



Broadcasting Notice of Public Hearing CRTC 2008-8-2 Telecom Public Notice CRTC 2008-8-2

Ottawa, 17 October 2008

See also: 2008-8, 2008-8-1

Reference: 8665-C12-200807943

Further to Broadcasting Notice of Public Hearing CRTC 2008-8 and Telecom Public Notice CRTC 2008-8, relating to a public consultation that will be held commencing on 17 November 2008 at the Conference Centre, Phase IV, 140 Promenade du Portage, Gatineau, Quebec, the Commission announces the following:

1. In Appendix A of *Unresolved issues related to the accessibility of telecommunications and broadcasting services to persons with disabilities*, Broadcasting Notice of Public Hearing CRTC 2008-8 and Telecom Public Notice CRTC 2008-8, 10 June 2008, the Commission noted the following:

Recognizing that the quality of captioning is a growing concern, the Commission has asked the Canadian Association of Broadcasters (CAB) to coordinate the establishment of French and English-language working groups to develop and implement universal standards and to propose and implement concrete solutions with respect to other aspects of captioning quality, including mechanisms aimed at reducing errors and technical malfunctions (Broadcasting Public Notice 2007-54). The Commission approved the CAB's action plan on the quality of closed captioning last February and expects the results of the working groups to be filed in November 2008.

2. In light of comments received from various parties regarding ongoing concerns with the quality of closed captioning, and noting the CAB's intention to file the report(s) of its English- and French-language Closed Captioning Working Groups at the end of November 2008 (as reiterated in its filing to this proceeding of 6 October 2008), the Commission announces that these report(s) will be added to the record of this proceeding by **30 November 2008**.
3. All parties are invited to comment on the contents of the CAB's report(s) in their final reply comments of **12 January 2009**. The CAB will be provided the opportunity to respond to those replies pertaining to its English- and French-language Closed Captioning Working Group report(s) only, by **3 February 2009**, closing the record of this proceeding.
4. The Commission notes that parties may, nonetheless, comment on matters pertaining to the monitoring and enforcement of captioning quality during the oral phase of the public consultation.

5. The Commission will make the appropriate determinations on the CAB's English- and French-language Closed Captioning Working Group report(s) as part of its determinations in this proceeding.

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>