



# Broadcasting and Telecom Notice of Consultation CRTC 2025-274-3

PDF version

References: 2025-274, 2025-274-1, 2025-274-2

Gatineau, 13 July 2026

*Public record: 1011-NOC2025-0274*

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

**Revised deadline for submission of interventions: 7 October 2026**

**Revised deadline for submission of replies: 13 November 2026**

[\[Submit an intervention or view related documents\]](#)

### Changes to procedure

1. On 22 June 2026, the Commission received a procedural request from the Commission for Complaints for Telecom-television Services Inc. (CCTS) to extend the deadlines set out in Broadcasting and Telecom Notice of Consultation 2025-274-2. Specifically, the CCTS requested that the deadline for interventions be extended from 24 August 2026 to 7 October 2026 and that the deadline for replies be extended from 8 September 2026 to 13 November 2026.
2. The CCTS submitted that the issues under consideration in this proceeding are directly related to its mandate, operations, and capacity. The CCTS further submitted that it requires additional time to review the proposals filed by telecommunications service providers and prepare meaningful interventions and replies. The CCTS also noted that the current timelines overlap with the Commission's proceeding to consolidate the Consumer Protection Codes, in which the CCTS is also participating.
3. In support of the CCTS's request, the Canadian Telecommunications Association submitted that the requested extension is reasonable and would help ensure that the Commission receives complete and meaningful submissions.
4. The Commission considers that extending the deadlines in this proceeding will provide the CCTS and other parties with sufficient time to review the record and prepare comprehensive submissions. Given the CCTS's role in the matters under consideration, this additional time will support the development of a more complete record for the proceeding.

5. In light of the above, the Commission extends the following deadlines:

- the deadline for submitting interventions to **7 October 2026**; and
- the deadline for submitting replies to **13 November 2026**.

Secretary General

#### **Related document**

- *Call for comments – Improving customer awareness of the Commission for Complaints for Telecom-television Services Inc.*, Broadcasting and Telecom Notice of Consultation CRTC 2025-274, 17 October 2025, as amended by Broadcasting and Telecom Notices of Consultation CRTC 2025-274-1, 12 November 2025, and 2025-274-2, 23 April 2026