



Broadcasting Decision CRTC 2023-407

PDF version

Reference: Part 1 licence renewal application posted on 17 February 2023

Ottawa, 8 December 2023

AEBC Internet Corp.

Various locations in British Columbia (regional licence) and in Alberta (regional licence); Vancouver and the Lower Mainland, British Columbia

Public record: 2021-0802-6

Terrestrial broadcasting distribution undertakings serving various locations in British Columbia and in Alberta – Licence renewals

Summary

The Commission **renews** the regional broadcasting licence for the terrestrial broadcasting distribution undertakings (BDU) serving various locations in Alberta, from 1 January 2024 to 31 August 2028.

Further, the Commission **approves** the licensee's request to serve all existing licensed areas in British Columbia under a single, regional broadcasting licence and amends the terrestrial BDU licence for Vancouver and the Lower Mainland, British Columbia, to incorporate the service areas from the existing regional licence for British Columbia. The Commission **renews** this amended licence for the terrestrial BDUs serving various locations in British Columbia from 1 January 2024 to 31 August 2028.

These short-term renewals will allow for an earlier review of the licensee's compliance with its regulatory requirements.

The existing regional licence for British Columbia, which expires 31 December 2023, will not be renewed.

As a result of this decision, the licensee will hold two regional licences, one for Alberta and one for British Columbia, with generally harmonized regulatory obligations and identical terms.

Application

1. The Commission has the authority, pursuant to subsections 9(1), 9.1(1) and 11.1(2) of the *Broadcasting Act*, to issue and renew licences and to make orders imposing conditions on the carrying on of a broadcasting undertaking that it considers appropriate for the implementation of the broadcasting policy set out in subsection 3(1) of the *Broadcasting Act*, and to make orders respecting expenditures.

2. AEBC Internet Corp. (AEBC) filed an application to renew the regional¹ broadcasting licences for its terrestrial broadcasting distribution undertakings (BDU) serving the following areas in British Columbia and Alberta, which expire 31 December 2023:²
 - British Columbia: Metropolitan Victoria, Okanagan Valley, Kamloops, Nanaimo, Prince George, Courtenay, Duncan, Whistler and Powell River, and their surrounding areas;
 - Alberta: Calgary, Edmonton, Lethbridge, Red Deer, Medicine Hat, St. Albert, Fort McMurray, Airdrie, Spruce Grove, Fort Saskatchewan, Grand Prairie, Stony Plain, Leduc, Sylvan Lake, Chestermere, Strathmore and Beaumont, and their surrounding areas.
3. AEBC also operates a terrestrial BDU serving Vancouver and the Lower Mainland, British Columbia, the licence for which also expires 31 December 2023.³ In its application, the licensee requested authorization to add this terrestrial BDU to the above-noted regional broadcasting licence for the terrestrial BDUs serving various other locations in British Columbia.
4. The Commission did not receive any interventions in regard to this application.

Issues

5. After examining the record for this application in light of applicable regulations and policies, the Commission considers that it must examine the following issues:
 - the licensee’s apparent non-compliance with requirements relating to contributions to the creation and presentation of Canadian programming;
 - the licensee’s apparent non-compliance with requirements relating to the implementation of the National Public Alerting System (NPAS);
 - the licensee’s request to add Vancouver and the Lower Mainland to the regional broadcasting licence for its BDUs serving various other locations in British Columbia;
 - the provision of paper bills by the licensee to consumers; and

¹ The *Broadcasting Distribution Regulations* define “regional licence” as a licence that authorizes a licensee to carry on distribution undertakings in two or more licensed areas.

² The original licence expiry date for these BDUs was 31 August 2021. The licences for both BDUs were administratively renewed until 31 August 2022 as a result of Broadcasting Decision 2021-294, until 31 August 2023 as a result of Broadcasting Decision 2022-179, and until 31 December 2023 as a result of Broadcasting Decision 2023-299.

³ The original licence expiry date for this BDU was 31 August 2021. The licence was administratively renewed until 31 August 2022 as a result of Broadcasting Decision 2021-294, until 31 August 2023 as a result of Broadcasting Decision 2022-179, and until 31 December 2023 as a result of Broadcasting Decision 2023-299.

- the licensee's adherence, for its Alberta regional licence, to the Wholesale Code and the Television Service Provider Code, and participation in the Commission for Complaints for Telecom-television Services.

Contributions to Canadian programming

6. Paragraph 3(1)(e) of the *Broadcasting Act* declares that each element of the Canadian broadcasting system shall contribute in an appropriate manner to the creation and presentation of Canadian programming.
7. Pursuant to the authority granted by subsection 10(1) of the *Broadcasting Act*, and consistent with the provisions set out in paragraph 3(1)(e), the Commission made subsection 34(2) and sections 35 and 36 of the *Broadcasting Distribution Regulations* (the Regulations).
8. On 27 April 2023, the *Online Streaming Act* came into force and introduced a number of amendments to the *Broadcasting Act*. Under the new *Broadcasting Act*, section 11.1 authorizes the Commission to make regulations or orders respecting expenditures supporting Canadian creators and the production and promotion of Canadian audio-visual programs. Subsection 50(1) of the *Online Streaming Act* further stipulates that any regulation respecting such expenditures made pursuant to subsection 10(1) of the old *Broadcasting Act* is deemed to be a regulation made under subsection 11.1(1) of the new *Broadcasting Act*. As such, subsection 34(2) and sections 35 and 36 of the Regulations are now deemed to have been enacted pursuant to subsection 11.1(1) of the new *Broadcasting Act*.
9. These provisions state that:

34(2) Except as otherwise provided under a condition of its licence or subsection (3), a licensee shall, for each broadcast year, contribute to Canadian programming an amount equal to 4.7% of its gross revenues derived from broadcasting activities in the previous broadcast year less any allowable contribution to local expression made by the licensee in the current broadcast year to a maximum of an amount equal to 1.5% of its gross revenues derived from broadcasting activities in the previous broadcast year.

35 Except as otherwise provided under a condition of its licence, a licensee shall, for each broadcast year, contribute an amount equal to 0.3% of its gross revenues derived from broadcasting activities in the previous broadcast year to the Independent Local News Fund.
10. Further, section 36 of the Regulations declares, among other things, that each contribution that is required under section 34 or 35 shall be made separately by the licensee in 12 equal monthly instalments during the broadcast year, with an instalment being made on or before the last day of each month.

11. According to Commission records, AEBC did not make the required contributions to the Canada Media Fund and to the Independent Local News Fund for the 2020-2021 and 2021-2022 broadcast years.
12. In response to a Commission request for information, the licensee stated that for the 2020-2021 broadcast year, it failed to make the required contributions and submit the required forms because of the COVID-19 pandemic. For the 2021-2022 broadcast year, although the licensee filed the required forms, it did not make the required contributions. The licensee indicated, however, that it had rectified those shortfalls, and provided the Commission with proof of payment.
13. In light of the above, the Commission finds the licensee in non-compliance with subsection 34(2) and sections 35 and 36 of the Regulations for the 2020-2021 and 2021-2022 broadcast years, for its BDUs operating in British Columbia (both the regional licence and the licence for Vancouver and the Lower Mainland) and in Alberta. However, given that the outstanding amounts have now been paid, there is no need for further remedial measures to be imposed. Nevertheless, as discussed below, the Commission considers that the licensee's compliance should be scrutinized at an earlier opportunity going forward.

Implementation of a National Public Alerting System

14. Subsection 10(1) of the *Broadcasting Act* authorizes the Commission, in furtherance of its objects, to make regulations regarding, among other things, the broadcasting of programs. In Broadcasting Regulatory Policy 2014-444, the Commission stated that the broadcasting system has a vital role to play in the provision of emergency alert messages to Canadians and that the duty to inform the public of imminent perils is at the core of the public service obligations of all broadcasters. The provision of emergency alert messages is achieved through the NPAS.
15. Pursuant to the authority granted by subsection 10(1) of the *Broadcasting Act*, the Commission made section 7.2 of the Regulations. That section specifies, among other things, that except as otherwise provided under a condition of its licence, a licensee shall implement, by no later than 31 March 2015, a public alerting system that alters without delay a programming service being distributed by the licensee in a licensed area in order to insert any alert that it receives – in a form including both text and audio content – from the National Alert Aggregation and Dissemination (NAAD) System that
 - (a) announces an imminent or unfolding danger to life; and
 - (b) is designated by the applicable issuing authority for immediate broadcast in the licensed area.
16. According to Commission records, the licensee has not implemented a public alerting system in accordance with section 7.2 of the Regulations.
17. AEBC stated that it is relaying to subscribers programs that already have emergency alert messages inserted before they get to its BDUs. Further, the licensee considered that since

the requirements relating to the implementation of the NPAS only apply to community channels, and since it has not yet set up its community channel, it did not need to comply with those requirements.

18. It is clear that AEBC has misunderstood the nature of its regulatory obligations respecting the NPAS. These obligations require more than simply passing along programming that already contains alerts. Further, these obligations apply to all licensees, irrespective of whether or not they operate community channels. As it operates licensed BDUs, AEBC must, as is the case for other BDU licensees, comply with the requirements relating to the implementation of the NPAS set out in the Regulations. The Commission notes that the onus is on regulated entities to fully understand their regulatory obligations.
19. In light of the above, the Commission finds the licensee in non-compliance with section 7.2 of the Regulations, for its BDUs operating in British Columbia (both the regional licence and the licence for Vancouver and the Lower Mainland) and in Alberta. Given the importance of the NPAS to public safety, the licensee must come into compliance to ensure that its subscribers can benefit from the full capabilities of the system.
20. Consequently, and pursuant to subsection 9.1(1) of the *Broadcasting Act*, the Commission **orders** AEBC Internet Corp., by **condition of service**, to implement the NPAS on its BDUs in British Columbia and Alberta by no later than **31 August 2024**, and to inform the Commission **within 14 days** of the installation of the NPAS on those BDUs. The specifics of this condition of service are set out in the appendices to this decision.

Adding Vancouver and the Lower Mainland to the regional broadcasting licence for the BDUs serving various other locations in British Columbia

21. In regard to the licensee's request to add Vancouver and the Lower Mainland to the regional broadcasting licence for its terrestrial BDUs serving various other locations in British Columbia, the Commission notes that in Broadcasting Decision 2019-229, in which it renewed the licence for the BDU serving Vancouver and the Lower Mainland for a short term, it denied a similar request by the licensee. At that time, it was only AEBC's Vancouver licence that was up for renewal. In that decision, the Commission invited the licensee to file an application requesting an amendment to its regional licence in this regard in the future.
22. The Commission considers that permitting the licensee to operate its BDUs in British Columbia under a single, regional broadcasting licence going forward would simplify administrative and operational matters, for both the licensee and the Commission.⁴ Given that both the licence for Vancouver and the Lower Mainland and the regional licence for British Columbia are now up for renewal, this would be the opportune time to implement such an arrangement.

⁴ The Commission's rationale for implementing a regional licensing model was first set out in Public Notice 2001-59.

23. However, rather than granting the licensee's request to add the Vancouver and the Lower Mainland service area to the existing regional licence for British Columbia, the Commission considers that it would be more appropriate to add the areas currently covered by that regional licence to the licence for Vancouver and the Lower Mainland. This is because the licence for Vancouver and the Lower Mainland was renewed more recently than that of its counterpart, and better reflects current Commission policies, especially those relating to consumer protections, as discussed further below.
24. In light of the above, the Commission finds that it would be appropriate to grant the licensee the authority to operate BDUs in all of its currently licensed areas in British Columbia under a single licence. Accordingly, the Commission **amends** the licence for Vancouver and the Lower Mainland, British Columbia, by adding the areas of Metropolitan Victoria, Okanagan Valley, Kamloops, Nanaimo, Prince George, Courtenay, Duncan, Whistler and Powell River, and their surrounding areas. By virtue of these additions, the licence will become a regional licence.
25. The licensee's existing regional licence for British Columbia will expire on 31 December 2023 and will not be renewed. However, this will not impact the licensee's authority, as it will be licensed to operate BDUs in all of the same areas by virtue of the amended licence, which, as discussed below, will be renewed until 31 August 2028.

Provision of paper bills

26. In Telecom and Broadcasting Decision 2022-28, the Commission stated its intention to impose a condition of licence (now condition of service⁵) at the next licence renewal for BDUs to ensure that billing information is accessible for all Canadians, consistent with objectives in this regard set out in the *Broadcasting Act* and in the *Accessible Canada Act*. In its reply to a Commission request for information, AEBC indicated that it would adhere to such a condition of service.
27. Accordingly, and pursuant to subsection 9.1(1) of the *Broadcasting Act*, the Commission **orders** AEBC Internet Corp., by **condition of service**, to provide paper bills to specific groups of consumers on demand and to introduce related consumer measures. The specifics of this condition of service are set out in the appendices to this decision.

Adherence to the Wholesale Code and the Television Service Provider Code, and participation in the Commission for Complaints for Telecom-television Services

28. The Wholesale Code is set out in the appendix to Broadcasting Regulatory Policy 2015-438. The Television Service Provider Code (TVSP Code) is set out in the appendix to Broadcasting Regulatory Policy 2016-1. Consistent with Commission policies, all licensed BDUs are required to adhere to the Wholesale Code and to the TVSP Code. Further, to ensure that BDU licensees adhere to the requirements of the TVSP Code,

⁵ Telecom and Broadcasting Decision 2022-28 was issued prior to the coming into force of the *Online Streaming Act*. Under that Act, what were formerly known as conditions of licence are now deemed to be conditions of service imposed under the new *Broadcasting Act*.

Commission policy requires them to participate in the Commission for Complaints for Telecom-television Services (CCTS), which administers that code.⁶

29. AEBC's BDUs operating in British Columbia are already required, by condition of service, to adhere to the Wholesale Code and to the TVSP Code, and to participate in the CCTS.⁷ In its application, AEBC indicated that for its BDUs serving various locations in Alberta, it would adhere to conditions of service relating to the above codes and to participation in the CCTS, which were all established after the licence for AEBC's BDUs in Alberta was last renewed in 2015.⁸ Accordingly, and pursuant to subsection 9.1(1) of the *Broadcasting Act*, the Commission **orders** AEBC Internet Corp., by **condition of service**, for its terrestrial BDUs serving various locations in Alberta, to adhere to the Wholesale Code and to the TVSP Code, and to participate in the CCTS. The specifics of these conditions of service are set out in Appendix 2 to this decision.

Licence term

30. As noted above, during the current licence term, the licensee incurred shortfalls in regard to its required contributions to Canadian programming, which it subsequently rectified. The Commission further notes, however, that AEBC was in non-compliance with its contribution requirement for its BDU serving Vancouver and the Lower Mainland during its previous licence term. In Broadcasting Decision 2019-229, the Commission imposed a condition of licence requiring the licensee to rectify the shortfall resulting from that non-compliance, which it did by the deadline imposed in that condition of licence. Accordingly, the licensee has been in non-compliance with its Canadian programming contribution requirements for two consecutive licence terms.
31. In addition, the Commission has found the licensee in non-compliance with requirements relating to the implementation of the NPAS, for its BDUs in both British Columbia and Alberta.
32. In the Commission's view, it would be appropriate to take measures that would allow it to monitor more closely the licensee's operations. Consequently, the Commission finds that it would be appropriate to renew the broadcasting licence for the licensee's BDUs serving various locations in Alberta, and its amended regional broadcasting licence for its BDUs serving various locations in British Columbia, for a short term, which will allow for an earlier review of the licensee's compliance with its regulatory requirements.

Conclusion

33. In light of all of the above, the Commission **renews** the broadcasting licence for AEBC's terrestrial BDUs serving various locations in Alberta from 1 January 2024 to 31 August 2028.

⁶ See Broadcasting and Telecom Regulatory Policy 2016-102.

⁷ In regard to the licensee's BDU serving Vancouver and the Lower Mainland, see conditions of service 1 through 3 set out in the appendix to Broadcasting Decision 2019-229.

⁸ See Broadcasting Decision 2015-150.

34. Further, the Commission **renews** the amended regional broadcasting licence for the terrestrial BDUs serving various locations in British Columbia from 1 January 2024 to 31 August 2028. The existing regional licence for British Columbia, which expires 31 December 2023, will not be renewed.
35. Pursuant to subsections 49(1) and 50(2) of the *Online Streaming Act*, the conditions of licence that existed prior to the date of royal assent of that Act are deemed to be conditions imposed under an order made pursuant to section 9.1 of the new *Broadcasting Act*, or subsection 11.1(2) in the case of expenditure requirements. As such, the conditions of licence for this licensee became conditions of service and continue to apply to the licensee.
36. In regard to the conditions of service imposed at paragraphs 20, 27 and 29, given that this renewal application was filed and published prior to the coming into force of the new *Broadcasting Act*, and that interested parties had an opportunity to comment on the issues raised by the application as part of that process, including emergency alerting, paper billing, the Wholesale Code, the TVSP Code and the CCTS, the Commission considers the public Part 1 proceeding sufficient to achieve the purposes of the publication and consultation requirement set out in subsection 9.1(4) of the new *Broadcasting Act* in this case.
37. For ease of reference, and in light of paragraphs 20, 27 and 29 of this decision, the Commission has set out the **conditions of service** for this licensee in Appendix 1 to this decision for the BDUs serving various locations in British Columbia, and in Appendix 2 for the BDUs serving various locations in Alberta.
38. Further, the formal broadcasting licence document issued to a licensee may set out additional requirements for the undertakings, relating to, for example, technical parameters or prohibitions on transfer. The licensee shall also adhere to any such requirements set out in the broadcasting licences for the undertakings. The formal broadcasting licence document issued to AEBC to operate a BDU in Vancouver and the Lower Mainland, British Columbia, will be amended to reflect its additional licensed areas, consistent with this decision.

Reminders

39. The licensee must comply at all times with the Regulations.
40. As set out in section 7.2 of the Regulations, licensees have obligations relating to the broadcast of emergency alert messages received from the NAAD System. The Commission reminds the licensee that it must continue to file with the Commission Form 1411 (Emergency alert implementation report) as part of the annual Broadcasting Survey where it confirms annually, amongst other things, its continued compliance with NPAS requirements and successful participation in NPAS public tests, as scheduled by the relevant alerting authorities.

Secretary General

Related documents

- *Various conventional and educational television programming undertakings, community programming services, discretionary services, on-demand services and terrestrial broadcasting distribution undertakings – Administrative renewals, Broadcasting Decision CRTC 2023-299, 29 August 2023*
- *Various terrestrial broadcasting distribution undertakings – Administrative renewals, Broadcasting Decision CRTC 2022-179, 4 July 2022*
- *When and how communications service providers must provide paper bills, Telecom and Broadcasting Decision CRTC 2022-28, 10 February 2022*
- *Various terrestrial broadcasting distribution undertakings – Administrative renewals, Broadcasting Decision CRTC 2021-294, 23 August 2021*
- *Terrestrial broadcasting distribution undertaking serving Vancouver and the Lower Mainland – Licence renewal and licence amendments, Broadcasting Decision CRTC 2019-229, 28 June 2019*
- *Review of the structure and mandate of the Commissioner for Complaints for Telecommunications Services Inc., Broadcasting and Telecom Regulatory Policy CRTC 2016-102, 17 March 2016*
- *The Television Service Provider Code, Broadcasting Regulatory Policy CRTC 2016-1, 7 January 2016*
- *The Wholesale Code, Broadcasting Regulatory Policy CRTC 2015-438, 24 September 2015*
- *Regional broadcasting licence for terrestrial broadcasting distribution undertakings to serve various locations in Alberta, Broadcasting Decision CRTC 2015-150, 16 April 2015*
- *Amendments to various regulations, the standard conditions of licence for video-on-demand undertakings and certain exemption orders – Provisions requiring the mandatory distribution of emergency alert messages, Broadcasting Regulatory Policy CRTC 2014-444 and Broadcasting Orders CRTC 2014-445, 2014-446, 2014-447 and 2014-448, 29 August 2014*
- *Changes to the Commission's approach to cable undertakings Proposed exemption for cable systems with fewer than 2,000 subscribers, and implementation of a regional licensing model, Public Notice CRTC 2001-59, 29 May 2001*

This decision is to be appended to each licence.

Appendix 1 to Broadcasting Decision CRTC 2023-407

Terms, conditions of service, expectations and encouragements for the terrestrial broadcasting distribution undertakings serving various locations in British Columbia

Terms

The licence will expire 31 August 2028.

Conditions of service

1. The licensee shall adhere to all applicable requirements set out in the *Broadcasting Distribution Regulations*, that were made under paragraph 10(1)(a) or under paragraph 10(1)(i) of the old *Broadcasting Act*.⁹
2. The licensee shall adhere to the Wholesale Code set out in the appendix to *The Wholesale Code*, Broadcasting Regulatory Policy CRTC 2015-438, 24 September 2015, in its dealings with any licensed or exempt broadcasting undertaking.
3. The licensee shall adhere to the Television Service Provider Code, set out in the appendix to *The Television Service Provider Code*, Broadcasting Regulatory Policy CRTC 2016-1, 7 January 2016.
4. The licensee shall be a participant in the Commission for Complaints for Telecommunication Services.
5. Consistent with *When and how communications service providers must provide paper bills*, Telecom and Broadcasting Decision CRTC 2022-28, 10 February 2022, the licensee shall provide paper bills upon request and at no charge to:
 - customers who self-identify as people with disabilities for whom e-billing represents a barrier to accessing their billing statement;
 - any customer who does not subscribe to Internet or wireless data from a provider related to the licensee; and
 - seniors.

The licensee shall also:

- make information easily available concerning how to request paper bills in the billing information or frequently asked questions sections of their websites, in

⁹ Pursuant to subsection 49(2) of the *Online Streaming Act*, which made a certain number of amendments to the *Broadcasting Act* when it came into force on 27 April 2023, any regulation made under paragraphs 10(1)(a) or 10(1)(i) of the old *Broadcasting Act* is deemed to be an order made under section 9.1 of the new *Broadcasting Act*.

their account management systems, and through their customer service representatives;

- train customer service representatives on how to answer inquiries on paper bills;
 - inform any new customer whether they provide paper bills generally or whether paper bills are limited to certain groups, including those mandated by the Commission; and
 - obtain verbal or written consent prior to transitioning customers who do not subscribe to Internet access or mobile data services from a provider related to the licensee to electronic billing and maintain associated records.
6. The licensee is authorized to distribute, at its option, KVOS-TV (IND) Bellingham and KSTW (IND) Tacoma/Seattle, Washington, as part of its basic service.
 7. The licensee is authorized to distribute, at its option, a special programming service consisting of ethnic and multicultural programs. The licensee shall not distribute as part of this special programming service any commercial message other than sponsorship credits combining no more than the logo, name, address, telephone number and type of activity or profession of the sponsor. The sponsorship credits may contain sound and/or visual images, whether moving or fixed. The sponsorship credits shall have no purpose other than to acknowledge, in a concise and direct manner, the sponsor's contribution and shall at no time constitute a detailed description or promotional device.
 8. In the annual return that the licensee is required to submit to the Commission by 30 November for the broadcast year ending the previous 31 August, the licensee shall include information relating to the following:
 - the availability of accessible set-top boxes and remote controls, and their accessibility features;
 - the penetration of accessible set-top boxes and remote controls with the licensee's customer base; and
 - the number of accessibility-related queries received by the licensee, and the number successfully resolved.
 9. The licensee shall caption 100% of original licensee-produced programming on the community channel.
 10. The licensee shall provide audio description for all key elements of information programs, including news programming on its community channel (that is, the voice-over of key textual, graphic design and still image elements, such as phone numbers, stock information or weather maps that are posted on the screen).

11. The licensee shall provide one or more simple means of accessing described programming, whether in an open or embedded format, that requires little or no visual acuity.
12. The licensee shall promote information on all of its disability-specific services and products, in the accessible manner(s) of its choice.
13. The licensee shall incorporate an easy-to-find home page link to the sections of its website dealing with the needs of persons with disabilities, if its website includes such sections.
14. The licensee shall make the information on its website accessible to the point of providing reasonable accommodation for persons with disabilities. Examples of what the Commission considers to be reasonable accommodations are listed in paragraph 66 of *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009.
15. Where customer service functions on its website are not accessible, the licensee shall ensure that persons with disabilities will not incur a charge or otherwise be disadvantaged if they use an alternate avenue of customer service.
16. The licensee shall make accessible any customer service functions that are available solely over its website.
17. The licensee shall make its general call centres accessible to the point of providing reasonable accommodation to persons with disabilities by:
 - training customer service representatives in handling enquiries from persons with disabilities and familiarizing them with the service provider's products and services for persons with disabilities; and
 - making its Interactive Voice Response systems accessible.
18. The licensee shall implement the National Public Alerting System (NPAS) by **31 August 2024** in order to comply with the requirements set out in section 7.2 of the *Broadcasting Distribution Regulations*, as elaborated upon in *Amendments to various regulations, the standard conditions of licence for video-on-demand undertakings and certain exemption orders – Provisions requiring the mandatory distribution of emergency alert messages*, Broadcasting Regulatory Policy CRTC 2014-444 and Broadcasting Orders CRTC 2014-445, 2014-446, 2014-447 and 2014-448, 29 August 2014.

As part of this requirement, the licensee shall file a letter with the Commission to attest to the implementation date of its NPAS, **within 14 days after the installation**. This letter must also contain evidence that the system is properly configured to receive and distribute alerts from the National Alert Aggregation and Dissemination (NAAD) System (e.g., an attestation by a Chief Executive Officer (CEO), president or person exercising a similar supervisory role in the licensee's operations, as to the installation of functioning alerting equipment).

Expectations

Information available in alternative formats

The Commission expects the licensee to make information available in alternative formats to subscribers regarding, among other things, the programming and services offered and the channel line-up.

Closed captioning of advertising, sponsorship messages and promos inserted into local availabilities

The Commission expects the licensee to ensure that advertising, sponsorship messages and promos inserted into local availabilities are closed captioned.

Cultural diversity

The Commission expects the licensee to reflect the cultural diversity of Canada in its programming and employment practices.

Encouragement

Employment equity

In accordance with *Implementation of an employment equity policy*, Public Notice CRTC 1992-59, 1 September 1992, the Commission encourages the licensee to consider employment equity in its hiring practices and in all other aspects of its management of human resources.

Appendix 2 to Broadcasting Decision CRTC 2023-407

Terms, conditions of service, expectations and encouragements for the terrestrial broadcasting distribution undertakings serving various locations in Alberta

Terms

The licence will expire 31 August 2028.

Conditions of service

1. The licensee shall adhere to all applicable requirements set out in the *Broadcasting Distribution Regulations*, that were made under paragraph 10(1)(a) or under paragraph 10(1)(i) of the old *Broadcasting Act*.¹⁰
2. The licensee shall adhere to the Wholesale Code set out in the appendix to *The Wholesale Code*, Broadcasting Regulatory Policy CRTC 2015-438, 24 September 2015, in its dealings with any licensed or exempt broadcasting undertaking.
3. The licensee shall adhere to the Television Service Provider Code, set out in the appendix to *The Television Service Provider Code*, Broadcasting Regulatory Policy CRTC 2016-1, 7 January 2016.
4. The licensee shall be a participant in the Commission for Complaints for Telecommunication Services.
5. The licensee shall provide one or more simple means of accessing described programming, whether in an open or embedded format, that requires little or no visual acuity.
6. The licensee shall caption 100% of original licensee-produced programming on the community channel.
7. The licensee shall provide audio description for all the key elements of information programs, including news programming on its community channel (that is, the voice-over of key textual, graphic design and still image elements, such as phone numbers, stock information or weather maps that are posted on the screen).
8. Consistent with *When and how communications service providers must provide paper bills*, Telecom and Broadcasting Decision CRTC 2022-28, 10 February 2022, the licensee shall provide paper bills upon request and at no charge to:

¹⁰ Pursuant to subsection 49(2) of the *Online Streaming Act*, which made a certain number of amendments to the *Broadcasting Act* when it came into force on 27 April 2023, any regulation made under paragraphs 10(1)(a) or 10(1)(i) of the old *Broadcasting Act* is deemed to be an order made under section 9.1 of the new *Broadcasting Act*.

- customers who self-identify as people with disabilities for whom e-billing represents a barrier to accessing their billing statement;
- any customer who does not subscribe to Internet or wireless data from a provider related to the licensee; and
- seniors.

The licensee shall also:

- make information easily available concerning how to request paper bills in the billing information or frequently asked questions sections of their websites, in their account management systems, and through their customer service representatives;
 - train customer service representatives on how to answer inquiries on paper bills;
 - inform any new customer whether they provide paper bills generally or whether paper bills are limited to certain groups, including those mandated by the Commission; and
 - obtain verbal or written consent prior to transitioning customers who do not subscribe to Internet access or mobile data services from a provider related to the licensee to electronic billing and maintain associated records.
9. The licensee shall promote information on all of its disability-specific services and products, in the accessible manner(s) of its choice.
 10. The licensee shall incorporate an easy-to-find home page link to the sections of its website dealing with the needs of persons with disabilities, if its website includes such sections.
 11. The licensee shall make the information on its website accessible to the point of providing reasonable accommodation for persons with disabilities. Examples of what the Commission considers to be reasonable accommodations are listed in paragraph 66 of *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009.
 12. Where customer service functions on its website are not accessible, the licensee shall ensure that persons with disabilities will not incur a charge or otherwise be disadvantaged if they use an alternate avenue of customer service.
 13. The licensee shall make accessible any customer service functions that are available solely over its website.
 14. The licensee shall make its general call centers accessible to the point of providing reasonable accommodation to persons with disabilities by:

- training customer service representatives in handling enquiries from persons with disabilities and familiarizing them with the service provider's products and services for persons with disabilities; and
- making its Interactive Voice Response systems accessible.

15. The licensee shall implement the National Public Alerting System (NPAS) by **31 August 2024** in order to comply with the requirements set out in section 7.2 of the *Broadcasting Distribution Regulations*, as elaborated upon in *Amendments to various regulations, the standard conditions of licence for video-on-demand undertakings and certain exemption orders – Provisions requiring the mandatory distribution of emergency alert messages*, Broadcasting Regulatory Policy CRTC 2014-444 and Broadcasting Orders CRTC 2014-445, 2014-446, 2014-447 and 2014-448, 29 August 2014.

As part of this requirement, the licensee shall file a letter with the Commission to attest to the implementation date of its NPAS, **within 14 days after the installation**. This letter must also contain evidence that the system is properly configured to receive and distribute alerts from the National Alert Aggregation and Dissemination (NAAD) System (e.g., an attestation by a Chief Executive Officer (CEO), president or person exercising a similar supervisory role in the licensee's operations, as to the installation of functioning alerting equipment).

Expectations

Information available in alternative formats

The Commission expects the licensee to make information available in alternative formats to subscribers regarding, among other things, the programming and services offered and the channel line-up.

Cultural diversity

The Commission expects the licensee to reflect the cultural diversity of Canada in its programming and employment practices.

Encouragement

Employment equity

In accordance with *Implementation of an employment equity policy*, Public Notice CRTC 1992-59, 1 September 1992, the Commission encourages the licensee to consider employment equity in its hiring practices and in all other aspects of its management of human resources.