



Broadcasting Public Notice CRTC 2006-16

Ottawa, 10 February 2006

Call for comments on the Commission's service standards

The Commission is committed to introduce new streamlining activities, to provide timely responses to industry inquiries and to establish regular reporting mechanisms. In this Public Notice, the Commission calls for comments on service standards that it proposes to introduce for the 2006-2007 fiscal year, starting 1 April 2006, for the publication of decisions on applications for the amendment and renewal of broadcasting licences. The proposed standards are set out in the appendix to this notice.

Introduction

1. The Canadian Radio-television and Telecommunications Commission (CRTC or the Commission) is an independent agency responsible for the regulation and supervision of the Canadian broadcasting and telecommunications industries. The CRTC derives its regulatory authority for broadcasting matters from the *Broadcasting Act* and for telecommunications matters from the *Telecommunications Act*.
2. An important aspect of the Commission's responsibility as the broadcast regulator, relates to the processing of applications seeking the issuance, amendment or renewal of licences.
3. In this notice, the Commission proposes service standards designed to ensure that decisions on broadcasting applications are issued in a timely manner and in accordance with a predictable schedule. In establishing and adhering to these service standards, the Commission must be satisfied that the quality of its decisions is not compromised. For the year 2006-2007, the Commission is undertaking streamlining measures to address specifically the processing of applications for licence amendments that are dealt with administratively and by public notice, as well as licence renewal applications that are dealt with by public notice. In the coming months, the Commission plans to review its procedure for processing applications for new licences and other applications that require a public hearing and to propose service standards relating to such applications for the year 2007/2008. The results of that review and proposed service standards for 2007/2008 will be announced at a later date.

Proposed service standards and commitments

4. The proposed service standards, beginning in 2006-2007, take into account the results of previous years in processing applications, and other streamlining initiatives that will be undertaken and announced at a later date.

5. The Commission is committed to ensuring that those who seek its services, or who are bound by regulatory requirements, have appropriate opportunity to provide input regarding service levels and standards. Accordingly, the Commission intends to hold consultations when service standards are initiated or modified. The Commission's performance in meeting the established service standards will be assessed on an annual basis and a report will be placed on the Commission's website. As well, quarterly reports will be placed on the Commission's website for information purposes.
6. In addition to the specific service standards, which are set out in the appendix to this notice, the Commission is also committed that, in carrying out its activities, all clients will:
 - receive timely and accurate information on the process to be undertaken, in the official language of their choice;
 - receive information on the status of the review process from knowledgeable, professional and courteous personnel; and
 - receive replies to telephone inquiries within two business days, at least 80% of the time. If the Commission is unable to reply within two business days, an estimate of the delay in responding, based on the complexity of the inquiry, will be provided.

Call for comments

7. The Commission invites interested parties to comment on the matters addressed in this notice, including the proposed services standards set out in the appendix, no later than **Thursday, 2 March 2006**.
8. The Commission will not formally acknowledge comments. It will, however, fully consider all comments and they will form part of the public record of the proceeding, provided that the procedure for filing set out below has been followed.

Procedure for filing comments

9. Interested parties can file their comments to the Secretary General of the Commission:
 - **by using the**
[Broadcasting Intervention/Comments Form](#)
 - OR
 - **by mail to**
CRTC, Ottawa, Ontario K1A 0N2
 - OR
 - **by fax at**
(819) 994-0218

10. Submissions longer than five pages should include a summary.
11. Please number each paragraph of your submission. In addition, please enter the line ***End of document*** following the last paragraph. This will help the Commission verify that the document has not been damaged during transmission.

Important notice

12. Note that all information that you provide as part of this public process, except information granted confidentiality, whether sent by postal mail, facsimile, e-mail or through the Commission's web site at www.crtc.gc.ca, becomes part of a publicly accessible file and will be posted on the Commission's web site. This information includes your personal information, such as your full name, e-mail address, postal/street address, telephone and facsimile number(s), and any other personal information you provide.
13. Documents received electronically or otherwise will be put on the Commission's web site in their entirety exactly as you send them, 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.
14. The personal information you 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.
15. The Commission encourages interested parties to monitor the public examination file and the Commission's web site for additional information that they may find useful when preparing their comments.

Examination of public comments and related documents at the following Commission offices during normal business hours

Central Building
Les Terrasses de la Chaudière
1 Promenade du Portage, Room 206
Gatineau, Quebec K1A 0N2
Tel: (819) 997-2429 - TDD: 994-0423
Fax: (819) 994-0218

Metropolitan Place
99 Wyse Road
Suite 1410
Dartmouth, Nova Scotia B3A 4S5
Tel: (902) 426-7997 - TDD: 426-6997
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

Kensington Building
275 Portage Avenue
Suite 1810
Winnipeg, Manitoba R3B 2B3
Tel: (204) 983-6306 - TDD: 983-8274
Fax: (204) 983-6317

Cornwall Professional Building
2125 - 11th Avenue
Room 103
Regina, Saskatchewan S4P 3X3
Tel: (306) 780-3422

10405 Jasper Avenue
Suite 520
Edmonton, Alberta T5J 3N4
Tel: (780) 495-3224

530-580 Hornby Street
Vancouver, British Columbia V6C 3B6
Tel: (604) 666-2111 - TDD: 666-0778
Fax: (604) 666-8322

Secretary General

This document is available in alternative format upon request, and may also be examined in PDF format or in HTML at the following Internet site: <http://www.crtc.gc.ca>

Appendix to Broadcasting Public Notice CRTC 2006-16

Summary of proposed service standards to be effective 1 April 2006 for the 2006/2007 fiscal year

Type of application and processing route	Time taken to process applications ¹ (from the date of their receipt in the Commission)
1. Administrative route	
All applications dealt with administratively	80% in 2 months
2. Public notice route (excluding licence renewals)	
A. Without interventions and not raising policy issues	80% in 6 months
B. With interventions	80% in 8 months
3. Licence renewals by public notice route	
With or without interventions	80% in 8 months

The Commission will post quarterly and annual reports on its website outlining its performance in meeting these service standards.

¹ This is applicable to applications received on 1 April 2006 and after.