



Telecom Order CRTC 2026-5

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Reference: 2022-210

Gatineau, 8 January 2026

Public record: 1011-NOC2019-0372

Broadband Fund – Change request – TELUS Communications Inc.’s mobile project in Quebec (including Routes 195 and 299) – January 2026

Summary

Canadians need reliable, affordable, and high-quality Internet and cellphone services for every part of their daily lives.

Through its Broadband Fund, the Commission contributes to a broad effort by federal, provincial, and territorial governments to address the gap in connectivity in underserved rural, remote, and Indigenous communities across Canada.

With this order, the Commission approves TELUS Communications Inc.’s request to extend the completion date of its mobile project in 13 communities in Quebec and along Routes 195 and 299.

Background

1. In Telecom Regulatory Policy 2018-377, the Commission set out objectives and governing frameworks for the Broadband Fund. In the Application Guide appended to Telecom Notice of Consultation 2019-372, which initiated the second call for Broadband Fund applications, the Commission defined a material change as including a major change in the cost or scope of a project.
2. TELUS Communications Inc. (TELUS) participated in the second call for Broadband Fund applications. In Telecom Decision 2022-210, TELUS received approval for its funding application. The approved application supports improving mobile wireless services to approximately 60 kilometres of eligible roads along parts of Routes 195 and 299 and in eligible areas in 13 communities in Quebec.
3. The Commission later received written acceptance of the funding award from TELUS and approved TELUS’s related statement of work (SOW) in Telecom Order 2023-345, subject to the conditions of funding set out in Telecom Decision 2022-204.
4. Among the conditions of funding is the requirement, set out in paragraph 33 of Telecom Decision 2022-204, that any material changes to the project be approved by the Commission. An application for a material change is known as a change request.

Change request

5. The Application Guide appended to Telecom Notice of Consultation 2019-372 stipulated the Commission's expectation that projects be completed within three years of the funding award. Telecom Decision 2022-210 was issued on 4 August 2022. This project was therefore expected to be completed by 4 August 2025. During the SOW development period, this date was revised to early summer 2026.
6. On 27 June 2025, TELUS submitted a change request. This request seeks an additional year to complete the project, from early summer 2026 to 30 June 2027, due to permitting delays for a build site in an environmentally sensitive area.

Commission's analysis

7. The Commission has reviewed the documents submitted with the change request, including those submitted confidentially.¹ The Commission underlines the importance of addressing connectivity gaps quickly by completing Broadband Fund projects in a timely manner.
8. Having reviewed the substantial progress made towards project completion, the Commission is satisfied that these delays were beyond TELUS's reasonable control. The Commission considers that the delays in permitting are reasonable given a build site is located in an environmentally sensitive area.
9. The Commission considers that approving TELUS's change request would satisfy the objectives identified by the approach set out in Telecom Regulatory Policy 2018-377.

Conclusion

10. The Commission approves TELUS's change request and expects that the project be completed by 30 June 2027. All funding conditions and conditions imposed under section 24 of the *Telecommunications Act*, as set out in Telecom Decision 2022-204, continue to apply.

Secretary General

Related documents

- *Broadband Fund – Acceptance of statements of work for TELUS Communications Inc.'s mobile and combination mobile/access/transport projects in Quebec*, Telecom Order CRTC 2023-345, 20 October 2023
- *Broadband Fund – Project funding approval for TELUS Communications Inc.'s mobile and combination mobile/access/transport projects in Quebec*, Telecom Decision

¹ Detailed operational information in respect of funded Broadband Fund projects is generally treated as confidential. See Telecom Regulatory Policy 2018-377, paragraphs 405-408, and section 11 ("Confidentiality") of the Application Guide cited in paragraph 1 of this order.

CRTC 2022-206 encompassing Telecom Decisions CRTC 2022-207, 2022-208, 2022-209, and 2022-210, 4 August 2022

- *Broadband Fund – Second call for applications – Introductory decision regarding the August 2022 round of project funding approvals*, Telecom Decision CRTC 2022-204, 4 August 2022
- *Broadband Fund – Second call for applications*, Telecom Notice of Consultation CRTC 2019-372, 13 November 2019, as amended by Telecom Notices of Consultation CRTC 2019-372-1, 20 March 2020, and 2019-372-2, 27 April 2020
- *Development of the Commission’s Broadband Fund*, Telecom Regulatory Policy CRTC 2018-377, 27 September 2018