



Telecom Notice of Consultation CRTC 2026-31-1

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Reference: 2026-31

Gatineau, 11 March 2026

Public record: 1011-NOC2026-0031

Call for comments – The fee structure and fee dispute mechanism at the Commission for Complaints for Telecom-television Services Inc. – Changes to procedure

Revised deadline for submission of responses to request for information: 7 April 2026

Revised deadline for submission of interventions: 21 April 2026

Revised deadline for submission of replies: 26 May 2026

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Changes to procedure

1. On 20 February 2026, the Commission for Complaints for Telecom-television Services Inc. (CCTS) submitted a procedural request to extend the deadlines set out in Telecom Notice of Consultation 2026-31. Specifically, the CCTS requested that the deadline for filing its response to the request for information be extended to 7 April 2026, that the intervention period for all parties to the proceeding be extended to 21 April, and that the reply period be extended to 26 May 2026.
2. TELUS Communications Inc. (TELUS) filed a procedural request on 25 February 2026 in support of the CCTS's request. The Public Interest Advocacy Centre (PIAC) also filed a procedural request on 5 March 2026 in support of the CCTS's request.
3. The CCTS submitted that these extensions are necessary to allow sufficient time for it to respond to the request for information and review stakeholder proposals for changes to its fee structure and fee dispute mechanism, which may require significant coordination between various departments.
4. In TELUS's procedural request, it noted the additional demands on the CCTS and submitted that a small postponement would result in a more fulsome record. TELUS also asked the Commission to cancel this proceeding and address the issues as part of a comprehensive review of the CCTS instead.

5. In its procedural request, PIAC expressed support for the CCTS's request to extend the deadlines. According to PIAC, the additional time would enable it to review the public record for Telecom Decision 2026-30, which resulted in Telecom Notice of Consultation 2026-31, and would also benefit other public interest groups. PIAC did not support TELUS's suggestion for a comprehensive review of the CCTS because it suspected that such a review may not be undertaken until much later. This could impede telecommunications service providers' (TSP) customers' access to the CCTS, particularly customers of small TSPs.
6. The Commission considers that extending the deadlines in this proceeding will ensure a more fulsome and informed participation by all interested persons.
7. Regarding TELUS's request to address the issues as part of a comprehensive review of the CCTS, the Commission notes that this proceeding addresses discrete issues raised during InnSys Inc.'s Part 1 application. In Telecom Decision 2026-30, the Commission found that two of those issues warranted further examination and initiated Telecom Notice of Consultation 2026-31 to that end. The resulting proceeding has a narrowly defined scope and directly impacts small TSPs and their customers. The Commission therefore considers that addressing the issues through the proceeding rather than through a comprehensive review would be more efficient and in the public interest.
8. In light of the above, the Commission extends the following deadlines:
 - the deadline for the CCTS's response to the request for information to **7 April 2026**;
 - the deadline for submitting interventions to **21 April 2026**; and
 - the deadline for submitting replies to **26 May 2026**.

Secretary General

Related documents

- *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
- *InnSys Inc. – Application regarding the participation of small telecommunications service providers in the Commission for Complaints for Telecom-television Services Inc.*, Telecom Decision CRTC 2026-30, 13 February 2026