



Broadcasting and Telecom Notice of Consultation CRTC 2020-357

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Ottawa, 23 October 2020

Public record: 1011-NOC2020-0357

Call for comments – Amendments to the *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure* and the *Discretionary Services Regulations*

Deadline for submission of interventions: 23 November 2020

[\[Submit an intervention or view related documents\]](#)

The Commission calls for comments on proposed amendments to the Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure and the Discretionary Services Regulations.

Introduction

1. The Commission proposes to amend the *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure* (the Rules of Procedure) and the *Discretionary Services Regulations* as set out in the Appendix to this notice.
2. The amendments give effect to the Commission's determination to replace the reference to Broadcasting and Telecom Information Bulletin 2013-637 with a reference to Broadcasting and Telecom Information Bulletin 2019-184.¹ Specifically, in the latter the Commission set out its revised dispute resolution practices and procedures.

Call for comments

3. The Commission invites comments on the wording of the proposed amendments set out in the Appendix to this notice.

Procedure

4. The Rules of Procedure apply to the present proceeding. The Rules of Procedure set out, among other things, the rules for content, format, filing, and service of interventions, answers, replies and requests for information; the procedure for filing

¹ The Commission made this determination in Broadcasting and Telecom Information Bulletin 2019-184.

confidential information and requesting its disclosure; and the conduct of public hearings. Accordingly, the procedure set out below must be read in conjunction with the Rules of Procedure and related documents, which can be found on the Commission's website at www.crtc.gc.ca, under "[Statutes and Regulations](#)." The guidelines set out in Broadcasting and Telecom Information Bulletin 2010-959 provide information to help interested persons and parties understand the Rules of Procedure so that they can more effectively participate in Commission proceedings.

5. Interested persons who wish to become parties to this proceeding must file an intervention with the Commission regarding the above-noted issues by **23 November 2020**. The intervention must be filed in accordance with section 26 of the Rules of Procedure.
6. Parties are permitted to coordinate, organize, and file, in a single submission, interventions by other interested persons who share their position. Information on how to file this type of submission, known as a joint supporting intervention, as well as a [template](#) for the accompanying cover letter to be filed by parties, can be found in Telecom Information Bulletin 2011-693.
7. The Commission encourages interested persons and parties to monitor the record of the proceeding, available on the Commission's website at www.crtc.gc.ca, for additional information that they may find useful when preparing their submissions.
8. Submissions longer than five pages should include a summary. Each paragraph of all submissions should be numbered, and the line *****End of document***** should follow the last paragraph. This will help the Commission verify that the document has not been damaged during electronic transmission.
9. Pursuant to Broadcasting and Telecom Information Bulletin 2015-242, the Commission expects incorporated entities and associations, and encourages all Canadians, to file submissions for Commission proceedings in accessible formats (for example, text-based file formats that allow text to be enlarged or modified, or read by screen readers). To provide assistance in this regard, the Commission has posted on its website [guidelines](#) for preparing documents in accessible formats.
10. Submissions must be filed by sending them to the Secretary General of the Commission using **only one** of the following means:

by completing the
[\[Intervention form\]](#)

or

by mail to
CRTC, Ottawa, Ontario K1A 0N2

or

by fax to
819-994-0218

11. Parties who send documents electronically must ensure that they will be able to prove, upon Commission request, that filing, or where required, service of a particular document was completed. Accordingly, parties must keep proof of the sending and receipt of each document for 180 days after the date on which the document is filed or served. The Commission advises parties who file or serve documents by electronic means to exercise caution when using email for the service of documents, as it may be difficult to establish that service has occurred.
12. In accordance with the Rules of Procedure, a document must be received by the Commission and all relevant parties by 5 p.m. Vancouver time (8 p.m. Ottawa time) on the date it is due. Parties are responsible for ensuring the timely delivery of their submissions and will not be notified if their submissions are received after the deadline. Late submissions, including those due to postal delays, will not be considered by the Commission and will not be made part of the public record.
13. The Commission will not formally acknowledge submissions. It will, however, fully consider all submissions, which will form part of the public record of the proceeding, provided that the procedure for filing set out above has been followed.

Important notice

14. All information that parties provide as part of this public process, except information designated confidential, whether sent by postal mail, fax, email, 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, email addresses, postal/street addresses, telephone and fax numbers, etc.
15. 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.
16. 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.
17. 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.

Availability of documents

18. Electronic versions of the interventions and of other documents referred to in this notice are available on the Commission's website at www.crtc.gc.ca by using the

public record number provided at the beginning of this notice or by visiting the “Consultations and hearings – Have your say!” section, then selecting “our open processes.” Documents can then be accessed by clicking on the links in the “Subject” and “Related Documents” columns associated with this particular notice.

19. Documents are also available at the following address, upon request, during normal business hours.

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

Toll-free telephone: 1-877-249-2782
Toll-free TTY: 1-877-909-2782

Secretary General

Related documents

- *Practices and procedures for dispute resolution*, Broadcasting and Telecom Information Bulletin CRTC 2019-184, 29 May 2019
- *Filing submissions for Commission proceedings in accessible formats*, Broadcasting and Telecom Information Bulletin CRTC 2015-242, 8 June 2015
- *Practices and procedures for staff-assisted mediation, final offer arbitration and expedited hearings*, Broadcasting and Telecom Information Bulletin CRTC 2013-637, 28 November 2013
- *Filing of joint supporting interventions*, Telecom Information Bulletin CRTC 2011-693, 8 November 2011
- *Guidelines on the CRTC Rules of Practice and Procedure*, Broadcasting and Telecom Information Bulletin CRTC 2010-959, 23 December 2010

Appendix to Broadcasting and Telecom Notice of Consultation CRTC 2020-357

Rules amending the *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*

Amendment

1. Section 52 of the *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*² is replaced by the following:

Requirements to be followed

52 An application for the resolution of a matter under an alternative dispute resolution process must be made in accordance with the procedural requirements established by the Commission in Broadcasting and Telecom Information Bulletin CRTC 2019-184, dated May 29, 2019.

Coming into Force

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

Regulations Amending the *Discretionary Services Regulations*

Amendment

1. Paragraph 14(4)(a) of the *Discretionary Services Regulations*³ is replaced by the following:

(a) the dispute shall be resolved in accordance with the procedural requirements established by the Commission in Broadcasting and Telecom Information Bulletin CRTC 2019-184, dated May 29, 2019 and entitled *Practices and procedures for dispute resolution*; and

Coming into Force

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

² SOR/2010-277

³ SOR/2017-159