



Broadcasting and Telecom Notice of Consultation CRTC 2025-274-4

PDF version

References: 2025-274, 2025-274-1, 2025-274-2, and 2025-274-3

Gatineau, 24 August 2026

Public record: 1011-NOC2025-0274

Call for comments – Improving customer awareness of the Commission for Complaints for Telecom-television Services Inc. – Procedural request to suspend the proceeding

Background

1. On 20 July 2026, the Canadian Radio-television and Telecommunications Commission (the Commission) received a procedural request to suspend Broadcasting and Telecom Notice of Consultation 2025-274 (the Proceeding). The request was submitted by the Canadian Telecommunications Association, the Forum for Research and Policy in Communications, the Public Interest Advocacy Centre, and TELUS Communications Inc. (collectively, the Parties).
2. Specifically, the Parties requested that the Commission suspend the Proceeding until it launches a new proceeding to undertake a comprehensive review of the governance, mandate, and operations of the Commission for Complaints for Telecom-television Services Inc. (CCTS). The Parties suggested that the review would consider customer awareness together with broader structural issues concerning the CCTS, including transparency, accountability, funding, and operational efficiency. The Parties also requested that the Commission add the record of the Proceeding to that of the new proceeding once it is launched.
3. The Commission received two responses concerning the request: one from an individual and another from the Deaf Wireless Canada Consultative Committee (DWCC).
4. The individual opposed the Parties' request, submitting that the Proceeding could continue while the Commission considers a broader review of the CCTS, and that a suspension would delay potential remedies for customers who are not made aware of the CCTS by their service providers.
5. The DWCC supported the Parties' request, submitting that a comprehensive review would provide a better opportunity to modernize the CCTS framework and to help ensure that accessibility is considered as a core governance principle as part of that framework.

Commission's analysis and determination

6. The Proceeding aims to explore ways to improve awareness of the CCTS when customers have unresolved complaints and to help ensure that they are informed in a timely manner. In the Commission's view, reviewing the CCTS's governance, mandate, and structure should be the subject of a distinct proceeding.
7. The Commission has received different proposals on how to improve customer awareness of the CCTS, including proposals filed by the Parties. The Commission considers that the public record contains sufficient information to continue with the Proceeding and receive interventions and replies from interested persons.
8. The Commission notes that the Proceeding has already been significantly delayed since it launched in October 2025, and that another suspension would further delay the Commission's consideration of possible improvements to consumer protections. The Commission is of the view that the outcome of the Proceeding, together with that of related proceedings on CCTS fees and the harmonization of the Consumer Protection Codes,¹ will help inform the future comprehensive review of the CCTS identified in the [Consumer Protections Action Plan](#).
9. In light of the above, the Commission denies the request to suspend the Proceeding. The deadlines established in Broadcasting and Telecom Notice of Consultation 2025-274-3 remain unchanged.

Secretary General

Related documents

- *Notice of hearing – Harmonizing the consumer protection codes*, Broadcasting and Telecom Notice of Consultation CRTC 2026-134, 12 June 2026, as amended by Broadcasting and Telecom Notice of Consultation CRTC 2026-134-1, 11 August 2026
- *Call for comments – The fee structure and fee dispute mechanism at the Commission for Complaints for Telecom-television Services Inc.*, Telecom Notice of Consultation CRTC 2026-31, 13 February 2026, as amended by Broadcasting and Telecom Notice of Consultation CRTC 2026-31-1, 11 March 2026
- *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; 2025-274-2, 23 April 2026; and 2025-274-3, 13 July 2026

¹ See Telecom Notice of Consultation 2026-31, and Broadcasting and Telecom Notice of Consultation 2026-134