



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

CRTC

3-YEAR WORK PLAN



2007 - 2010

24 April 2007

Canada^{ca}

CRTC

3-YEAR

WORK PLAN

2007-2010

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Chairperson's Message

I am pleased to present the CRTC 3-year work plan for the period 2007-2010.

The communications industry is changing at a rapid pace. During the next three years, the Commission will be challenged to respond to unprecedented developments in the broadcasting and telecommunications sectors. And the Commission will respond.

This 3-year work plan follows a series of stakeholder consultations held to identify the major issues that will emerge over the next few years. It is our goal to anticipate the environmental, social, economic and technical issues that will have an impact on all of our stakeholders. The Commission will also endeavour to ensure its regulatory frameworks keep pace and to provide the industry with the most room possible to respond to changing market conditions.

Telecommunications

The CRTC will:

- continue to deregulate throughout the telecommunications sector so that market forces may prevail, while at the same time ensuring that all Canadians continue to have access to high-quality, reliable and affordable services;
- rely on market forces to the maximum extent feasible to achieve the telecommunications policy objectives, in accordance with the policy direction of December 2006;
- implement both the spirit and letter of the order varying our forbearance decision that the government issued on April 4, 2007. The Commission anticipates it will process local forbearance applications throughout the plan's three-year period;
- collaborate closely with industry stakeholders to bring about the prompt establishment of a consumer protection agency, as mandated by the Government of Canada's order of April 4 of this year;
- conduct a proceeding to review the regulatory framework for wholesale services and the definition of essential services.

Broadcasting

The CRTC will:

- review, in 2007-2008, three mega-transactions that were recently announced;
- undertake a comprehensive review of the impact further consolidation would have on the Canadian broadcasting system, particularly in terms of diversity of voices;
- review its broadcasting frameworks to ensure that they remain both relevant and supportive of Canada's broadcasting policy;
- review all regulations and policies with a view to reducing, amending or removing those that are no longer relevant in today's society.

Horizontal Issues

New Media Challenge:

- The current wave of consolidation in the Canadian broadcasting industry is, in part, a response to an increase in fragmentation brought about by the introduction of new forms of media. In 2007-2008, we intend to build on the report on the future environment facing the broadcasting industry that we prepared for the Minister of Canadian Heritage and recently released. Notably, we will continue to identify and measure the impact of new media on the broadcasting system and the existing mechanisms that support it, as well as undertake a comprehensive review of their impact on the broadcasting system's current regulatory structure.

Convergence:

- As digitalization affects both broadcasting and telecommunications infrastructures, carriers are crossing what have been traditional boundaries between the two industries. This convergence is starting to raise new regulatory and legislative challenges, on which the Commission intends to focus during the period covered by the 3-year work plan.

Working Principles:

- In all its activities, the Commission will be guided by the following four basic principles:
 - transparency
 - fairness
 - predictability
 - timeliness

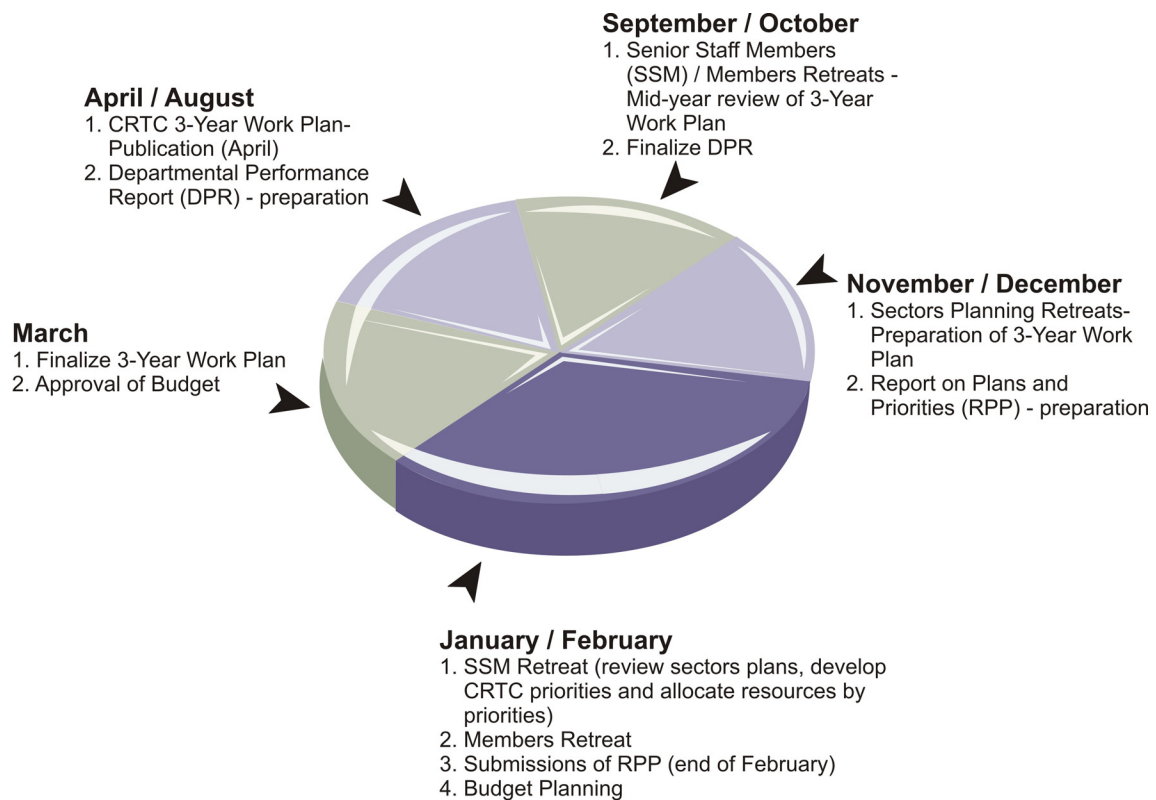
- The Commission recognizes that time has a value in the business world and each regulation bears a cost. Consequently, we will endeavour to make our decisions promptly and regulate only where necessary and in the least intrusive manner possible.

I invite you to review the plan and work with the Commission to keep our initiatives current and timely.



Konrad von Finckenstein

WORK PLANNING CYCLE



Broadcasting

Cultural Prosperity: 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

Public Processes

Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that 50% of these public hearings will be held for appearing applications			Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that 50% of these public hearings will be held for appearing applications			Workload forecast includes holding some 12 public hearings, issuing some 80 public notices and treatment of associated interventions. It is expected that 50% of these public hearings will be held for appearing applications		
Summary of expected workload			Summary of expected workload			Summary of expected workload		
	Appls.	Interv.		Appls.	Interv.		Appls.	Interv.
Public Hearings		20,000	Public Hearings		20,000	Public Hearings		20,000
• Appearing	70		• Appearing	70		• Appearing	70	
• Non-Appearing	200		• Non-Appearing	200		• Non-Appearing	200	
Public Notices		14,000	Public Notices		14,000	Public Notices		14,000
• Renewals	451		• Renewals	288		• Renewals	308	
• Others	150		• Others	150		• Others	150	
Administrative			Administrative			Administrative		
• Broadcasting	<u>125</u>	_____	• Broadcasting	<u>125</u>	_____	• Broadcasting	<u>125</u>	_____
Total	996	34,000	Total	827	34,000	Total	857	34,000

Compliance, Research and Monitoring

Ongoing compliance monitoring for radio, television and BDU licences	Ongoing compliance monitoring for radio, television and BDU licences	Ongoing compliance monitoring for radio, television and BDU licences
Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports as received. Review comments, as required	Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports as received. Review comments, as required	Make public BCE/CTV, CBC/SRC, TVA, TQS, Global/WIC and CHUM transaction commitments and annual reports as received. Review comments, as required

2007-2008**2008-2009****2009-2010**

Make public TV Drama Incentive reports, as received. Review comments, as required	Make public TV Drama Incentive reports, as received. Review comments, as required	
Signal Theft	Signal Theft	Signal Theft
Cable Capacity Reports	Cable Capacity Reports	

Policy Development, Implementation, Reviews and Proceedings

Amendments to <i>Radio Regulations, 1986</i> to reflect new policy on Canadian content development and local programming		
Licence amendments following implementation of basic contribution for Canadian content development requirement	Licence amendments following implementation of basic contribution for Canadian content development requirement	
Promoting emerging artists by gathering information and broadcasters commitments on broadcasting new emerging artists	Promoting emerging artists by gathering information and broadcasters commitments on broadcasting new emerging artists	Promoting emerging artists by gathering information and broadcasters commitments on broadcasting new emerging artists
Research on turntablism – possible impact on music categories and Cancon		
Renewal of Astral's Quebec radio stations as a corporate group	Renewal of Corus' Quebec radio stations as a corporate group	
		Review campus and community radio policy
Ongoing radio licensing activities (new licences, renewals and amendments)	Ongoing radio licensing activities (new licences, renewals and amendments)	Ongoing radio licensing activities (new licences, renewals and amendments)

2007-2008**2008-2009****2009-2010**

Evaluation of closed captioning and described video programming and pass-through requirements	Evaluation of closed captioning and described video programming and pass-through requirements	Evaluation of closed captioning and described video programming and pass-through requirements
Implementation of revised closed captioning policy for TV	Implementation of revised closed captioning policy for TV	Monitoring of closed captioning based on new policy for television
Monitor progress on representation of cultural diversity and persons with disabilities through review of implementation of Canadian Association of Broadcasters (CAB) initiatives and corporate plan annual reports	Monitor progress on representation of cultural diversity and persons with disabilities through review of implementation of CAB initiatives and corporate plan annual reports	Monitor progress on representation of cultural diversity and persons with disabilities through review of implementation of CAB initiatives and corporate plan annual reports
Resolve complaints about programming content/standards (e.g.: abusive comment)	Resolve complaints about programming content/standards (e.g.: abusive comment)	Resolve complaints about programming content/standards (e.g.: abusive comment)
Review of discretionary services policy	Implementation of results of discretionary services policy review	
Review of certain aspects of over-the-air (OTA) TV framework (Policy issued Spring 2007)		
Application for new English-language, Over-the-air (OTA), High-definition Television (HDTV) network		
Ongoing television licensing activities (new licences, renewals and amendments)	Ongoing television licensing activities (new licences, renewals and amendments)	Ongoing television licensing activities (new licences, renewals and amendments)
Review of <i>Broadcasting Distribution Regulations</i> and related policies	Implementation of results of <i>Broadcasting Distribution Regulations</i> review and related policies	Implementation of results of <i>Broadcasting Distribution Regulations</i> review and related policies

2007-2008**2008-2009****2009-2010**

Consideration of applications for digital basic status via orders pursuant to 9(1)(h) of the <i>Broadcasting Act</i>		
The CRTC will continue to fulfill its obligations pursuant to section 41 of the <i>Official Languages Act</i> (OLA) and will report on its accomplishments annually. It will follow-up on the Office of the CRTCer of Official Languages' audit report, namely by updating its 3-year action plan to implement section 41 of OLA.	Year-end report on achievements and results for the CRTC's implementation of section 41 of the OLA	Year-end report on achievements and results for the CRTC's implementation of section 41 of the OLA

Policy Development, Implementation, Reviews and Proceedings

	CBC/SRC radio and TV networks including Newsworld & RDI – licence renewals proceedings	
	Renewal of 19 analog pay/specialty, 18 category 1, 57 category 2, 7 PPV, and 6 VOD services expiring in 2009	Renewal of 22 analog pay/specialty, 10 category 2, 1 PPV, and 5 VOD services expiring in 2010
CTV, Global, CHUM, TVA and TQS TV groups – licence renewal proceedings		
Second year of broadcasting distribution undertakings (BDUs) renewal plan	Complete previous year of cable BDUs renewals	
Update small BDU exemption orders	Revise BDU exemption orders to reflect results of review of BDU Regulations	

Dispute Resolution

Employment of various ADR & traditional dispute resolution techniques to resolve disputes on matters such as terms of access to programming, allegations of undue preference or disadvantage and other	Employment of various ADR & traditional dispute resolution techniques to resolve disputes on matters such as terms of access to programming, allegations of undue preference	Employment of various ADR & traditional dispute resolution techniques to resolve disputes on matters such as terms of access to programming, allegations of undue preference or disadvantage and
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2007-2008**2008-2009****2009-2010**

related matters that the CRTC deems appropriate	or disadvantage and other related matters that the CRTC deems appropriate	other related matters that the CRTC deems appropriate
Approximately 20% of these disputes are processed by expedited hearing	Approximately 20% of these disputes are processed by expedited hearing	Approximately 20% of these disputes are processed by expedited hearing

Streamlining

Implement and monitor results of streamlining measures	Implement and monitor results of streamlining measures	
Develop and implement service standards for applications dealt with by public hearing	Implement service standards	

Social Prosperity: Increased access to a variety of innovative, high-quality communications services, at reasonable prices, that meet consumers' needs and reflect their values

Policy Development, Implementation, Reviews and Proceedings

Amendments to Eligible Satellite Services Lists	Review process for addition to Eligible Satellite Services Lists	Amendments to Eligible Satellite Services Lists in accordance with revised process
Framework for carriage of HD by DTH		
Amendments to the <i>Broadcasting Distribution Undertaking Regulations</i> , the <i>Pay Television Regulations</i> and the <i>Specialty Services Regulations</i> re. digital migration and HD broadcasting		

Telecommunications

Economic Prosperity: A sustainable competitive Canadian communications industry

Incumbent local exchange carrier (ILEC)/Incumbent Wholesale and Access Issues

Review of regulatory framework for wholesale services and the definition of essential service (initiated by Telecom Public Notice CRTC 2006-14)	Review of regulatory framework for wholesale services and the definition of essential service (initiated by Telecom Public Notice CRTC 2006-14) and implementation of Decision	Implementation of Decision
Application to review and vary (R&V) bundling rules for Type 2 Customer-specific arrangements		
Follow-up to decisions on Ethernet, bundled asymmetric digital subscriber line and connecting links		
R&V applications from Bell Canada, SaskTel and TELUS re: decisions on Ethernet and bundled asymmetric digital subscriber line		
Bell Canada and TELUS applications to R&V Telecom Decisions CRTC 2006-22, 2006-23 and 2006-42 re: direct connection / access tandem / co-location power		
Follow-up to Telecom Decisions CRTC 2006-22, 2006-23 and 2006-42: TELUS application re: revised cost studies		
Review of 800/888 Carrier identification service rates		
Canadian Alliance of Publicly-Owned Telecommunications Systems R&V of Telecom Decisions CRTC 2001-756 and 2006-14 re. proxy subsidy rates		
YAK Communications application re: Billing and Collection		

2007-2008**2008-2009****2009-2010**

Monitoring of Internet protocol (IP) interconnection	Monitoring of IP interconnection	Monitoring of IP interconnection
Applications with respect to existing competitor services	Applications with respect to existing competitor services	Applications with respect to existing competitor services
Roger's application re: TELUS fibre based protection		
Rogers Wireless' application re: Central Office codes and location routing numbers		
Relief planning activities in Alberta and British Columbia	Ongoing relief planning and other numbering activities	Ongoing relief planning and other numbering activities
Vidéotron application re: inside wiring		
Monitoring and administration of competitor Quality of Service (Q of S)	Monitoring and administration of competitor Q of S	Monitoring and administration of competitor Q of S
Rogers review and vary re: termination of a support structure agreement		

Policy

Implement Policy Direction to the CRTC (P.C. 2006-1534, 14 December 2006)		
		Proceeding to determine CRTC jurisdiction and the appropriate policy framework for addressing applications filed pursuant to section 36 of the <i>Telecommunications Act</i>
Implementation of wireless number portability		
	Equal Access for Wireless	Equal Access for Wireless

Mediation/Alternate dispute resolution (ADR)

Provide ADR service to stakeholders	Provide ADR service to stakeholders	Provide ADR service to stakeholders
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2007-2008**2008-2009****2009-2010****Forbearance Applications**

Three TELUS applications with respect to dark fibre		
Address local forbearance applications	Address local forbearance applications	Address local forbearance applications
Bell Canada's application re: forbearance for Discretionary Services		
Framework and Bell Canada's application for forbearance for High Speed Digital Service		
TELUS' application for forbearance re: High Speed Digital Service (HSDS)	Address HSDS forbearance applications	Address HSDS forbearance applications
Semi-annual interexchange private line (IXPL) forbearance	Semi-annual IXPL forbearance	Semi-annual IXPL forbearance

Competitive Disputes

Shaw application re: access to multi-dwelling units		
Expedite proceedings as required	Expedite proceedings as required	Expedite proceedings as required

Small incumbent local exchange carriers (SILECs)

Implementation of SILEC local competition and competitor services (as required)	Implementation of SILEC local competition and competitor services (as required)	Implementation of SILEC local competition and competitor services (as required)
Follow up to Telecom Decision CRTC 2006-14 – SILEC regulatory framework		
Clarify Wireless Number Portability framework in SILEC territory		

Social Prosperity: Increased access to a variety of innovative, high-quality communications services, at reasonable prices that meets consumers' needs and reflect their values

Incumbent local exchange carrier (ILEC) Retail Issues

Deferral Account Follow-up – disposal of deferral accounts -Tracking of broadband expansion	Tracking of broadband expansion	Tracking of broadband expansion
Price Cap review for Bell Aliant, Bell Canada, MTS Allstream, SaskTel and TELUS		
Follow-up to Price Cap review: show cause for Télébec		
Application for elimination of residential service charge connection and to raise residential local rates for Bell Canada, Bell Aliant and TELUS (Telecom Public Notice CRTC 2006-11)		
Continued need for regulatory constraints in the long distance market - toll and toll-free services (Telecom Public Notice CRTC 2006-10)		
Approximately 500 tariffs applications and interconnection agreements	Approximately 300 tariffs applications and interconnection agreements	Approximately 300 tariffs applications and interconnection agreements
2007 annual price cap filings for all incumbent local exchange carriers (ILECs)	2008 annual price cap filings for all ILECs	2009 annual price cap filings for all ILECs
Customer complaints	Customer complaints	Customer complaints
Monitoring and administration of retail Quality of Service (Q of S)	Monitoring and administration of retail Q of S	Monitoring and administration of retail Q of S

Small Incumbent local exchange carriers

Northwestel regulatory framework implementation		
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2007-2008

2008-2009

2009-2010

Social Policy Issues

Proceeding to establish a national do not call list framework and to review the telemarketing rules	Implementation of national do not call list	Implementation of national do not call list
Application to prohibit voicecasting to wireless subscribers		
Monitor the development of a Telecom Consumer Protection Agency	Monitor the development of a Telecom Consumer Protection Agency	Proceeding to establish a Telecom Consumer Protection Agency
Research accessibility issues and processes	Proceeding to address the unresolved accessibility issues for persons with disabilities	
Deferral Account Follow-up – disposal of deferral accounts -Tracking of accessibility issues		

CRTC Interconnection Steering Committee (CISC)

Ongoing CISC implementation activities	Ongoing CISC implementation activities	Ongoing CISC implementation activities
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Phase II Costing Methodology

Phase II Costing Review Public Notice (Telecom Public Notice CRTC 2007-4)	Phase II Costing Review Decision follow-up	
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Policy Development and Research

Cultural Prosperity: 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

Policy Formulation, Analysis, Recommendations, and Proceedings

<p>Examination of the impacts of the New Media environment on the Broadcasting and Telecommunications system</p> <ul style="list-style-type: none"> Impacts Report – Spring 2008 	<p>Public proceeding on the impacts of the New Media environment on the Broadcasting and Telecommunications system</p> <ul style="list-style-type: none"> Public Hearings – Summer-Fall 2008 Notice issued – Spring 2009 	<p>Implementation of New Media regulatory decisions</p>
<p>Public proceeding on the diversity of voices in the Canadian broadcasting industry</p> <ul style="list-style-type: none"> Public Hearing – 17 September 2007 Notice issued – December 2007 		
<p>Analysis, recommendations and research on business models, economics, audiences and technology developments on conventional and new distribution platforms</p>	<p>Analysis, recommendations and research on business models, economics, audiences and technology developments on conventional and new distribution platforms</p>	<p>Analysis, recommendations and research on business models, economics, audiences and technology developments on conventional and new distribution platforms</p>
<p>Roundtable with representatives of major radio groups to discuss the industry's proposed plan for, and implementation of, digital radio broadcasting (DRB)</p>	<p>Industry plan and implementation – finalisation</p>	<p>Implementation of industry plan for DRB and related issues</p>
<p>Emergency Alerting – monitor industry progress and help coordinate implementation of a voluntary system</p>	<p>Emergency Alerting – begin consideration of a mandatory system if efforts to establish a voluntary system fails</p>	<p>Emergency Alerting – implement a mandatory system, if required</p>

Social Prosperity: Increased access to a variety of innovative, high-quality communications services, at reasonable prices that meets consumers' needs and reflect their values

Industry Monitoring, Analysis, Recommendations, and Reporting

Annual Returns: 2,965 filings <ul style="list-style-type: none"> Canadian Content Development (CCD): 643 Canadian Television Fund (CTF) 236 	Annual Returns: 2,996 filings <ul style="list-style-type: none"> CCD: 653 CTF: 240 	Annual Returns: 3,027 filings <ul style="list-style-type: none"> CCD: 663 CTF: 245
Broadcasting Policy Monitoring Report – June 2007	Combined Broadcasting and Telecommunications Monitoring Report – June 2008	Combined Broadcasting and Telecommunications Monitoring Report – June 2009
Telecommunications Monitoring Report – Status of the competition and Broadband deployment in Canada – July 2007		
Examine and approve International Class A and B licences	Examine and approve International Class A and B licences	Examine and approve International Class A and B licences
Examine and approve competitive local exchange carriers (CLECs) registrations	Examine and approve CLECs registrations	Examine and approve CLECs registrations
Collect and review annual ownership filings in compliance with section 16.4 of the <i>Broadcasting Act</i> (the Act)	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 registration applications	Review and approve registration applications	Review and approve registration applications
Determine 2007 final and 2008 interim contribution rate	Determine 2008 final and 2009 interim contribution rate	Determine 2009 final and 2010 interim contribution rate

Economic Prosperity: A sustainable competitive Canadian Broadcasting industry

Acquisitions, ownership transfers and transactions

<p>Public proceeding on CTV Globemedia Inc. / Chum Limited</p> <ul style="list-style-type: none"> • Public Hearing - April 30th 2007 • Decision issued – October 2007 		
<p>Public proceeding on CanWest / Alliance Atlantis</p> <ul style="list-style-type: none"> • Public Hearing – August 27th 2007 		
	<p>Year-end comparative report on International Ownership structure in the Broadcasting Industry</p>	
<p>Ongoing applications for transfers of shares and/or control and acquisitions of assets</p>	<p>Ongoing applications for transfers of shares and/or control and acquisitions of assets</p>	<p>Ongoing applications for transfers of shares and/or control and acquisitions of assets</p>
<p>Initiate the annual broadcasting ownership filing project</p> <p>Streamline the approach to collection and review of annual broadcasting ownership filings</p>	<p>Collect and review annual broadcasting ownership filings</p>	<p>Collect and review annual broadcasting ownership filings</p>