

Volume 2 – Appendices

Appendix 2	CRTC's announcement of additional evidence for BNoC 2014-190	3
Appendix 3	Private and public benefits from transfers of broadcast ownership, 1983-2013	4
Appendix 4	Services available from BDUs in Ottawa (June 2014)	5
Appendix 5	Hours of Canadian drama by three over-the-air television stations, 1999-2011	7
Appendix 6	Percent of hours spent with Canadian programming, by type of television service, 2000-2012	9
Appendix 7	Revenues and ownership in Canadian television, 2013	10
Appendix 8	CRTC data about basic BDU rates	11
Appendix 9	Canadians' views on whether cable and satellite fees are too low, about right or too high (June 2014)	12
Appendix 10	Inadequate information for the public	13
Appendix 11	CRTC's regulation of accessibility	14
Appendix 12	CRTC's regulation of portrayal	23
Appendix 13	Impact of rate deregulation on basic cable rates	25
Appendix 14	Canadian and foreign programs broadcast by CIII-TV Toronto in October 1999 and October 2013	26
Appendix 15:	Canadian television regulation in 1973 and 2014	27
Appendix 16	BDUs' share of revenues and Canadian programming expenditures	31
Appendix 17:	Role of programming in section 3 objectives	33
Appendix 18	Comparison of the proposals made by BNoC 2014-190 and the Forum	35
Appendix 19:	Obtaining information about BDUs' basic package – two examples	36
Appendix 20:	Broadcasting Accessibility Fund (as of June 24, 2014)	43

Appendix 1 CRTC's announcement of additional evidence for BNoC 2014-190

The screenshot shows the CRTC website's 'Today's Releases' page for June 6, 2014. The page layout includes a top navigation bar with links for Français, Home, Contact Us, Help, Search, and canada.gc.ca. A sidebar on the left contains sections for QUICK LINKS, RELEASE CALENDARS (for 2014 and 2013), RESOURCES, and SHARE THIS PAGE. The main content area is titled 'Today's Releases June 6, 2014' and includes a 'Reports' section with links to 'Consumer Choice in Linear Television Services' and 'The CRTC's Genre Protection Policy: A 2013 Discussion Paper'. The 'Broadcasting decisions:' section lists three items: 2014-301 (Canada Inc. Plessisville and Victoriaville), 2014-302 (United Christian Broadcasters Canada Thunder Bay, Ontario), and a request to delete conditions of licence for CJOA-FM. A calendar for June is displayed on the right side of the page.

Appendix 2 Private and public benefits from transfers of broadcast ownership, 1983-2013

Year	Count	Benefits to private broadcast owners (transaction value)	Tangible benefits to system	System's tangible benefits as % of total benefits
1983				
1984				
1985	4	\$175.1		
1986	7	\$158.1		
1987	19	\$223.1		
1988	22	\$191.5		
1989	30	\$995.4		
1990	16	\$200.6		
1991	1	\$140.0	\$3.7	2.6%
1992	1	\$45.0		
1993				
1994	1	\$933.5	\$94.4	10.1%
1995				
1996				
1997				
1998				
1999				
2000	6	\$4,875.6	\$423.4	8.7%
2001	9	\$2,130.6	\$81.2	3.8%
2002	5	\$527.9	\$24.2	4.6%
2003	3	\$6.7	\$0.0	0.0%
2004	5	\$286.6	\$6.5	2.3%
2005	5	\$40.9	\$3.1	7.5%
2006	4	\$753.0	\$4.1	0.5%
2007	11	\$6,882.7	\$433.2	6.3%
2008	11	\$376.0	\$41.6	11.1%
2009	9	\$321.3	\$5.0	1.5%
2010	7	\$180.6	\$215.0	119.1%
2011	5	\$2,723.9	\$242.0	8.9%
2012	9	\$166.7	\$18.5	11.1%
2013	2	\$4,326.2	\$264.4	6.1%
Grand Total		\$26,661.1	\$1,860.0	7.0%

Source: CRTC licensing decisions

Appendix 3 Services available from BDUs in Ottawa (June 2014)

The Forum asked Rogers to provide a written list of the services it provides as part of its basic cable package; it was unable to do so (see Appendix 18).

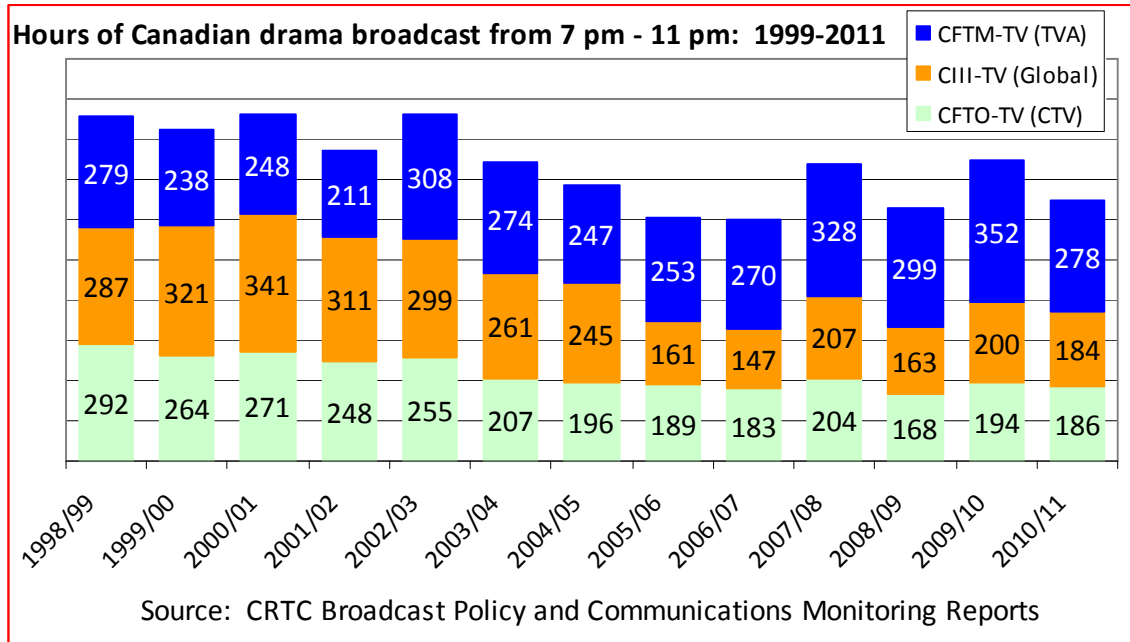
The services available from Bell’s FIBE TV in Ottawa as of June 2014, for \$64.90 are:

Good TV package			
Canadian TV services		Canadian Radio	Foreign services
OTA television	Discretionary television		
CBC & CBC HD	Accessible Media Inc Audio	102.1 The Edge	ABC & ABC HD
	Accessible Media Inc TV	104.5 CHUM FM	CBS & CBS HD
CFTV Leamington	APTN & APTN HD	680 News	FOX & FOX HD
CHCH & CHCH HD	Aquarium HD	Canal M, la radio de Vues & Voix	NBC & NBC HD
CHEK	CBC News Network & CBC News Network HD	CBC Radio One	PBS & PBS HD
CHET-TV Chetwynd	CMT - Country Music Television	CBC Radio Two	WBUR 90.9 (NPR)
CHEX & CHEX HD	CP24 & CP24 HD	CFRB Newstalk 1010	
CityTV & CityTV HD	CPAC - Cable Public Affairs Channel	CJAD AM	
CTS & CTS HD	CTV News Channel & CTV News Channel HD	CJPX Radio - FM 99.5 Montréal	
CTV & CTV HD	E! Entertainment Television & E! Entertainment Television HD	CJRT FM (JAZZ.FM91 Toronto CJRT)	
CTV Two & CTV Two HD	Fireplace HD	CKAC AM	
Global & Global HD	Game TV	Classical 96FM Toronto	
Hay River TV (CIHC-TV) Hay River	MTV & MTV HD	Country FM 105	
Joy TV	MuchMusic & MuchMusic HD	KUOW 94.9	
L'Assemblée nationale du Québec	MétéoMédia	Power FM 97.5 - Winnipeg	
NAC TV Neepawa	RDI & RDI HD	Première Chaîne Montreal (CBF-FM)	
NTV	Russia Today	Première Chaîne FM 97.7 Vancouver (CBUF-FM)	
OMNI1 & OMNI1 HD	Sun News Network & Sun News Network HD	Q107 - Classic Rock	
OMNI2 & OMNI2 HD	The Knowledge Network	Radio X Montreal	
Radio-Canada Télévision (SRC) & Radio-Canada Télévision (SRC) HD	The Weather Network & The Weather Network HD	Sportsnet 590 The Fan	

Good TV package			
Canadian TV services		Canadian Radio	Foreign services
OTA television	Discretionary television		
Telile TV (CIMC-TV) Arichat	Treehouse	VOAR 1210	
TFO & TFO HD	TSN & TSN HD	TSN Radio	
The Shopping Channel	TSN Jets & TSN Jets HD	WRN FM	
TVA & TVA HD	TSN Montreal & TSN Montreal HD	OZ FM	
TVO & TVO HD	Vision TV	RFI Radio	
V & V HD	W Network & W Network HD		
VCTV (CHVC-TV)	YTV & YTV HD		
WAHSA	CBC HNIC Punjabi		
Total: 27 (5 local)	28	23	6

Source: online chat with Bell TV representative (June 2014)

Appendix 4 Hours of Canadian drama by three over-the-air television stations, 1999-2011



Hours of Canadian drama broadcast from 7 pm to 11 pm

Broadcast years	CFTO-TV (CTV)	CIII-TV (Global)	CFTM-TV (TVA)	Total	As % of 7pm - 11pm
1998/99	292	287	279	858	19.6%
1999/00	264	321	238	823	18.8%
2000/01	271	341	248	860	19.7%
2001/02	248	311	211	770	17.6%
2002/03	255	299	308	862	19.7%
2003/04	207	261	274	742	17.0%
2004/05	196	245	247	688	15.8%
2005/06	189	161	253	603	13.8%
2006/07	183	147	270	600	13.7%
2007/08	204	207	328	739	16.9%
2008/09	168	163	299	630	14.4%
2009/10	194	200	352	746	17.1%
2010/11	186	184	278	648	14.8%
Change - %	-36%	-36%	0%	-24%	-4.6
Change - total hrs	-106	-103	-1	-210	

Average hours of drama per week, by station

	CFTO-TV (CTV)	CIII-TV (Global)	CFTM-TV (TVA)	Total
1998/99	5.62	5.52	5.37	16.50
1999/00	5.08	6.17	4.58	15.83
2000/01	5.21	6.56	4.77	16.54
2001/02	4.77	5.98	4.06	14.81
2002/03	4.90	5.75	5.92	16.58
2003/04	3.98	5.02	5.27	14.27
2004/05	3.77	4.71	4.75	13.23
2005/06	3.63	3.10	4.87	11.60
2006/07	3.52	2.83	5.19	11.54
2007/08	3.92	3.98	6.31	14.21
2008/09	3.23	3.13	5.75	12.12
2009/10	3.73	3.85	6.77	14.35
2010/11	3.58	3.54	5.35	12.46

Appendix 5 Percent of hours spent with Canadian programming, by type of television service, 2000-2012

% of tuning that is Canadian	Private OTA		Pay specialty	
	English stations (excl'g Quebec)	French stations (Quebec francophones)	English services (excl'g Quebec)	French services (Quebec francophones)
1999/00	39.0%	75.0%	45.0%	50.0%
2000/01	37.0%	80.0%	42.0%	51.0%
2002/03	36.0%	77.0%	44.0%	56.0%
2003/04	34.0%	69.0%	46.0%	55.0%
2004/05	32.2%	69.0%	58.9%	49.0%
2005/06	32.4%	71.0%	58.9%	53.0%
2006/07	33.0%	70.7%	45.0%	52.0%
2007/08	34.6%	71.4%	43.1%	47.5%
2008/09	37.3%	69.2%	39.5%	60.0%
2009/10	38.9%	69.9%	41.2%	54.2%
2010/11	34.5%	68.1%	41.1%	53.5%
2011/12	38.5%	69.3%	42.6%	52.2%
Change	-0.5	-5.7	-2.4	+2.2

Appendix 6 Revenues and ownership in Canadian television, 2013

Table 1: Concentration of revenues in Canada's private television sector, 2013

2013 Revenues \$ millions	Local TV	National TV	Distribution All services (cable/DTH/MDS)	Total	% of total
Shaw/Corus	\$418	\$950	\$3,837	\$5,205	25.8%
Rogers	\$273	\$434	\$3,421	\$4,128	20.5%
BCE	\$776	\$1,480	\$2,118	\$4,374	21.7%
Quebecor	\$249	\$92	\$2,668	\$3,009	14.9%
4 largest companies	\$1,716	\$2,956	\$12,045	\$16,717	82.8%
Total (excl'g CBC conventional)	\$1,944	\$3,413	\$14,822	\$20,179	100.0%
Top 4, % of Canada	88.3%	86.6%	81.3%	82.8%	

Table 2: % of subscribers and employment controlled by four largest companies in 2013

Television system in 2013		
	BDU subscribers	Employees
Shaw/Corus	2.94 million	12,364
Rogers	2.16 million	5,589
BCE	2.37 million	5,078
Quebecor	1.69 million	7,375
4 largest companies	9.16 million	30,406
Canada total (excl'g CBC)	11.51 million	43,890
Top 4, % of Canada	79.6%	69.3%

Appendix 7 CRTC data about basic BDU rates



Ottawa, Canada
K1A 0N2

September 19, 2011

Our reference: A-2011-00019

Mrs. Monica Auer
2658 Flannery Drive
Ottawa, Ontario K1V 8M2

Dear Mrs. Auer:

This is further to your request under the *Access to Information Act*, received on August 31, 2011, for the following:

"On November 5, 2009, the CRTC wrote in response to an access to information request that the "CRTC was no longer collecting (basic cable rate) data in the annual return process after 2005" (our reference A-2009-00046 & A-2009-00047)

Am now writing to ask for:

- 1 - the date on which the decision for the CRTC to stop collecting information on basic cable rates was made,*
- 2 - the names of the CRTC Commissioners who decided that the CRTC should no longer collect data on basic cable rates,*
- 3 - the identification of the CRTC proceeding (if any) in which the public was invited to comment on this decision, and*
- 4 - a copy of any staff reports, studies or analyses about a decision not to collect basic cable rate data in the annual return process, which were undertaken in the five-year period before the CRTC made the decision referenced in point 1, above."*

While a thorough search of our records has revealed no documents pertaining to your request, we can confirm that the decision to stop collecting information on basic cable rates was made by CRTC staff. This was done as part of a review of the information to be collected in the annual return process conducted in 2005 with a view to streamlining the process and reducing respondent burden.

Please be advised that you may bring a complaint to the Information Commissioner within 60 days of the date of this letter. Notice of complaints should be addressed to:

Information Commissioner
112 Kent Street, 22nd Floor
Ottawa (Ontario) K1A 1H3

Yours sincerely,



Elsa Van Hulst
ATIP Coordinator

Appendix 8 Canadians' views on whether cable and satellite fees are too low, about right or too high (June 2014)

Response to Question 8: Among people who know how much they pay for TV and in households where no one works for a television company, “Are the fee that people pay to receive TV channels by cable or satellite too high, about right or too low in Canada?”

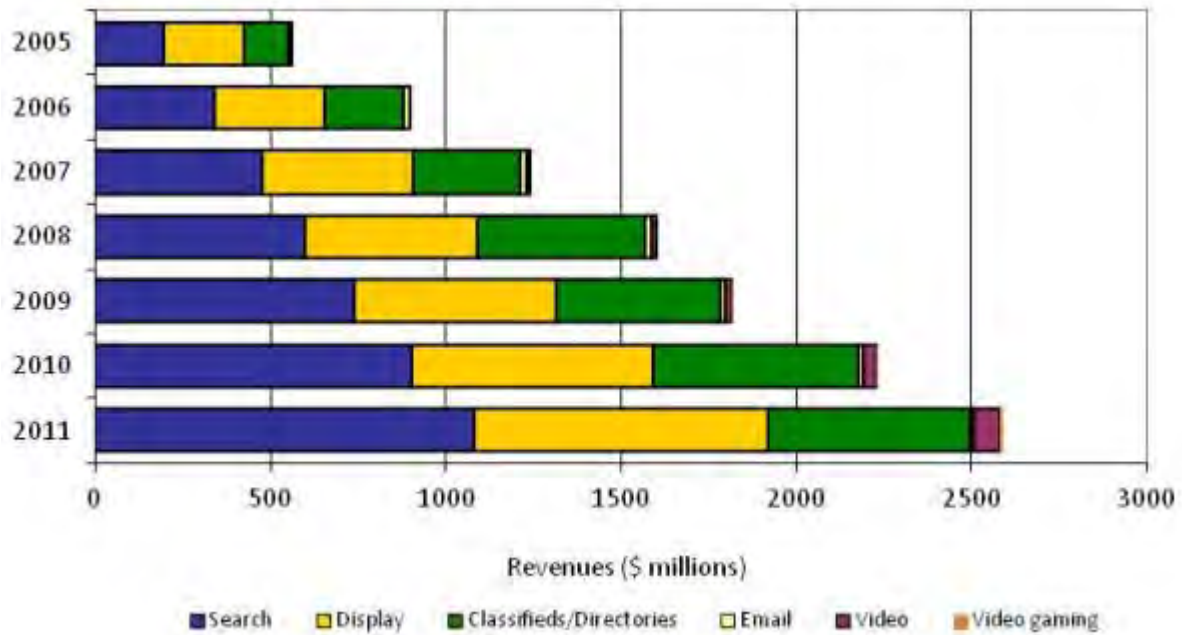
Demographic breakdown	Much too high	Somewhat too high	Total – much or somewhat too high
By gender			
Women	71%	22%	93%
Men	69%	22%	91%
By age			
Under 35	65%	21%	86%
35 to 44	71%	24%	95%
44 to 54	76%	20%	96%
55 to 64	75%	20%	95%
Over 64	63%	27%	90%
By income			
Less than \$20K	73%	21%	94%
\$20K - \$40K	75%	19%	94%
\$40K - \$60K	73%	24%	97%
\$60K - \$80K	70%	24%	94%
\$80K - \$100K	74%	22%	96%
\$100K - \$250K	64%	25%	89%
By education			
Secondary school or less	77%	17%	94%
Some college/university	72%	22%	94%
Completed college/university	72%	23%	95%
Post-graduate studies	57%	27%	84%
By region			
Atlantic Canada	75%	20%	95%
Quebec	70%	24%	94%
Ontario	73%	22%	95%
Manitoba/Saskatchewan	57%	22%	79%
Alberta	66%	20%	86%
BC	71%	23%	94%
National	70%	22%	92%

Source: Forum Research, (N=1341; +/- 2%)

Appendix 9 Inadequate information for the public

CRTC monitoring reports – inconsistent presentation of data (numbers, charts and numbers, and charts without numbers)

2013 *Communications Monitoring Report*: Figure 6.2.1 Canadian online advertising revenues – what are the actual numbers?



- 2012 figures not available at time of printing

Source: 2011-2012 Canadian Online Advertising Revenue Report, IAB Canada

Appendix 10 CRTC's regulation of accessibility

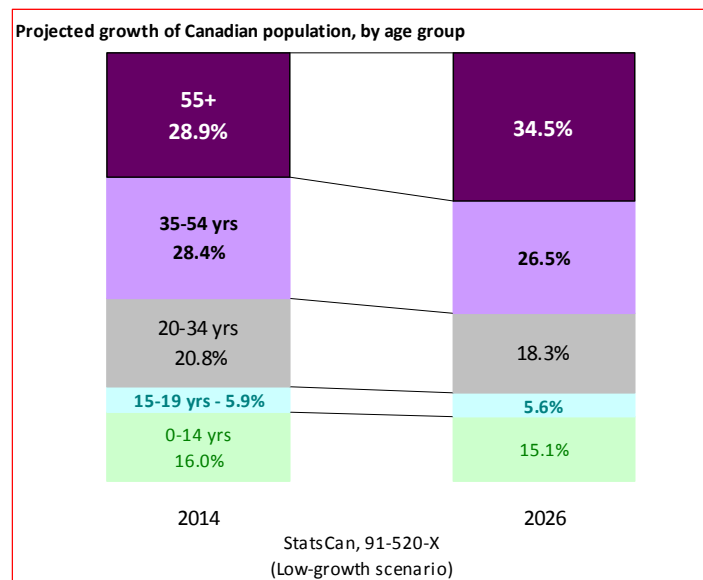
Background

Table 3 Hearing and Eyesight loss in Canada since 2000

Year	Hearing		Seeing	
	000s	% of 15+ pop'n	000s	% of 15+ pop'n
2001	686.7	2.7%	498.5	2.0%
2006	737.5	2.9%	619.1	2.4%
2011	874.6	3.2%	756.3	2.7%
% change	27.4%	0.5	51.7%	0.7

Source: Statistics Canada, Cat. 89-628-X Table 2 Adults with disabilities that need help with everyday activities , by age groups and type of disability, Canada 2001 and 2006, <http://www.statcan.gc.ca/pub/89-628-x/2010015/tbl/tbl2-eng.htm>; Cat 89-654-X Table 3.1 Adults with disabilities by type, sex and age group, Canada, 2012 (collection took place in 2012 for a sample selected from the 2011 population), <http://www.statcan.gc.ca/pub/89-654-x/2013001/tbl/tbl3.1-eng.htm>.

Figure 1 Changing age structure of Canada's population, 2014 vs 2025



CRTC regulatory approach to accessibility

Accessibility of telecommunications and broadcasting services, Broadcasting and Telecom Regulatory Policy CRTC 2009-430 (Ottawa, 21 July 2009), as corrected by Broadcasting and Telecom Regulatory Policy CRTC 2009-430-1 (Ottawa, 17 December 2009) [footnotes omitted]

In this Regulatory Policy, which addresses unresolved issues related to the accessibility of telecommunications and broadcasting services to persons with disabilities, the Commission

- *requires telecommunications service providers to provide a new relay service - Internet Protocol Relay Service.*
- *initiates further investigation into possible improvements to emergency 9-1-1 service, including text messaging to 9-1-1.*
- *requests that wireless service providers, in consultation with persons with disabilities, offer at least one type of wireless mobile handset to serve the needs of people who are blind and/or have moderate-to-severe mobility or cognitive disabilities, noting that it will consider imposing such a requirement in the future if necessary.*
- *requires telecommunications service providers and broadcasting distribution undertakings to improve the accessibility of the information, service and support they offer to Canadians.*
- *directs television broadcasters to improve and control the quality of closed captioning, including in digital formats. It intends to impose conditions of licence in these areas at the broadcasters' licence renewals.*
- *intends to require additional television broadcasters to provide described video through conditions of licence imposed at their licence renewals. The Commission also sets out various measures designed to increase the awareness and accessibility of described video.*
- *intends to require television broadcasters to provide high-quality audio description through conditions of licence to be imposed at the time of their licence renewals.*
- *notes that, under its revised approach for closed captioning and described video, French-language broadcasters will now have the same requirements to provide these services as English-language broadcasters.*

...

Described video and audio description

102. Television broadcasters provide access to television programming for those with visual impairments through two means: described video and audio description.

Amount of described video

103. In 2001, the Commission began to impose conditions of licence requiring minimum levels of described programming on licensees of major English-language conventional television stations. These conditions require licensees to broadcast two hours per week of Canadian priority programming that is described during prime time in the early years of the licence term, ramping up to four hours by the end of the licence term. At least 50 percent of these hours must consist of original programming. Described programming must consist of dramas, documentaries or children's programming. The Canadian Broadcasting Corporation (CBC) French-language and English-language and television networks currently do not have conditions of licence requiring the provision of described video. Starting in 2004, the Commission has, at the time of licence renewal, imposed similar conditions of licence on those analog and Category 1 English-language pay and specialty services whose schedule is comprised mainly of programming that lends itself well to described video, i.e. drama, documentaries and children's programming.

104. The Commission is of the view that persons with disabilities should be able to access programming with described video from both the public and private sectors in French and English. The Commission further considers that basic levels of described video should be available on a wide variety of services. The Commission notes that the shortage of programming with described video is particularly acute for French-language programming since, up until now, none had been required and none had been provided.

105. During this proceeding, broadcasters submitted that the costs of providing described video are significant. In assessing whether or not resources are available for the provision of described video, the Commission has considered the costs and the benefits of providing described video and the difficult economic environment in which television broadcasters currently operate.

106. Accordingly, the Commission intends to apply, through condition of licence, the existing described video requirements not only to English-language television services operated by private broadcasters, but also to French-language services operated by private broadcasters and English-language and French-language television services operated by the CBC. As a result of the approach set out in this paragraph, a minimum of 15 additional English-language and 5 additional French-language television services will provide described video.

107. The Commission intends to impose requirements with respect to described video on additional licensees, as described above, at the time of licence renewal so that it can take into account the specific circumstances of the licensee, but encourages licensees to reach these levels of described video as soon as possible.

108. Currently conventional broadcasters must, according to their conditions of licence, fulfil obligations to provide described video with drama, documentaries

and children's programming, which lend themselves well to described video. In order to provide these broadcasters with a measure of flexibility and to take into account requests from persons with disabilities for a wider of choice of described programming, the Commission considers it appropriate to add two more categories of programming to those that licensees of conventional television stations may use to fulfil their commitments for described video: Variety and General entertainment and human interest. Therefore, the conditions of licence imposed on conventional television stations from now on will allow them to fulfil their commitments for described video with programming from the following categories: 2(b) Long-form documentary; 7(a) Ongoing Dramatic Series; 7(b) Ongoing comedy series (sitcoms); 7(c) Specials, mini-series or made-for-TV feature films; 7(d) Theatrical feature films aired on TV; 7(e) Animated television programs and films; 7(g) Other drama; 9 Variety; and 11 General entertainment and human interest, as well as programming targeted to children. Conventional television stations that currently have conditions of licence with respect to described video may apply to amend their conditions of licence to take advantage of this flexibility.

109. The Commission will continue to monitor the economic situation faced by television broadcasters. When the situation improves and additional resources are available, the Commission intends to conduct a further proceeding to consider expanding the types of specialty services to which it will apply requirements for described video as well as the minimum amount of described video that licensees must provide. At that time, the Commission will also consider amending its regulations to require all licensees that offer programming in applicable genres to provide described video.

110. For those television licensees that currently have a condition of licence requiring them to distribute four hours per week of programming with described video, this requirement will be maintained.

111. The Commission is also of the view that other means of increasing amounts of described video are available. Accordingly, the Commission recommends that producers and broadcasters work together to incorporate described video into the production process. It further recommends that the Canada Media Fund make the production of described video a criterion for funding television programs and that other production funds do likewise. The Commission reminds broadcasters and producers that the production of described video is eligible for federal and provincial tax credits.

112. The Commission acknowledges the efforts by the National Broadcast Reading Service to provide French-language programming on The Accessible Channel, and encourages it to continue its efforts in this regard.

113. The Commission is placing a list of programming services that are required to offer described video on its website. This list will assist BDUs to ensure that they pass through described video of the applicable services. It will also help

individuals and groups representing persons with disabilities to determine the extent to which described video is available in Canada and to assess the success of the initiatives set out in this document.

Access to described video

114. The Commission is of the view that programming with described video is not available to persons with disabilities, as envisaged by section 3(1)(p) of the Broadcasting Act, unless a means to access it is provided. The Commission is further of the view that subscribers who are visually impaired require a simple means to access described programming.

115. The Broadcasting Distribution Regulations require that BDUs pass through described video signals. The Commission has, however, relieved most BDUs of the obligation to pass through described video on an analog basis. Exceptions with respect to the requirement for BDUs to pass through described video on a digital basis are set to expire at the end of August 2009.

116. The Commission is of the view that all BDUs possess the means to pass through described video, at least in open format, and considers it essential that BDUs pass through described video signals received from broadcasters to subscribers.

117. Accordingly, with respect to access to described video, the Commission reminds all Class 1 BDUs, DTH undertakings and SRDUs that they must pass through the described video of all programming services that they distribute no later than 1 September 2009, in accordance with the Broadcasting Distribution Regulations and the Commission's policy set out in Broadcasting Public Notice 2007-101. The Commission directs all licensees of Class 1 BDUs, DTH undertakings and SRDUs to confirm their compliance with this requirement no later than 1 September 2009. The Commission intends to pursue instances of non-compliance.

118. The Commission intends to require BDUs, by condition of licence to be imposed at the time of licence renewal, to provide one or more simple means of accessing described programming, whether in an open or embedded format, that requires little or no visual acuity. The Commission, however, encourages licensees to achieve this goal as soon as possible.

119. The Commission further encourages BDUs to promote the availability of complimentary set-top boxes. As indicated in Broadcasting Public Notice 2007-101, complimentary set-top boxes must be provided to subscribers who are blind or have a visual impairment by those Class 1 cable BDUs that have been relieved of the requirement to pass through described video on an analog basis. These set-top boxes enable those subscribers to access described video on a digital basis.

120. With respect to access to television in general, the Commission encourages BDUs to procure and offer at least one set-top box and remote that is accessible to persons with vision and fine motor skill disabilities, where applicable. It further encourages BDUs to continue to work with vendors to develop set-top box software that provides increased font sizes, audio prompts or other audio information.

Awareness of described programming

121. During this proceeding, some parties submitted that subscribers need to know what programs include described video, and when those programs will be aired. The Commission considers that this information should be provided, and that this could be accomplished through various means such as audio announcements and logos to identify described programming, and promotion of described programs in program listings.

122. Accordingly, the Commission expects:

broadcasters to display a standard described video logo and air an audio announcement indicating the presence of described video before the broadcast of each described program. The Commission encourages broadcasters to repeat the announcement and logo following each commercial break;

broadcasters to make information available regarding the described programs that they will broadcast; and

licensees of BDUs to develop one or more means of identifying programming with described video in their electronic program guides. This could include an audio tone, a visual indicator, or the offer of an audio electronic program guide.

123. The Commission considers that it would be useful to create a working group to develop solutions to issues related to subscriber access to described video and facilitate the development and rollout of initiatives to increase the awareness of described video.

124. Accordingly, the Commission will form a working group with representatives from the distribution and broadcasting sectors. The group will have a 12-month mandate to develop recommendations for improving the accessibility and promotion of described programming.

125. The working group will be tasked to develop common practices and other solutions that will improve the accessibility of described programming including:

facilitating the pass-through of described programming in embedded format;

providing one or more simple means for viewers to access embedded described video;

resolving any instances of audio loss associated with embedded described video; and

ensuring that information regarding described programming is made available in print and online programming listings and electronic programming guides.

Audio description

126. Television broadcasters are currently expected to provide audio description. However, the record of the proceeding indicates that audio description is not being provided in all cases, or in many instances is inadequate. The Commission considers that this is particularly unacceptable in the case of news broadcasts and is of the view that this must be rectified immediately. The Commission considers that some of the problems could be addressed by replacing the music background with a voiceover for weather reports, stock market updates, and sports scores. Measures to improve and increase the amount of audio description could include the training of staff to increase awareness, updating production manuals and policies and assigning responsibility for audio description to appropriate staff.

127. The Commission considers that solutions to the problems of the provision and quality of audio description do not require significant resources and intends to require television licensees to implement audio description by conditions of licence at the time of their next licence renewal. The Commission notes that, as indicated in Broadcasting Decision 2009-279, the next licence term for the television stations operated by CTV Television Inc., Canwest Television Limited Partnership and Sun TV Company, as well the Citytv stations operated by Rogers Broadcasting Limited will expire in 2010, and the licences for the stations operated by TVA Group Inc. will expire in 2011. For the OMNI television stations operated by Rogers Broadcasting Limited, as well as those operated by RNC MEDIA Inc. and Télé Inter-Rives ltée, which will be renewed for six and seven year terms, the Commission intends to impose conditions of licence related to audio description in five years pursuant to section 9(1)(c) of the Broadcasting Act.

128. The Commission requires licensees to identify, at the time of licence renewal, the measures they will put in place to effectively implement audio description.

Pass-through of closed captioning and described video broadcast in new media

129. The Commission encourages broadcasters to pass through closed captioning and described video when their programming is broadcast in new media.

Standard conditions of licence, expectations and encouragements for conventional television stations, Broadcasting Regulatory Policy CRTC 2011-442 (Ottawa, 27 July 2011)

Appendix to Broadcasting Regulatory Policy CRTC 2011-442

Standard conditions of licence, expectations and encouragements for conventional television stations

Conditions of licence

5. The licensee shall caption 100% of the English- and French-language programs broadcast over the broadcast day, consistent with the approach set out in A new policy with respect to closed captioning, Broadcasting Public Notice CRTC 2007-54, 17 May 2007.

6. Consistent with *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009, as subsequently amended by the Commission,[3] the licensee shall:

ensure that advertising, sponsorship messages and promos in the English and French languages are closed captioned by no later than the fourth year of the licence term;

adhere to the quality standards on closed captioning developed by television industry working groups, as amended from time to time and approved by the Commission; and

implement a monitoring system to ensure that, for any signal that is closed captioned, the correct signal is captioned, the captioning is included in its broadcast signal and this captioning reaches the distributor of that signal in its original form. "Original form" means, at a minimum, that the captioning provided by the licensee reaches the distributor unaltered, whether it is passed through in analog or in digital, including in high definition.

7. The licensee shall provide audio description for all the key elements of Canadian information programs, including news programming. For the purposes of this condition of licence, "audio description" refers to announcers reading aloud the key textual and graphic information that is displayed on the screen during information programs.

8. The licensee shall provide described video for a minimum of four hours per broadcast week, of which two hours must be broadcast in described video for the first time on the service. The minimum four hours of described video programming broadcast during each broadcast week may be drawn from the following program categories, set out in item 6 of Schedule I to the Television Broadcasting Regulations, 1987: 2(b) Long-form documentary; 7 Drama and

comedy; 9 Variety; 11(a) General entertainment and human interest; and 11(b) Reality television, and/or may be programming targeting children.

Standard conditions of licence, expectations and encouragements for specialty and pay television Category A services, Broadcasting Regulatory Policy CRTC 2011-443 (Ottawa, 27 July 2011) at Appendix 2

Conditions of licence

8. If the service devotes 50% or more of its program schedule to programming drawn from program categories 7 Drama and comedy or 2(b) Long-form documentary, set out in item 6 of Schedule I to the Pay Television Regulations, 1990 (the Regulations), and/or to children's programming, the licensee shall provide described video for a minimum of four hours per broadcast week, of which two hours must be broadcast in described video for the first time on the service. The minimum four hours of described video programming broadcast during each broadcast week may be drawn from the following program categories, set out in item 6 of Schedule I to the Regulations: 2(b) Long-form documentary; 7 Drama and comedy; 9 Variety; 11(a) General entertainment and human interest; and 11(b) Reality television, and/or may be programming targeting children.

Expectations

Accessibility

When captions are available and where the licensee broadcasts over an 18-hour broadcast day, the Commission expects the licensee to provide viewers with a closed captioned version of all programming aired during the overnight period.

Where the service devotes less than 50% of its program schedule to programming drawn from program categories 7 or 2(b), and/or to children's programming, the Commission expects the licensee to acquire and make available described versions of programming whenever possible.

Further, the licensee is expected to:

display a standard described video logo and air an audio announcement indicating the presence of described video before the broadcast of each described program; and

make information available regarding the described programs that it will broadcast.

Appendix 11 CRTC's regulation of portrayal

Background

Table 4 Ethnic origins of Canada's population, 2011

Origin	Multiple ethnic origin responses – numbers should be used with care	
North American Indigenous	1,836,035	6%
Europe	20,157,965	69%
Caribbean	627,590	2%
South and Central America	544,380	2%
Africa	766,735	3%
Asian	5,011,220	17%
Oceania	74,875	0%
	29,018,800	100%

Source: Statistics Canada, 2011 National Household Survey, Statistics Canada Catalogue no. 99-010-X2011028.

Excludes intra-provincial origin

CRTC regulatory approach

Ethnic Broadcasting Policy, Public Notice CRTC 1999-117 (Ottawa, 16 July 1999)

Appendix to Broadcasting Regulatory Policy CRTC 2011-442

Standard conditions of licence, expectations and encouragements for conventional television stations

Conditions of licence

1. The licensee shall adhere to the Equitable Portrayal Code, as amended from time to time and approved by the Commission. However, the application of the foregoing condition of licence will be suspended if the licensee is a member in good standing of the Canadian Broadcast Standards Council.

...

Expectations

On-screen portrayal of ethnocultural minorities, Aboriginal peoples, and persons with disabilities

The Commission expects the licensee to endeavour, through its programming and employment opportunities, to reflect the presence in Canada of ethnocultural minorities, Aboriginal peoples, and persons with disabilities. The Commission further expects the licensee to ensure that the on-screen portrayal of such groups is accurate, fair and non-stereotypical.

Standard conditions of licence, expectations and encouragements for specialty and pay television Category A services, Broadcasting Regulatory Policy CRTC 2011-443 (Ottawa, 27 July 2011) at Appendix 2

Expectations

...

On-screen portrayal of ethnocultural minorities, Aboriginal peoples, and persons with disabilities

The Commission expects the licensee to endeavour, through its programming and employment opportunities, to reflect the presence in Canada of ethnocultural minorities, Aboriginal peoples, and persons with disabilities. The Commission further expects the licensee to ensure that the on-screen portrayal of such groups is accurate, fair and non-stereotypical.

Appendix 12 Impact of rate deregulation on basic cable rates

Cable company and system	Date of deregulation	Basic Rate			% change before deregulation and 24 Jan 2008	Sept 2013	% change from Feb 2002 to Sept 2013
		Before dereg.	05-Sep-02	24-Jan-08			
Rogers							
Toronto Peel	23-Aug-02	\$21.29	\$21.29	\$34.97	64.3%	35.49 \$1.352	112.6% 105.2%
Ottawa West	01-Feb-02	\$16.69	\$20.00	\$34.97	109.5%		
<i>Ottawa-litre of gas</i>	\$0.659						
Saint John	01-Aug-02	\$18.86	\$20.00	\$34.97	85.4%		
Rogers, average		\$18.95	\$20.43	\$34.97	84.5%		
Shaw (cable)							
Vancouver	23-Aug-02	\$19.26	\$19.26	\$29.95	55.5%		
Winnipeg-East	13-Aug-02	\$15.75	\$15.75	\$29.95	90.2%		
Calgary	15-Jul-02	\$18.55	\$18.55	\$29.95	61.5%		
Shaw, average		\$17.85	\$17.85	\$29.95	67.8%		
CPI (2002=100)	\$1.00	\$1.00	\$1.00	\$1.14	14.1%		

Source: Cable rates - CRTC, *Broadcasting Policy Monitoring Report 2002*, at 89 (Table 3); Rogers (CSR); Shaw online (<http://www.shaw.ca/en-ca/ProductsServices/Television/Cable/BasicCable.htm>).

Price of gasoline – Statistics Canada, *Canada Year Book*, Cat. 11-402-X, Table 11.3 (Gasoline prices, selected cities, 1995-2009, Ottawa in 2002); 1310 News (<http://www.1310news.com/2013/08/29/gas-prices-going-up/>)

Appendix 13 Canadian and foreign programs broadcast by CIII-TV Toronto in October 1999 and October 2013

CRTC program categories	October 1999				October 2013			
	Can.	Foreign	Total	% Can.	Can.	Foreign	Total	% Can.
News	56.8	0	56.8	100.0%	158.2	0	158.2	100%.0
Drama	134.6	241.9	376.5	35.8%	8.5	161.8	170.3	5.0%
Total program hours	354.8	389.3	744.0	47.7%	358.2	323.8	682.0	52.5%
Drama as % of total hours	18.1%	32.5%			1.2%	23.7%		

Source of data: CIII-TV program logs

Appendix 14: Canadian television regulation in 1973 and 2014

Canadian television regulations for private over-the-air broadcasters

1973 (SOR/73-219)		2014 (SOR/)	
1	Citation of the regulation	1	Citation of the regulations
2(1)	Interpretation	2	Interpretation
2(2)	When network affiliation deemed to exist		
2(3)	When network operation deemed to exist		
3	Classes of licensee		
3A	Applies to all stations and networks in Canada, and to all matter broadcast by such stations or networks	3	Do not apply to second audio program channel, multiplex channel or vertical blanking interval
		4(3)	A broadcast program's time includes time for advertising within, before or after program
4	Maintain weekly program logs, including	10(1)	Retain monthly program logs for one year, including
	<ul style="list-style-type: none"> • Program categories etc. • Names of speakers on any talks program and program organizer • Names of candidates for public office speaking on a political broadcast, and political affiliation if any • Names of persons speaking on political broadcast on behalf of political party or candidate 		<ul style="list-style-type: none"> • Program categories etc.
4(5)a	Continuity for commercials		
4(5)b	Manuscript or recording of talks, speeches, interviews, commentaries, editorials, discussion, telephone conversations	10(5)	Retain audio-visual recording of all programming for 4 weeks after broadcast
5(1)a	Nothing contrary to law	5(1)a	Nothing contrary to law
5(1)b	No abusive comment	5(1)b	No abusive comment
5(1)c	No obscenity, indecency, profanity	5(1)c	No obscenity, indecency, profanity
5(1)d	No false/misleading news	5(1)d	No false/misleading news
5(1)e	No pre-arranged contest results		
5(1)f	No inappropriate birth control programs		
5(1)g	No inappropriate programs on venereal disease		
5(1)h	No appeals for donations without written consent of organization		
5(1)i	No lotteries prohibited by <i>Criminal Code</i>		

Canadian television regulations for private over-the-air broadcasters

1973 (SOR/73-219)		2014 (SOR/)	
5(2)	Broadcasting from 6 am to noon requires CRTC consent		
5(3)	Contest prizes cannot exceed \$100 unless paid for by advertisers		
5(4)	Broadcasters' monthly contests cannot exceed \$5,000		
6(6)	CRTC may require broadcasters to share their facilities with others		
6A(1)a	Non-Canadian content cannot exceed 40% from 6 am to midnight	4(6)	Canadian content must be not less than 55% during broadcast year and any 6-month period specified in a condition of licence
6A(1)b	Non-Canadian content cannot exceed 50% from 6 pm to midnight		
6A(4)	25% of programs lip-synched in Canada are deemed Canadian		
6A(5)	CRTC may deem co-productions to be Canadian		
6A(8)	CRTC can vary Cancon requirements due to time zone inequities	4(11)	CRTC can vary Cancon requirements due to time zone inequities
6A(9)	CRTC may vary 6A(1) if application would significantly reduce station's quality and diversity		
7	Political broadcasts – equitable time; proportions set by CRTC	8	Political broadcasts – equitable time
7A	Broadcasters can run up to 1 hour of classified ads between midnight and 4pm		
		11	Sound volume of commercial messages
8	Ads of up to 12 minutes/hour + 30 seconds of unpaid public service announcements		
8A	Clear signal an ad is an ad		
8C	No ads in first 10 minutes of newscasts		
9(1)(a)	No ads prohibited by law		
9(1)(b)	No ads for insurance companies not authorized to operate in Canada		
9(1)(c)	No ads for bond, share, securities investments unless for government		
9(1)(d)	No ads for mining, oil, natural gas properties or interests		
9(3)	CRTC may have stations or networks modify offensive or objectionable ads		
10(1)	No ads for liquor, beer, wine or cider	6(1)a	Alcohol ads permitted if <ul style="list-style-type: none"> not prohibited by province

Canadian television regulations for private over-the-air broadcasters

1973 (SOR/73-219)	2014 (SOR/)
10(2)a If permitted by province <ul style="list-style-type: none"> alcohol ads cannot promote its general use 	6(1)b <ul style="list-style-type: none"> alcohol ads cannot promote its general use
10(2)b <ul style="list-style-type: none"> cannot exceed 60 seconds 	
10(2)c <ul style="list-style-type: none"> other ads cannot identify alcohol sponsors directly or indirectly 	
10(2)d <ul style="list-style-type: none"> requires CRTC pre-clearance 	
	6(1)c <ul style="list-style-type: none"> they comply with <i>Code for Broadcast Advertising of Alcoholic Beverages</i>
11(1) Ads for medicines, drugs, cosmetics and medical devices require preclearance by Health & Welfare and by CRTC	
11(1a) Health & Welfare and CRTC must pre-clear continuity of ads to which food and drug legislation applies	
11(2) Health & Welfare and CRTC must pre-clear continuity of ads to prevent, treat, cure disease or ailments	
11(3) Pre-clearance continuities must be submitted in triplicate 3 weeks before intended used	
11(4) Stations must maintain and if requested produce all continuities showing product name, advertiser and CRTC registration #	
12(1) Stations must show cause why offensive or objectionable program promotions should not be modified	
12(2) CRTC executive committee may request modifications to offensive or objectionable program promotions	
13(1) CBC affiliation agreements must be as agreed by station and CBC or if no agreement reached, by CRTC	
13(2) CBC reserved time must be used exclusively for CBC programs, unless CBC approves otherwise	
14 No station shall rebroadcast programming without CRTC written consent	
	16(2) Licensees cannot offer service as part of package of distant signals unless also offered on stand-alone basis
15(1) CRTC may authorize networks	
15(2) Network operator must file affiliation agreements with CRTC	

Canadian television regulations for private over-the-air broadcasters

1973 (SOR/73-219)		2014 (SOR/)	
15(3)	Control of network operators cannot change at all without CRTC approval		
15(4)a	Stations cannot affiliate with more than one network, or with a non-Canadian network operator	13	No affiliation agreement with foreign-owned service
15(4)b	Stations cannot represent themselves as part of a network without an affiliation agreement		
15(7)	All affiliation agreements to be filed with CRTC within 30 days of execution		
15(11)	CRTC may require network operators and stations to broadcast programs of public interest or significance		
15(12)	CRTC may authorize simulcasting of a program or program series for up to 30 days		
		13.1	Stations must own and operate own transmitter
16(a)	Within 60 days, <ul style="list-style-type: none"> if CRTC requests, file copies of all agreements securing loans/advances made by persons other than equipment suppliers 	14	Changes in ownership and control of voting interests and shareholdings
16(b)	<ul style="list-style-type: none"> Of issuance, copy of all debentures 		
16CRTC	<ul style="list-style-type: none"> From date of execution, copy of all trust deeds securing debentures issued by licensee 		
16(d)	<ul style="list-style-type: none"> From date of execution, copy of management services agreements from persons other than <i>bona fide</i> licensee employees 		
		12(1)	Annual return (financial and statistical information)
		12(2)	Annual program schedule
		12(3)a	Respond at CRTC's request <ul style="list-style-type: none"> to complaints
		12(3)b	<ul style="list-style-type: none"> To requests for information re adherence to conditions of licence R
		15	No undue preference to self, no undue disadvantage to others
		17	Carriage disputes can be referred to CRTC for dispute resolution
Total substantive provisions:		69	30

Appendix 15 BDUs' share of revenues and Canadian programming expenditures

Figure 2 Revenues in regulated television system, 1968-20

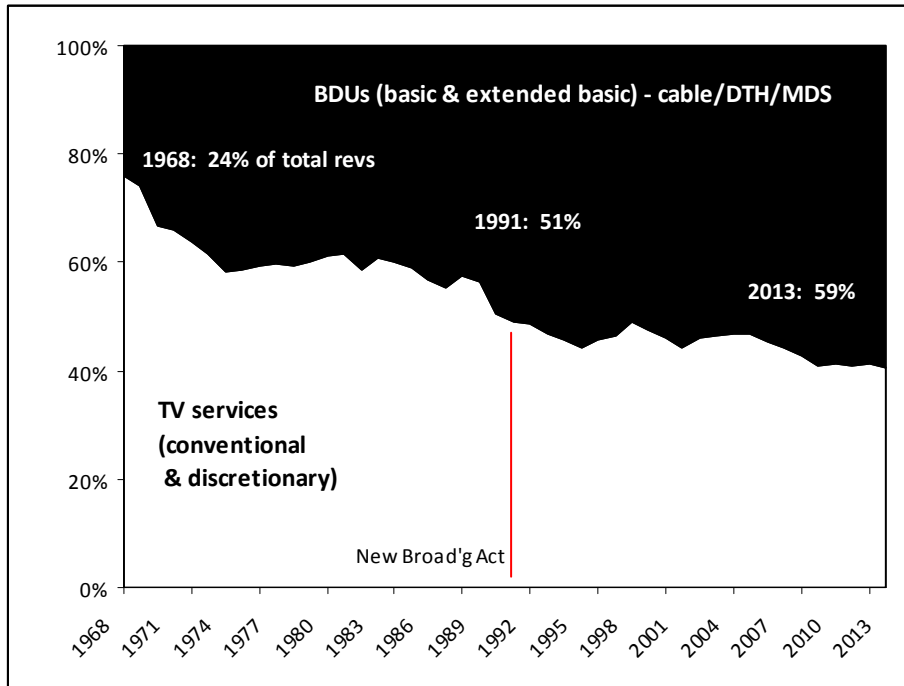


Figure 3 Operating profits of the television system, 2006 - 2013

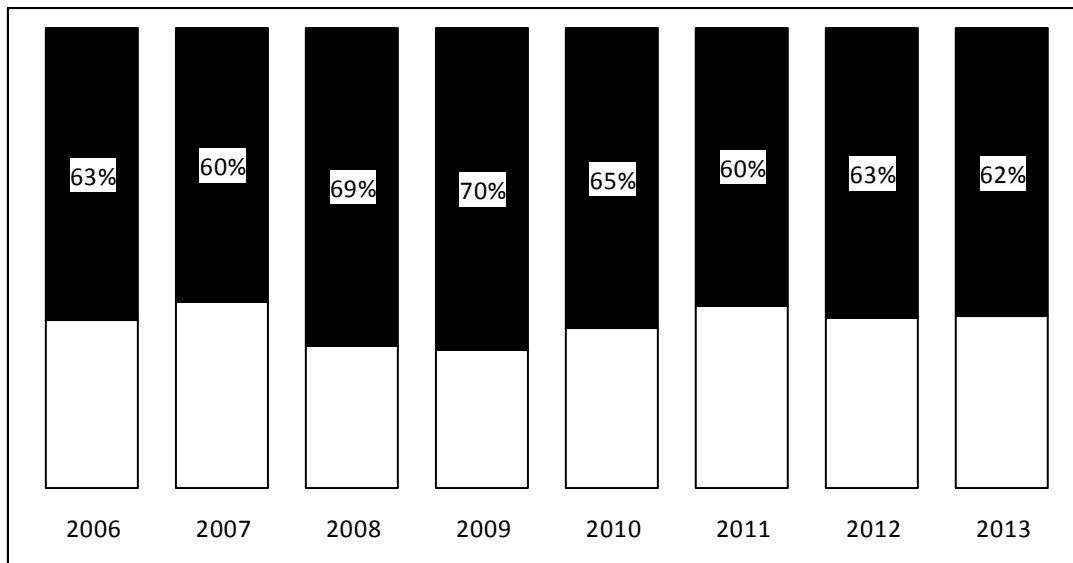


Figure 4 Financial support for Canadian programming by the regulated television system, 1993-2013

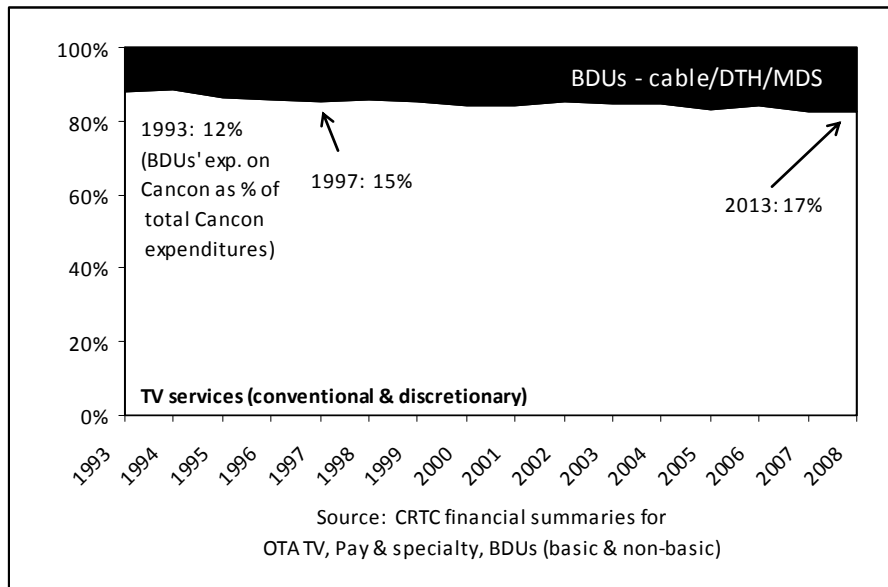


Table 5 Impact of re-allocating 10% of BDU revenues to Canadian programming expenditures

	CMF	Indep't Funds	Local Programming Improvement Fund	Local Expr'n	Total support for Canadian programming	As % of revs	Revenues (basic + non-basic)	Expenses	Oper'g income	Op Mrgn
Cable	\$121.6	\$ 27.6	\$50.2	\$ 125.2	\$ 324.6	5.1%	\$6,321.1	\$5,052.1	1,269.0	20.1%
MDS/DTH/Relay	\$ 92.8	\$ 24.1	\$24.9	\$0.0	\$ 141.9	5.7%	\$2,472.2	\$1,645.9	826.3	33.4%
Total BDUs	\$216.3	\$ 61.1	\$75.2	\$ 125.2	\$ 477.7	5.4%	\$8,793.3	\$6,698.0	\$2,095.3	23.8%
As % of revs	2.5%	0.7%	0.9%	1.4%	5.4%					
Impact of dropping LPIF and local expression requirement										
Cable	\$121.6	\$ 27.6	LPIF phased out in 2014; move community channels to independent fund		149.20	2.4%	\$6,321.1	4,876.7	1,444.4	22.9%
MDS/DTH/Relay	\$ 92.8	\$ 24.1			116.95	4.7%	\$2,472.2	1,620.9	851.2	34.4%
Total BDUs	\$216.3	\$ 61.1			277.35	3.2%	\$8,793.3	6,497.7	\$2,295.6	26.1%
Impact of doubling BDU share of responsibilities after dropping community channel and LPIF										
Cable	Proposed allocation would be 25% to community channel, with remaining 75% to CMF				632.11	10%	\$6,321.1	5,508.8	812.3	12.9%
MDS/DTH/Relay	JOHN, YOUR VIEWS, PLEASE				247.22	10%	\$2,472.2	1,868.2	604.0	24.4%
Total BDUs					879.33	10%	\$8,793.3	7,377.0	1,416.3	16.1%

Appendix 16: Role of programming in section 3 objectives

**1991 Broadcasting Act – section 3 objectives
 (excluding alternative television service)**

Objective	S. 3	Objective	S. 3
Canadian ownership and control	a	CBC – wide range of informative, enlightening and entertaining programming	l
public service maintain and enhance national identity and cultural sovereignty	b	CBC – Predominantly and distinctively Canadian	m (i)
different requirements for English-language and French-language broadcasting	c	CBC – reflect regions to nation and vice versa	m (ii)
safeguard and strengthen Canada’s culture, society and economy	d (i)	CBC – contribute to exchange of cultural expression	m (iii)
encourage development of Canadian expression through wide range of programming	d (ii)	CBC – bilingual services of equivalent quality	m (iv), (v)
Serve Canadians’ needs, interests, circumstances and aspirations through programming and employment	d (ii)i	CBC – shared national consciousness	m (vi)
Adapt to scientific and technological change	d (iv)	CBC – availability throughout Canada by appropriate and efficient means	m (vii)
Create and present Canadian programming	e	CBC – reflect Canada’s multicultural nature CBC – Reflect Canada’s multiracial nature	m (vii)i
Predominant use of Canadian resources in creating and presenting programming	f	Programming reflecting Indigenous peoples	o
High-standard programming	g	Programs accessible to those with sight and hearing challenges	p
Responsibility for programs lies with those who broadcast them	h	Significant contribution to Canadian program production, creation and presentation	s (i)
Varied programming Comprehensive programming Information, enlightenment and entertainment programs for men, women, children and all ages, interests and tastes	i (i)	Public’s evolving demands	s (ii)
Programming from local, regional, national and international sources	i (ii)	Priority carriage of Canadian program services Priority carriage of local Canadian stations	t (i)
Educational programming Community programs	i (iii)	Efficient BDU delivery of programming Affordable BDU rates	t (ii)
Programming offers reasonable exposure to expression of different views on matters of public concern	i (iv)	Reasonable carriage, packaging and retail terms for programming services carried by BDUs	t (iii)
Programming includes significant contribution from	i (v)	Local programming	t (iv)

**1991 Broadcasting Act – section 3 objectives
(excluding alternative television service)**

Objective	S. 3	Objective	S. 3
independent producers		Access for underserved linguistic commun's Access for cultural minority communities	
Educational programming	j	Total – 23 of 41 sections mention programming	
Extension of service to all Canadians	k		

Appendix 17 Comparison of the proposals made by BNoC 2014-190 and the Forum

Content and distribution issues	BNoC 2014-190 proposal	Counterproposal
Content providers		
Local television	Require local programming – no exhibition or LPE (local programming expenditure) requirement specified	Increase local in stages, so that local TV stations broadcast an additional 2 hours of original local non-news programming each broadcast week, by 2025
Simultaneous substitution	End (would then require subs to pay for US 4+1 available only on discretionary, raising BDU revenues –what would replace local TV foreign content?)	End in stages to permit new program production Sept 2017 – ok for 8-10 pm Sept 2019 – ok for 9-10 pm Sept 2024 – discontinued
Canadian program spending	Count online as part of requirement	Equalize broadcasters’ requirements over 10 years – ie, double BDU share of revenues to CMF/local expression: 2015: 5% 2018: 6.7% 2021: 8.3% 2024: 10%
Canadian program exhibition	No requirements	Require 1/3 Canadian drama from 7 pm to 11 pm by 2025
Distributors		
OTA transmission	End (this would allow TV stations to charge sub fees like P&Sp services)	Do not end
Community channel	Retain (BDUs spent \$125 M in 2012/13)	Separate, with new community programming organization
Basic service	All Canadian	All Canadian with - distant local ethnic TV - guaranteed community channels - set aside for new local channels going forward (esp. Indigenous, ethnic)
Foreign services	Open entry	Current entry system
Change in service	Code of Conduct - must notify subs when service changes	CRTC regulation and CRTC-approved Code of Conduct
Enforcement	Ombudsman without power	CRTC with power
New Media	Not mentioned	Add CPE requirement for new media content providers and distributors when they reach \$1 million in annual revenues

Appendix 18: Obtaining information about BDUs' basic package – two examples

General Info	
Chat start time	Jun 19, 2014 7:08:53 PM EST
Chat end time	Jun 19, 2014 7:22:09 PM EST
Duration (actual chatting time)	00:13:15
Operator	Josh
Chat Transcript	
<p>info: A chat representative will be with you in about 0 minute(s). Thank you for waiting.</p> <p>info: Josh has joined the session and is ready to help. To start, please provide your name and home phone number.</p> <p>Josh: Hello, thanks for visiting bell.ca. How can I help you today?</p> <p>Monica - 613.526.5244: Hi Josh. I live in Ottawa, and apparently can obtain FIBE TV in my area. How much does basic service cost? Thanks.</p> <p>info: We will send the transcript to ml.auer@sympatico.ca at the end of your chat.</p> <p>Josh: That's good to know you're looking for Fibe TV service with us.</p> <p>Josh: Is it okay to ask you few questions in order to help you better?</p> <p>Monica - 613.526.5244: Sure.</p> <p>Josh: To help you better, May I know the services you have with Bell at present?</p> <p>Monica - 613.526.5244: Let's pretend I don't have any Bell services. How much does Basic Fibe TV cost for one month?</p> <p>Josh: I welcome you to Bell.</p> <p>Josh: Sure, let me provide the price for you now.</p> <p>Josh: Sorry for the delay.</p> <p>Monica - 613.526.5244: ... any luck finding that price?</p> <p>Josh: The Basic Fibe TV package in Ottawa would be \$64.90, including Internet & TV service.</p> <p>Monica - 613.526.5244: OK, thanks, is it possible to have the price without internet?</p> <p>Josh: You can't get Fibe TV without Internet as Fibe TV is combination of Internet & TV service.</p> <p>Monica - 613.526.5244: OK, so what kind of internet would you be providing? High-speed, for instance?</p> <p>Monica - 613.526.5244: Any download limits?</p> <p>Josh: Yes, there will be a usage limit in every plans.</p> <p>Monica - 613.526.5244: OK, what would it be if I just had basic FIBE TV, and would the internet be high-speed?</p> <p>Josh: Yes, that's not a issue you can have High speed Internet and Basic package for TV.</p> <p>Monica - 613.526.5244: OK, thanks. Have a good evening.</p> <p>Josh: If you wish I can provide a good deal for you, so that you can get the limited period offer available for you.</p> <p>Monica - 613.526.5244: No, but thank you for the offer. Good evening.</p> <p>Josh: You're welcome. It's been pleasure chatting with you.</p>	

Josh: Please spare a minute to fill the survey. Your validation defines our service!

Josh: Thank you for using bell.ca for self-serve solutions. We welcome your feedback, Please click on "Close" at the top right corner to end the chat and fill out a short survey.

Josh: Have a great day!

6:17 PM Connecting...

6:17 PM Connected. One of our Rogers specialists will be with you shortly. Please standby, you will receive an alert when we're available to help.

6:20 PM Support session established with Britt.

6:20 PM Britt: Hello, this is Brittany. How can I help you today?

6:20 PM Monica: Hi, could you please give me a list of the channels I would receive in the basic package.

6:21 PM Britt: I'd be happy to help you with that. Do you have any services with Rogers currently?

6:21 PM Monica: Yes, but all I need is a list of the channels in Rogers' basic package.

6:22 PM Britt: No problem

6:22 PM Britt: The lists can be found here:

6:22 PM Britt has sent a link:

https://www.rogers.com/web/Rogers.portal?_nfpb=true&_pageLabel=PTV_PROG_LANDING&packageID=DSMV

6:22 PM Monica: Yes, I've tried accessing it, and all I get is graphics. Do you have just a simple typewritten list of the channels on the basic package? thanks.

6:23 PM Britt: Unfortunately no, that would be the only list we have access too

6:23 PM Britt: MAYbe I can help. What channels do you need?

6:25 PM Monica: I would actually just like to know what channels are in Rogers' basic package. It's too bad Rogers doesn't have a copy of the list in a simple text document.

6:26 PM Monica: ... hello? Anyone there?

6:26 PM Britt: Yes, I am here

6:26 PM Britt: Unfortunately Im not sure what to tell you, I can find specific channels you are looking for but I dont have a list

6:26 PM Britt: Mainly because it would be too big to send over chat

6:27 PM Monica: That's odd - the FIBE TV people had no trouble sending me a list of the almost 200 services they have on their basic.

6:28 PM Britt: Alright

6:28 PM Britt: I could redirect you to a cable representative if you would like to see if they have a list, unfortunately

6:28 PM Britt: I dont at this time.

6:29 PM Monica: Sorry, not sure what you mean. ('I could redirectly you unfortunately I don't at this time ...')

6:30 PM Britt: Sorry, redirect you to a cable representative

6:30 PM Monica: OK - let's try that.

6:30 PM Britt: I dont have a list at this time.

6:30 PM Britt: One moment

6:30 PM Transferring session to another representative..

6:30 PM Transferring session to another representative...

6:33 PM Support session established with Jeremie.

6:33 PM Jeremie: Hi, my name is Jeremie. Welcome to Rogers Customer Care Live Support. Please allow me a few moments to review your inquiry.

6:36 PM Jeremie: Okay in order to get the list of channels included in the Digital Basic package, you simply need to follow the link I will provide in my next message.

6:36 PM Jeremie has sent a link:

https://www.rogers.com/web/Rogers.portal?_nfpb=true&_pageLabel=PTV_PROG_LANDING

6:36 PM Monica: OK, let me check that out.

6:37 PM Monica: Sorry - where is the list?

6:37 PM Jeremie: If you click on the link I sent, you see the list of channels and checkmarks indicating in which package the channel is included

6:37 PM Jeremie: You can then click on next to go from page to page in the list of channels

6:38 PM Monica: I want to compare the channels that Rogers offers on basic, with the list of channels that Bell offers, which, by, the way, Bell sent me during a live chat 10 minutes ago:

6:38 PM Monica: Here is bell's list for Fibe TV basic channels

6:38 PM Monica: Good TV package

102.1 The Edge

104.5 CHUM FM

680 News

ABC & ABC HD

Accessible Media Inc Audio

Accessible Media Inc TV

APTN & APTN HD

Aquarium HD

Canal M, la radio de Vues & Voix

CBC & CBC HD

CBC HNIC Punjabi

CBC News Network & CBC News Network HD
CBC Radio One
CBC Radio Two
CBS & CBS HD
CFRB Newstalk 1010
CFTV Leamington
CHCH & CHCH HD
CHEK
CHET-TV Chetwynd
CHEX & CHEX HD
CityTV & CityTV HD
CJAD AM
CJPX Radio - FM 99.5 Montréal
CJRT FM (JAZZ.FM91 Toronto CJRT)
CKAC AM
Classical 96FM Toronto
CMT - Country Music Television
Country FM 105
CP24 & CP24 HD
CPAC - Cable Public Affairs Channel
CTS & CTS HD
CTV & CTV HD
CTV News Channel & CTV News Channel HD
CTV Two & CTV Two HD
E! Entertainment Television & E! Entertainment Television HD
Fireplace HD
FOX & FOX HD
Game TV
Global & Global HD
Hay River TV (CIHC-TV) Hay River
Joy TV
KUOW 94.9
L'Assemblée nationale du Québec
MTV & MTV HD
MuchMusic & MuchMusic HD
MétéoMédia
NAC TV Neepawa
NBC & NBC HD
NTV
OMNI1 & OMNI1 HD
OMNI2 & OMNI2 HD
OZ FM
PBS & PBS HD
Power FM 97.5 - Winnipeg
Première Chaîne Montreal (CBF-FM)
Première Chaîne FM 97.7 Vancouver (CBUF-FM)
Q107 - Classic Rock
Radio X Montreal
Radio-Canada Télévision (SRC) & Radio-Canada Télévision (SRC) HD
RDI & RDI HD
RFI Radio
Russia Today
Sportsnet 590 The Fan

Sun News Network & Sun News Network HD
Telile TV (CIMC-TV) Arichat
TFO & TFO HD
The Knowledge Network
The Shopping Channel
The Weather Network & The Weather Network HD
Treehouse
TSN & TSN HD
TSN Jets & TSN Jets HD
TSN Montreal & TSN Montreal HD
TSN Radio
TVA & TVA HD
TVO & TVO HD
V & V HD
VCTV (CHVC-TV)
Vision TV
VOAR 1210
W Network & W Network HD
WAHSA
WBUR 90.9 (NPR)
WRN FM
YTV & YTV HD

6:38 PM Monica: What is Rogers' list of basic cable tv channels?

6:39 PM Jeremie: Are you not able to click on the link I just sent you that has the list your requesting?

6:40 PM Monica: The packages and pricing link gives me a bunch of graphics.

6:40 PM Monica: The channels link says i have to select HD or SD or no box or some other box. Seriously, all I want is a list of the channels that rogers makes available through cable (and I have a Rogers box) in its basic package.

6:41 PM Monica: Isn't there a way to just send me the list?

6:41 PM Jeremie: Well the link I'm providing has a breakdown of all channels we offer and a very simplified checkmark indicating in which channel package that particular channel is included. Digital Basic would belong to the first column

6:42 PM Jeremie: If your only able to view graphics from the rogers.com webpage I'd recommend trying again with another browser such as Firefox or Google Chrome

6:43 PM Monica: OK, I guess this isn't going to work. FYI, I have Google Chrome. I have tried several times to figure out which of the pages will show me the list of channels available on the basic package, and had hoped you could just give me the simple list that Bell gave me. I am guessing that is simply not possible?

6:45 PM Jeremie: No we don't have a list to copy and paste to you because we offer customers the ability to view this information on rogers.com. Are you able to go in the channels tab of the tv section of rogers.com?

6:46 PM Jeremie: Internet Explorer would be another browser option

6:47 PM Monica: Yes, but first, I have to keep clicking "load more channels", and second, all I want is the Digital TV \$39.68 list of channels. Since I don't know how many or which

channels are in the basic package I have to keep loading more channels. But then I cannot copy the entire list, which I suspect is roughly 1,000 channels long. Yes, thanks for the suggestion about Internet Explorer. Have a good evening

6:47 PM Jeremie: Is there anything else I can assist you with today?

6:48 PM Monica: Really, I just wanted a list of Rogers' basic cable services. Perhaps you could copy it off the Rogers website and send it to me?

6:49 PM Jeremie: I'm not understanding what's not working for you on your end with the rogers.com website? I'd be happy to provide assistance if your encountering some form of technical issue in the link I sent you?

6:51 PM Monica: LOL - thanks, I am obviously not making myself clear. I would like a simple list of the channels that Rogers offers its subscribers as part of its basic package. You have sent me to the website. I have been to the website. If I could download the list from the website, i would have done it. I cannot get the list from the website. Can you? If you can, could you please cut and paste it into this chat, so that I am able to compare it with the Fibe TV list? Thank you.

6:49 PM Jeremie: I'm not understanding what's not working for you on your end with the rogers.com website? I'd be happy to provide assistance if your encountering some form of technical issue in the link I sent you?

6:51 PM Monica: LOL - thanks, I am obviously not making myself clear. I would like a simple list of the channels that Rogers offers its subscribers as part of its basic package. You have sent me to the website. I have been to the website. If I could download the list from the website, i would have done it. I cannot get the list from the website. Can you? If you can, could you please cut and paste it into this chat, so that I am able to compare it with the Fibe TV list? Thank you.

6:52 PM Jeremie: Your very welcome. I will attempt to send you another link and maybe even more details instructions on how to navigate this link which has the information your requesting for the list of channels included in Digital Basic very much readily available and one click away

6:52 PM Jeremie has sent a link:

https://www.rogers.com/web/Rogers.portal?_nfpb=true&_pageLabel=PTV_PROG_LANDING

6:53 PM Jeremie: Click on the above link, once the page loads, instead of the default packages tab displayed click on channels. once done, we offer either the ability to simply type n the specific channel you require and even simply the genre of porgramming available

6:54 PM Jeremie: If you require the full list, scroll down and click on the view more channels link. The list of channels included in Digital Basic tv will be marked with a green checkmark. This green checkmark indicates that this channel is included in that package

6:54 PM Jeremie: The digital Basic package is the first column

6:54 PM Monica: Thanks - this looks like the page that compares the channels available in seven different types of packages. How do I just get the channels for the basic package - that is all I want.

6:56 PM Monica: OK - how many times do I have to click "Load More Channels" so that I know I have all the basic channels, so that I can cut and paste those to a word document?

6:57 PM Jeremie: I don't have the information as to how many times you are required to click on the load more channels link

6:59 PM Jeremie: Is there anything else I can assist you with today?

6:59 PM Monica: Thanks - I only ask because the front page says there are "over 190 channels" in the basic package, but the first three pages of the page you sent me to lists 12 channels in basic, suggesting I would have to scroll down to find the other 178 channels.

6:59 PM Monica: But thanks for your time.

6:59 PM Jeremie: Thank you for your loyalty, your business is appreciated. For your references your session id is: 280313753

Appendix 19: Broadcasting Accessibility Fund (as of June 24, 2014)

The screenshot shows the website for the Broadcasting Accessibility Fund (BAF) and Fonds pour l'Accessibilité de la Radiodiffusion (FAR). The page title is "Broadcasting Accessibility Fund".

The main content area includes the following text:

The Broadcasting Accessibility Fund Inc. (the Fund) is an independent and impartial funding body supporting innovative projects that provide solutions to promote the accessibility of all broadcasting content in Canada. The Fund will support projects that provide practical solutions to increase accessibility in broadcasting and that, whenever possible, make use of inclusive design principles to promote accessibility at the earliest stages and in the most cost-effective manner for new technologies and applications in Canada.

The Fund is currently being set up by an Interim Board. The mandate of the interim Board is to manage the process required to elect the Permanent Board. This task involves canvassing stakeholder groups to participate in the nomination and election process, and running the nomination/election process.

Important upcoming developments include:

BAF MILESTONE	DEADLINE
Interested parties to register as stakeholders	June 10, 2013
Stakeholders to nominate candidates	June 10, 2013
Interim Board to circulate list of nominees	June 12, 2013
Voting to conclude	June 28, 2013 (5pm PDT)

This site has been created by the interim Board as a convenient source of documents and information for individuals and organizations interested in the Fund. If you have any questions or comments, or are interested in participating in the Fund as a Stakeholder or Director, please contact the Fund at info@baf-far.ca

At the bottom of the page, it says "© 2013 Welch LLP all rights reserved. WelchLLP.com".

Appendix 20: FRPC contribution proposal – impact on BDUs

Financial indicators	Types of broadcasters, by function and access		
	Generally available content providers	Optional content providers	Distributors
Income	Obtains 12% of TV revs 72% from ad'g No ad limits	Obtains 26% of TV revs 32% from adv'g Some ad limits	Obtains 62% of TV revs 0.07% from adv'g Limited to comm'y channel and some foreign P&Sp avails
Shift ½ of pay and specialty advertising revenue to OTA TV Eliminate advertising from BDUs			
Expenditures	Cdn = \$605 million or 25% of total CPE (= 31% of OTA TV revs)	Cdn = \$1,323 million or 55% of total CPE (= 35% of P&Sp revs)	Cdn = \$478 million, or 20% of CPE (= 5% of BDU revs)
Equalize proportionate support for Canadian content program production to 33% Replace requirement for BDUs to provide community channels with requirement to fund community television centres			
Op'g profit (5-yr avg)	\$102 million 3% of system's op'g profit	\$1,002 million 33% of system's op'g profit	\$2,095 million 64% of system's op'g profit
Output	93 stations 55% Cdn	229 channels Spec – varies Pay – varies PPV – 5-8% films; 20% of non-films VoD - varies	Community channels (approx 170)