electronically will be available in PDF format.

The information that parties provide to the Commission as part of this public process is entered into an unsearchable database dedicated to this specific public process. This database is accessible only from the web page of this particular public process. As a result, a general search of the Commission's website with the help of either its own search engine or a third-party search engine will not provide access to the information that was provided as part of this public process.

The Commission encourages parties and interested persons to monitor the record of the proceeding, available on the Commission's website, for additional information that they may find useful when preparing their submissions.

Examination of documents

A list of all interventions and answers will also be available on the Commission's website. The list is accessible by selecting "View all proceedings open for comment" from the "Public Proceedings" section of the Commission's website and clicking on the "Interventions/Answers" link associated with this notice.

The public may examine public interventions and related documents at the following Commission offices during normal business hours.

Location of Commission offices

Toll-free telephone: 1-877-249-2782

Toll-free TDD: 1-877-909-2782

Les Terrasses de la Chaudière
Central Building
1 Promenade du Portage, Room 206
Gatineau, Quebec
J8X 4B1
Tel.: 819-997-2429
Fax: 819-994-0218

Regional offices

Metropolitan Place
99 Wyse Road
Suite 1410
Dartmouth, Nova Scotia
B3A 4S5
Tel.: 902-426-7997
Fax: 902-426-2721

205 Viger Avenue West
Suite 504
Montréal, Quebec
H2Z 1G2
Tel.: 514-283-6607

55 St. Clair Avenue East
Suite 624
Toronto, Ontario
M4T 1M2
Tel.: 416-952-9096

360 Main Street
Suite 970
Winnipeg, Manitoba
R3C 3Z3
Tel.: 204-983-6306
Fax: 204-983-6317

2220 – 12th Avenue
Suite 620
Regina, Saskatchewan
S4P 0M8
Tel.: 306-780-3422

403 – 4th Avenue South-West
Suite 100
Calgary, Alberta
T2P 3N2
Tel.: 403-292-6660
Fax: 403-292-6686

858 Beatty Street
Suite 290
Vancouver, British Columbia
V6B 1C1
Tel.: 604-666-2111
Fax: 604-666-8322

Secretary General

Appendix to Broadcasting Notice of Consultation CRTC 2011-654

REGULATIONS AMENDING THE BROADCASTING DISTRIBUTION REGULATIONS

AMENDMENT

1. The *Broadcasting Distribution Regulations*¹ are amended by adding the following after section 15.3:

CANCELLATION REQUEST

15.4 (1) The following definitions apply in this section.

“business day” means a day other than a Saturday or a holiday. (*jour ouvrable*)

“cancellation request” means a request to cancel the programming services of one licensee and replace them with the programming services of another licensee. (*demande d’annulation*)

(2) The current licensee of a subscriber shall accept a cancellation request that is made to it by the subscriber or by a prospective licensee on behalf of the subscriber.

(3) The current licensee and the prospective licensee shall coordinate with each other to cancel and replace the programming services with a view to avoiding any service disruption to the subscriber.

(4) Unless the licensees otherwise agree, cancellation and replacement of the programming services shall occur within two business days after the day on which the cancellation request is made.

COMING INTO FORCE

2. These Regulations come into force on the day on which they are registered.

¹ SOR/97-555