



Broadcasting and Telecom Notice of Consultation CRTC 2025-274-1

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Call for comments – Improving customer awareness of the Commission for Complaints for Telecom-television Services Inc. – Changes to procedure

Suspension of deadlines until further notice

1. The Commission has received procedural requests to suspend the proceeding from Bell Canada; Bragg Communications Inc., carrying on business as Eastlink; Cogeco Communications Inc., on behalf of Cogeco Connexion Inc.; Quebecor Media Inc., on behalf of Videotron Ltd. and Freedom Mobile Inc.; Rogers Communications Canada Inc.; Saskatchewan Telecommunications; TELUS Communications Inc.; and Xplore Inc. (the Parties).
2. In support of their request, the Parties argued that suspending the proceeding would allow the Commission to initiate a proceeding to review and consolidate the Consumer Protection Codes – including, within that process, an assessment of the Commission for Complaints for Telecom-television Services Inc.'s (CCTS) mandate and any need to expand public awareness. The CCTS, the Forum for Research and Policy in Communications, the Public Interest Advocacy Centre, and Marc Nanni opposed the request to suspend but requested that the Commission extend the deadlines associated with this proceeding.
3. The Commission notes the current deadline of 17 November 2025 for the filing of interventions is fast approaching. The Parties' procedural request, as well as the responding requests, raise complex and interrelated matters that may have implications for current and potential future proceedings. While the Commission is not prepared to indefinitely suspend the deadlines for the reasons set out by the Parties, the Commission will temporarily suspend all the deadlines associated with this proceeding in order to properly consider these procedural requests in a manner that best serves the public interest.
4. The Commission recognizes the importance of this proceeding to the public and is committed to facilitating meaningful participation for all stakeholders and to making timely determinations on the issues being considered. The Commission intends to issue a further notice of consultation as soon as practicable that will

address all of the procedural requests referred to in this amended notice of consultation.

Secretary General