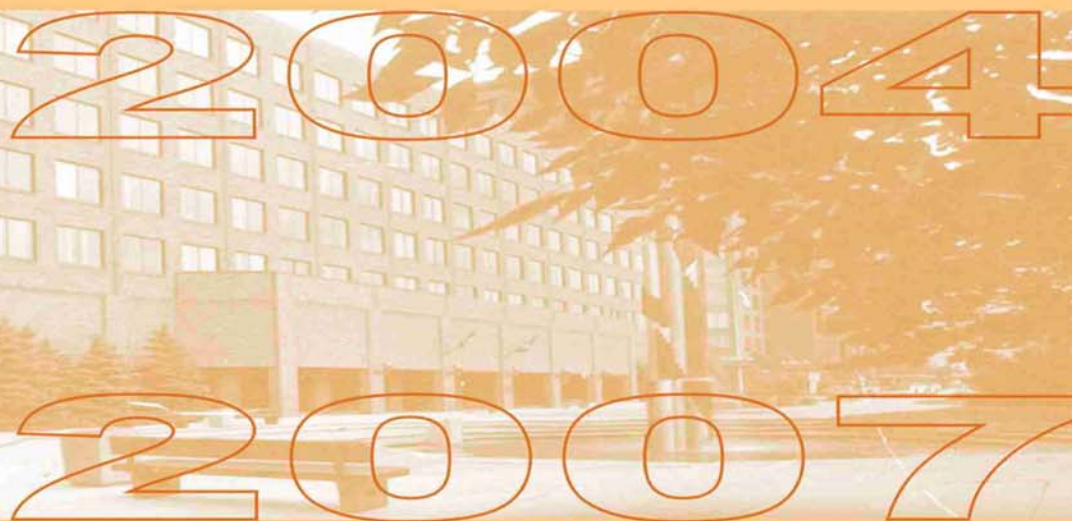




Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

CRTC 3-YEAR WORK PLAN



1 April 2004

Canada

**CRTC
3-Year
Work Plan**

2004-2007

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Chairperson's Message

The CRTC 3-Year Work Plan covers the period from April 1, 2004 to March 31, 2007. It provides a detailed overview of the schedule of activities the Commission has planned over the three year period to fulfill its mandates under the *Broadcasting Act* and the *Telecommunications Act*.

The 3-Year Work Plan is used in preparing the CRTC's yearly Report on Plans and Priorities (RPP), which is tabled each year in Parliament. Accordingly it is presented using the same breakdown by sector and objective.

Both the 3-Year Work Plan and the RPP provide a yearly breakdown of the planned activities and priorities in terms of key objectives for Broadcasting, Telecommunications and Corporate and Information Services.

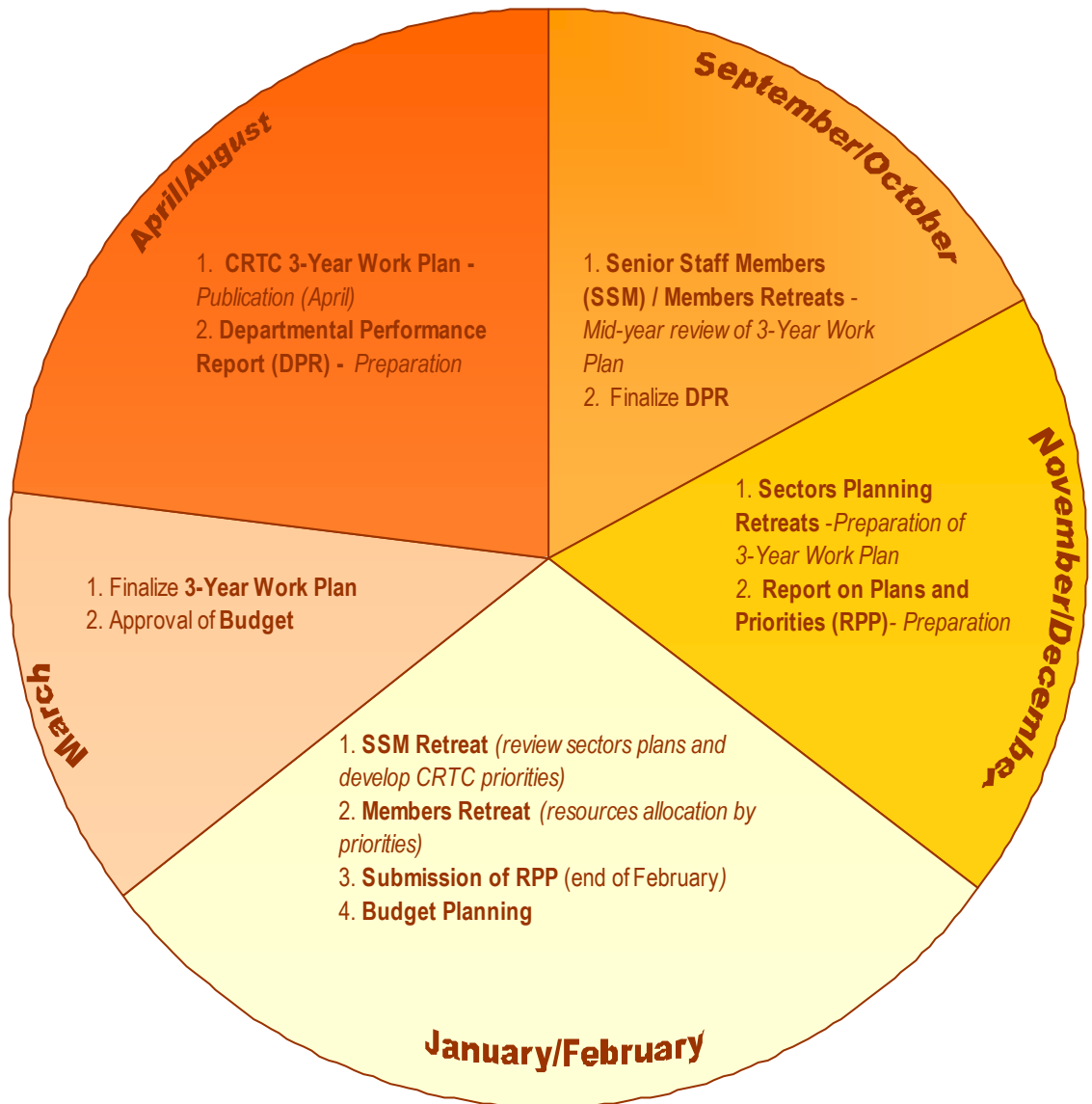
Unlike the RPP, which provides a financial breakdown and analysis of the CRTC's objectives and activities, the primary purpose of the 3-Year Work Plan is as an internal planning and scheduling tool to be used by the Commission's staff and Commissioners to keep abreast of the activities and priorities it has planned for the next three years.

It is important to note that the Work Plan will be revised each year to reflect evolving plans and priorities, and that schedules and objectives are subject to change without notice, due to unforeseen applications and other factors.

For those who may be interested in the planning process itself, a Work Planning Cycle chart is provided on the next page. It offers readers an overview of the steps undertaken in creating, publishing and reviewing this plan.

Charles M. Dalfen

WORK PLANNING CYCLE



Broadcasting

Objective #1: *Increased availability of Canadian content and programming that reflects Canadian creative talent and Canada's linguistic duality, cultural diversity and social values, as well as its national, regional and community characteristics*

Applications, Renewals, Licensing and Canadian Certification

Licensing workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions.

Summary of expected workload

	Appls.	Interv.
Public Hearings		18,000
▪ Appearing	120	
▪ Non-Appear.	400	
Public Notices		9,000
▪ Renewals	180	
▪ Others	150	
Administrative		
▪ Broadcasting	200	
▪ CANREC	1,700	
Total:	2,750	27,000

Licences prepared and issued 600

Licensing workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions.

Summary of expected workload

	Appls.	Interv.
Public Hearings		20,000
▪ Appearing	100	
▪ Non-Appear.	450	
Public Notices		10,000
▪ Renewals	140	
▪ Others	150	
Administrative		
▪ Broadcasting	200	
▪ CANREC	1,800	
Total:	2,840	30,000

Licences prepared and issued 600

Licensing workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions.

Summary of expected workload

	Appls.	Interv.
Public Hearings		20,000
▪ Appearing	100	
▪ Non-Appear.	350	
Public Notices		10,000
▪ Renewals	150	
▪ Others	150	
Administrative		
▪ Broadcasting	200	
▪ CANREC	1,800	
Total:	2,750	30,000

Licences prepared and issued 600

Compliance, Monitoring and Research

TV Logs: 4,400 filings

Annual Returns: 2,500 filings

Radio and TV Monitoring

Review of Network Annual Reports

Monitor & Review BCE/CTV, TVA, TQS, Global/WIC and CHUM transaction commitments

Evaluation of Closed Captioning

Monitoring Report

TV Logs: 3,400 filings

Annual Returns: 2,000 filings

Radio and TV Monitoring

Review of Network Annual Reports

Monitor & Review BCE/CTV, TVA, TQS, Global/WIC and CHUM transaction commitments

Evaluation of Closed Captioning

Monitoring Report

TV Logs: 3,400 filings

Annual Returns: 2,000 filings

Radio and TV Monitoring

Review of Network Annual Reports

Monitor & Review BCE/CTV, TVA, TQS, Global/WIC and CHUM transaction commitments

Evaluation of Closed Captioning

Monitoring Report

2004-2005

2005-2006

2006-2007

Policy Development, Implementation, Reviews and Proceedings		
TV Drama Policy – English and French language markets	TV Drama Policy - English and French language markets - Implementation	
Review corporate cultural diversity plans and annual reports	Review corporate cultural diversity plans and annual reports	Review corporate cultural diversity plans and annual reports
Task Force for Cultural Diversity		
Complaints re: programming content	Complaints re: programming content	Complaints re: programming content
Implementation of descriptive video framework	Implementation of descriptive video framework	Implementation of descriptive video framework
Action plan and annual report - Designated agency – section 41 Official Languages Act	Action plan and annual report - Designated agency – section 41 Official Languages Act	Action plan and annual report - Designated agency – section 41 Official Languages Act
<p>Objective #2: <i>Increased access to a variety of innovative, high-quality communications services, at reasonable prices, that meet consumers’ needs and reflect their values</i></p>		
Policy Development, Implementation, Reviews and Proceedings		
Amendments to Eligible Satellite Services Lists	Amendments to Eligible Satellite Services Lists	Amendments to Eligible Satellite Services Lists
Amendments to Regulations re: <i>Regulatory framework for the distribution of digital television signals</i>		
Licensing Framework for transition of Pay and Specialty to High Definition	Amendments to Regulations for Licensing Framework for Pay and Specialty High Definition Framework for carriage of HD by DTH	
Local avails – Applications & Policy		
Proceeding on channel placement for 9(1)(h) services		
Changes to carriage status – TSN, RDS, CMT		
Bell Application re: BDU licences in Ontario and Quebec		
Satellite Radio – Applications	Satellite Radio Policy	
	Commercial Radio Policy Review	Commercial Radio Policy Review

2004-2005

2005-2006

2006-2007

Objective #3: A sustainable competitive Canadian communications industry		
Acquisitions, Ownership Transfers and Transactions		
Applications for control and acquisitions	Applications for control and acquisitions	Applications for control and acquisitions
Local Management Agreements – renewal of various radio licences		
Policy Development, Implementation, Reviews and Proceedings		
Exemption Order for small cable systems		
Interactivity Proceeding – Decision	Interactivity – Implementation and Policy	Interactivity – Implementation and Policy
Winback rules - Decision		
Audit Framework Proceeding		
Dispute Resolution		
Resolution of programming access disputes and of competitive disputes involving allegations of undue preference or disadvantage	Resolution of programming access disputes and of competitive disputes involving allegations of undue preference or disadvantage	Resolution of programming access disputes and of competitive disputes involving allegations of undue preference or disadvantage
Objective #4: Commission processes that are fair, transparent and effective		
Policy Development, Implementation, Reviews, and Proceedings		
	New Exemption Orders	New Exemption orders
	Exemption orders - 5 year review, e.g.: <ul style="list-style-type: none"> - Public Emergency radio undertakings - Limited duration special event undertakings - Ultra low-power announcement services - Closed circuit video programming services 	

Telecommunications

Objective #1: <i>Increased access to a variety of innovative, high-quality communications services, at reasonable prices that meets consumers' needs and reflect their values</i>		
ILEC Retail Issues		
Bell application to withdraw primeline service		
PIAC enforcement of CRTC order regarding basic toll service rate schedule	PIAC enforcement of CRTC order regarding basic toll service rate schedule	
	Sask Tel R&V Commission decision to suspend promotions	
	Follow-up 2002-58 Bell non-compliance with bundling rules	
New CSAs (1 to 2 per month)	New CSAs (1 to 2 per month)	
PN 2003-3 Retail Quality of Service Rate Adjustment Plan. Monitor QoS and take action where standards are not being met	Implement Retail Rate Adjustment Plan	
	R&V MTS Band F	
Deferral Account Proceeding to dispose of amounts for Bell, Telus, MTS, Sask Tel, Aliant, Telebec and Telus Quebec	Deferral Account Proceeding to dispose of amounts for Bell, Telus, MTS, Sask Tel, Aliant, Telebec and Telus Quebec	
Review ILEC SIPs on annual basis to ensure program and spending are on track. Address issues that arise from SIP programs	Review ILEC SIPs on annual basis to ensure program and spending are on track. Address issues that arise from SIP programs	
Reverse Directory Assistance to the Public		
Stay and R&V of follow-up Decision 2002-56 local calling area expansion		
Terms of service - disconnection for non-payment of charges		
Follow-up Decision 2003-33 Confidentiality provision for Canadian carriers		
Approximately 400 tariff applications and interconnection agreements	Approximately 400 tariff applications and interconnection agreements	Approximately 400 tariff applications and interconnection agreements
2004 annual price cap filings for all ILECs	2005 annual price cap filings for all ILECs	
	Price Cap Review Analysis	Next Price Cap period
Raftsvie vs Telus		

2004-2005

2005-2006

2006-2007

Small ILECs		
Annual review of small ILEC SIPs to ensure program and spending are on track. Address issues related to SIP	Annual review of small ILEC SIPs to ensure program and spending are on track. Address issues related to SIP	
Telebec expanded local calling area Cree communities		
Telus Quebec and Telebec banding and finalization of subsidy calculation		
PN 2003-7 NWTel supplemental funding proceeding	NWTel 2005 Supplementary	NWTel Framework Review
NWTel 2004 Supplemental Funding		
CSAs Optical Fibre (Telus Que & Telebec)		
	Small ILEC Pricing Regime Analysis	Small ILEC Pricing Regime Framework
	Follow-up show cause Telus Quebec and Telebec re: same frequency of detailed billing rules as large ILECs	
	Telebec & Telus Quebec Price Cap Review Analysis	Next Price Cap Telebec & Telus Quebec Period
Compliance, Monitoring and Regulation		
City of Calgary application for 311 code		
Social Policy Issues		
CISC: VoIP 911 and E911, MRS, Privacy, CALEA, etc.	CISC: VoIP 911 and E911, MRS, Privacy, CALEA, etc.	
Access to Payphone Service (PN 2002-6) - Decision		
Telemarketing Decision	Infolink use of ADADs	
	Consumer Bill of Rights Proceeding (CBOR)	
	R&V Decision 94-19 Exemption application for people who are blind	
	Bad Debt Repayment Plan	
	Regulatory Framework for vendors of telephones to make them accessible to visually impaired customers	
		Billing Content Proceeding

2004-2005

2005-2006

2006-2007

Objective #2: A sustainable competitive Canadian communications industry		
ILEC/Incumbent Wholesale and Access Issues		
Gateway Access Service and High Speed Access	High Speed Metro Rates	
PN 2002-2 900 Service Agreements and Consumer Safeguards		
CDNA Service (PN 2002-4)	CDNA Service Implementation	
Ethernet interim regime	Final Ethernet Regime	
	XIT Telecom vs Bell and TCI affiliate rules and floor price methodology for Ethernet and DSL	
ADSL interim regime	ADSL final regime	
TCI PIC/CARE Manual update		
PIC processing charges (PN 2003-2)		
Quality of Service (QoS) rate adjustment plan for competitors (PN 2003-9)	Implement QoS rate adjustment plan	
CLEC access to ILEC OSS-1 st stage customer information	CLEC access to ILEC OSS-2 nd stage including line assignment and maintenance	
Finalize third party cable interconnection rates	3 rd party access provided by small cable companies and follow-up to Order 2001-701 non-disclosure agreement	
Allstream vs MTS show cause (Sherbrooke)		
Introduction of non-mandated co-location in TCI		
Follow-up Decision 2003-73 Amendments to co-location agreement	Co-location final rates	
	Direct Connect final rates	
	Final Access Tandem rates	
Interconnection Decision (PN 2001-126)	Implementation Interconnection Decision	
	Compensation for Toll Free Calls from Payphones	
	Line side wireless TCI & Sask Tel	
IMCAIP against ILECs and Cable re: anti-competitive behaviour		
Videotron vs Bell re: fibre optic private network		
First Media re: competitive 900 service		
Cable modems for 3 rd party access		

2004-2005

2005-2006

2006-2007

ILEC Retail Issues		
Follow-up 2003-58 ILECs to show cause why they should not file dark fibre tariffs		
FCI Broadband vs Bell to extend Call Net Decision (2003-49) to business customers ie. Separate DSL from Local	Follow-up Decision 2003-49 show cause re: separate DSL from PES for MTS	
	Aliant R&V 2003-50 Centrex volume discounts	
Nexxia CSAs – 23 CSA detailed imputation tests and tariff pages of which 5 CSAs refiled with additional revenue or cease and desist providing service	Nexxia CSAs - Bell R&V confidentiality issues and Call Net and Allstream request denial of Nexxia CSA backlog	
Nexxia follow-up CSG affiliate rules		
CSA Westman vs MTS provision of service to Manitoba Government		
CallNet vs Telus re: non-compliance with bundling rules		
Standalone ILEC DSL Service		
Policy		
VoIP services regulatory framework proceeding	Implementation of VoIP regulatory framework	
Research local service forbearance criteria	Proceeding on forbearance for local service	
	Proceeding on Regulatory Symmetry	
	Wireless Portability proceeding	
PN 2003-10 Pricing Safeguards Proceeding including Rogers vs Bell unbundling local from other services	PN 2003-1-1 Review of winback promotions re: suspension of all ILEC promotions involving local service	
Mediation/ADR		
Call Net vs Bell/Telus DSL marketing (separating DSL and local service)		
Additional Service Interval indicators for competitors		
QoS Telus & Call Net		
Resolution of disputes through mediation or other form of ADR	Resolution of disputes through mediation or other form of ADR	Resolution of disputes through mediation or other form of ADR
Access Issues		
Kamloops vs TCI support structures		

2004-2005**2005-2006****2006-2007**

Building Access and Inside Wire CISC – implementation of MDU decision	R&V Toronto Hydro – MDU decision	
	MAAs – Allstream vs Calgary	
	MAAs – Allstream vs Toronto	
	MAAs – Allstream vs Edmonton Light Rail Transits (LRTs)	
	Bell Intrigna vs Enmax in Calgary – access to support structures	
	Suite Systems vs Telus in Calgary – access to support structures	
	Shaw vs Thunder Bay Tel in TBT – access to support structure	
Dramis vs NBTel inside wire – 2003-45 issue		
Forbearance Applications		
Sask Tel forbearance emessaging		
Sask Tel forbearance voice messaging		
Bell et al forbearance Section 29 agreements for toll and IXPL	Bell forbearance for high speed intra-exchange digital service	
	Rogers 3 rd party internet access in business locations	
Forbearance extended network service Télébec		
Forbearance IXPL annual filings	Forbearance IXPL annual filings	Forbearance IXPL annual filings
Competitive Disputes (Expedite Panel)		
Approximately 15 to 25 disputes per year	Approximately 15 to 25 disputes per year	Approximately 15 to 25 disputes per year
Small ILECs		
Reg framework for small telcos – Direct Toll		
ACTQ re: Bypass by Bell of ACTQ members facilities		
Bruce request for Commission to order Ontario Power Generation to cease providing local exchange service		
Videotron R&V support structure rates Quebec Independents		
	Wireless Access Service rates for Independents in Ontario and Quebec	
PIC/CARE Manuals filed by Maskatel, Lambton, Sogetel, SATAT, Dryden, ISP Telecom & Telebec		

2004-2005

2005-2006

2006-2007

Objective #3: Commission processes that are fair, transparent and effective		
Compliance, Monitoring and Regulation		
Collect and determine total telecom revenues for purposes of Telecom Fees	Collect and determine total telecom revenues for purposes of Telecom Fees	Collect and determine total telecom revenues for purposes of Telecom Fees
Examine and approve International Class A and B licences	Examine and approve International Class A and B licences	
Collect and review annual ownership filings in compliance with section 16.4 of the Act	Collect and review annual ownership filings in compliance with section 16.4 of the Act	
Review and approve CLEC applications	Review and approve CLEC applications	
Determine 2004 final and 2005 interim contribution rate	Determine 2005 final and 2006 interim contribution rate	Determine 2006 final and 2007 interim contribution rate
Oversee numbering issues including NPA relief activities related to VOIP	Oversee numbering issues including NPA relief activities related to VOIP	
Sask Tel total subsidy requirement issue		
Telebec contribution requirement for 2001		
Implement new registration system which will be used to streamline other collections such as for contribution, fees, etc.	Refine system to consolidate the types of revenue numbers collected so that the same numbers can be used for several purposes	
Complete inspection reports and follow-up with respect to inspections	Complete inspections as required	Complete inspections as required
Analysis of data and write annual GIC report on Competition and Broadband deployment	Analysis of data and write annual GIC report on Competition and Broadband deployment	Analyse of data and write annual GIC report on Competition and Broadband deployment
Develop and report on consumer survey related to competition	Develop and report on consumer survey related to competition	
Quarterly analysis and reporting of Telecom Industry financial results	Quarterly analysis and reporting of Telecom Industry financial results	
Respond to queries and assist in presentations re: Telecom industry	Respond to queries and assist in presentations re: Telecom industry	
Development of database to collect industry statistics; implement web-based data collection system	Refine data collection with Statistics Canada to have one rather than two surveys	
Define terminal equipment for contribution purposes		

2004-2005

2005-2006

2006-2007

Social Policy Issues		
Follow-up Call-Net Application website customer information		
CISC		
Steering Committee Chair		
CISC website		
Phase II Costing Methodology		
ABC costing related to CSA portfolio costs		Phase II costing Methodology Proceeding
Bell after-tax cost of capital		

Corporate and Information Services

Objective #1: <i>Commission processes that are fair, transparent and effective</i>		
Enhanced Accountability and Transparency		
Human Resources (HR) Modernization	HR Modernization	HR Modernization
Implementation of Management Accountability Framework (MAF) - includes Modern Management Initiative	Implementation of MAF - includes Modern Management Initiative	Implementation of MAF - includes Modern Management Initiative
Departmental Performance Report (DPR)	DPR	DPR
Report on Plans and Priorities (RPP)	RPP	RPP
Program Activity Architecture (PAA) - includes Performance Measurement Framework	PAA Update	PAA Update
Security		
Epass	Epass	
Internal security guidelines (security and information protection, risk and threat assessment and action plan)		
Streamlining		
Automate/streamline financial systems	Automate/streamline financial systems	Automate/streamline financial systems

2004-2005

2005-2006

2006-2007

Succession Management and Knowledge Transfer		
	Develop HR Plans for each sector (including competency profiles, learning plans and succession plans)	Develop HR Plans for each sector (including competency profiles, learning plans and succession plans)
Government on-Line		
Electronic Filing and Documenting	Electronic Filing and Documenting	Electronic Filing and Documenting
Revamp Intranet		
Implementation - User Fees Act		
Support the development of Service Standards for Broadcasting and Telecommunications	Update	Update
	Consultations	Consultations
Operations		
	Service standards for HR, Information Management (IM), Information Technology (IT), and Client Services	Update
Official Languages Reports/Activities	Official Languages Reports/Activities	Official Languages Reports/Activities
Integrate IT/IM Processes and framework		
Review IT Processes		
Telecommunications Information System (TMI) - (Phase II)	Telecommunications Information System (TMI) - (Phase II)	
Implement process for posting broadcasting complaints on the Web		
	Follow-up to Service Improvement Initiative in Client Services	Follow-up to Service Improvement Initiative in Client Services

GLOSSARY OF TERMS / GLOSSAIRE

Broadcasting / Radiodiffusion	
BDU / EDR	Broadcast Distribution Undertaking / Entreprise de distribution de radiodiffusion
CMT	Country Music Television
DTH / SRD	Direct-to-Home / Satellite de radiodiffusion directe
HD	High Definition / Haute définition
TSN / RDS	The Sports Network / Le Réseau des Sports
Telecommunications / Télécommunications	
ABC Costing / PRBA	Activity Based Costing / Prix de revient basé sur les activités
ACTQ	Association des Compagnies de Téléphone du Québec
ADADs / CMA	Automatic Dialing – Announcing Devices / Composeur-messager automatique
ADR / RDA	Alternate Dispute Resolution / Règlement de différends à l'amiable
ADSL / LANPA	Asymmetric Digital Subscriber Line / Ligne d'abonné numérique à paire asymétrique
CALEA / OAL	Communications Assistance to Law Enforcement Act / Organisme d'application de la Loi
CDNA Service / Service ARNC	Competitor Digital Network Access / Service d'accès au réseau numérique propre aux concurrents
CISC / CDCI	CRTC Interconnection Steering Committee / Comité directeur du CRTC sur l'interconnexion
CLEC / ESLC	Competitive Local Exchange Carrier / Entreprise de services locaux concurrente
CSA / AP	Customer Specific Arrangement / Arrangement personnalisé
CSG / GSE	Carrier Services Group / Groupe de services aux entreprises
DSL / LAN	Digital Subscriber Line / Ligne d'abonné numérique
FCI	Futureway Communications Inc.
GIC / GEC	Governor in Council / Gouverneure en conseil
HCSA / ZDCE	High Cost Serving Area / Zone de desserte à coût élevé
ILEC / ESLT	Incumbent Local Exchange Carrier / Entreprise de services locaux titulaires
ILEC OSS / ESLT – SSE	Incumbent Local Exchange Carrier Operational Support Systems / Entreprise de services locaux titulaire – systèmes de soutien à l'exploitation
IMCAIP / MIACFI	Independant Members of the Canadian Association of Internet Providers / Membres indépendants de l'Association canadienne des fournisseurs Internet
IXPL / LSI	Interexchange Private Line / Liaison spécialisée intercirconscription
MDU / ILM	Multi-Dwelling Units / Immeuble à logements multiples
MAAs / EAPM	Municipal Access Arrangements / Entente régissant l'accès aux propriétés municipales
MRS / SRT	Message Relay Services / Service de relais téléphonique
MTS	MTS Communications Inc.
NPA / RIR	Numbering Plan Area / Redressement de l'indicatif régional
PES / SLB	Primary Exchange Service / Coûts du service local de base
PIAC / CDPI	Public Interest Advocacy Centre / Centre pour la défense de l'intérêt public
PIC / EIB	Primary Interexchange Carrier / Entreprises intercirconscriptions de base
PIC/CARE / EIB/ERRC	Primary Interexchange Carrier / Customer Account Record

GLOSSARY OF TERMS / GLOSSAIRE

	Exchange / Entreprises intercirconscriptions de base/Échange de registres des comptes clients
QoS / QoS	Quality of Service / Qualité du service
R&V / R&M	Review and Vary / Révision et modification
SIP / PAS	Service Improvement Plan / Plan d'amélioration du service
TBT	Thunder Bay Telephone
TCI	Telus Communications Inc.
Telcos	Telephone Companies
VoIP	Voice over Internet Protocol / Voix sur Protocole Internet ou téléphonie Internet