



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Canada

Canadian Radio-television and Telecommunications Commission

2026–27 Departmental Plan

The Honourable Marc Miller, P.C., M.P.

Minister of Canadian Identity and Culture and Minister responsible for Official Languages

ISSN: 2371-8463

Cat. No.: BC9-26E-PDF

Unless otherwise specified, you may not reproduce materials in this publication, in whole or in part, for the purposes of commercial redistribution without prior written permission from the Canadian Radio-television and Telecommunications Commission's (CRTC) copyright administrator. To obtain permission to reproduce Government of Canada materials for commercial purposes, apply for Crown Copyright Clearance by contacting:

The Canadian Radio-television and Telecommunications Commission (CRTC)

Gatineau, Quebec

K1A 0N2

Tel: 819-997-0313

Toll-free: 1-877-249-2782 (in Canada only)

<https://applications.crtc.gc.ca/contact/eng/library>

© His Majesty the King in Right of Canada, as represented by the Canadian Radio-television and Telecommunications Commission, 2026

Aussi disponible en français sous le titre : Plan ministériel 2026-2027

The Canadian Radio-television and Telecommunications Commission's 2026-27 Departmental Plan

Contents:

- [At a glance](#)
- [From the Minister](#)
- [From the Chairperson and Chief Executive Officer](#)
- [Plans to deliver on core responsibility and internal services](#)
 - [Core responsibility: Regulate and Supervise the Communications System](#)
 - [Internal services](#)
- [Department-wide considerations](#)
 - [Related Government Priorities](#)
 - [Key Risks](#)
- [Planned spending and human resources](#)
 - [Spending](#)
 - [Funding](#)
 - [Future-oriented condensed statement of operations](#)
 - [Human resources](#)
- [Supplementary information tables](#)
- [Federal tax expenditures](#)
- [Corporate information](#)
- [Definitions](#)

At a glance

This departmental plan details the Canadian Radio-television and Telecommunications Commission's (CRTC) priorities, plans, and associated costs for the upcoming three fiscal years.

These plans align with the CRTC's [Vision, mission, raison d'être](#) and [operating context](#).

Key priorities

The CRTC identified the following key priorities for 2026-27:

- Modernizing Canada's broadcasting framework;
- Promoting competition and investment for Internet and cellphone services; and
- Strengthening the CRTC to better serve Canadians.

Comprehensive Expenditure Review

The government is committed to restraining the growth of day-to-day operational spending to make investments that will grow the economy and benefit Canadians.

As part of meeting this commitment, the CRTC is planning the following spending reductions:

- **2026-27:** \$381,000
- **2027-28:** \$508,000
- **2028-29:** \$762,000

It is anticipated that these spending reductions will involve a decrease of approximately five full-time equivalents by 2028-29.

The CRTC will achieve these reductions by doing the following:

- Program Efficiencies in Delivering *Canada's Anti-Spam Legislation*
- Managing through natural attrition

The figures in this departmental plan reflect these reductions.

Highlights for the CRTC in 2026-27

Modernizing Canada's broadcasting framework

The CRTC will continue to implement the modernized *Broadcasting Act*, including by publishing a decision on the definition of Canadian content for audio services and launching public consultations to finalize the individual contributions and requirements for broadcasters. The CRTC will also continue to co-develop the Indigenous broadcasting policy with First Nations, Inuit and Métis peoples.

Promoting competition and investment for Internet and cellphone services

The CRTC will continue to implement its renewed approach to Internet and cellphone services competition, including by ensuring competitors can access telecommunications infrastructure at fair rates and on fair terms and by monitoring the market to ensure continued investment in high-quality networks. The CRTC will also continue to work with government partners to help connect rural, remote and Indigenous communities to high-speed Internet through the Broadband Fund.

The CRTC will help protect and empower consumers, including by publishing decisions to help make it easier to choose Internet and cellphone plans, and by launching public consultations to harmonize the consumer protection codes and strengthen the ability of the Commission for Complaints for Telecom-television Services (CCTS) to fulfill its mandate.

Strengthening the CRTC to better serve Canadians

As an independent quasi-judicial tribunal, the CRTC will continue to take action to reduce administrative burden, streamline processes and improve transparency and accessibility. At the same time, the CRTC will further strengthen engagement with stakeholders and partners, including by publishing a decision on how it can better support public interest participation in its proceedings, supporting Indigenous participation in proceedings through its Indigenous Relations Team (IRT) and engaging with official languages minority community (OLMC) groups through its OLMC Engagement Team.

In 2026-27, total planned spending (including internal services) for the CRTC is \$111,442,010 and total planned full-time equivalent staff (including internal services) is 655.

Summary of planned results

The following provides a summary of the results the department plans to achieve in 2026-27 under its main areas of activity, called “core responsibility.”

Core responsibility: Regulate and Supervise the Communications System

The CRTC’s planned results for 2026-27 focus on modernizing Canada’s broadcasting framework; promoting competition and investment for Internet and cellphone services; protecting and empowering consumers; proactively engaging with the industries it regulates; and supporting meaningful public participation in CRTC proceedings.

Planned spending: \$87,063,196

Planned human resources: 486

More information about [Regulate and Supervise the Communications System](#) can be found in the full plan.

For complete information on the CRTC’s total planned spending and human resources, read the [Planned spending and human resources section](#) of the full plan.

From the Minister

The organizations in the Canadian Heritage portfolio, including the Canadian Radio-television and Telecommunications Commission (CRTC), play a major role in the lives of Canadians. Together, they help preserve and showcase our heritage, encourage innovation, promote diversity and advance reconciliation with Indigenous Peoples. In the coming year, these organizations will focus their efforts on fulfilling their mandate amid constant change, marked by new challenges and numerous possibilities.

As an independent tribunal, the CRTC will continue to support Canadians' access to high-quality communications services by advancing the modernization of Canada's broadcasting framework, promoting competition and investment in Internet and cellphone services, and helping improve connectivity in rural, remote and Indigenous communities.

As Minister of Canadian Identity and Culture and Minister responsible for Official Languages, I'm pleased to invite you to peruse the pages of the 2026-27 Departmental Plan for the CRTC. This document illustrates its role in meeting the priorities of the Government and Canada and strengthening our collective national identity. Happy reading!



The Honourable Marc Miller

Minister of Canadian Identity and Culture and Minister responsible for Official Languages

From the Chairperson and Chief Executive Officer

On behalf of the CRTC, I am pleased to present the 2026-27 Departmental Plan.

The CRTC is an independent quasi-judicial tribunal that regulates the communications sector in the public interest. We hold public consultations on broadcasting and telecommunications matters and make decisions based on the public record. Through these consultations and other engagement with Canadians, we hear about the important role that communications play in our daily lives.

In the coming year, the CRTC will continue to prioritize work that will have the greatest impact for Canadians. This includes implementing the modernized *Broadcasting Act*, promoting competition and investment for Internet and cellphone services, and strengthening the CRTC to better serve the public.

We look forward to working with stakeholders and partners to build on our progress and deliver tangible results for Canadians.



Vicky Eatrides
Chairperson and Chief Executive Officer

Plans to deliver on core responsibility and internal services

Core responsibility and internal services

- [Core responsibility: Regulate and Supervise the Communications System](#)
- [Internal services](#)

Core responsibility: Regulate and Supervise the Communications System

In this section

- [Description](#)
- [Quality of life impacts](#)
- [Indicators, results and targets](#)
- [Plans to achieve results](#)
- [Gender-based Analysis Plus](#)
- [Planned resources to achieve results](#)
- [Program inventory](#)
- [Summary of changes to reporting framework since last year](#)

Description

The Canadian Radio-television and Telecommunications Commission (CRTC) is an independent tribunal that is responsible for regulating and supervising Canada's communications system in the public interest. It operates at arm's length from the Government of Canada. The CRTC has the quasi-judicial powers of a superior court with respect to the production and examination of evidence and the enforcement of its decisions. It develops regulatory policies to ensure high-quality Canadian and Indigenous content is created, and to promote competition and investment to deliver reliable, affordable and high-quality Internet and telephone services. Through applications, the CRTC issues, renews and amends broadcasting licences; approves changes of effective control in the broadcasting sector; approves tariffs and agreements for certain telecommunication services; and resolves disputes regarding certain commercial arrangements. The CRTC intervenes specifically in situations where market forces alone cannot achieve the policy objectives set out within its legislative mandate. The CRTC is also responsible for promoting compliance with the Unsolicited Telecommunications Rules and *Canada's Anti-Spam Legislation*. Within these civil regulatory regimes, the CRTC helps protect Canadians from nuisance phone calls, and spam text messages and calls.

The CRTC is also responsible for administering a mandatory bargaining framework under the *Online News Act* between news organizations in Canada and the largest online platforms that distribute their content. The goal is to enhance fairness and sustainability in the Canadian digital news marketplace. As part of this role, the CRTC reviews applications from platforms that have entered into voluntary agreements that provide fair compensation for news organizations to be exempt from mandatory bargaining.

Quality of life impacts

The CRTC’s core responsibility contributes to three domains of the [Quality of Life Framework for Canada](#): “Prosperity,” “Society” and “Good governance.” More specifically, the CRTC contributes to “Access to high-speed Internet,” “Sense of Pride/belonging to Canada,” “Participation in cultural practices,” “Accessible environments” and “Indigenous self-determination” through its work to regulate and supervise Canada’s communications system.

Indicators, results and targets

This section presents details on the department’s indicators, the actual results from the three most recently reported fiscal years, the targets and target dates for Regulate and Supervise the Communications System. Details are presented by departmental result.

Table 1: Canadian and Indigenous content is created

Table 1 provides a summary of the target and actual results for each indicator associated with the results under Regulate and Supervise the Communications System.

Departmental Result Indicators	Actual Results	2026–27 Target	Date to achieve target
Total investment in Canadian and Indigenous audio-visual and audio programming production ¹	Not available	\$4.2B	March 2027

Note: This indicator is new and, therefore, no results are available.

Table 2: Canadians have access to high-quality communications services

Table 2 provides a summary of the target and actual results for each indicator associated with the results under Regulate and Supervise the Communications System.

Departmental Result Indicators	Actual Results	2026–27 Target	Date to achieve target
% of households that have access to the latest generally deployed mobile wireless technology ²	2022-23: 99.4% 2023-24: 99.5% 2024-25: 99.5%	100%	December 2030
% of households that have access to fixed broadband Internet access services ³	2022-23: 91.9% 2023-24: 93.8% 2024-25: 96.1%	100%	December 2030

¹ This indicator covers traditional broadcasters and online streaming services.

² Results reflect calendar years.

³ This indicator measures Internet access service speeds of at least 50 megabits per second (Mbps) download and 10 Mbps upload (50/10) with the option of an unlimited data plan. Results reflect calendar years and exclude fixed wireless access (FWA) coverage data that are under evaluation.

Table 3: Proceedings related to the regulation of the communications system are efficient and fair

Table 3 provides a summary of the target and actual results for each indicator associated with the results under Regulate and Supervise the Communications System.

Departmental Result Indicators	Actual Results	2026–27 Target	Date to achieve target
Number of decisions overturned on judicial appeal related to procedural fairness	2022-23: 0 2023-24: 0 2024-25: 0	0	March 2027
% of decisions on telecommunications and broadcasting applications (Part 1) issued within four months of the close of record	2022-23: 73% 2023-24: 87.5% ⁴ 2024-25: 95.5%	At least 75%	March 2027

Additional information on the [detailed results and performance information](#) for the CRTC’s program inventory is available on GC InfoBase.

Plans to achieve results

The following section describes the planned results for Regulate and Supervise the Communications System in 2026-27.

Canadian and Indigenous content is created

In 2026-27, the CRTC will continue to help ensure that Canadians have access to high-quality Canadian and Indigenous content on radio, television and online streaming services.

Modernizing Canada’s broadcasting framework

In 2026-27, the CRTC will continue to implement the modernized *Broadcasting Act* to help ensure the creation and discoverability of Canadian and Indigenous content. As part of its work to modernize Canada’s broadcasting framework, the CRTC will publish a decision on [the definition of Canadian content for audio services](#). Additionally, the CRTC will hold public consultations to finalize the individual contributions and requirements for broadcasters.

Local and national news are important for Canadians to stay informed and involved in their communities; however, news is expensive to produce. As part of its work to modernize Canada’s broadcasting framework, the CRTC is continuing to help ensure that Canadians have access to timely local and national news on radio and television, including by re-evaluating supports such as expenditure requirements.

⁴ In 2023-24, the CRTC established a new approach to deal with Part 1 applications in a more transparent and timely way, while eliminating its historical backlog of applications. The methodology used in previous fiscal years would not capture the CRTC’s work accurately. As the CRTC reviews its methodology, it is using an interim approach that captures applications received and published in the current fiscal year.

Co-developing an Indigenous broadcasting policy

In 2026-27, the CRTC will continue to co-develop the Indigenous broadcasting policy with First Nations, Inuit and Métis peoples. This co-development will result in a modernized framework that will help the creation and discoverability of Indigenous content.

Results we plan to achieve

- Continued production of high-quality Canadian and Indigenous content
- Access to Canadian and Indigenous content through a variety of platforms

Canadians have access to high-quality communications services

In 2026-27, the CRTC will continue to support Canadians' access to high-quality Internet and cellphone services.

Promoting competition and investment for Internet and cellphone services

To promote competition and investment for Internet and cellphone services, in 2026-27, the CRTC will continue to implement the rules established for these markets and actively monitor the impact of its regulatory frameworks. These rules and frameworks enable competitors to access the networks of Canada's large Internet and cellphone companies to offer Canadians more choice.

In the Internet services market, the high-speed access framework gives competitors a workable way to sell Internet services using the fibre-to-the-home networks of large telephone companies. In 2026-27, the CRTC will continue to monitor the level of investment in networks and the level of competition, as well as prices. The CRTC's monitoring will help maintain the right balance between increased competition and continued investment in high-quality networks, so that Canadians benefit from more choice for Internet services.

In the cellphone services market, regional providers are able to compete as mobile virtual network operators (MVNOs) using the networks of Canada's large cellphone providers. The CRTC will continue to encourage timely MVNO agreements between providers and will conduct arbitration where required.

In 2026-27, the CRTC will also continue its efforts to help make Internet services more affordable for remote Indigenous communities, including those in the Far North. This will include developing a subsidy to help address the cost of Internet services.

Connecting Canadians

Through the Broadband Fund, the CRTC 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. The Broadband Fund helps connect households and essential institutions such as schools, health care facilities and community centres to high-speed Internet and cellphone services.

In 2026-27, the CRTC will complete its review of the Broadband Fund. In this final phase of the review, the CRTC will consider whether the Broadband Fund should provide funding for projects to improve the resiliency of networks. Further, the CRTC will select projects to help improve Internet and cellphone services in rural, remote and Indigenous communities through the Broadband

Fund's fourth call for applications. Finally, the CRTC will continue its consultation to develop an Indigenous stream of the Broadband Fund in collaboration with Indigenous groups and communities.

Improving networks

The CRTC, telecommunications service providers and other government authorities all have a role to play in ensuring that Canadians have access to reliable, affordable and high-quality telecommunications services.

In 2026-27, the CRTC will continue to monitor major service outages and take action within its mandate to help make telecommunications services more reliable. This includes by considering requirements and standards for how service providers design and operate their networks.

The CRTC also plays a narrow role in helping to ensure that Canadians have access to emergency services through 9-1-1 and to mental health support services through 9-8-8. Regarding 9-1-1, the CRTC will continue to support the transition to Next-Generation 9-1-1 services within its mandate. Regarding 9-8-8, it will continue to support the Centre for Addiction and Mental Health (CAMH), telecommunications service providers and other partners to help improve routing of 9-8-8 calls.

Protecting and empowering consumers

In 2026-27, as part of its [Consumer Protections Action Plan](#), the CRTC will continue its work to help protect and empower Canadians in their dealings with Internet, cellphone and television service providers.

The CRTC will publish decisions on [three public consultations](#) to make it easier for Canadians to choose the Internet and cellphone plans that are best for them. The CRTC is considering new measures to enhance customer notification, to remove barriers to switching plans and to enhance self-service. The CRTC will also publish a decision on [making it easier to shop for Internet services](#). As part of this proceeding, the CRTC is considering setting standards that display clear and simple information, such as price and speed, to help Canadians easily compare plans.

To help guide the relationship between customers and their service providers, the CRTC created the Consumer Protection Codes, including the Deposit and Disconnection Code, the Internet Code, the Wireless Code and the Television Service Provider Code. Together, these codes aim to keep Canadians informed of their rights and obligations and empower them to make decisions about these services. The CRTC plans to combine these codes into a single code that is more clear, simple and consistent across all services.

The CCTS is an independent organization that helps Canadians resolve issues with their service providers and enforces the CRTC's Consumer Protection Codes. In 2026-27, the CRTC will help ensure that Canadians with unresolved complaints get clear and timely information about the CCTS. It will also launch consultations to strengthen the ability of the CCTS to better fulfill its mandate.

Engaging proactively with industry to raise compliance through awareness and education

The CRTC is part of a broad government effort to help ensure that Canadians have access to safe and reliable telecommunications services. In 2026-27, the CRTC will continue to work with its

partners to help protect Canadians from nuisance phone calls, and spam text messages and emails.

To support this goal, the CRTC will continue to promote compliance with [Canada's Anti-Spam Legislation](#) (CASL), the [Unsolicited Telecommunications Rules](#) (UTRs), and the [Voter Contact Registry](#) (VCR) by actively working with industry. Specific initiatives will include hosting webinars and presentations for industry associations, developing information bulletins and guidance materials to provide best practice advice and issuing enforcement advisories targeted at specific industry sectors that are frequently associated with complaints from Canadians.

In addition to working with industry, the CRTC will engage with Canadians to raise awareness about how they can protect themselves from unwanted communications. Public outreach efforts will include webinars and presentations to Canadians and community organizations.

Results we plan to achieve

- Increased choice and affordable telecommunications services
- Investment in high-quality networks
- Connectivity for rural, remote and Indigenous communities
- More control for consumers over their Internet and cellphone services
- Reliable networks
- A safe communications system

Proceedings related to the regulation of the communications system are efficient and fair

The CRTC is an independent quasi-judicial tribunal that regulates the Canadian communications sector in the public interest. The CRTC holds public consultations on telecommunications and broadcasting matters and makes decisions based on the public record.

In 2026-27, the CRTC will continue to engage with stakeholders and make it easier to participate in its proceedings to ensure a diversity of perspectives and robust public records.

Supporting public participation in CRTC proceedings

The CRTC supports funding public interest participation in its proceedings, allowing groups and individuals representing the public interest to apply for funding to cover certain costs of participation, such as expert research, surveys of Canadians and legal advice.

Telecommunications companies and broadcasters cover these costs for groups and individuals representing the public interest. In 2026-27, the CRTC will publish a decision [to help make funding more predictable and faster](#).

Reducing red tape

In 2026-27, the CRTC will continue its efforts to reduce administrative burden, streamline processes and improve transparency and accessibility. First, the CRTC is focusing on reducing administrative burden as it reviews and modernizes its regulatory frameworks. Second, the CRTC is taking a strategic and streamlined approach to the amount and type of information that stakeholders must provide. Finally, the CRTC is creating a more predictable regulatory environment by improving transparency and accessibility.

In 2026-27, CRTC will systematically seek views about administrative burden in its public consultations, so that it can better identify and address outdated or unnecessary regulatory requirements, while respecting the procedural requirements of being a quasi-judicial tribunal. As these initiatives progress, the CRTC will share updates to keep stakeholders informed.

Results we plan to achieve

- A tribunal that is efficient and fair
- An organization that better engages with Canadians

Gender-based Analysis Plus

The CRTC will further develop the relationships it has established, including through the IRT, the OLMC Engagement Team and the OLMC Discussion Group, to continue to help ensure its policies reflect and address the priorities of diverse communities across Canada. It will also make it easier for diverse groups to participate, including by continuing to provide information in sign language and Indigenous languages, to facilitate greater participation and to make its consultations and decisions more accessible.

Impacts of the CRTC's programs on gender and diversity

As part of its public opinion research, the CRTC provides disaggregated Gender-based Analysis Plus (GBA Plus) data on the perception of the Canadian broadcasting and telecommunications systems. The CRTC will continue to collect data to report on the impact of its work on gender and diversity and make more of this data publicly available.

The CRTC is also an active member of the Accessibility Data and Measurement Strategy Director General Steering Committee (DGSC) and Working Group led by Employment and Social Development Canada (ESDC). The goal of the Accessibility Data and Measurement Strategy is to provide Canadians with comprehensive information and long-term data on barriers to accessibility. The DGSC and Working Group help ensure collaboration and coordination across federal departments related to this strategy.

Support for Canadian and Indigenous content creation

In 2026-27, the CRTC will continue to collect data on the progress of Canada's largest broadcasters towards achieving gender parity for their in-house and commissioned productions and on programming produced by Indigenous peoples and OLMCs. Through its broadcasting programming reports, the CRTC will also continue to collect data on the presence of diverse content creators in key creative positions in original programming.

Access to the communications system

In 2026-27, the CRTC will continue its Secret Shopper Program to identify misleading or aggressive sales practices by Canada's largest telecommunications carriers. The data from the program will help inform future regulatory work and help ensure that the market is not subjecting people to barriers that prevent them from fully benefitting from Internet and cellphone services.

Planned resources to achieve results

Table 4: Planned resources to achieve results for Regulate and Supervise the Communications System

Table 4 provides a summary of the planned spending and full-time equivalents required to achieve results.

Resource	Planned
Spending	87,063,196
Full-time equivalents	486

[Complete financial](#) and [human resources information](#) for the CRTC's program inventory is available on GC InfoBase.

Program inventory

Regulate and Supervise the Communications System is supported by the following programs:

- Support for Canadian and Indigenous Content Creation
- Access to the Communications System

Additional information related to the program inventory for Regulate and Supervise the Communications System is available on the [Results page on GC InfoBase](#).

Summary of changes to reporting framework since last year

- The departmental result previously called “Canadian content is created” has been renamed “Canadian and Indigenous content is created.” Its corresponding indicator now includes Indigenous content and covers traditional and online audio-visual and audio programming.
- The departmental result previously called “Canadians are connected to world-class communications services” has been renamed “Canadians have access to high-quality communications services.” One of its corresponding indicators, “% of total fixed broadband subscriptions that are high-capacity network connections compared to the OECD average,” has been removed.
- Under this same result, the target date for the indicator “% of households that have access to the latest generally deployed mobile wireless technology” has been changed to “100% of Canadian households by 2030.”
- The departmental result “Canadians are protected within the communications system” and its corresponding indicators have been removed. A new sentence to describe the CRTC's enforcement work has been added to the Core description.

Internal services

In this section

- [Description](#)
- [Plans to achieve results](#)

- [Planned resources to achieve results](#)
- [Planning for contracts awarded to Indigenous businesses](#)

Description

Internal services are the services that are provided within a department so that it can meet its corporate obligations and deliver its programs. There are 10 categories of internal services:

- acquisition management services
- communications services
- financial management services
- human resources management services
- information management services
- information technology services
- legal services
- material management services
- management and oversight services
- real property management services

Plans to achieve results

This section presents details on the department's plans to achieve results and meet targets for internal services.

Accessibility

The CRTC will implement its updated Accessibility Plan for 2026-28, which includes the introduction of the Digital Accessibility Passport and more streamlined processes for accommodations, ergonomic assessments and adaptive technologies. The availability of accessibility tools, resources, expert support and training will be further expanded. Awareness initiatives on accessibility and disability-related topics will continue throughout the year.

Equity, diversity and inclusion

The CRTC is committed to delivering on public service-wide priorities on reconciliation, anti-racism, accessibility, equity, diversity and inclusion to make the CRTC a more inclusive workplace.

The CRTC is moving forward with the Call to Action on Anti-Racism, Equity, and Inclusion in the Federal Public Service by creating mentorship and sponsorship programs and examining succession to leadership roles. The CRTC will implement its refreshed triennial Equity, Diversity and Inclusion Plan to provide a comprehensive and coordinated approach to meeting these priorities.

Values and ethics

The government-wide priority of advancing a values-based culture will be supported by a comprehensive values and ethics communications and engagement plan with targeted programming. This plan will include a focus on continuous reinforcement of the public service values of respect for democracy, respect for people, integrity, stewardship and excellence.

Information technology services

The CRTC is modernizing its IT infrastructure to improve resiliency and efficiency for stakeholders. These initiatives support strategic goals by enhancing service delivery, strengthening cybersecurity, fostering innovation and preparing for the launch of new Data and Digital Strategies to empower employees and improve analytics and technological capabilities in 2026-27.

Planned resources to achieve results

Table 5: Planned resources to achieve results for internal services this year

Table 5 provides a summary of the planned spending and full-time equivalents required to achieve results.

Resource	Planned
Spending	24,378,814
Full-time equivalents	169

[Complete financial](#) and [human resources information](#) for the CRTC's program inventory is available on GC InfoBase.

Planning for contracts awarded to Indigenous businesses

The CRTC met the 5% target for the total value of contracts to Indigenous businesses in 2024-25 and plans to continue to meet this target through 2025-26. The CRTC is committed to supporting the participation of Indigenous businesses to compete for contract awards, as well as subcontracting arising from a contract. The CRTC will continue to verify Supply Arrangements and Standing Offers to acquire goods or services from Indigenous businesses to maintain the ongoing 5% target for 2026-27.

Table 6: Percentage of contracts planned and awarded to Indigenous businesses

Table 6 presents the current, actual results with forecasted and planned results for the total percentage of contracts the department awarded to Indigenous businesses.

5% Reporting Field	2024-25 Actual Result	2025-26 Forecasted Result	2026-27 Planned Result
Total percentage of contracts with Indigenous businesses	10.47% ⁵	5.00%	5.00%

Department-wide considerations

- [Related government priorities](#)
- [Key risks](#)

⁵ The CRTC exceeded the 5% target in 2024-25, achieving 10.47% due to several initiatives, including completing the required renovations and move back to the CRTC's headquarters. It voluntarily set aside contracts for moving services, office supplies, office furniture and IT equipment.

Related government priorities

United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals

More information on the CRTC's contributions to Canada's Federal Implementation Plan on the 2030 Agenda and the Federal Sustainable Development Strategy can be found in our [Departmental Sustainable Development Strategy](#).

Key risks

The broadcasting and telecommunications sectors are undergoing immense change. The CRTC has been given a significantly expanded mandate and is being called upon to rework decades-old rules and regulations and to create new ones within a short timeframe. This requires significant public consultation to obtain a broad range of views and build a robust record to make decisions, while also moving quickly to provide certainty to everyone who is affected by those decisions.

Planned spending and human resources

This section provides an overview of the CRTC's planned spending and human resources for the next three fiscal years and of planned spending for 2026-27 with actual spending from previous years.

In this section

- [Spending](#)
- [Funding](#)
- [Future-oriented condensed statement of operations](#)
- [Human resources](#)

Spending

This section presents an overview of the department's planned expenditures from 2023-24 to 2028-29.

Budgetary performance summary

Table 7: Three-year spending summary for core responsibility and internal services

(dollars) Table 7 presents the CRTC's spending over the past three years to carry out its core responsibility and for internal services. Amounts for the 2025–26 fiscal year are forecasted based on spending to date.

Core responsibility and Internal services	2023-2024 Actual Expenditures	2024-25 Actual Expenditures	2025-2026 Forecast Spending
Regulate and Supervise the Communications System	69,349,918	83,006,141	86,067,025
Subtotal	69,349,918	83,006,141	86,067,025
Internal services	23,231,620	26,754,743	27,814,620
Total	92,581,538	109,760,884	113,881,645
Revenues netted against spending	72,675,390	88,492,365	92,578,441
Total	19,906,148	21,268,519	21,303,204

Analysis of the past three years of spending

For fiscal years 2023-24 to 2024-25, spending represents the actual expenditures as reported in the Public Accounts of Canada.

The increase in actual spending from 2023-24 to 2024-25 was mainly due to the ratification of several government-wide collective agreements (including retroactive payments), the increase in regulatory work to support significant amendments to the *Broadcasting Act*, and to advance telecommunications files.

Forecast spending for 2025-26 is expected to increase due to the advancement of regulatory work to support significant amendments to the *Broadcasting Act*. Temporary funding was approved in 2025-26 for additional resources to accelerate the implementation of the modernized *Broadcasting Act*.

More financial information from previous years is available on the [Finances section of GC Infobase](#).

Table 8: Planned three-year spending on core responsibility and internal services (dollars)

Table 8 presents the CRTC’s planned spending over the next three years by core responsibility and for internal services.

Core responsibility and Internal services	2026-27 Planned Spending	2027-28 Planned Spending	2028-29 Planned Spending
Regulate and Supervise the Communications System	87,063,196	86,423,828	85,971,748
Subtotal	87,063,196	86,423,828	85,971,748
Internal services	24,378,814	24,263,722	24,135,334
Total	111,442,010	110,687,550	110,107,082
Revenues netted against spending	93,876,903	93,240,653	92,862,811
Total	17,565,107	17,446,897	17,244,271

Analysis of the next three years of spending

Planned spending for fiscal years 2026-27 to 2028-29 corresponds to the Main Estimates. Supplementary funding for items such as legislative amendments, salary adjustments for ratified collective agreements and carry-forward adjustments are currently unknown and, therefore, not reflected.

Spending in 2026-27 and the subsequent years is planned to decrease due to the sunsetting of the temporary funds received in 2025-26 to accelerate the implementation of the modernized *Broadcasting Act* and the modernization of internal processes, as outlined in the Government of Canada's Comprehensive Expenditure Review exercise and Budget 2025.

More [detailed financial information on planned spending](#) is available on the Finances section of GC Infobase.

Table 9: Budgetary gross and net planned spending summary (dollars)

Table 9 reconciles gross planned spending with net spending for 2026-27.

Core responsibility and Internal services	2026-27 Gross planned spending (dollars)	2026-27 Planned revenues netted against spending (dollars)	2026-27 Planned net spending (authorities used)
Regulate and Supervise the Communications System	87,063,196	73,216,195	13,847,001
Subtotal	87,063,196	73,216,195	13,847,001

Core responsibility and Internal services	2026-27 Gross planned spending (dollars)	2026-27 Planned revenues netted against spending (dollars)	2026-27 Planned net spending (authorities used)
Internal services	24,378,814	20,660,708	3,718,106
Total	111,442,010	93,876,903	17,565,107

Analysis of budgetary gross and net planned spending summary

The CRTC collects fees in line with fees regulations to finance its regulatory work in broadcasting and telecommunications. These regulations are:

- Broadcasting fees ([Broadcasting Fees Regulations](#));
- Fees to regulate the *Online News Act* ([Cost Recovery \(Online News Act\) Regulations](#));
- Annual telecommunications fees ([Telecommunications Fees Regulations, 2010](#)); and
- Unsolicited telecommunications fees for compliance and enforcement activities related to the National Do Not Call List (DNCL) ([Unsolicited Telecommunications Fees Regulations](#)).

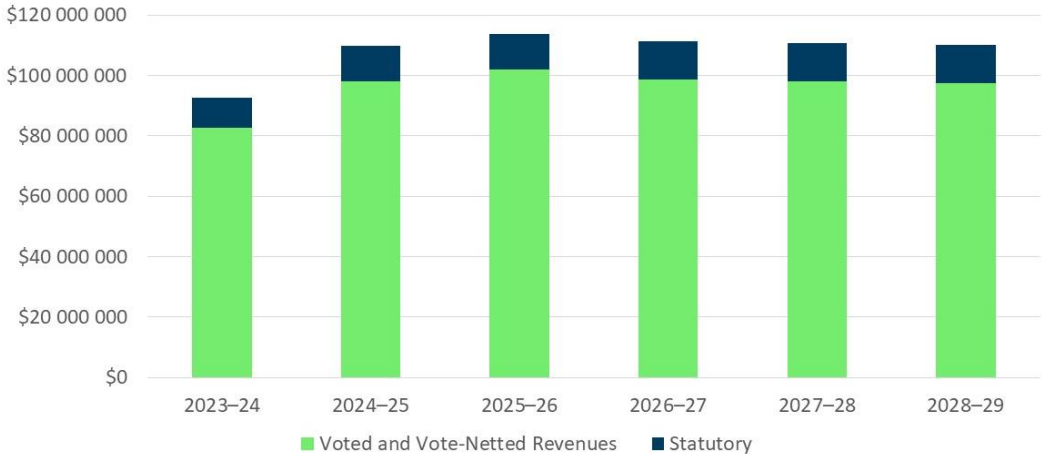
Information on the alignment of the CRTC’s [spending with Government of Canada’s spending and activities](#) is available on GC InfoBase.

Funding

This section provides an overview of the department's voted and statutory funding for its core responsibility and for internal services. For further information on funding authorities, consult the [Government of Canada budgets and expenditures](#).

Graph 1: Approved funding (statutory and voted) over a six-year period

Graph 1 summarizes the department’s approved voted and statutory funding from 2023-24 to 2028-29.



Text description of graph 1

Fiscal year	Total	Voted and Vote-Netted Revenues	Statutory
2023-24	\$92,581,538	\$82,669,733	\$9,911,805
2024-25	\$109,760,884	\$98,209,924	\$11,550,960
2025-26	\$113,881,645	\$101,920,013	\$11,961,632
2026-27	\$111,442,010	\$98,755,832	\$12,686,178
2027-28	\$110,687,550	\$98,029,326	\$12,658,224
2028-29	\$110,107,082	\$97,500,754	\$12,606,328

Analysis of statutory and voted funding over a six-year period

The CRTC is mainly funded through fees that are collected from the industries it regulates to cover the cost of its regulatory work. The increase in funding from 2023-24 to 2024-25 was partly due to increased vote-netted revenues related to the ratification of several government-wide collective agreements, which caused salaries and related costs to rise.

In addition, the increase in funding in fiscal years 2024-25 and 2025-26 was mainly due to the coming into force of the modernized *Broadcasting Act*, which resulted in an increase in regulatory work. It required an increase in vote-netted revenues in 2024-25 and a temporary increase in voted funding in 2025-26 to accelerate the implementation of the legislation.

Funding in 2026-27 and the subsequent years is planned to decrease due to the sunseting of temporary funds received in 2025-26 to accelerate the implementation of the modernized *Broadcasting Act* and the modernization of internal processes, as outlined in the Government of Canada’s Comprehensive Expenditure Review exercise and Budget 2025.

Funding for fiscal years 2026-27 to 2028-29 corresponds to the Main Estimates.

For further information on the CRTC’s departmental appropriations, consult the [2026-27 Main Estimates](#).

Future-oriented condensed statement of operations

The future-oriented condensed statement of operations provides an overview of the CRTC’s operations for 2025-26 to 2026-27.

Table 10: Future-oriented condensed statement of operations for the year ended March 31, 2027 (dollars)

Table 10 summarizes the expenses and revenues which net to the cost of operations before government funding and transfers for 2025-26 to 2026-27. The forecast and planned amounts in this statement of operations were prepared on an accrual basis. The forecast and planned amounts presented in other sections of the Departmental Plan were prepared on an expenditure basis. Amounts may therefore differ.

Financial information	2025-26 Forecast results	2026-27 Planned results	Difference (Planned results minus forecasted)
Total expenses	123,602,010	120,076,098	(3,525,912)
Total revenues	92,578,441	93,876,903	1,298,462
Net cost of operations before government funding and transfers	31,023,569	26,199,195	(4,824,374)

Analysis of forecasted and planned results

The difference in expenses of approximately \$3.5 million (-2.9%) in 2026-27, as compared to 2025-26, is mainly due to the CRTC’s decreased appropriation following the sunsetting of temporary funds received in 2025–26. It also reflects the implementation of federal budget reductions announced in 2025.

Revenues reflect a slight increase, by approximately \$1.3 million, in 2026–27.

A more detailed [Future-Oriented Statement of Operations and associated Notes for 2026-27](#), including a reconciliation of the net cost of operations with the requested authorities, is available on the CRTC’s website.

Human resources

This section presents an overview of the department’s actual and planned human resources from 2023-24 to 2028-29.

Table 11: Actual human resources for core responsibility and internal services

Table 11 shows a summary of human resources, in full-time equivalents, for the CRTC’s core responsibility and for its internal services for the previous three fiscal years. Human resources for the 2025–26 fiscal year are forecasted based on year to date.

Core responsibility and internal services	2023-24 Actual full-time equivalents	2024-25 Actual full-time equivalents	2025-26 Forecasted full-time equivalents
Regulate and Supervise the Communications System	444	488	536
Subtotal	444	488	536
Internal services	170	203	204
Total	614	691	740

Analysis of human resources over the last three years

The increases in actual full-time equivalents from 2023-24 to 2025-26 is attributable to staffing required to prepare for and implement the modernized *Broadcasting Act* and the *Online News Act*, and to advance telecommunications files.

Table 12: Human resources planning summary for core responsibility and internal services

Table 12 shows information on human resources, in full-time equivalents, for each of the CRTC's core responsibility and for its internal services planned for the next three years.

Core responsibility and internal services	2026-27 Planned full-time equivalents	2027-28 Planned full-time equivalents	2028-29 Planned full-time equivalents
Regulate and Supervise the Communications System	486	485	483
Subtotal	486	485	483
Internal services	169	169	169
Total	655	654	652

Analysis of human resources for the next three years

Full-time equivalents in 2026-27 and the subsequent years are planned to decrease due to the sunseting of temporary funds received in 2025-26 to accelerate the implementation of the modernized *Broadcasting Act* and the modernization of internal processes, as outlined in the Government of Canada's Comprehensive Expenditure Review exercise and Budget 2025.

Supplementary information tables

Information on the CRTC's departmental sustainable development strategy can be found on the [CRTC's website](#).

Federal tax expenditures

The CRTC's Departmental Plan does not include information on tax expenditures.

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance Canada publishes cost estimates and projections for these measures each year in the [Report on Federal Tax Expenditures](#).

This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs as well as evaluations and GBA Plus of tax expenditures.

Corporate information

Departmental profile

Appropriate minister: The Honourable Marc Miller, Minister of Canadian Identity and Culture and Minister responsible for Official Languages, P.C., M.P.

Institutional head: Vicky Eatrides, Chairperson and Chief Executive Officer

Ministerial portfolio: Canadian Heritage portfolio

Enabling instruments:

- [*Canadian Radio-television and Telecommunications Commission Act*](#)
- [*Bell Canada Act*](#)
- [*Broadcasting Act*](#)
- [*Telecommunications Act*](#)
- [*Canada Elections Act*](#)
- [*An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act, and the Telecommunications Act*](#) (CASL)
- [*Accessible Canada Act*](#)
- [*Online News Act*](#)

Year of incorporation / commencement: 1968

Departmental contact information

Mailing address:

Les Terrasses de la Chaudière
Central Building
1 Promenade du Portage
Gatineau, Quebec J8X 4B1

or

Gatineau, Quebec K1A 0N2

Telephone:

In Canada:

Toll-free: 1-877-249-CRTC (2782)

Toll-free TTY: 1-877-909-CRTC (2782)

Outside Canada:

819-997-0313

TTY: 819-994-0423

Fax: 819-994-0218

Website: <https://www.crtc.gc.ca>

Definitions

appropriation (crédit)

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

budgetary expenditures (dépenses budgétaires)

Operating and capital expenditures; transfer payments to other levels of government, departments or individuals; and payments to Crown corporations.

core responsibility (responsabilité essentielle)

An enduring function or role performed by a department. The intentions of the department with respect to a core responsibility are reflected in one or more related departmental results that the department seeks to contribute to or influence.

Departmental Plan (plan ministériel)

A report on the plans and expected performance of an appropriated department over a 3year period. Departmental Plans are usually tabled in Parliament each spring.

departmental result (résultat ministériel)

A consequence or outcome that a department seeks to achieve. A departmental result is often outside departments' immediate control, but it should be influenced by program-level outcomes.

departmental result indicator (indicateur de résultat ministériel)

A quantitative measure of progress on a departmental result.

departmental results framework (cadre ministériel des résultats)

A framework that connects the department's core responsibilities to its departmental results and departmental result indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report on a department's actual accomplishments against the plans, priorities and expected results set out in the corresponding Departmental Plan.

full-time equivalent (équivalent temps plein)

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. For a particular position, the full-time equivalent figure is the ratio of number of hours the person actually works divided by the standard number of hours set out in the person's collective agreement.

gender-based analysis plus (GBA Plus) (analyse comparative entre les sexes plus [ACS Plus])

Is an analytical tool used to support the development of responsive and inclusive policies, programs, and other initiatives. GBA Plus is a process for understanding who is impacted by the issue or opportunity being addressed by the initiative; identifying how the initiative could be tailored to meet diverse needs of the people most impacted; and anticipating and mitigating any barriers to accessing or benefitting from the initiative. GBA Plus is an intersectional analysis that goes beyond biological (sex) and socio-cultural (gender) differences to consider other factors, such as age, disability, education, ethnicity, economic status, geography (including rurality), language, race, religion, and sexual orientation.

Using GBA Plus involves taking a gender- and diversity-sensitive approach to our work. Considering all intersecting identity factors as part of GBA Plus, not only sex and gender, is a Government of Canada commitment.

government priorities (priorités gouvernementales)

For the purpose of the 2026-27 Departmental Plan, government priorities are the high-level themes outlining the government's agenda in the [2025 Speech from the Throne](#).

horizontal initiative (initiative horizontale)

An initiative where two or more federal departments are given funding to pursue a shared outcome, often linked to a government priority.

Indigenous business (entreprise autochtones)

Requirements for verifying Indigenous businesses for the purposes of the departmental result report are available through the Indigenous Services Canada [Mandatory minimum 5% Indigenous procurement target](#) website.

non-budgetary expenditures (dépenses non budgétaires)

Non-budgetary authorities that comprise assets and liabilities transactions for loans, investments and advances, or specified purpose accounts, that have been established under specific statutes or under non-statutory authorities in the Estimates and elsewhere. Non-budgetary transactions are those expenditures and receipts related to the government's financial claims on, and obligations to, outside parties. These consist of transactions in loans, investments and advances; in cash and accounts receivable; in public money received or collected for specified purposes; and in all other assets and liabilities. Other assets and liabilities, not specifically defined in G to P authority codes are to be recorded to an R authority code, which is the residual authority code for all other assets and liabilities.

performance (rendement)

What a department did with its resources to achieve its results, how well those results compare to what the department intended to achieve, and how well lessons learned have been identified.

performance indicator (indicateur de rendement)

A qualitative or quantitative means of measuring an output or outcome, with the intention of gauging the performance of a department, program, policy or initiative respecting expected results.

plan (plan)

The articulation of strategic choices, which provides information on how a department intends to achieve its priorities and associated results. Generally, a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead to the expected result.

planned spending (dépenses prévues)

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

program (programme)

Individual or groups of services, activities or combinations thereof that are managed together within the department and focus on a specific set of outputs, outcomes or service levels.

program inventory (répertoire des programmes)

Identifies all the department's programs and describes how resources are organized to contribute to the department's core responsibilities and results.

result (résultat)

A consequence attributed, in part, to a department, policy, program or initiative. Results are not within the control of a single department, policy, program or initiative; instead they are within the area of the department's influence.

statutory expenditures (dépenses législatives)

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

target (cible)

A measurable performance or success level that a department, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

voted expenditures (dépenses votées)

Expenditures that Parliament approves annually through an appropriation act. The vote wording becomes the governing conditions under which these expenditures may be made.