Canada

Meeting with International Experts: CRTC Introductions

Prepared by Strategic Policy & International Affairs

2 November 2018

DM#3231000

Caroline Simard
Vice-Chairperson, Broadcasting

Key Concerns

1. What are the **gaps** left by the abundance of content and recent innovations in terms of **diversity of content** and **media pluralism**?

2. Besides regulations or strict rules, what are the **forces that regulate** the broadcasting ecosystem?

3. How can the regulatory scheme ensures **effective**, **efficient** and **predictable enforcement measures**?

Claude Doucet
Secretary General

Key Concern

1. Becoming a **Digital First** organization in terms of our processes and approaches.

For Reference

The CRTC has started to publish digital-first reports:

- **Answering the Call: Building a Safe, Convenient Telemarketing Environment for Canadians** (CRTC Report, 29 September 2017)
- **Harnessing Change: The Future of Programming Distribution in Canada** (CRTC Report, 31 May 2018)

Scott Shortliffe
Chief Consumer Officer & Executive Director

Key Concerns

1. **Protecting** consumers
   - Delivering a report on the retail sales practices of Canada's large telecommunications service providers.
   - Monitoring Wireless Code and Television Service Provider Code.

2. Organizing a summit on **women in the production industry**.

3. Data and industry **monitoring**
   - √ • Publishing the CRTC's Communications Monitoring Report using a phased approach.
   - Includes the mapping of telecom services coverage to support broadband deployment and funding.

For Reference
- **Report regarding the retail sales practices of Canada's large telecommunications carriers** (Telecom and Broadcasting Notice of Consultation 2018-246, 16 July 2018)
- **Wireless Code** (Telecom Regulatory Policy 2013-271 and 2017-200)
- **Television Service Provider Code** (Broadcasting Regulatory Policy 2016-1, 7 January 2016)
- **Communications Monitoring Report 2018** (CRTC Report, 16 August 2018 and ongoing)

Scott Hutton
Executive Director, Broadcasting

Key Concerns

1. Future policy approaches to broadcasting not only focused on the **production** and **promotion** of high-quality content made by Canadians, but also on **discoverability.**

2. **All players** benefiting from participation in the broadcasting system should **contribute** in an appropriate and equitable manner.

3. Future legislation and regulation must be **nimble** and capable of **easily adapting** to ever-changing consumer behaviour and technologies.

For Reference

Harnessing Change: The Future of Programming Distribution in Canada
(CRTC Report, 31 May 2018)

Chris Seidl
Executive Director, Telecommunications

Key Concerns

1. New **universal service**, whereby Canadians, in urban areas as well as in rural and remote areas, have access to voice services and broadband Internet access services, on both fixed and mobile wireless networks.

2. Facilitating the deployment of **wireless infrastructure.**

For Reference

- **Modern telecommunications services – The path forward for Canada's digital economy** (Telecom Regulatory Policy 2016-496, 21 December 2016)
- **Development of the Commission's Broadband Fund** (Telecom Regulatory Policy 2018-377, 27 September 2018)
- **CRTC Forecast 2019-2020** – CRTC to review the regulatory framework for mobile wireless services in 2019.

Steven Harroun
Chief Compliance and Enforcement Officer

Key Concerns

1. Enforcement of unsolicited communications rules requires **international collaboration**, but the process can be long and burdensome.

   - Exacerbated by differences in legislation, privacy and disclosure rules.

2. Increased commodification has made **cybercrime easy and accessible** to more people.

3. Technological complexity and rate of change makes it **difficult for regular citizens to protect themselves**.

For Reference

CRTC Forecast 2019-2020 – CRTC to implement measures to help protect Canadians against nuisance calls in 2019-2020.