



Telecom Public Notice CRTC 2008-1

Ottawa, 22 January 2008

Notice of consultation

Call for comments on priorities regarding the review of social and other non-economic regulatory measures

Reference: 8663-C12-200800864

The Commission calls for comments to identify and prioritize the review of various social and other non-economic regulatory measures in light of Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives, P.C. 2006-1534. An action plan to review the regulatory measures identified in this proceeding will be issued by 30 April 2008.

Introduction

1. In *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives*, P.C. 2006-1534, 14 December 2006 (the Policy Direction), the Governor in Council required the Commission to, among other things, implement non-economic regulatory measures, to the greatest extent possible, in a symmetrical and competitively neutral manner to achieve the objectives set out in section 7 of the *Telecommunications Act*.
2. In Telecom Decision 2007-51, the Commission stated that certain social regulatory measures (for example, privacy safeguards and obligations, retail quality of service rate rebate plan and standards, and Consumer Bill of Rights) would be prioritized for review subsequent to the establishment of a telecommunications consumer agency.
3. In Telecom Decision 2007-130, the Commission approved, subject to certain conditions being met, the structure and mandate of an independent telecommunications consumer agency.
4. The Commission now wishes to develop an action plan to prioritize the review of existing social and other non-economic regulatory measures with a view to ensuring that such measures are implemented in a manner consistent with the Policy Direction. The review of these regulatory measures will be performed in a manner consistent with the framework set out in Telecom Public Notice 2007-17.

Call for comments

5. The Commission invites parties to
 - (a) prioritize, with reasons, the social regulatory measures identified on the record of the proceeding leading to Telecom Decision 2007-51 as either Category A (to be reviewed in the 2008-2009 fiscal year), or Category B (to be reviewed in the 2009-2010 fiscal year);

- (b) identify any additional existing social or other non-economic regulatory measures not identified in a) above, and prioritize them, with reasons, as either Category A or B; and
 - (c) identify any relevant regulatory documents (e.g. Commission decisions, orders, circulars, etc.) and provide a brief description of each social and non-economic regulatory measure referenced in (a) and (b) above.
6. Persons interested in participating in this proceeding (including receiving copies of all submissions) must notify the Commission of their intention to do so by filling out the online form, or by writing to the Secretary General, CRTC, Ottawa, Ontario, K1A 0N2, or by faxing at: 819-994-0218 by **5 February 2008** (the registration date). Parties are to provide their email address, where available. If parties do not have access to the Internet, they are to indicate in their notice whether they wish to receive disk versions of hard-copy filings.
 7. The Commission will post on its website, as soon as possible after the registration date, a complete list of interested parties and their mailing addresses (including their email addresses, if available), identifying those parties who wish to receive disk versions.
 8. All parties may file with the Commission, serving a copy on all other parties, comments with regard to the above-noted matters by **19 February 2008**.
 9. All parties may file with the Commission, serving a copy on all other parties, reply comments by **29 February 2008**.
 10. The Commission expects to issue an action plan on the matters raised in this Public Notice by **30 April 2008**.
 11. 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.
 12. Where a document is to be filed or served by a specific date, the document must be actually received, not merely sent, by that date.
 13. Parties may file their submissions electronically or on paper. Submissions longer than five pages should include a summary.
 14. Electronic submissions should be in HTML format. As an alternative, those making submissions may use "Microsoft Word" for text and "Microsoft Excel" for spreadsheets.
 15. Each paragraph of all submissions should be numbered, in addition, the line *****End of document***** should be entered following the last paragraph. This will help the Commission verify that the document has not been damaged during electronic transmission.
 16. The Commission also encourages parties to monitor the record of this proceeding (and/or the Commission's website) for additional information that they may find useful when preparing their submissions.

Important notice

17. Note that all information that you provide as part of this public process, except information granted confidentiality, whether sent by postal mail, facsimile, 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 your personal information, such as your full name, email address, postal/street address, telephone and facsimile number(s), and any other personal information you provide.
18. 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.
19. Documents received electronically or otherwise will be posted on the Commission's website 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.
20. Please note that the information you 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 webpage of this particular public process. As a result, a general search of our website with the help of either our own search engine or a third-party search engine will not provide access to the information which was provided as part of this public process.

Location of CRTC offices

21. Submissions may be examined or will be made available promptly upon request at the Commission offices during normal business hours:

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

Toll-free TDD: 1-877-909-2782

Central Building

Les Terrasses de la Chaudière
1 Promenade du Portage, Room 206
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205 Viger Avenue West, Suite 504
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55 St. Clair Avenue East, Suite 624
Toronto, Ontario M4T 1M2
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Kensington Building
275 Portage Avenue, Suite 1810
Winnipeg, Manitoba R3B 2B3
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Cornwall Professional Building
2125 – 11th Avenue, Suite 103
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580 Hornby Street, Suite 530
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Secretary General

Related documents

- *Establishment of an independent telecommunications consumer agency*, Telecom Decision CRTC 2007-130, 20 December 2007
- *Review of rules pertaining to mandatory customer notice on contract renewal and requirements for service destandardization/withdrawal in light of Telecom Decision 2007-51*, Telecom Public Notice CRTC 2007-17, 3 October 2007
- *Action plan for the review of Commission regulatory measures in light of Order in Council P.C. 2006-1534*, Telecom Decision CRTC 2007-51, 11 July 2007

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>