

# Canadian Radio-television and Telecommunications Commission

**2017 to 2018 Fees Report**

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Executive Officer of the Canadian Radio-television and Telecommunications Commission, 2019

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## Minister's message

On behalf of the Canadian Radio-television and Telecommunications Commission (CRTC), I am pleased to present the 2017 to 2018 Report on Fees.

On June 22, 2017, the *Service Fees Act*<sup>i</sup> received royal assent, thereby repealing the *User Fees Act*.<sup>ii</sup>

The *Service Fees Act* introduces a modern legislative framework that enables cost-effective delivery of services and, through enhanced reporting to Parliament, improved transparency and oversight. The act provides for:

- a streamlined approach to consultation and the approval of new or modified fees;
- a requirement to have performance standards and report against these standards, along with a policy to remit fees to fee payers when standards are not met;
- an automatic annual fee adjustment by the Consumer Price Index (CPI) to ensure that fees keep pace with inflation; and
- annual detailed reporting to Parliament in order to increase transparency.



This 2017 to 2018 Fees Report is the first report to be prepared under the *Service Fees Act*. The report includes new information such as a detailed listing of all fees along with future year fee amounts. Additional fee information will be included starting next fiscal year, once the CRTC fully transitions to the *Service Fees Act* regime.

I welcome the increased transparency and oversight embodied by the reporting regime of the *Service Fees Act*, and I fully endorse the CRTC efforts to transition to this modern framework.

The Honourable Pablo Rodriguez, P.C., M.P.  
Minister of Canadian Heritage and Multiculturalism



## General fees information

The tables that follow provide information on each category of fees, including:

- the name of the fee category
- the date that the fee (or fee category) was introduced and last amended (if applicable)
- service standards
- performance results against these standards
- financial information regarding total costs, total revenues and remissions

In addition to the information presented by fee category, there is a summary of the financial information for all fees as well as a listing of fees under the department's authority. This listing includes the existing fee dollar amounts and the adjusted dollar fee amount for a future year.

## General and financial information by fee category

### General information

<b>Fee category</b>	Fees for the processing of requests filed under the Access to Information Act
<b>Fee-setting authority</b>	<a href="#">Access to Information Act, s. 11(1)(a)<sup>iii</sup></a>
<b>Year introduced</b>	1983
<b>Year last amended</b>	1992
<b>Service standard</b>	<p>These fees are not subject to performance standards under the Service Fees Act but rather under the Access to Information Act.</p> <p>Within 30 days following the receipt of a request, written notice is provided to the requestor as to whether or not access to the record or part thereof will be given; response time may be extended under section 9 of the Access to Information Act.</p>
<b>Performance results</b>	<p>During the fiscal year 2017-18, 36 new requests were received and 6 were carried over from 2016-17 for a total of 42 requests.</p> <p>In 100% of cases, within 30 days following the receipt of a request, the CRTC provided written notice to the requestor as to whether or not access to the record or part thereof would be given, or that an extension to respond was required.</p> <p>38% of cases (16 requests) were closed within 30 days. The remaining requests were completed in the following timeframe: 4 requests or 10% within 31 to 60 days; 8 requests or 19% within 61 to 120 days; 1 request or 2% within 121 to 180 days; no request within 181 to 365 days; and 1 request or 2% in more than 365 days. 12 requests are still pending at the end of 2017-18.</p>
<b>Other information</b>	<p><a href="#">Access to Information Regulations, 1983<sup>iv</sup></a></p> <p>Effective May 2016, the <a href="#">Interim Directive on the Administration of the Access to Information Act<sup>v</sup></a>, section 7.5.1, reads as follows: Waiving all fees prescribed by the Act and Regulations, other than the application fee set out in section 7(1)(a) of the Regulations.</p>

### Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
115	140	495,985	20

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid.



## General information

<b>Fee category</b>	Broadcasting Licence Fees - Part I
<b>Fee-setting authority</b>	<a href="#">Broadcasting Act, s. 11(1)(c)<sup>vi</sup></a>
<b>Year introduced</b>	1991
<b>Year last amended</b>	Not applicable
<b>Service standard</b>	<p>The Broadcasting Licence Fees are not subject to performance standards under the Service Fees Act. Nonetheless, the CRTC has its own service standards that are provided for information.</p> <p>The service objectives for certain types of broadcasting applications were established in Broadcasting and Telecom Information Bulletin <a href="#">CRTC 2011-222<sup>vii</sup></a> and came into effect on 1 April 2011.</p> <p>Part I Broadcasting applications: decision to be issued within 4 months of close of record (CoR).</p> <p>Broadcasting applications considered at a Public Hearing: decision to be issued within 4 months of CoR.</p> <p>Broadcasting applications – administrative route: decision to be rendered within 1 month of date of receipt.</p> <p>Ownership-related applications: decision to be rendered within the timeframes set out below:</p> <ul style="list-style-type: none"> <li>a) Hearing Route: within 35 days of CoR;</li> <li>b) Notice of consultation route: within 2 months of CoR; and</li> <li>c) Administrative Route: within 2 months after the date of receipt.</li> </ul>
<b>Performance results</b>	<p>Part I Broadcasting applications: 118 applications received, 80% of decisions issued within 4 months of CoR.</p> <p>Broadcasting applications considered at a Public Hearing: 32 applications received, 75% of decisions issued within 4 months of CoR.</p> <p>Broadcasting applications – administrative route: 46 applications received, 76% of decisions rendered within 1 month of date of receipt.</p> <p>Ownership-related applications:</p> <ul style="list-style-type: none"> <li>a) Hearing Route: 12 applications received, 100% of decisions rendered within the timeframe;</li> <li>b) Notice of consultation route: 2 applications received, 50% of decisions rendered within the timeframe; and</li> <li>c) Administrative Route: 7 applications received, 57% of decisions rendered within the timeframe.</li> </ul>
<b>Other information</b>	<p><a href="#">Broadcasting Licence Fee Regulations, 1997<sup>viii</sup></a></p> <p>2017-18 Broadcasting licence Fees – Part I: Broadcasting Order <a href="#">CRTC 2017-81<sup>ix</sup></a> dated March 22, 2017</p>

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
28,610,257	27,615,644	27,615,644	Not applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid.

## General information

Fee category	Broadcasting Licence Fees – Part II
Fee-setting authority	<a href="#">Broadcasting Act, s. 11(1)(c)<sup>x</sup></a>
Year introduced	1991
Year last amended	Not applicable
Service standard	Broadcasting Licence Fees are not subject to performance standards under the Service Fees Act
Performance results	Not applicable
Other information	<a href="#">Broadcasting Licence Fees Regulations, 1997<sup>xi</sup></a> 2017-18 Broadcasting Licence Fees – Part II: Broadcasting Order <a href="#">CRTC 2017-394<sup>xii</sup></a> dated November 2, 2017

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
110,629,688	112,178,504	Not available <sup>1</sup>	Not applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid.

<sup>1</sup> The cost corresponds to the Government of Canada's substantial annual investment in the Canadian broadcasting system and this information is not available to the CRTC.

## General information

<b>Fee category</b>	Telecommunications Fees
<b>Fee-setting authority</b>	<a href="#">Telecommunications Act, s. 68(1)<sup>xiii</sup></a>
<b>Year introduced</b>	1993
<b>Year last amended</b>	Not applicable
<b>Service standard</b>	<p>The Telecommunications Fees are not subject to performance standards under the Service Fees Act. Nonetheless, the CRTC has its own service standards that are provided for information.</p> <p>The service objectives for certain types of telecommunications applications were established in Broadcasting and Telecom Information Bulletin <a href="#">CRTC 2011-222<sup>xiv</sup></a> and came into effect on 1 April 2011.</p> <p>Part 1 Applications: decision to be issued within 4 months of the close of records (CoR).</p> <p>Part 1 Applications – Local Forbearance: decision to be issued within 120 days of receiving a complete application.</p> <p>Tariff Applications and Intercarrier Agreements:</p> <ul style="list-style-type: none"> <li>a) 85% of determinations are to be made on an interim or final basis within 2 months of receipt of a complete application; and</li> <li>b) 95% of determinations are to be made on an interim or final basis within 4 months of receipt of a complete application.</li> </ul> <p>Destandardization and/or Withdrawal Applications: to issue 95% of determinations on a final basis within 12 months of a complete application.</p>
<b>Performance results</b>	<p>Part 1 Applications: 44 applications received, 57% of decisions issued within 4 months of CoR.</p> <p>Part 1 Applications – Local Forbearance: 3 applications received, 100% decisions issued within 120 days.</p> <p>Tariff Applications and Intercarrier Agreements (257 applications received):</p> <ul style="list-style-type: none"> <li>a) 81% completed within 2 months;</li> <li>b) 82% completed within 4 months.</li> </ul> <p>Destandardization and/or Withdrawal Applications: 23 applications received, 100% completed within 12 months.</p>
<b>Other information</b>	<p><a href="#">Telecommunications Fees Regulations, 2010<sup>xv</sup></a> - Telecom Decision <a href="#">CRTC 2010-183<sup>xvi</sup></a> dated March 25, 2010</p> <p>2017-18 Telecommunications Fees: Telecom Order <a href="#">CRTC 2017-174<sup>xvii</sup></a> dated May 30, 2017</p>

Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
27,425,256	27,179,744	27,179,744	Not applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid.

## General information

<b>Fee category</b>	Unsolicited Telecommunications Fees
<b>Fee-setting authority</b>	<a href="#">Telecommunications Act, s. 41.21(1)<sup>xviii</sup></a>
<b>Year introduced</b>	2012
<b>Year last amended</b>	Not applicable
<b>Service standard</b>	The Unsolicited Telecommunications Fees are not subject to performance standards under the Service Fees Act
<b>Performance results</b>	Not applicable
<b>Other information</b>	<a href="#">Unsolicited Telecommunications Fees Regulations<sup>xix</sup></a> – Compliance and Enforcement Decision <a href="#">CRTC 2015-321<sup>xx</sup></a> dated July 20 Unsolicited Telecommunications Fees – Telemarketing regulatory costs for 2018-19 and fees paid for 2017-18: Compliance and Enforcement Order <a href="#">CRTC 2018-164<sup>xxi</sup></a> dated May 16, 2018

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
3,300,000	3,300,000	3,300,000	Not applicable

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid.

## Financial totals for all fee categories

## Total revenues, cost and remissions (dollars)

2016 to 2017 Total revenue	2017 to 2018 Total revenue	2017 to 2018 Total cost <sup>1</sup>	2017 to 2018 Total remissions
169,965,316	170,274,032	58,591,373	20

Note: the totals are the sums of the revenues, costs and remissions reported for all fee categories in the “Financial information” tables.

<sup>1</sup> Does not include total cost for broadcasting licence fees – part II as the information is not available to the CRTC.

## Fees under the department's authority

Fee amounts for 2017–2018 and 2019–2020 and for a future fiscal year, as applicable (dollars)

Name of fee	2017 to 2018 Fee amount	2019 to 2020 Adjusted fee amount*	Future fee amount and fiscal year†
Broadcasting Licence Fee - Part I	The fee is determined by a formula that can be found in the <a href="#">Broadcasting Licence Fee Regulations, 1997<sup>xxii</sup></a>	The fee is determined by a formula that can be found in the <a href="#">Broadcasting Licence Fee Regulations, 1997<sup>xxiii</sup></a>	Not applicable
Broadcasting Licence Fee - Part II	The fee is determined by a formula that can be found in the <a href="#">Broadcasting Licence Fee Regulations, 1997<sup>xxiv</sup></a>	The fee is determined by a formula that can be found in the <a href="#">Broadcasting Licence Fee Regulations, 1997<sup>xxv</sup></a>	Not applicable
Telecommunications Fee	The fee is determined by a formula that can be found in the <a href="#">Telecommunications Fees Regulations, 2010<sup>xxvi</sup></a>	The fee is determined by a formula that can be found in the <a href="#">Telecommunications Fees Regulations, 2010<sup>xxvii</sup></a>	Not applicable
Unsolicited Telecommunications Fee	The fee is determined by a formula that can be found in the <a href="#">Unsolicited Telecommunications Fees Regulations<sup>xxviii</sup></a>	The fee is determined by a formula that can be found in the <a href="#">Unsolicited Telecommunications Fees Regulations<sup>xxix</sup></a>	Not applicable

\* The "Adjusted fee amount" is the new amount of the fee in 2019–20, adjusted either by the Consumer Price Index rate or by a predetermined rate, in accordance with the authority in legislation or regulation.

† The "Future fee amount and year" is the new amount of the fee, in a future fiscal year other than 2019–20, adjusted by a predetermined rate, in accordance with the authority in legislation or regulation.

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## Endnotes

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- i. Service Fees Act, <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>
- ii. User Fees Act, <https://laws-lois.justice.gc.ca/eng/acts/U-3.7/20040331/P1TT3xt3.html>
- iii. Access to Information Act, <https://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>
- iv. Access to Information Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-83-507/index.html>
- v. Interim Directive on the Administration of the Access to Information Act, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18310>
- vi. Broadcasting Act, <https://laws-lois.justice.gc.ca/eng/acts/B-9.01/index.html>
- vii. Broadcasting and Telecom Information Bulletin CRTC 2011-222, <https://crtc.gc.ca/eng/archive/2011/2011-222.htm>
- viii. Broadcasting Licence Fee Regulations, 1997, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-97-144/index.html>
- ix. Broadcasting Order CRTC 2017-81, <https://crtc.gc.ca/eng/archive/2017/2017-81.htm>
- x. Broadcasting Act, <https://laws-lois.justice.gc.ca/eng/acts/B-9.01/index.html>
- xi. Broadcasting Licence Fee Regulations, 1997, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-97-144/index.html>
- xii. Broadcasting Order CRTC 2017-394, <https://crtc.gc.ca/eng/archive/2017/2017-394.htm>
- xiii. Telecommunications Act, <https://laws-lois.justice.gc.ca/eng/acts/T-3.4/>
- xiv. Broadcasting and Telecom Information Bulletin CRTC 2011-222, <https://crtc.gc.ca/eng/archive/2011/2011-222.htm>
- xv. Telecommunications Fees Regulations, 2010, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2010-65/index.html>
- xvi. Telecom Decision CRTC 2010-183, <https://crtc.gc.ca/eng/archive/2010/2010-183.htm>
- xvii. Telecom Order CRTC 2017-174, <https://crtc.gc.ca/eng/archive/2017/2017-174.htm>
- xviii. Telecommunications Act, <https://laws-lois.justice.gc.ca/eng/acts/T-3.4/>
- xix. Unsolicited Telecommunications Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2013-7/index.html>
- xx. Compliance and Enforcement Decision CRTC 2015-321, <https://crtc.gc.ca/eng/archive/2015/2015-321.htm>
- xxi. Compliance and Enforcement Order CRTC 2018-164, <https://crtc.gc.ca/eng/archive/2018/2018-164.htm>
- xxii. Broadcasting Licence Fee Regulations, 1997, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-97-144/index.html>
- xxiii. Broadcasting Licence Fee Regulations, 1997, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-97-144/index.html>

- xxiv. Broadcasting Licence Fee Regulations, 1997, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-97-144/index.html>
- xxv. Broadcasting Licence Fee Regulations, 1997, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-97-144/index.html>
- xxvi. Telecommunications Fees Regulations, 2010, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2010-65/index.html>
- xxvii. Telecommunications Fees Regulations, 2010, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2010-65/index.html>
- xxviii. Unsolicited Telecommunications Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2013-7/index.html>
- xxix. Unsolicited Telecommunications Fees Regulations, <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2013-7/index.html>