



# Broadcasting Regulatory Policy CRTC 2026-98-1

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## Regulatory policy for closed captioning provided by online streaming undertakings – Change to procedure

**Revised deadline for submission of replies: 24 July 2026**

[\[Submit a comment on proposed orders\]](#)

### Change to procedure

1. On 25 May 2026, the Commission issued Broadcasting Regulatory Policy 2026-98 (the Policy). In the Policy, the Commission invited comments on the proposed orders imposing conditions of service for audio-visual online streaming undertakings set out in Appendix 2 to the Policy. The deadline to file comments was 25 June 2026, and the deadline to file replies to those comments was 6 July 2026.
2. On 25 May 2026, the Deaf Wireless Canada Committee (DWCC) filed a procedural request with the Commission for an extension of three weeks to the deadline for replies to comments on the proposed orders.
3. Specifically, the DWCC requested that the reply deadline be extended from 6 July 2026 to 24 July 2026. In its request, the DWCC noted that the proposed orders concern closed captioning obligations for online streaming undertakings, a matter that directly affects individuals who are Deaf, DeafBlind, or hard of hearing (DDBHH) and that raises important issues related to accessibility. The DWCC added that a 10-day reply period would be too compressed to allow it to fully participate, given that more time would be needed to review submissions, coordinate internally, consult with members of the DDBHH community, and prepare responses in accessible formats, including American Sign Language (ASL) and Langue des signes québécoise (LSQ).
4. The DWCC further noted that this extension would allow DDBHH individuals and accessibility groups a reasonable opportunity to review comments and respond meaningfully.
5. The Commission is of the view that an extension to the reply period is reasonable, given that DDBHH individuals and accessibility groups will need to review other parties' comments and

coordinate their responses in accessible formats. The Commission also considers that the input of these communities will offer valuable perspectives on the proposed orders and contribute to a more fulsome record.

6. The Commission also notes that an extension to the reply deadline would be consistent with the principles of the *Accessible Canada Act*.
7. Furthermore, the Commission considers that extending the deadline for all parties would ensure procedural fairness. The proposed orders, set out in Appendix 2 to the Policy, provide the dates on which the orders will come into effect. These dates range from 25 June 2027 to 26 May 2031. The Commission is of the view that granting an extension of three weeks to reply to comments will not unduly delay the finalization of the orders or make these dates difficult to meet.
8. In light of all of the above, the Commission extends the reply deadline set out in the Policy to **24 July 2026** for all parties.

Secretary General

#### **Related document**

- *Regulatory policy for closed captioning provided by online streaming undertakings, Broadcasting Regulatory Policy CRTC 2026-98, 25 May 2026*