



## Telecom Decision CRTC 2010-921

PDF version

Route reference: Telecom Notice of Consultation 2010-247, as amended

Ottawa, 8 December 2010

### Review of the Commissioner for Complaints for Telecommunications Services – Decision on membership

File number: 8665-C12-201007229

1. In Telecom Notice of Consultation 2010-247, the Commission initiated a proceeding to review the structure and mandate of the Commissioner for Complaints for Telecommunications Services Inc. (the CCTS or the Agency) and consider, among other things, whether telecommunications service providers (TSPs) should be required to be members of the Agency.
2. The proceeding included a public consultation, which was held in Gatineau, Quebec between 29 November and 1 December 2010. On 1 December 2010, the Commission reached the following decision on the membership issue:

The Commission notes that the existing membership decision expires on December 20<sup>th</sup> 2010 and recognizes the need for certainty for both the CCTS and consumers about the status of the CCTS during this holiday season and beyond. Having considered the full record of the proceeding, including the submissions received from parties at the oral consultation held these past three days, we are of the view that all residential and small business consumers that obtain forborne telecom services in Canada, including those that receive services from TSPs that do not have more than \$10 million in revenues, should benefit from the services provided by the CCTS. The Commission therefore requires, pursuant to section 24 of the *Telecommunications Act*, that all TSPs that offer services within the scope of the CCTS's mandate are to be members of the Agency for a period of 5 years. A period of 5 years, rather than a shorter period as proposed by some parties, is appropriate to ensure sufficient certainty for the effective planning and operation of the Agency. This ruling is effective as of December 20<sup>th</sup> for current members of the CCTS and will apply to current non-member TSPs at a future date, to be specified in the Commission's reasons for its decision, which will be issued in January 2011.

Secretary General

#### Related document

- *Review of the Commissioner for Complaints for Telecommunications Services*, Telecom Notice of Consultation CRTC 2010-247, 30 April 2010, as amended by Telecom Notice of Consultation CRTC 2010-247-1, 12 August 2010