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21(1)(a), 21(1)(b)

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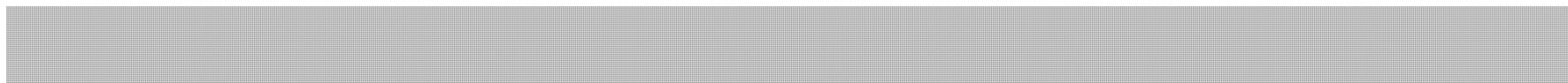
s.21(1)(a)

s.21(1)(b)

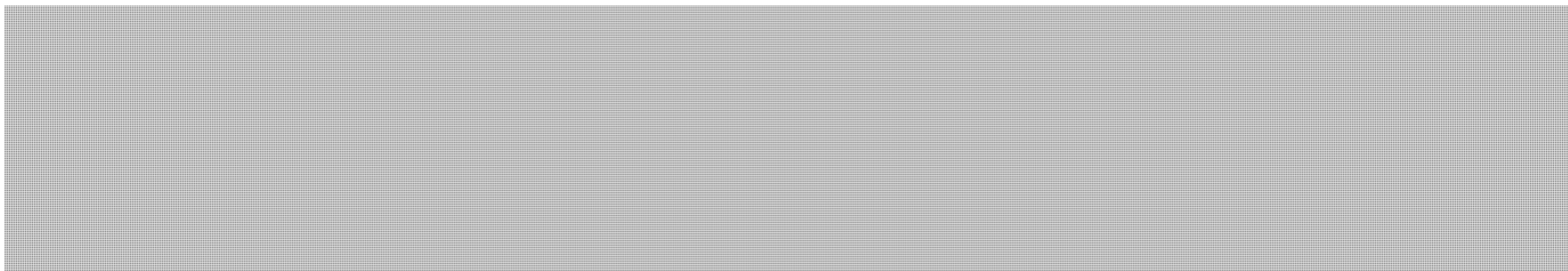
Outreach Strategy

Notice of Consultation - Public Alerting System

Context - Background



To further the Commission's objectives of **serving all Canadians**, this consultation will seek to:



To further the Commission's objectives of ensuring that public alerts are as widely available as possible to support the **safety and security of Canadians** in times of emergency, this consultation will seek to:



s.21(1)(a)

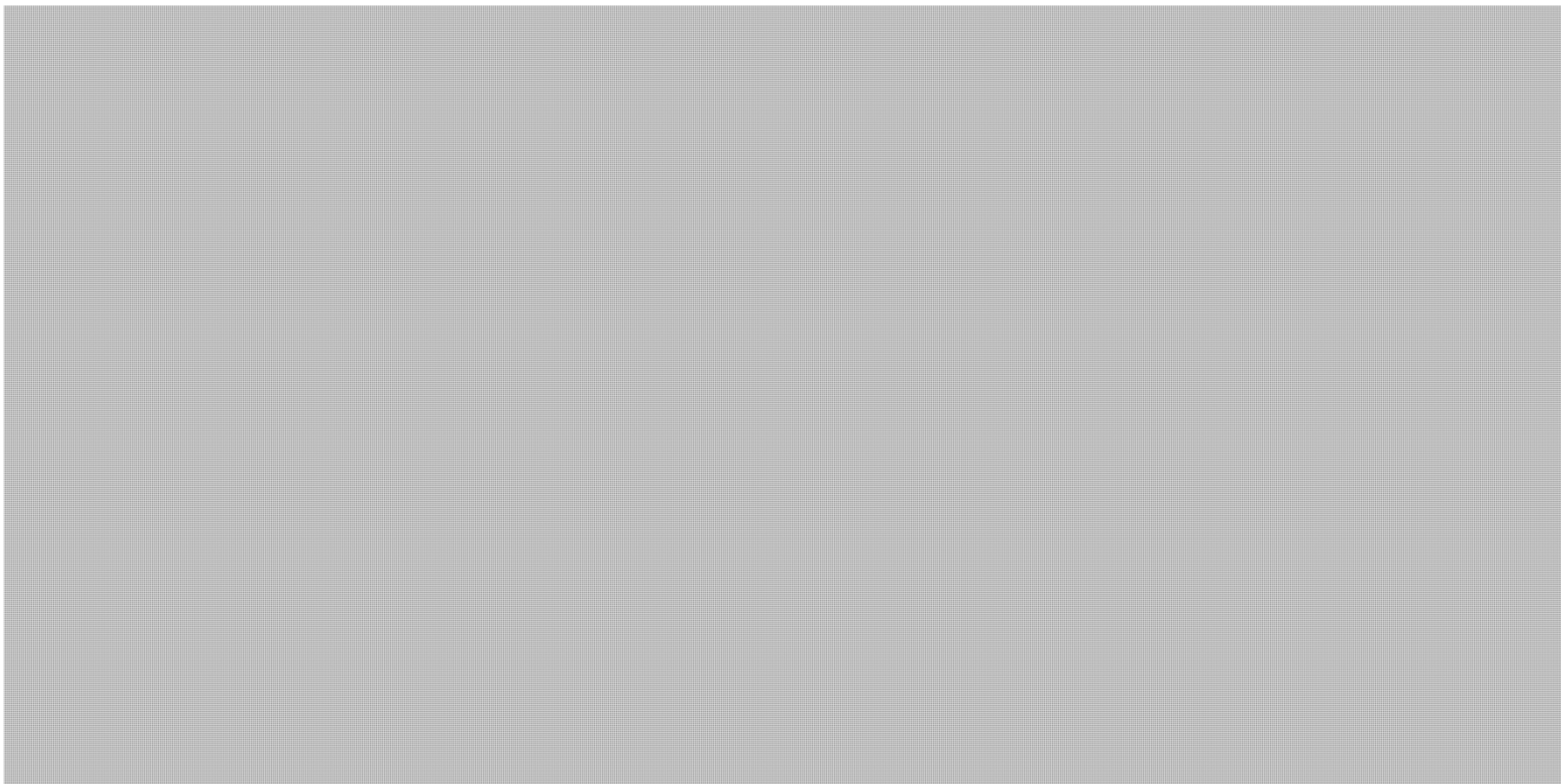
s.21(1)(b)

Strategic considerations

Considering that we will be trying to reach communities that have specific needs (OLMCs, third language speakers, Indigenous communities and people with disabilities), that we will be discussing the availability of alerts in areas where mobile coverage is not available (Rural, remote, Indigenous communities) or not with the appropriate network technologies (i.e.: WPA is only on LTW or newer networks), it will be important to use the various contacts lists created by the outreach team to reach our target audience. The CRTC must ensure it engages in a meaningful manner with target audiences, taking into account some key principles as to their preferences in terms of how to engage with them

Outreach objectives

The goal is to ensure that Canadians have a good knowledge of the alerting system with enough information to comment on a public proceeding about alerting. While participating is voluntary, our goal is to let them know that it is easy to do so and that their input is valued and important.



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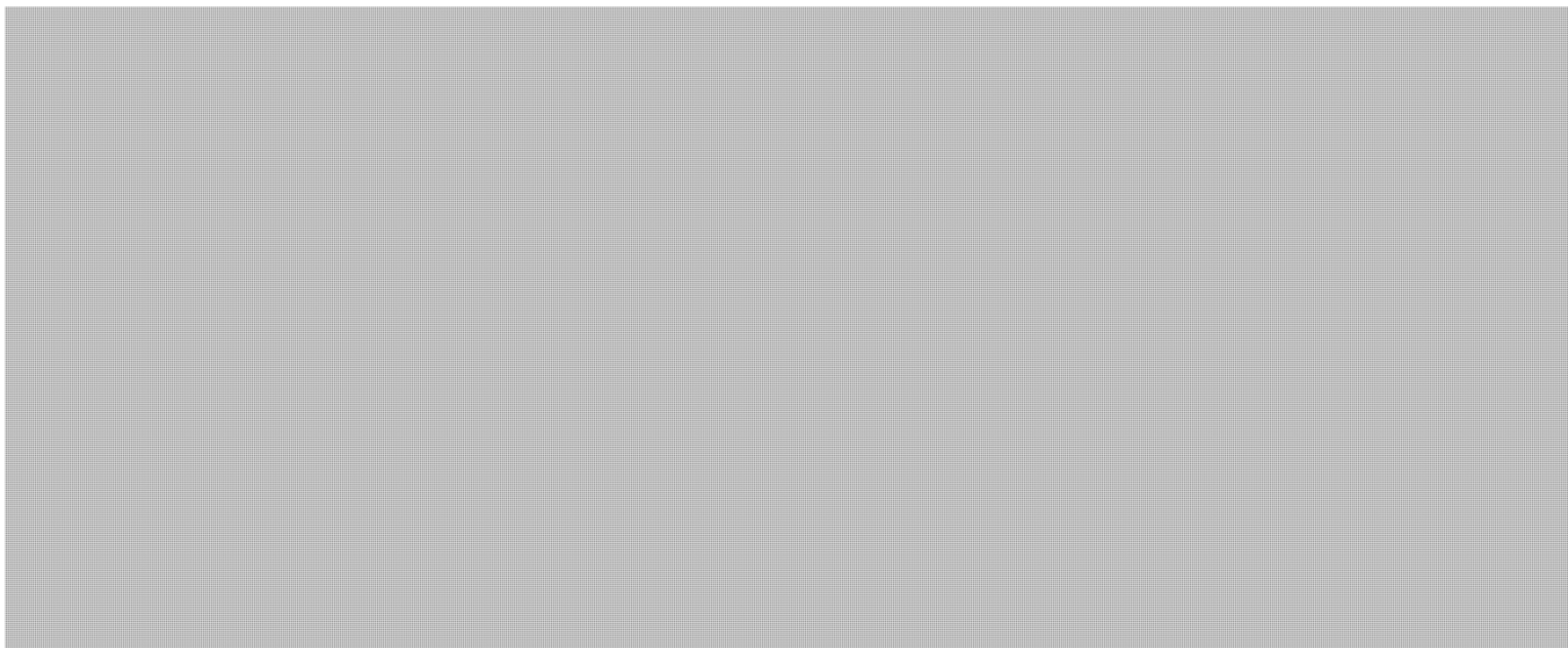
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de la Loi sur l'accès à l'information**

s.21(1)(a)
s.21(1)(b)

Atlantic population		4
Last-mile distributors	The CRTC defines Last-Mile distributors as broadcasting undertakings and wireless service providers in charge of the final phase of the delivery process for alerting.	All items

Outreach Activities



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21(1)(a), 21(1)(b)

of the Access to Information Act
de la Loi sur l'accès à l'information

s.21(1)(a)

s.21(1)(b)

Kiani, Sima (CRTC)

From: Hutton, Scott (CRTC)
Sent: March 18, 2024 10:58 AM
To: Crupi, Michael (CRTC) (il, lui | he, him); Frenette, Rachelle (CRTC); Levasseur, Simon (CRTC)
Cc: Lavallée, Valérie (CRTC); Wexler, Yael (CRTC) (elle, la | she, her); Bowles, Eric (CRTC); Fisher, Shari (CRTC); Hulley-Craig, Crystal (CRTC); Poirier, Mélanie (CRTC) (elle, la | she, her); Rancourt, Mélanie (CRTC); Carter, Sheehan (CRTC) (il, lui | he, him); Tremblay, Hélène (CRTC) (elle, la | she, her)
Subject: [REDACTED] NOC RE: Public Alerting
Attachments: DOCS-#4299123-v15-Hot_Issue_Network_Reliability.docx; DOCS-#4309278-v15-Hot_Issue_Telecom_narrative.doc
Categories: Orange Category

Hi Mike, Save for one item I agree with our general directions but I do have some high-level comments to share.

I hope this helps...I'm now signing off [REDACTED]

s.21(1)(a)

Thx S

s.21(1)(b)

s.23

s.19(1)

From: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>

Sent: Thursday, March 14, 2024 2:16 PM

To: Hutton, Scott (CRTC) <scott.hutton@crtc.gc.ca>; Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>;
Levasseur, Simon (CRTC) <simon.levasseur@crtc.gc.ca>

Cc: Lavallée, Valérie (CRTC) <Valerie.Lavallee@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her)
<Yael.Wexler@crtc.gc.ca>; Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>;
Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>

Subject: [REDACTED] NOC RE: Public Alerting

Hello Scott, Rachelle, and Simon,

After much collaboration between colleagues, please find attached [REDACTED]
[REDACTED] NoC relating to the National Public Alerting System.

Please let me know if you have any questions/concerns/feedback. Everyone should have edit rights on the document.

Note: Shari and Crystal, Yael has [REDACTED]

Thank you for your time and consideration.

Michael Crupi
Gestionnaire, Technologie de réseau / Manager, Network Technology
Consommation, recherches et communications | Consumer, Research and Communications
Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and
Telecommunications Commission
819-664-3371

DRAFT

Network reliability

Issue: Network outages and public safety emergencies have highlighted Canadians' concerns about the reliability and resiliency of Canada's telecommunications networks. These concerns focus on both everyday telephone and Internet use, but also critically on emergency services such as wireless public alerting and 9-1-1.

Key messages

- Canadians need reliable, high-quality Internet and cellphone services for every part of their daily lives.
- The CRTC is taking action to lessen the disruptive impact of service outages on Canadians, reduce their occurrence and length, and ensure that essential services such as 9-1-1 and emergency alerts are available when needed.
- Canadian providers must notify the CRTC within two hours of any major service outage, and provide a comprehensive report within 14 days, detailing the causes of the outage, its impact, and the provider's plan to ensure that similar outages do not occur in the future.
- The CRTC ensures that radio and television stations, television service providers and wireless service providers distribute public alerts so that Canadians can take appropriate action during emergencies.

Supplementary messages

- In February 2023, the CRTC launched a consultation to explore how telecommunications providers should report major service outages to the CRTC and other authorities. The CRTC also set an interim requirement for all carriers to report major service outages. The CRTC is analyzing comments and will release its decision as quickly as possible.
- The CRTC commissioned an independent expert report to analyze the cause of the July 2022 Rogers outage, evaluate the measures Rogers has taken to improve the reliability of its network, and recommend further measures to avoid a similar outage in the future. This report will be made public shortly.
- In collaboration with ISED, the CRTC hired a research firm to create a report outlining international best practices for network resiliency. This report will be made public shortly.
- The CRTC is working with emergency service experts on what can be done to improve the resiliency of 9-1-1 and emergency alerting. This report will be made public shortly.
- The CRTC intends to launch additional consultations to explore measures that the CRTC could take to improve network reliability, and on consumer protections during and

DRAFT

after an outage. We have been gathering information to understand what can be done to improve resiliency. CRTC action would also address access to emergency services, consumer communication and compensation, the impact of outages on accessibility services and the imposition of penalties on service providers.

- The CRTC's Broadband Fund is directing funds to improve reliability of telecom networks in rural and remote areas of Canada.
- The CRTC is looking to further improve its efforts to address reliability through a review of its Broadband Fund.
- *If pressed on the 2022 Rogers outage:*
 - In response to the July 2022 Rogers outage, the CRTC has taken comprehensive action:
 - Within days, the CRTC asked Rogers to explain what caused the outage and to give a detailed plan for how it will prevent similar problems in the future.
 - The CRTC made public detailed information that Rogers submitted concerning the outage.
 - Certain information that could lead to harm to Rogers or its network, for example by malicious actors, was maintained as confidential.
 - Given the impact of the outage, for the first time ever, the CRTC hired an independent engineering firm to review a Canadian telecommunications service provider's for reliability and its plan to prevent similar outages in the future.
 - The CRTC will review the firm's findings and release the findings to inform Canadians shortly.
- *If pressed on the CCTS' 2022-23 Annual Report:*
 - The CRTC is aware of the Commission for Complaints for Telecom-television Services' (CCTS) annual report and recognizes that Canadians need reliable Internet and cellphone services.
 - The CRTC is working to support more reliable networks and is continuing its investigation into the widespread outage that affected Rogers' network in July 2022.
 - The CRTC hired an independent engineering firm to review Rogers' plan to prevent similar outages in the future.
 - The CRTC is reviewing the firm's findings and will release the report shortly to inform Canadians.
- *If pressed on ISED's Bill C-26:*
 - There are various government agencies that play a role in promoting and enforcing cyber security in Canada. The technical authority and lead agency for cyber security is CSE and its Canadian Centre for Cyber Security.
 - ISED is the lead federal department on the security of telecom networks.
 - We also know Bill C-26 will potentially give ISED greater enforcement powers regarding high-risk equipment and requirements for telecommunications providers.

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- The CRTC's role is to regulate and oversee the telecommunications industry as provided in the *Telecommunications Act*.
- Should Parliament adopt Bill C-26, the CRTC will be ready to ensure its timely and effective implementation.

Background

The CRTC's consultation and the interim measures build on the efforts ISED and the Canadian Security Telecommunications Advisory Committee (CSTAC). These actions contribute to the government's telecommunications reliability agenda to better protect Canadians by improving network reliability and ensuring access to critical services. They also contribute to the CRTC's broader telecommunications policy objectives of fostering reliable, affordable, and high-quality Internet and cellphone services for Canadians.

The CRTC has, in collaboration with ISED, commissioned a report on the measures employed by telecommunications regulators internationally to make networks more reliable and resilient against vulnerabilities and threats that may lead to a telecommunication service outage.

On January 16, 2024, the Commission for Complaints for Telecom-television Services (CCTS) released its 2022-23 annual report, which outlines the top consumer issues in Canada's telecommunications and television sector. The report noted an increase in complaints related to network outages.

Preparation and approvals

Prepared by: Emma Hamilton (updated February 22, 2024)

Approved by:

Sahra Boonstra, Director General, Communications (January 10, 2024)

Leila Wright, Executive Director, Telecommunications (January 22, 2024)

Noah Moser, Director, Telecommunications (January 12, 2024)

Telecommunications narrative

Issue: Reliable, affordable and high-quality Internet and cellphone services.

Key messages

- **Canadians need reliable, affordable, and high-quality Internet and cellphone services for every part of their daily lives.**
- **The CRTC is taking action so that Canadians can benefit from lower prices, more choice and innovative services by:**
 - increasing cellphone competition in Canada by helping regional competitors expand;
 - reviewing its approach to the Internet services market to promote competition;
 - continuing to roll out and improve its Broadband Fund to increase cellphone and Internet services in Canada's rural, remote, and Indigenous communities; and
 - exploring options to make home phone and Internet services in the Far North more affordable, reliable, and competitive.
- **The CRTC is working to lessen the disruptive impact of network service outages on Canadians, reduce their occurrence and length, and ensure that essential services such as 9-1-1 and emergency alerts are available.**
- **The CRTC will continue working quickly to strike the right balance between lower prices and continued investments in high-quality and reliable networks.**

Supplementary messages

- In March 2023, the CRTC announced a major proceeding to improve Internet services competition.
 - The CRTC imposed an immediate 10% reduction on some wholesale rates.
 - The CRTC examined on an expedited basis whether large telephone and cable companies should be required to let competitors use their fibre-to-the-home networks.
 - In November 2023, the CRTC announced a temporary and expedited decision to provide competitors with a workable way to sell Internet services using the fibre-to-the-home networks of large telephone companies in Ontario and Quebec, where competition has declined most significantly.
 - The CRTC held a public hearing in February 2024 and is continuing to work on this proceeding.
- In April 2023, the CRTC held a public hearing in Whitehorse, Yukon, to hear directly from interested parties about how to improve the affordability, reliability, and competition of services in the Far North.

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- **On May 9, 2023**, the CRTC set rules for regional cellphone providers to negotiate agreements to access the networks of Canada’s large companies and offer their plans to more regions of the country.
 - The CRTC is helping companies reach agreements so that regional competitors will be able to serve Canadians in parts of the country where they have not yet built out their networks.
- The CRTC is taking steps to lessen the impact of service outages on Canadians through a consultation to explore how telecommunications providers should report major service outages to the CRTC and other authorities.

Preparation and approvals

Prepared by: Eric Rancourt, updated by Emma Hamilton

November 6, 2023

Approved by:

Sahra Boonstra, Director General

October 16, 2023

Ian Baggley, A/Executive Director

September 27, 2023

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Kiani, Sima (CRTC)

From: Wexler, Yael (CRTC) (elle, la | she, her)
Sent: March 22, 2024 4:00 PM
To: Bowles, Eric (CRTC); Fisher, Shari (CRTC); Frenette, Rachelle (CRTC)
Cc: Hulley-Craig, Crystal (CRTC)
Subject: RE: [REDACTED] NOC RE: Public Alerting

Yael Wexler

Conseillère juridique | Legal Counsel

Tel: 819-665-8675 | yael.wexler@crtc.gc.ca | Fax: 819-953-0589

From: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>
Sent: Friday, March 22, 2024 4:29 PM
To: Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>
Cc: Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>
Subject: RE: [REDACTED] NOC RE: Public Alerting

From: Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>
Sent: Friday, March 22, 2024 2:08 PM
To: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>
Cc: Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>; Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>
Subject: RE: [REDACTED] NOC RE: Public Alerting

Sorry, I'm a bit late looking at this



Happy to discuss

Shari

From: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>

Sent: Thursday, March 14, 2024 2:35 PM

To: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>

Cc: Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>; Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>

Subject: FW: [REDACTED] NOC RE: Public Alerting

Please note that Michael is hoping to receive comments and sign off by Thursday next week, 21 March.

I'll set up a placeholder meeting for us all to discuss, which can be easily canceled if there's no need to meet once you've reviewed.



Yael Wexler

Conseillère juridique | Legal Counsel

Tel: 819-665-8675 | yael.wexler@crtc.gc.ca | Fax: 819-953-0589

From: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>

Sent: Thursday, March 14, 2024 3:16 PM

To: Hutton, Scott (CRTC) <scott.hutton@crtc.gc.ca>; Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>;

Levasseur, Simon (CRTC) <simon.levasseur@crtc.gc.ca>

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Cc: Lavallée, Valérie (CRTC) <Valerie.Lavallee@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>
Subject: M-FCM- [REDACTED] NOC RE: Public Alerting

Hello Scott, Rachelle, and Simon,

After much collaboration between colleagues, please find attached [REDACTED]
[REDACTED] IoC relating to the National Public Alerting System.

Please let me know if you have any questions/concerns/feedback. Everyone should have edit rights on the document.

Note: Shari and Crystal, Yael has [REDACTED]

Thank you for your time and consideration.

Michael Crupi
Gestionnaire, Technologie de réseau / Manager, Network Technology
Consommation, recherches et communications | Consumer, Research and Communications
Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and
Telecommunications Commission
819-664-3371

s.21(1)(a)

s.21(1)(b)

s.23

MEMORANDUM

NOTE DE SERVICE

Conseil de la radiodiffusion et des
télécommunications canadiennesCanadian Radio-television and
Telecommunications CommissionTo
À

From Michael Crupi (Manager, Network Technology)
De Yael Wexler and Eric Bowles (Legal Counsel)

Security Classification – Classification
PROTECTED BOur File – Notre référence
DM 4543944

Your File – Votre référence

Date

Subject: [REDACTED] **Public Alerting****PURPOSE**

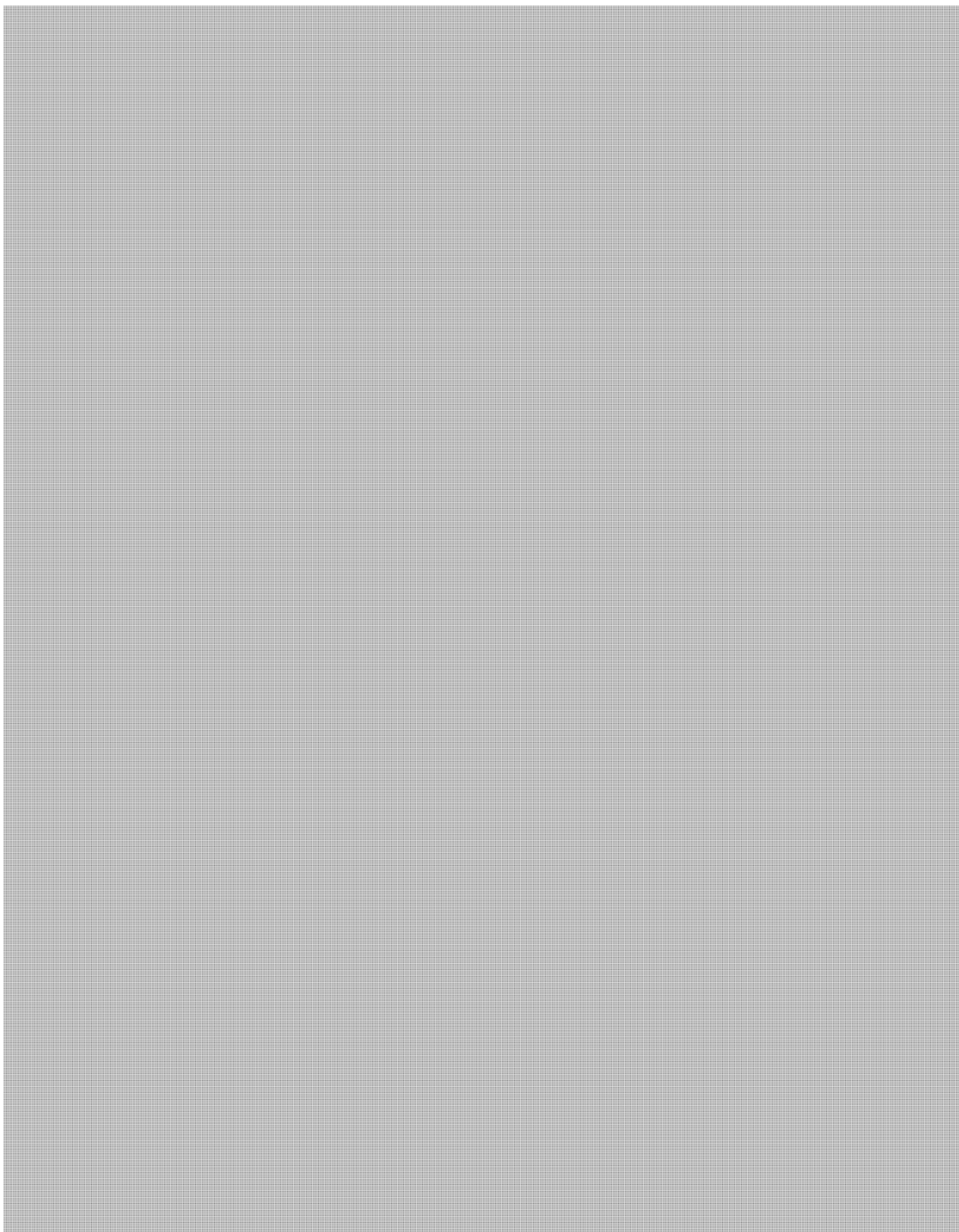
- 1) The Commission plays a key role in supporting the safety and security of Canadians by ensuring that they have access to public alerts through robust broadcasting and telecommunications systems that adequately warn them about imminent or possible dangers to life in emergency situations. To realize this goal, the Commission must ensure that, where possible, public alerting serves all Canadians by being accessible, reflective of the linguistic profile of Canada, and available across the country. While Public Safety Canada is the department in charge of the National Public Alerting System (NPAS) and represents the federal government in the governance of the system, the CRTC's role in the NPAS is ensuring that radio and television stations, television service providers, and wireless service providers (WSPs), collectively known as last-mile distributors (LMDs), disseminate public alerts so that Canadians can take appropriate action during emergencies.

¹ Pelmorex's licence and mandatory distribution order is up for renewal in 2026.

s.21(1)(a)

s.23

s.21(1)(b)



Note: Please see **Appendix VII** for a list of common terms used throughout this memo.

Note: Please see **Appendix X** for a summary of the history of Pelmorex's role in public alerting.

s.21(1)(a)

s.23

s.21(1)(b)

BACKGROUND

- 4) The Commission has a significant and long-standing role to play with respect to the provision of public alerts to Canadians. Under the BA and the TA, the Commission's role is to regulate the dissemination (but not issuance) of alerts by LMDs, i.e. radio stations, over-the air television stations, broadcasting distribution undertakings, and WSPs. The Commission also adopted policies and a mandatory distribution order which enabled the creation and funding of the NAAD System (via Pelmorex). See **Appendix I** for a summary of the Commission's jurisdiction with respect to alerting. See **Appendix II** for extracts of the relevant obligations.
- 5) Public alerting is an area in which other federal, provincial, and territorial (F/P/T) governments and agencies have great responsibility and exercise authority, since the EMOs are the originators of the alerts and are not under Commission jurisdiction. Given this, the Commission has in the past noted that it is neither equipped nor appropriately empowered to address all challenges and broader, multi-jurisdictional policy issues regarding alerting² and staff remains of that view to this day. See **Appendix III** for a visual representation of the roles and responsibilities of the partners that participate in the NPAS.
- 6) While the Commission cannot regulate comprehensively in this domain, for over a decade it has played a leadership role in ensuring that Canadians have access to public alerts. This includes, as noted above, mandating LMD to distribute alerts, facilitating the creation and funding of the NAAD System (which is the core of the NPAS) through Pelmorex's mandatory distribution order, tasking CISC to consider alerting technical matters, facilitating the implementation of WPA, and making presentations to the working group of SOREM.³
- 7) NPAS assists Canadians in being adequately informed and protected in emergency situations and therefore contributes to the achievement of the broadcasting and telecommunications policy objectives and is overall in the public interest. [REDACTED]

² Broadcasting Decision 2018-342 at para 100 – “the operation of the NAAD System and the development of related policies would be more appropriately situated with and supported by organizations more directly responsible for public safety, or with a single, nation-wide authoritative policy-making body supported by those organizations”

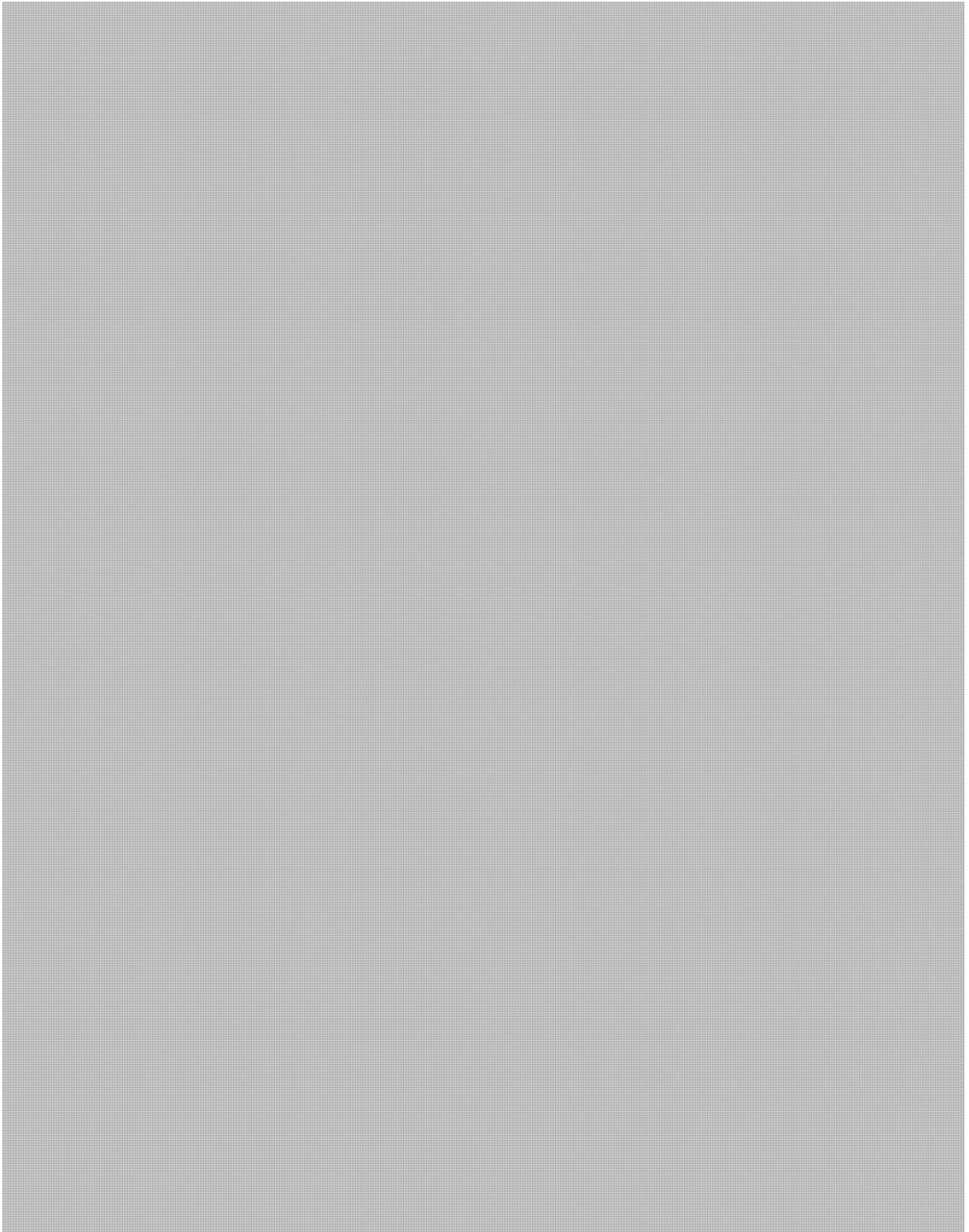
³ SOREM is the F/P/T coordinating body that works to harmonize and improve emergency response practices of EMOs across the country.

s.21(1)(a)

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s.21(1)(b)

STAFF ANALYSIS AND RECOMMENDATIONS



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Appendix I – The Commission’s jurisdiction with respect to alerting

- 1) The CRTC’s jurisdiction with respect to alerting is set out in the BA and the TA and has allowed the Commission to regulate the **dissemination** of alerts by LMDs, i.e. radio stations, over-the air television stations, broadcasting distribution undertakings and WSPs.
- 2) Under the BA, as amended recently by the *Online Streaming Act*, the Commission may impose orders on broadcasting undertakings with COS regarding the carriage of emergency messages (section 9.1(1)(l)). Orders made under this section may be applied to all persons carrying on broadcasting undertakings, to all persons carrying on broadcasting undertakings of any class or to a particular person carrying on a broadcasting undertaking. This includes online undertakings and theoretically includes exempt undertakings. However, if exemption orders are worded as many of them currently are so as to exempt a class of services from all obligations under Part II of the BA, in which the authority to issue COS orders under section 9.1 is found, legally the Commission is precluded from imposing COS on such exempt undertakings.
- 3) Prior to the amendments, the BA did not expressly refer to the Commission’s authority in respect of emergency alerts. Historically, the Commission appears to have relied on its general regulation-making power (notably, section 10(1)(k)) to regulate licensees and on its authority to impose terms and conditions of exemption on exempt services (subsection 9(4)). This is in service of implementing the Canadian broadcasting policy which includes, at subsection 3(1)(d)(i) that the Canadian broadcasting system should serve to safeguard, enrich and strengthen the cultural, political, social and economic fabric of Canada. It also includes the recognition that the “Canadian broadcasting system [...] makes use of radio frequencies that are public property and provides, through its programming a public service [...]”, at subsection 3(1)(b). Today, the Commission’s ability to regulate public alerting in broadcasting is much clearer.
- 4) Since 2014,³³ the Commission has required broadcasting undertakings to carry emergency alerts through regulations and conditions of licence imposed on licensees³⁴ and exemption orders³⁵, and more recently, through COS which refers to the regime set out in the regulations.³⁶ A copy of the relevant excerpts are in **Appendix II**. Also, the Commission enabled the creation of the NPAS by

³³ Broadcasting Regulatory Policy 2014-444. Prior to this, the Commission had determined that participation in the NPAS was voluntary (see Broadcasting Public Notice 2007-20 at para 79).

³⁴ See: *Radio Regulations, 1986* (SOR/86-982), at s. 16; *Television Broadcasting Regulations, 1987* (SOR 87/49) at s. 18; *Broadcasting Distribution Regulations* (SOR.97-555) at s. 7.2.

³⁵ See: Broadcasting Order CRTC 2017-320- *Terms and conditions of the exemption order for terrestrial broadcasting distribution undertakings serving fewer than 20,000 subscribers*; Broadcasting Order CRTC 2014-446 – *Exemption order for radiocommunication distribution undertakings*; Appendix 1 to Broadcasting Regulatory Policy CRTC 2018-137- *Exemption order for low-power tourist information related radio programming undertakings*; Appendix 1 to Broadcasting Regulatory Policy CRTC 2018-137 - *Exemption order respecting certain Indigenous radio undertakings*.

³⁶ For example, see Broadcasting Decision CRTC 2024-31, Broadcasting Decision CRTC 2024-30, Broadcasting Decision CRTC 2024-29.

extending a mandatory distribution order to The Weather Network/MétéoMédia (Pelmorex)³⁷ to operate and implement the NAAD System.³⁸ Pelmorex also established and maintains NAAD user agreements with EMOs. The NAAD is overseen by a Governance Council and it directs and advises Pelmorex on the NAAD system under Terms of Reference.³⁹

- 5) Under the TA, the Commission may impose conditions on the offering and provision of telecommunications services by Canadian carriers and other persons (sections 24 and 24.1). The authority in respect of alerts is most explicit in subsection 24.1(c): The offering and provision of any telecommunications service by any person other than a Canadian carrier are subject to any conditions imposed by the Commission, including those relating to [...] (c) access to emergency services". Pursuant to this, the Commission has imposed conditions on WSPs to disseminate alerts.⁴⁰ This is in service of furthering the telecommunications policy objectives which includes, at subsection 7(a) facilitating the orderly development throughout Canada of a telecommunication system that serves to safeguard, enrich and strengthen the social and economic fabric of Canada and its regions.
- 6) The Commission's framework for WPA is found in determinations made in the 2017-2018 timeframe. Notably, in TRP 2017-91 the Commission directed WSPs (carriers and resellers) to participate in NPAS and to reach preparedness to implement WPA capability on their networks, excluding on pre-LTE networks or mobile satellite services. The Commission stated that WPA would be in the public interest and would help protect Canadians from imminent threats to life and property, consistent with the Commission's approach in the broadcasting context and international examples of WPA capability.⁴¹ Further to this, the Commission issued various decisions determining aspects of WPA prior to mandatory distribution, specifically, TD 2018-85, TD 2018-108 and TD 2019-239. In TD 2018-108, the Commission formalized the obligation on WSPs to connect to the NAAD and disseminate wireless alerts.

³⁷ Broadcasting Order 2009-340, renewed Broadcasting Decision 2011-438, Broadcasting Decision 2018-342, and most recently administratively renewed for a three-year term (until 31 August 2026), Broadcasting Decision 2023-245.

³⁸ The NAAD is the "backbone" and central technical infrastructure (owned and operated by Pelmorex Corp.) for the NPAS, collects and validates emergency alerts from authorized emergency alert issuers throughout Canada and makes them available to the public. These emergency alert issuers are EMOs such as Environment Canada, Public Safety Canada and provincial EMOs.

³⁹ Broadcasting Decision 2018-342 at para 85.

⁴⁰ Telecom Regulatory Policy 2017-91 at para 13.

⁴¹ 2017-91 at para. 12.

Appendix II – Current obligations

Document	English	Français
<i>Radio Regulations, 1986</i> (SOR/86-982), at s. 16 <i>Règlement de 1986 sur la radio</i> (DORS/86-982), s. 16	PART IV Emergency Alerts 16 (1) The following definitions apply in this section. issuing authority means any person who is authorized by a Canadian governmental authority — including the federal Department of the Environment, federal and provincial government departments and agencies that are responsible for emergency management and public safety, and municipal authorities — to issue warnings to the public, and to the National Alert Aggregation and Dissemination System, announcing danger to life or property. (autorité compétente) National Alert Aggregation and Dissemination System means the alert message aggregation system established and operated by Pelmorex Communications Inc. (système d'agrégation et de dissémination national d'alertes) (2) Except as otherwise provided under a condition of its licence, a licensee shall implement on all stations that it is licensed to operate, by no later than March 31, 2015, a public alerting system that broadcasts without delay, on a given station, any audio alert that it receives from the National Alert Aggregation and Dissemination System that (a) announces an imminent or unfolding danger to life; and (b) is designated by the applicable issuing authority for immediate broadcast in all or part of the area within the station's A.M. 5 mV/m	PARTIE IV Alertes d'urgence 16 (1) Les définitions qui suivent s'appliquent au présent article. autorité compétente Toute personne autorisée par une autorité gouvernementale canadienne — notamment le ministère de l'Environnement du Canada et les ministères et organismes publics fédéraux et provinciaux responsables de la gestion des urgences et de la sécurité publique, ainsi que les autorités municipales — à délivrer des messages d'avertissement au public et au système d'agrégation et de dissémination national d'alertes annonçant des dangers pour la vie ou les biens. (issuing authority) système d'agrégation et de dissémination national d'alertes Le système d'agrégation des messages d'alerte établi et exploité par Pelmorex Communications Inc. (National Alert Aggregation and Dissemination System) (2) Sauf condition contraire de sa licence, le titulaire met en œuvre dans les stations qu'il est autorisé à exploiter, au plus tard le 31 mars 2015, un système d'alerte public qui diffuse sans délai, sur une station donnée, toute alerte audio qu'il reçoit du système d'agrégation et de dissémination national d'alertes qui, à la fois : a) annonce un danger imminent ou actuel pour la vie; b) est désignée par l'autorité compétente applicable comme étant pour diffusion immédiate dans tout ou partie de la zone située à l'intérieur du périmètre de rayonnement de 5 mV/m (M.A.), du périmètre de rayonnement

	contour, F.M. 0.5 mV/m contour or digital service area, as the case may be. (3) Despite subsection (2) and subject to any condition of licence, the deadline for implementing the public alerting system in the case of a campus station, community station or native station is March 31, 2016. (4) The licensee shall implement the public alerting system for each of its transmitters. (5) The licensee shall broadcast the alert on transmitters that serve the area that is targeted by the alert. (6) The licensee shall take all reasonable measures to ensure that the alerts that it broadcasts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada, Centre for Security Science, Canadian Safety and Security Program, and in consultation with the public-private Common Look and Feel Working Group, as that document is amended from time to time.	0,5 mV/m (M.F.), ou de la zone de desserte numérique de la station, selon le cas. (3) Malgré le paragraphe (2) et sous réserve de toute condition de licence, la date limite pour mettre en oeuvre le système d'alerte public dans le cas d'une station de campus, d'une station communautaire ou d'une station autochtone est le 31 mars 2016. (4) Le titulaire met en œuvre le système d'alerte public pour chacun de ses émetteurs. (5) Il diffuse l'alerte au moyen des émetteurs desservant la zone qu'elle vise. (6) Il prend toutes les mesures raisonnables pour s'assurer que les alertes qu'il diffuse sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d'alertes au public : Directives sur la présentation uniforme, compte tenu de ses modifications successives, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé.
<i>Television Broadcasting Regulations, 1987</i> (SOR 87/49) at s. <u>18</u> Règlement de 1987 sur la télédiffusion (DORS/87-49), s <u>18</u>	Emergency Alerts 18 (1) The following definitions apply in this section. community station means a station that is licensed as a community station. (station communautaire) issuing authority means any person who is authorized by a Canadian governmental authority — including the Federal Department of the Environment, federal and provincial government departments and agencies that are responsible for emergency management and public safety, and	Alertes d'urgence 18 (1) Les définitions qui suivent s'appliquent au présent article. autorité compétente Toute personne autorisée par une autorité gouvernementale canadienne — notamment le ministère de l'Environnement du Canada et les ministères et organismes publics fédéraux et provinciaux responsables de la gestion des urgences et de la sécurité publique, ainsi que les autorités municipales — à délivrer des messages d'avertissement au public et au système d'agrégation et de dissémination national d'alertes annonçant des dangers pour la vie ou les biens. (issuing authority)

	municipal authorities — to issue warnings to the public, and to the National Alert Aggregation and Dissemination System, announcing danger to life or property. (autorité compétente) National Alert Aggregation and Dissemination System means the alert message aggregation system established and operated by Pelmorex Communications Inc. (système d'agrégation et de dissémination national d'alertes) native station means a station that is licensed as a native station. (station autochtone) (2) Except as otherwise provided under a condition of its licence, a licensee shall implement on all stations that it is licensed to operate, by no later than March 31, 2015, a public alerting system that broadcasts without delay, on a given station, any alert that it receives, in a form including both text and audio content, from the National Alert Aggregation and Dissemination System that (a) announces an imminent or unfolding danger to life; and (b) is designated by the applicable issuing authority for immediate broadcast in all or part of the area within the station's Grade B official contour or noise-limited bounding official contour, as the case may be. (3) Despite subsection (2) and subject to any condition of licence, the deadline for implementing the public alerting system in the case of a community station or native station is March 31, 2016. (4) The licensee shall implement the public alerting system for each of its transmitters. (5) The licensee shall broadcast the alert on transmitters that serve the area that is targeted by the alert.	station autochtone Station autorisée à titre de station autochtone. (native station) station communautaire Station autorisée à titre de station communautaire. (community station) système d'agrégation et de dissémination national d'alertes Le système d'agrégation des messages d'alerte établi et exploité par Pelmorex Communications Inc. (National Alert Aggregation and Dissemination System) (2) Sauf condition contraire de sa licence, le titulaire met en œuvre dans les stations qu'il est autorisé à exploiter, au plus tard le 31 mars 2015, un système d'alerte public qui diffuse sans délai, sur une station donnée, toute alerte — contenu écrit et audio — qu'il reçoit du système d'agrégation et de dissémination national d'alertes qui, à la fois : a) annonce un danger imminent ou actuel pour la vie; b) est désignée par l'autorité compétente applicable comme étant pour diffusion immédiate dans tout ou partie de la zone située à l'intérieur du périmètre de rayonnement officiel de classe B de la station ou du périmètre de rayonnement officiel limité par le bruit de la station, selon le cas. (3) Malgré le paragraphe (2) et sous réserve de toute condition de licence, la date limite pour mettre en œuvre le système d'alerte public dans le cas d'une station communautaire ou d'une station autochtone est le 31 mars 2016. (4) Le titulaire met en œuvre le système d'alerte public pour chacun de ses émetteurs. (5) Il diffuse l'alerte au moyen des émetteurs desservant la zone qu'elle vise.
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	(6) The licensee shall take all reasonable measures to ensure that the alerts that it broadcasts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada, Centre for Security Science, Canadian Safety and Security Program, and in consultation with the public-private Common Look and Feel Working Group, as that document is amended from time to time.	(6) Il prend toutes les mesures raisonnables pour s'assurer que les alertes qu'il diffuse sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d'alertes au public : Directives sur la présentation uniforme, compte tenu de ses modifications successives, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé.
<i>Broadcasting Distribution Regulations</i> (SOR.97-555) at s. <u>7.2</u> Règlement sur la distribution de radiodiffusion (DORS/97-555), s. <u>7.2</u>	Emergency Alerts 7.2 (1) The following definitions apply in this section. issuing authority means any person who is authorized by a Canadian governmental authority — including the federal Department of the Environment, federal and provincial government departments and agencies that are responsible for emergency management and public safety, and municipal authorities — to issue warnings to the public, and to the National Alert Aggregation and Dissemination System, announcing danger to life or property. (autorité compétente) National Alert Aggregation and Dissemination System means the alert message aggregation system established and operated by Pelmorex Communications Inc. (système d'agrégation et de dissémination national d'alertes) (2) Except as otherwise provided under a condition of its licence, a licensee shall implement, by no later than March 31, 2015, a public alerting system that alters without delay a programming service being distributed by the licensee in a licensed area in order to insert any alert that it receives — in a form including both text and audio content — from the National Alert Aggregation and Dissemination System that	7.2 (1) Les définitions qui suivent s'appliquent au présent article. autorité compétente Toute personne autorisée par une autorité gouvernementale canadienne — notamment le ministère de l'Environnement du Canada et les ministères et organismes publics fédéraux et provinciaux responsables de la gestion des urgences et de la sécurité publique, ainsi que les autorités municipales — à délivrer des messages d'avertissement au public et au système d'agrégation et de dissémination national d'alertes annonçant des dangers pour la vie ou les biens. (issuing authority) système d'agrégation et de dissémination national d'alertes Le système d'agrégation des messages d'alerte établi et exploité par Pelmorex Communications Inc. (National Alert Aggregation and Dissemination System) (2) Sous réserve des conditions de sa licence, le titulaire met en œuvre, au plus tard le 31 mars 2015, un système d'alerte public qui modifie sans délai tout service de programmation qu'il distribue dans une zone de desserte autorisée afin d'y insérer toute alerte reçue — contenu écrit et audio — qu'il reçoit du système d'agrégation et de dissémination national d'alertes qui, à la fois : a) annonce un danger imminent ou actuel pour la vie;

	(a) announces an imminent or unfolding danger to life; and (b) is designated by the applicable issuing authority for immediate broadcast or distribution in the licensed area. (3) The licensee shall insert the alert in all programming services that it is distributing to subscribers whose residence or other premises are located in an area that is targeted by the alert. (4) The licensee shall take all reasonable measures to ensure that the alerts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada, Centre for Security Science, Canadian Safety and Security Program, and in consultation with the public-private Common Look and Feel Working Group, as that document is amended from time to time.	b) est désignée par l'autorité compétente applicable comme étant pour diffusion ou distribution immédiate dans la zone de desserte. (3) Il insère l'alerte dans tous les services de programmation qu'il distribue aux abonnés dont la résidence ou les autres locaux sont situés dans une zone visée par l'alerte. (4) Il prend toutes les mesures raisonnables pour s'assurer que les alertes sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d'alertes au public : Directives sur la présentation uniforme, compte tenu de ses modifications successives, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé.
<u>Broadcasting Order CRTC 2017-320 - Terms and conditions of the exemption order for terrestrial broadcasting distribution undertakings serving fewer than 20,000 subscribers</u> at s. 12.2 <u>Politique réglementaire de radiodiffusion CRTC 2017-319 et ordonnance de radiodiffusion CRTC 2017-320 CRTC, s. 12.2</u>	Alteration or deletion of a programming service 12.2 An undertaking that serves more than 2,000 subscribers and that delivers any programming service on a digital basis shall - implement a public alerting system that alters without delay a programming service being distributed by the undertaking in its service area to insert any alert that it receives – in a form including both text and audio content – from the National Alert Aggregation and Dissemination System, that - announces an imminent or unfolding danger to life; and - is designated by the applicable issuing authority for immediate broadcast or distribution in the undertaking's service area. - insert the alert in all programming services that it is distributing to subscribers whose residence or other premises are located in an area that is targeted by the alert.	12.2 L'entreprise qui dessert plus de 2 000 abonnés et qui fournit un service de programmation sur une base numérique doit : - mettre en œuvre un système d'alerte public capable de modifier sans délai un service de programmation qu'elle distribue dans sa zone de desserte de façon à insérer dans un format comprenant à la fois un contenu textuel et sonore toutes les alertes reçues du Système d'agrégation et de dissémination national d'alertes qui - annoncent un danger imminent ou actuel pour la vie; - sont désignées par l'autorité compétente pertinente pour être immédiatement diffusées ou distribuées dans sa zone de desserte autorisée. - insérer l'alerte dans tous les services de programmation qu'elle distribue à ses abonnés dont la résidence ou autres locaux sont situés dans une zone ciblée par l'alerte.

	c. take all reasonable measures to ensure that the alerts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System: Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada, Centre for Security Science, Canadian Safety and Security Program, and in consultation with the public-private Common Look and Feel Working Group, as that document is amended from time to time.	c. prendre toutes les mesures raisonnables afin de s'assurer que les alertes sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d'alertes au public : Directives sur la présentation uniforme, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé, compte tenu des modifications successives apportées à ce document.
<u>Broadcasting Order CRTC 2014-446 – Exemption order for radiocommunication distribution undertakings</u>, s. 8 <u>Ordonnance de radiodiffusion CRTC 2014-446</u> <u>Ordonnance d'exemption relative aux entreprises de distribution de radiocommunication</u>, s. 8	8. The undertaking a. has implemented, by no later than March 31, 2016, a public alerting system that alters without delay a programming service being distributed by the undertaking in its service area in order to insert any alert that it receives - in a form including both text and audio content - from the National Alert Aggregation and Dissemination System, that - announces an imminent or unfolding danger to life; and - is designated by the applicable issuing authority for immediate broadcast or distribution in all or part of the undertaking's A.M. 5mV/m contour, F.M. 0.5 mV/m contour or Grade B official contour, as the case may be. b. shall implement the public alerting system for each of its transmitters. c. shall broadcast the alert on transmitters that serve the area that is targeted by the alert. d. shall take all reasonable measures to ensure that the alerts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System: Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada, Centre for Security Science, Canadian Safety and Security Program, and in consultation	8. L'entreprise a. a mis en œuvre, au plus tard le 31 mars 2016, un système d'alerte public capable de modifier, sans délai, un service de programmation qu'elle distribue dans sa zone de desserte de façon à insérer dans un format comprenant à la fois un contenu textuel et sonore toutes les alertes reçues du Système d'agrégation et de dissémination national d'alertes qui - annoncent un danger imminent ou actuel pour la vie; - sont désignées par l'autorité compétente pertinente pour être immédiatement diffusées ou distribuées dans l'ensemble ou une partie du périmètre de 5 mV/m de la station AM, du périmètre de 0,5 mV/m de la station FM ou du périmètre officiel de classe B, selon le cas. b. doit mettre en place le système d'alertes au public pour chacun de ses émetteurs. c. doit diffuser l'alerte sur les émetteurs qui desservent la région ciblée par l'alerte. d. doit prendre toutes les mesures raisonnables afin de s'assurer que les alertes sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d'alertes au public : Directives sur la présentation uniforme, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur

	with the public-private Common Look and Feel Working Group, as that document is amended from time to time.	les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé, compte tenu des modifications successives apportées à ce document.
<u>Appendix 1 to Broadcasting Regulatory Policy CRTC 2018-137- Exemption order for low-power tourist information related radio programming undertakings</u>, s. 10 <u>Annexe 1 à la politique réglementaire de radiodiffusion CRTC 2018-137</u> <u>Ordonnance d'exemption visant les entreprises de programmation de radio d'information touristique de faible puissance</u>, s. 10	Public Alerting System 10. The undertaking a. has implemented a public alerting system on all its stations that broadcasts without delay, on a given station, any audio alert that it receives from the National Alert Aggregation and Dissemination System, that (i) announces an imminent or unfolding danger to life; and (ii) is designated by the applicable issuing authority for immediate broadcast in the station's AM 5 mV/m contour or FM 0.5 mV/m contour, as the case may be. b. shall implement the public alerting system for each of its transmitters. c. shall broadcast the alert on transmitters that serve the area that is targeted by the alert. d. shall take all reasonable measures to ensure that the alerts that it broadcasts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System: Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada, Centre for Security Science, Canadian Safety and Security Program, and in consultation with the public-private Common Look and Feel Working Group, as that document is amended from time to time.	Système d'alerte public 10. L'entreprise doit : a. avoir mis en œuvre sur toutes ses stations un système d'alerte public capable de diffuser sans délai, sur une station donnée, toutes les alertes sonores reçues du Système d'agrégation et de dissémination national d'alertes qui : i. annoncent un danger imminent ou actuel pour la vie; ii. sont désignées par l'autorité compétente pertinente pour être instantanément diffusées ou distribuées dans le périmètre de 5 mV/m de la station AM ou le périmètre de 0,5 mV/m de la station FM, selon le cas. b. mettre en œuvre le système d'alerte public pour chacun de ses émetteurs. c. diffuser l'alerte sur les émetteurs qui desservent la région ciblée par l'alerte. d. prendre toutes les mesures raisonnables afin de s'assurer que les alertes sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d'alertes au public : Directives sur la présentation uniforme, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé, compte tenu des modifications successives apportées à ce document.

	For the purposes of this provision, the terms “issuing authority” and “National Alert Aggregation and Dissemination System” shall have the same meaning as that set out in the Radio Regulations, 1986.	Aux fins de la présente disposition, les expressions « autorité compétente » et « Système d’agrégation et de dissémination national d’alertes » s’entendent au sens du Règlement de 1986 sur la radio.
<u>Appendix 3 to Broadcasting Regulatory Policy CRTC 2018-137 - Exemption order respecting certain Indigenous radio undertakings, s. 7⁴²</u> <u>Annexe 3 à la politique réglementaire de radiodiffusion CRTC 2018-137</u> <u>Ordonnance d’exemption concernant certaines entreprises radiophoniques autochtones, s 7</u>	Public Alerting System 7. The undertaking a. has implemented a public alerting system on all its stations that broadcasts without delay, on a given station, any audio alert that it receives from the National Alert Aggregation and Dissemination System, that (i) announces an imminent or unfolding danger to life; and (ii) is designated by the applicable issuing authority for immediate broadcast in the station’s AM 5 mV/m contour or FM 0.5 mV/m contour, as the case may be. b. shall implement the public alerting system for each of its transmitters. c. shall broadcast the alert on transmitters that serve the area that is targeted by the alert. d. shall ensure that the alerts that it broadcasts are in conformity with the specifications and recommended practices set out in the document entitled National Public Alerting System: Common Look and Feel Guidance, produced at the request of the Federal/Provincial/Territorial Public Alerting Working Group of Senior Officials Responsible for Emergency Management with the support of Defence Research and Development Canada – Centre for Security Science, Canadian Safety and Security Program, and in consultation with the public-private Common Look and Feel Working Group, as that document is amended from time to time. For the purposes of this provision, the terms “issuing authority” and “National Alert Aggregation and Dissemination System” shall have the same meanings as those set out in the Radio Regulations, 1986.	Système d’alerte public 7. L’entreprise doit : a. avoir mis en œuvre sur toutes ses stations un système d’alerte public capable de diffuser sans délai, sur une station donnée, toutes les alertes sonores reçues du Système d’agrégation et de dissémination national d’alertes qui i. annoncent un danger imminent ou actuel pour la vie; ii. sont désignées par l’autorité compétente pertinente pour être instantanément diffusées ou distribuées dans le périmètre de 5 mV/m de la station AM ou le périmètre de 0,5 mV/m de la station FM, selon le cas. b. mettre en œuvre le système d’alerte public pour chacun de ses émetteurs. c. diffuser l’alerte sur les émetteurs qui desservent la région ciblée par l’alerte. d. prendre toutes les mesures raisonnables afin de s’assurer que les alertes sont conformes aux spécifications et aux pratiques recommandées prévues par le document intitulé Système national d’alertes au public : Directives sur la présentation uniforme, préparé à la demande du Groupe de travail fédéral, provincial et territorial sur les alertes au public des cadres supérieurs responsables de la gestion des urgences avec le soutien du Programme canadien pour la sûreté et la sécurité du Centre des sciences pour la sécurité sous la direction de Recherche et développement pour la défense du Canada et en consultation avec le Groupe de travail sur la présentation uniforme des secteurs public et privé, compte tenu des modifications successives apportées à ce document.

⁴² Note that the copy of the appendix on the Commission’s website lists this as being section 1, but “section 7” should be read in.

		Aux fins de la présente disposition, les expressions « autorité compétente » et « Système d'agrégation et de dissémination national d'alertes » s'entendent au sens du Règlement de 1986 sur la radio.
Broadcasting Decision CRTC 2024-31 (this is an example of an order imposing conditions of service relating to NPAS, following the amendments to the <i>Broadcasting Act</i> arising out of the <i>Online Streamign Act</i>).	4. The licensee shall implement the National Public Alerting System (NPAS) by the station's launch in the manner set out in section 16 of the <i>Radio Regulations, 1986</i>, and in <i>Amendments to various regulations, the standard conditions of licence for video-on-demand undertakings and certain exemption orders – Provisions requiring the mandatory distribution of emergency alert messages</i>, Broadcasting Regulatory Policy CRTC <u>2014-444</u> and Broadcasting Orders CRTC <u>2014-445</u>, <u>2014-446</u>, <u>2014-447</u> and <u>2014-448</u>, 29 August 2014. The licensee shall file a letter with the Commission to attest to the implementation date of its NPAS within 14 days after installation of the alerting equipment. This letter must contain evidence that the system is properly configured to receive and distribute alerts from the National Alert Aggregation and Dissemination (NAAD) System (e.g., an attestation by a Chief Executive Officer (CEO), president or person exercising a similar supervisory role in the licensee's operations, as to the installation of functioning alerting equipment).	4. Le titulaire doit mettre en œuvre le Système national d'alertes au public (SNAP) au plus tard à la date de lancement de la station de la manière énoncée à l'article 16 du <i>Règlement de 1986 sur la radio</i> et dans <i>Modifications à divers règlements, aux conditions de licence normalisées des entreprises de vidéo sur demande et à certaines ordonnances d'exemption - Règles encadrant la distribution obligatoire de messages d'alerte en cas d'urgence</i>, Politique réglementaire de radiodiffusion CRTC <u>2014-444</u> et ordonnances de radiodiffusion CRTC <u>2014-445</u>, <u>2014-446</u>, <u>2014-447</u> et <u>2014-448</u>, 29 août 2014. Le titulaire doit déposer auprès du Conseil une lettre pour attester de la date de mise en œuvre de son SNAP dans les 14 jours suivant l'installation de l'équipement d'alerte. Cette lettre doit contenir des éléments de preuve démontrant que le système est correctement configuré pour recevoir et diffuser les alertes du Système d'agrégation et de dissémination national d'alertes (ADNA) [p. ex. une attestation d'un premier dirigeant, d'un président ou d'une personne exerçant un rôle de supervision semblable au sein des opérations du titulaire, concernant l'installation d'un équipement d'alerte opérationnel].
<u>Telecom Decision 2018-108</u> at para 10 <u>Décision de télécom CRTC 2018-108</u> , para 10	10. In light of the above and consistent with its determinations in Telecom Decision 2018-85, the Commission confirms that WSPs are to distribute public emergency alerts as of 6 April 2018, the same deadline for the implementation of WPA capability set out in Telecom Regulatory Policy 2017-91. The Commission therefore imposes the following obligation on WSPs, pursuant to sections 24 and 24.1 of the <i>Telecommunications Act</i>: As of 6 April 2018, as a condition of providing service, all WSPs are required to immediately distribute emergency alerts received from the NAAD System operator for immediate distribution. Emergency	10. Compte tenu de ce qui précède et de la décision 2018-85, le Conseil confirme que les FSSF doivent diffuser des messages d'alerte en cas d'urgence au public à compter du 6 avril 2018, ce qui correspond également à la date limite pour la mise en œuvre de la capacité d'alertes sans fil au public imposée dans la politique réglementaire de télécom 2017-91. Le Conseil impose donc les obligations suivantes aux FSSF, conformément aux articles 24 et 24.1 de la Loi sur les télécommunications : À compter du 6 avril 2018, tous les FSSF sont tenus, comme condition de fourniture des services, de diffuser immédiatement les messages

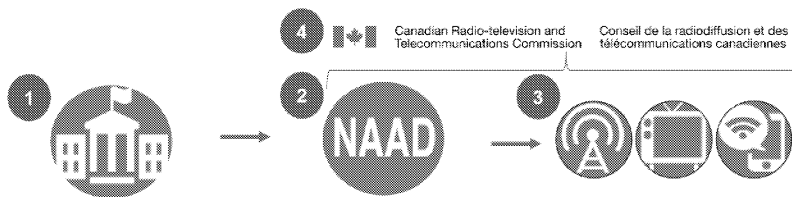
	alerts are to be distributed over the networks used by WSPs, excluding pre-LTE networks, such that all WPA-compatible mobile wireless devices (as described in Telecom Regulatory Policy 2017-91) connected to network-supporting cellular towers that serve all or part of the area identified by the alert-issuing EMO receive the emergency alert.	d'alerte d'urgence émis par l'exploitant du système ADNA en vue d'une diffusion immédiate. Les messages d'alerte en cas d'urgence doivent être transmis sur les réseaux utilisés par les FSSF, excluant les réseaux antérieurs à la technologie LTE, afin que tous les appareils sans fil mobiles compatibles avec le SASFP connectés aux tours de téléphonie cellulaire qui prennent en charge le réseau et qui desservent la totalité ou une partie de la zone définie par l'OGU ayant émis le message d'alerte reçoivent le message d'alerte en cas d'urgence (comme il est décrit dans la politique réglementaire de télécom 2017-91).
--	---	--

Appendix III – Roles and Responsibilities Associated with the NPAS

CRTC and NPAS Governance summary

- 1 FPT EMOs – Identify, craft, and issue alert using the NAAD interface
- 2 Pelmorex NAAD - verifies the message was created correctly and subsequently distributes alert to Last-Mile-Distributors (LMDs)
- 3 Wireless service providers (WSP) and Broadcasters (LMDs) – Distribute emergency alert over applicable media
- 4 **CRTC:** - Regulates LMDs, ensuring NPAS participation
- Funds NAAD operation via mandatory carriage of Pelmorex's TWN/MM

Governance

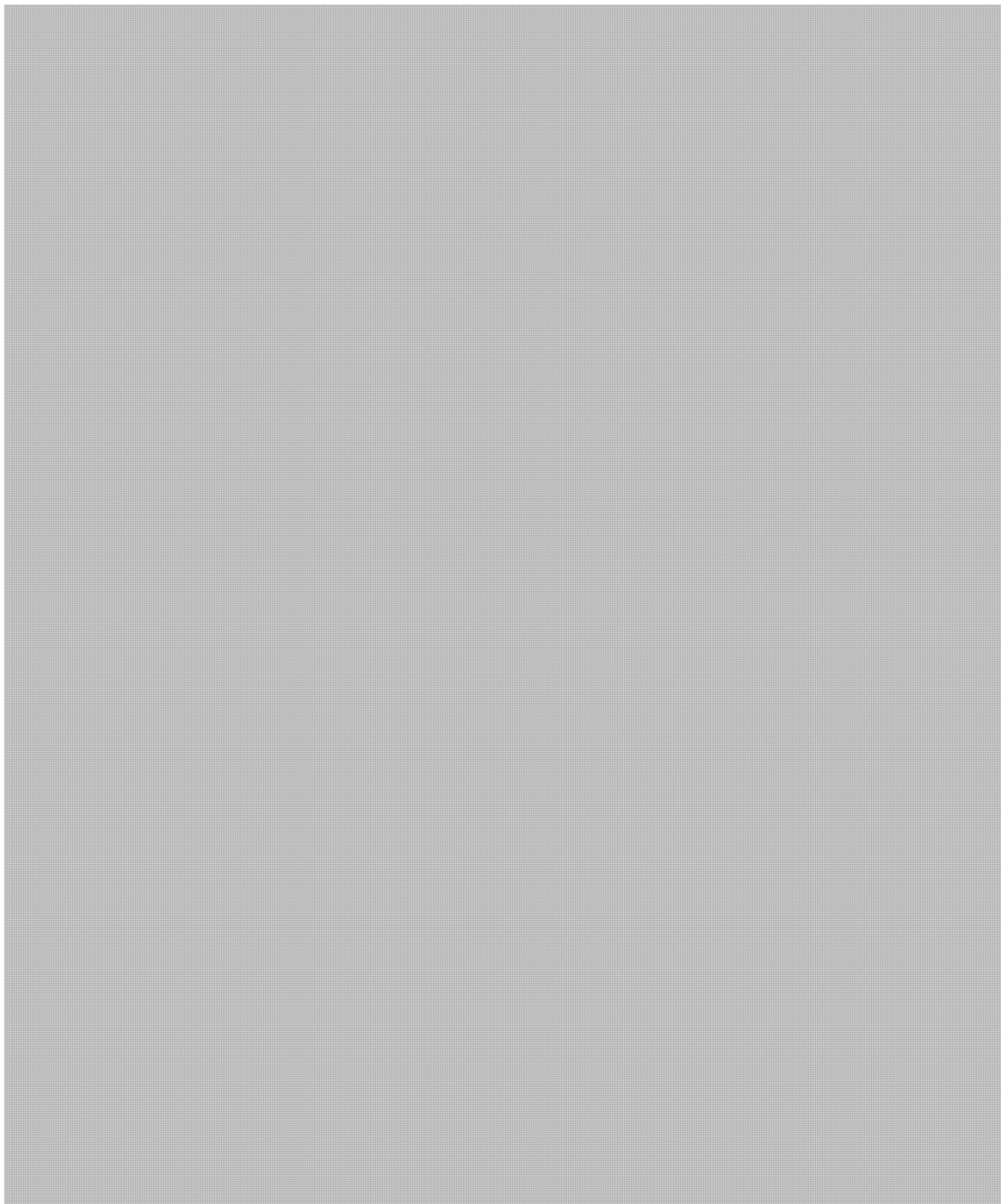


s.21(1)(a)

s.21(1)(b)

s.23

Appendix IV –



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est retenue en vertu des articles**

21(1)(a), 21(1)(b), 23

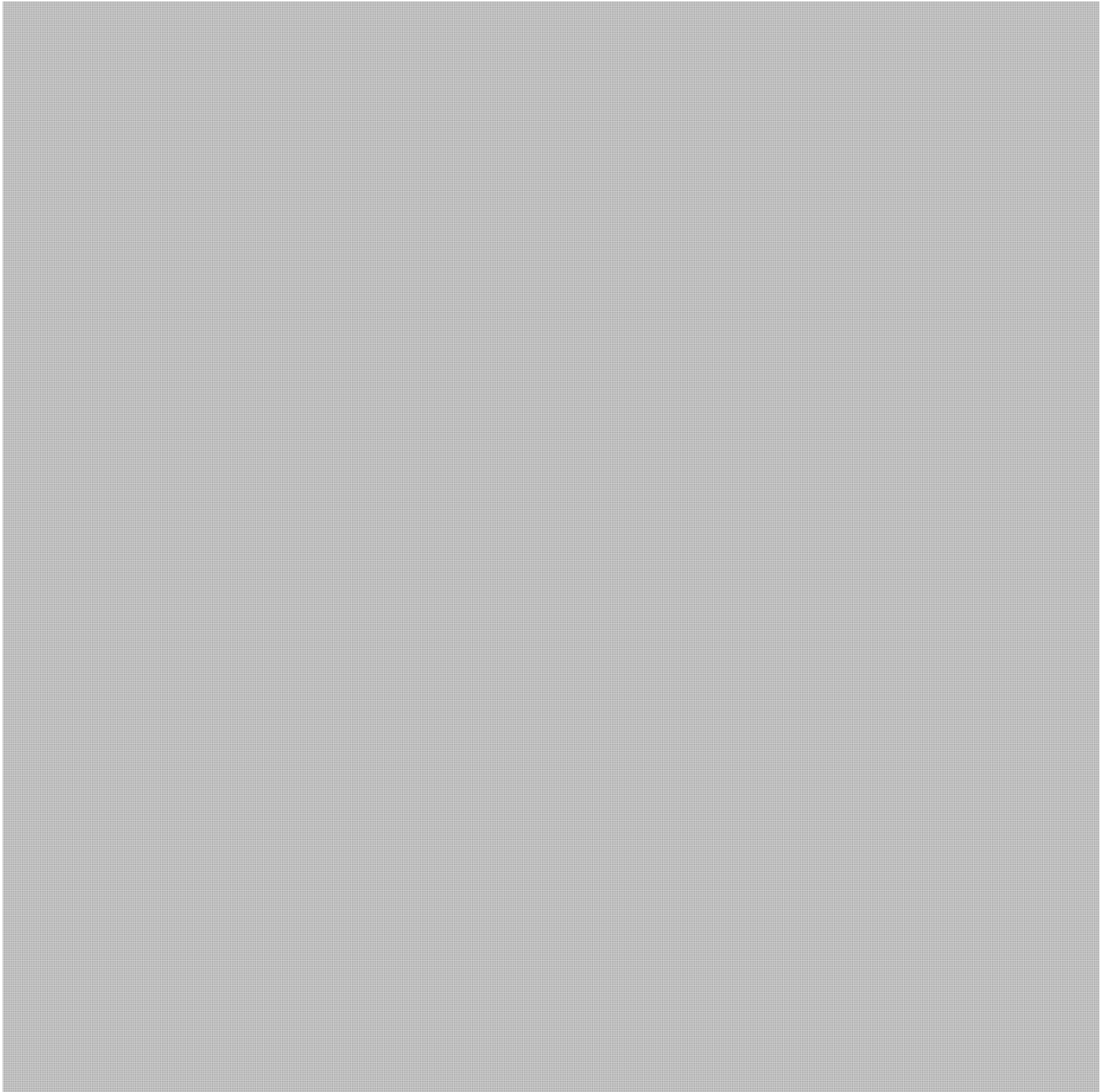
**of the Access to Information Act
de la Loi sur l'accès à l'information**

s.21(1)(a)

s.21(1)(b)

s.23

Appendix V –

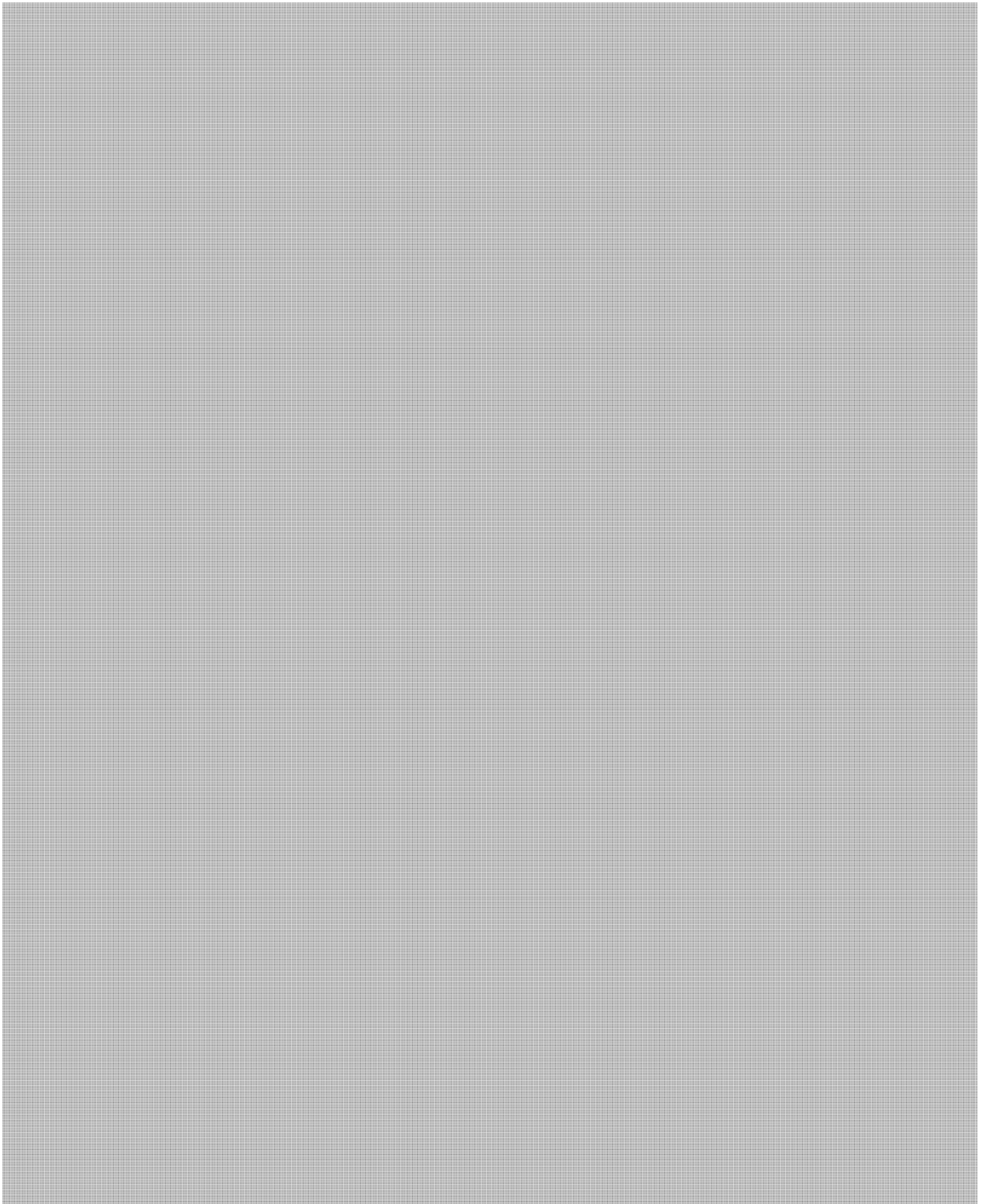


s.21(1)(a)

s.23

s.21(1)(b)

Appendix VI –



**Pages 80 to / à 107
are withheld pursuant to sections
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s.21(1)(a), s.21(1)(b)

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de la Loi sur l'accès à l'information**

Page 81

**is withheld pursuant to sections
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de la Loi sur l'accès à l'information**

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**is withheld pursuant to sections
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de la Loi sur l'accès à l'information**

Appendix VII – Common Terms

AlertReady – Alert Ready is the public-facing brand name for the National Public Alert System.⁴³

Common Look and Feel (CLF) – The Common Look and Feel Guidance document presents the current collection of specifications, policy decisions and recommended practices related to the Common Look and Feel (CLF) of public alerts associated with the National Public Alerting System (NPAS) initiative; for Alerting Authorities, Last Mile Distributors (LMD), and developers of applications that support the distribution of Canadian public alerts to the CLF objectives⁴⁴. It resides with FPT SOREM. The goal of this document is to make public alerts more readily recognized by the Canadian public.

Last-Mile Distributors (LMD) – The CLF defines LMDs as “A party that presents audience alert messages to the public through one or more media (e.g. radio, television, search engine provider, SMS text message service, push notification on mobile devices connected to wireless networks, etc.)”. For the purposes of this document and the CRTC, LMDs are essentially radio stations, over-the air television stations, broadcasting distribution undertakings, and WSPs that disseminate public alerts to Canadians.

National Alert Aggregation and Dissemination System (NAAD) – Owned and operated by Pelmorex Corp, owner of The Weather Network. The NAAD represents the central technical infrastructures for the NPAS. It interfaces with EMOs through a user interface and portal where it aggregates and validates emergency alerts before distributing them to connected LMDs.

National Public Alerting System (NPAS) – National Public Alerting System provides EMOs across the country with the capability to rapidly warn the public of imminent or unfolding hazards to life. Public alerts are issued through radio, cable and satellite television and on compatible wireless devices.⁴⁵

Senior Officials Responsible for Emergency Management (SOREM) – A forum of Federal/Provincial/Territorial (F/P/T) officials responsible for coordinating a strategy for emergency management in Canada, and for providing guidance and advice on how to enhance emergency management in Canada. SOREM includes representatives from provincial and territorial emergency management organizations and Public Safety Canada.

Wireless Public Alerting (WPA) – Public alerts distributed by WSPs over LTE or newer cellular networks to compatible mobile devices.

⁴³ [Alert Ready Emergency Alert System](#)

⁴⁴ [Common Look and Feel Guidance 2.0 \(publicsafety.gc.ca\)](#)

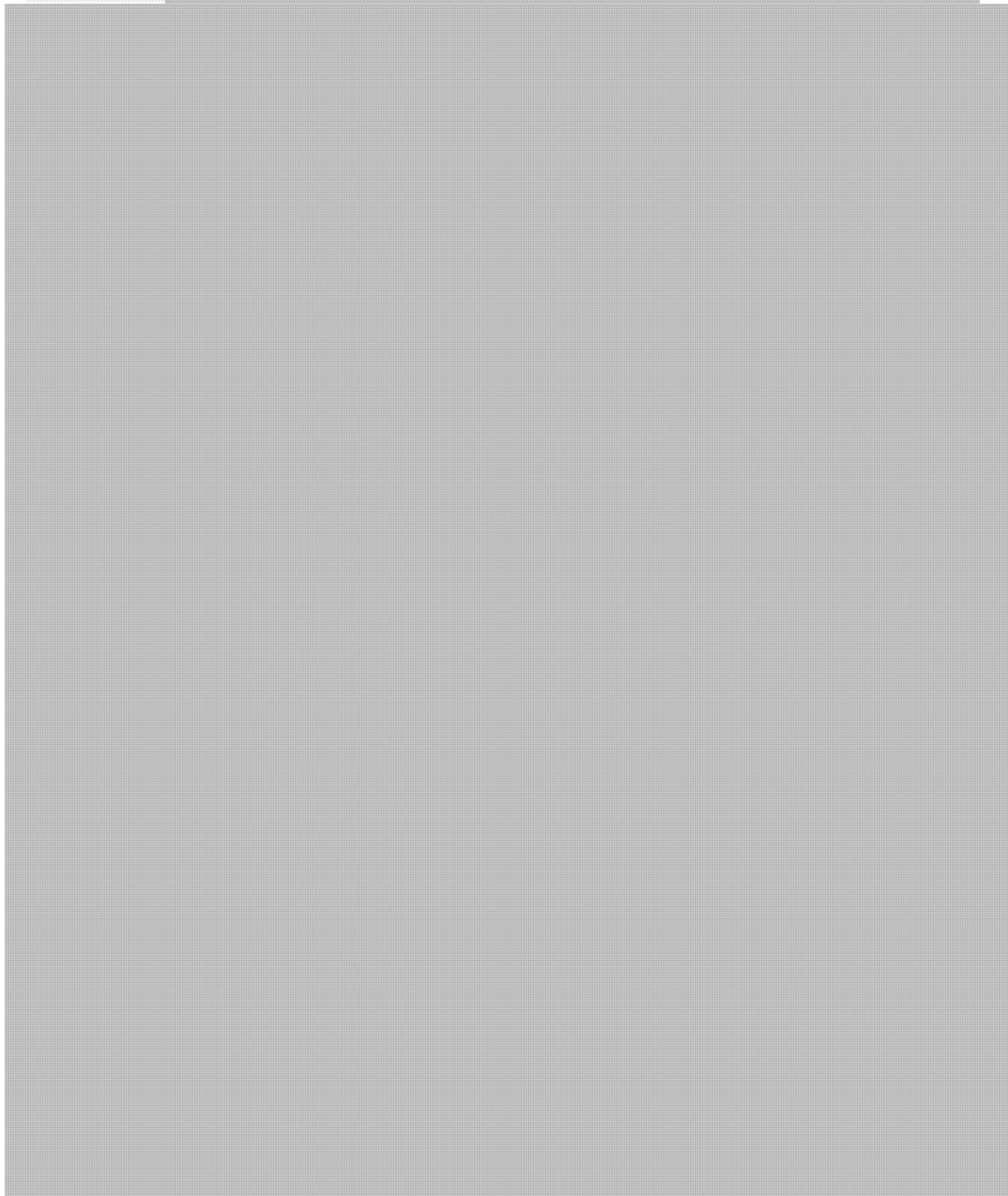
⁴⁵ [National Public Alerting System \(publicsafety.gc.ca\)](#)

s.21(1)(a)

s.21(1)(b)

s.23

Appendix VIII –

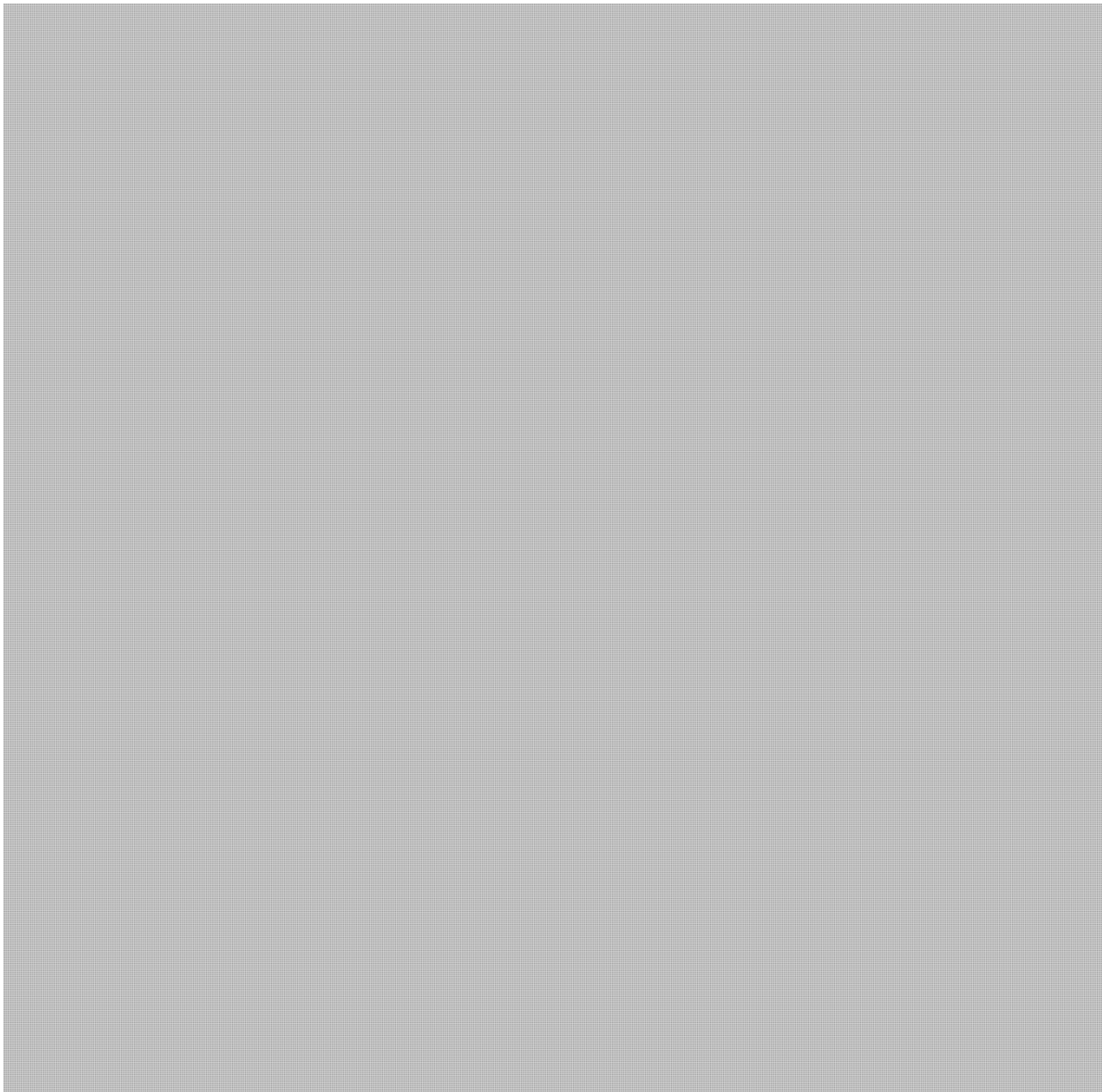


s.21(1)(a)

s.21(1)(b)

s.23

Appendix IX –



Appendix X – History of the Role of Pelmorex in Public Alerting

1. In 2009, in the absence of the establishment of a voluntary emergency alert system in Canada, the CRTC accepted an application by Pelmorex to receive a mandatory distribution order on the digital basic service pursuant to section 9(1)(h) of the Broadcasting Act (the Act) at wholesale rate of \$0.23 per subscriber per month. Consequently, Pelmorex was mandated to implement NAAD System by mid-2010⁴⁶.
2. In 2011, Pelmorex' licence was renewed, and as a condition of extending their mandatory distribution order, they were required to execute NAAD User Agreements with FPT EMOs and Environment Canada by January 01, 2012. These agreements authorized EMOs to issue emergency alert messages through the system⁴⁷.
3. In 2018, Pelmorex's license was renewed until 31 August 2023 at a reduced wholesale rate to \$0.22 per subscriber per month⁴⁸.
4. On August 8, 2023, Pelmorex Weather Networks (Television) Inc. received an administrative licence renewal until August 31, 2026 (Broadcasting Decision CRTC 2023-245 | CRTC)⁴⁹. This renewal allows the service to continue to operate the NAAD System.

⁴⁶ Broadcasting Order CRTC 2009-340 | CRTC

⁴⁷ Broadcasting Decision CRTC 2011-438 | CRTC

⁴⁸ Broadcasting Decision CRTC 2018-342 | CRTC

⁴⁹ Broadcasting Decision CRTC 2023-245 | CRTC

Kiani, Sima (CRTC)

From: Wexler, Yael (CRTC) (elle, la | she, her)
Sent: April 2, 2024 8:31 AM
To: Bowles, Eric (CRTC)
Subject: FW: For your review - Alerting NoC
Attachments: 4543944-Seeking_Approval_to_Launch_NoC_-_Alerting.DOC.DRF

Categories: Red Category

Forwarding Rachelle's email and comments in the document. I see that she has Adam twice in the email recipient list, so I think she just quickly typed in B for you and hit Adam twice. I have not yet read through so we can discuss when we both have!

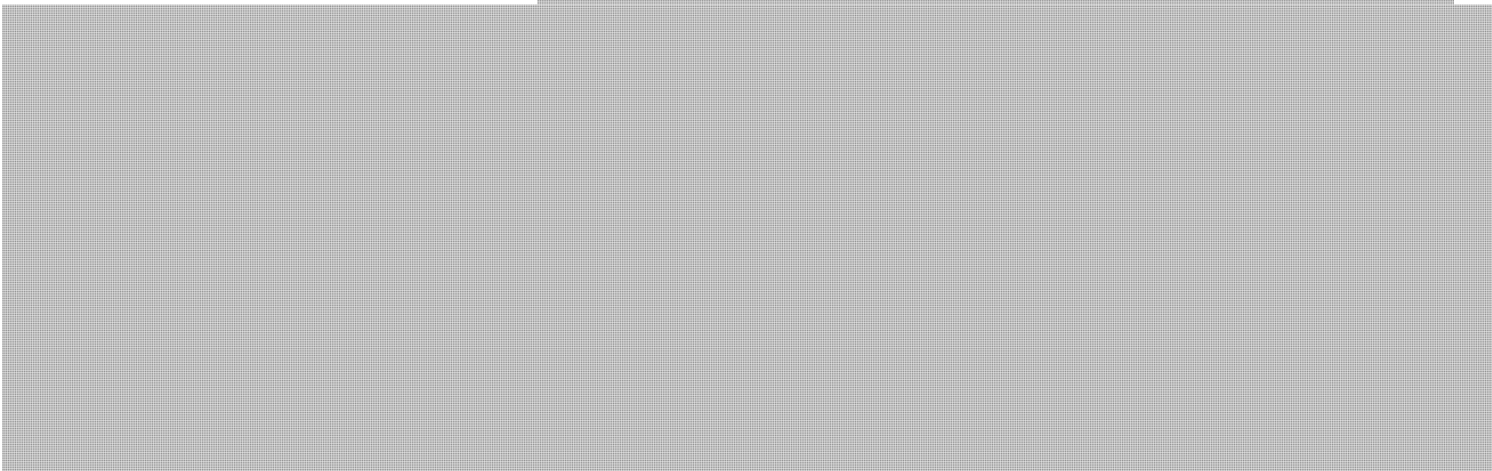
Yael Wexler

Conseillère juridique | Legal Counsel
Tel: 819-665-8675 | yael.wexler@crtc.gc.ca | Fax: 819-953-0589

From: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>
Sent: Thursday, March 28, 2024 5:23 PM
To: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>
Cc: Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>; Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>; Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>
Subject: RE: For your review - Alerting NoC

Hello Yael

Thanks for this. I have some comments –



Bon long weekend tout le monde.

Rachelle

From: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>
Sent: Wednesday, March 27, 2024 8:41 AM
To: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>
Cc: Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>;

Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>

s.23

Subject: For your review - Alerting NoC

Rachelle,

The version of the memo circulated by Mike is ready for your review in advance of the April 2 meeting with Scott H and the CRC team on this matter. (Eric and I have not been invited but we're happy to attend if you want).

This version reflects feedback received from Scott and Shari, and note that Crystal was ok with the earlier version circulated.

We are looping in Shari, Crystal and Adam as the memo continues to touch on their areas.

If anyone thinks an internal legal meeting is necessary before April 2, let me know and I'll try to set it up.

Thanks,

Yael Wexler

Conseillère juridique | Legal Counsel

Tel: 819-665-8675 | yael.wexler@crtc.gc.ca | Fax: 819-953-0589

From: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>

Sent: Tuesday, March 26, 2024 5:25 PM

To: Levasseur, Simon (CRTC) <simon.levasseur@crtc.gc.ca>; Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>

Cc: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>;

Lavallée, Valérie (CRTC) <Valerie.Lavallee@crtc.gc.ca>

Subject: Alerting NoC

Hi Rachelle and Simon,

Attached is our latest draft of the alerting NoC memo after incorporating feedback from Scott.

Yael, Eric, Valérie, and I have all reviewed it and hope it can inform your meeting on April 2nd with Scott.

P.S. I will also be attaching it to the meeting invite.

P.P.S

Michael Crupi

Gestionnaire, Technologie de réseau / Manager, Network Technology

Consommation, recherches et communications | Consumer, Research and Communications

Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and

Telecommunications Commission

819-664-3371

Kiani, Sima (CRTC)

From: Balkovec, Adam (CRTC)
Sent: April 3, 2024 3:02 PM
To: Bowles, Eric (CRTC); Wexler, Yael (CRTC) (elle, la | she, her)
Cc: Frenette, Rachelle (CRTC); Fisher, Shari (CRTC); Hulley-Craig, Crystal (CRTC)
Subject: Re: For your review - Alerting NoC

Adam Balkovec
613-854-6182
(he | il)

From: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>
Sent: April 3, 2024 2:55 PM
To: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>
Cc: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>; Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>
Subject: RE: For your review - Alerting NoC

From: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>
Sent: Wednesday, April 3, 2024 2:31 PM
To: Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>
Cc: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>; Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>; Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>
Subject: RE: For your review - Alerting NoC

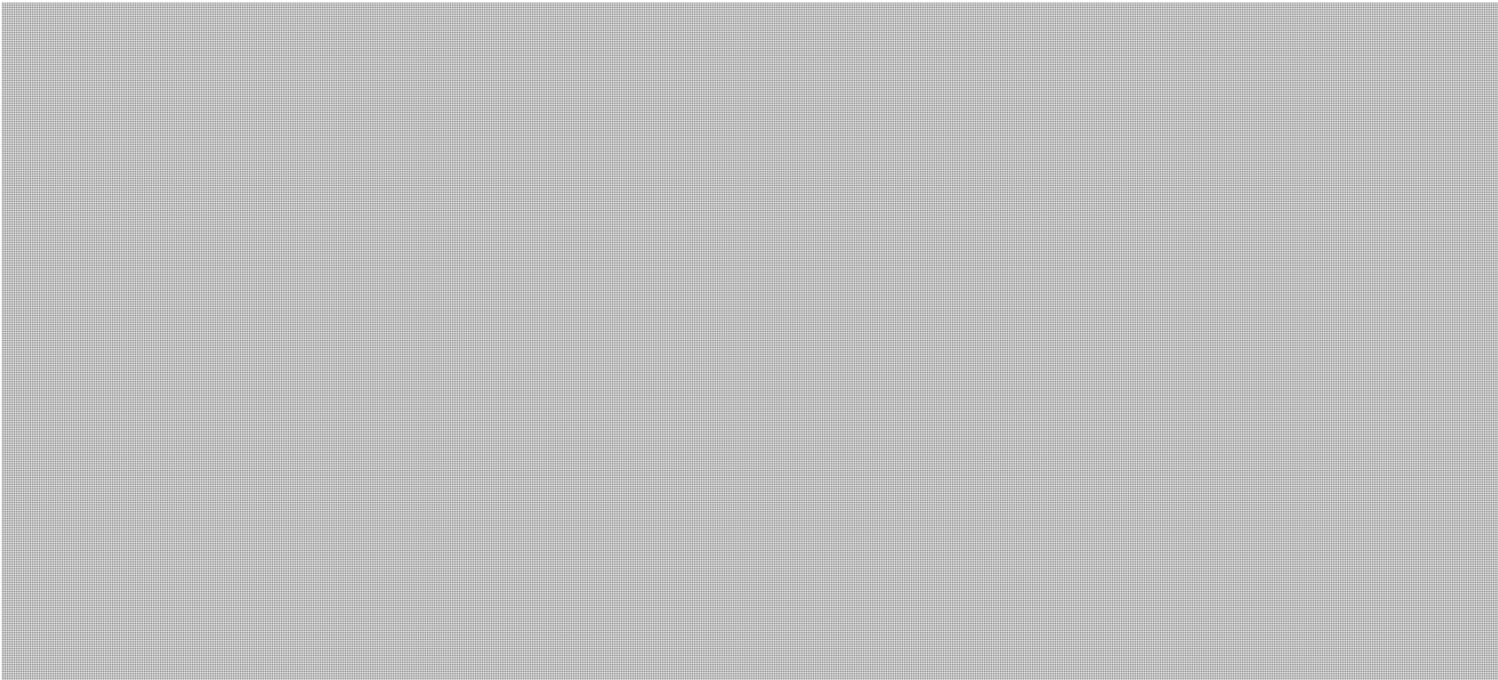
Hi Adam,

Fair and helpful comments, thanks for that detailed review. Our responses are below.

Yael Wexler
Conseillère juridique | Legal Counsel
Tel: 819-665-8675 | yael.wexler@crtc.gc.ca | Fax: 819-953-0589

From: Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>
Sent: Tuesday, April 2, 2024 3:51 PM
To: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>
Cc: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>; Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>
Subject: Re: For your review - Alerting NoC

Thanks for this Yael,



Many thanks,
Adam

Adam Balkovec
613-854-6182
(he | il)

This message is subject to solicitor-client privilege
Ce message est protégé par le secret professionnel de l'avocat-client

From: Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>
Sent: March 28, 2024 4:23 PM
To: Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>
Cc: Fisher, Shari (CRTC) <Shari.Fisher@crtc.gc.ca>; Hulley-Craig, Crystal (CRTC) <crystal.hulley-craig@crtc.gc.ca>;
Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>; Balkovec, Adam (CRTC) <Adam.Balkovec@crtc.gc.ca>
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Conseillère juridique | Legal Counsel
 Tel: 819-665-8675 | yael.wexler@crtc.gc.ca | Fax: 819-953-0589

From: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>
Sent: Tuesday, March 26, 2024 5:25 PM
To: Levasseur, Simon (CRTC) <simon.levasseur@crtc.gc.ca>; Frenette, Rachelle (CRTC) <rachelle.frenette@crtc.gc.ca>
Cc: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Lavallée, Valérie (CRTC) <Valerie.Lavallee@crtc.gc.ca>
Subject: Alerting NoC

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P.P.S.

Michael Crupi
 Gestionnaire, Technologie de réseau / Manager, Network Technology
 Consommation, recherches et communications | Consumer, Research and Communications
 Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and
 Telecommunications Commission

819-664-3371

s.21(1)(a)

s.21(1)(b)

s.23

MEMORANDUM

NOTE DE SERVICE



Conseil de la radiodiffusion et des
télécommunications canadiennes

Canadian Radio-television and
Telecommunications Commission

To
À

[REDACTED]

From
De

Michael Crupi (Manager, Network Technology)
Yael Wexler (Legal Counsel)

Security Classification – Classification PROTECTED B
Our File – Notre référence DM 4543944
Your File – Votre référence
Date [REDACTED]

Subject:

Public Alerting

[REDACTED]

BACKGROUND

- 3) The CRTC's jurisdiction with respect to alerting is set out in the *Broadcasting Act* and the *Telecommunications Act* and has allowed the Commission to regulate the **distribution** of alerts by LMDs, i.e. radio stations, over-the air television stations, broadcasting distribution undertakings, and WSPs (see Appendix I for a more fulsome review of the Commission's jurisdiction with respect to alerting)
- 4) Pursuant to these authorities, since 2014,¹ the Commission has required broadcasting undertakings to carry emergency alerts through regulations imposed on licensees² and exemption orders³, and more recently, through conditions of service which refer to the regime set out in the regulations.⁴ Also, the Commission required the establishment of the NPAS and facilitated its ongoing operation by extending a mandatory distribution order to The Weather Network/MétéoMédia (Pelmorex)⁵ to operate and implement the NAAD System.⁶ Pelmorex also established and maintains NAAD user

¹ Broadcasting Regulatory Policy 2014-444. Prior to this, the Commission had determined that participation in the NPAS was voluntary (see Broadcasting Public Notice 2007-20 at para 79).

² See: *Radio Regulations, 1986* (SOR/86-982), at s. 16; *Television Broadcasting Regulations, 1987* (SOR 87/49) at s. 18; *Broadcasting Distribution Regulations* (SOR.97-555) at s. 7.2.

³ See: Broadcasting Order CRTC 2017-320- *Terms and conditions of the exemption order for terrestrial broadcasting distribution undertakings serving fewer than 20,000 subscribers*; Broadcasting Order CRTC 2014-446 – *Exemption order for radiocommunication distribution undertakings*; Appendix 1 to Broadcasting Regulatory Policy CRTC 2018-137- *Exemption order for low-power tourist information related radio programming undertakings*; Appendix 1 to Broadcasting Regulatory Policy CRTC 2018-137 - *Exemption order respecting certain Indigenous radio undertakings*.

⁴ For example, see Broadcasting Decision CRTC 2024-31, Broadcasting Decision CRTC 2024-30, Broadcasting Decision CRTC 2024-29

⁵ Broadcasting Order 2009-340, renewed Broadcasting Decision 2011-438, Broadcasting Decision 2018-342, and most recently administratively renewed for a three year term (until 31 August 2026), Broadcasting Decision 2023-245.

⁶ The NAAD is the "backbone" and central technical infrastructure (owned and operated by Pelmorex Corp.) for the NPAS, collects and validates emergency alerts from authorized alert issuers throughout Canada and makes them available to the public.

s.21(1)(a)

s.21(1)(b)

agreements with EMOs. The NAAD is overseen by a Governance Council and it directs and advises Pelmorex on the NAAD system under Terms of Reference.⁷

- 5) The Commission's regulatory intervention and leadership in creating and funding the NAAD (via Pelmorex) and mandating participation in NPAS by LMDs was critical in providing Canadians with a national alerting solution.

The Commission last reviewed matters regarding the NPAS and Pelmorex' role in sustaining the NAAD in 2018. At the time, the Commission noted that the Commission is neither equipped nor appropriately empowered to address all changes and broader, multi-jurisdictional policy issues regarding alerting. It noted that mandatory distribution may not be the most appropriate vehicle for the continued support of the NAAD System going forwards.⁸

- 6) However, public alerting is an area in which other federal, provincial and territorial (F/P/T) governments and agencies exercise authority as well, as the EMOs are the originators of the alerts. The Commission does not have authority over the EMOs and the content or issuance of the alerts. Nevertheless, it has taken the lead on many importance matters with respect to the NPAS. This includes, as noted above, mandating LMD to distribute alerts, facilitating the creation and funding of the NAAD through Pelmorex's mandatory distribution order, tasking CISC to consider alerting technical matters, and making presentations to the working group of Senior Officials Responsible for Emergency Management (SOREM)⁹. In sum, while the Commission plays a part in ensuring that Canadians have access to public alerts, it cannot regulate comprehensively in this domain, but it has taken a leadership role in this area for over a decade.

- 7) NPAS assists Canadians to be adequately informed and protected in emergency situations and therefore contributes to the achievement of the broadcasting and telecommunications policy objectives and is overall in the public interest.

⁷ Broadcasting Decision 2018-342 at para 85.

⁸ Broadcasting Decision 2018-342 at para 100.

⁹ SOREM is the F/P/T coordinating body that works to harmonize and improve emergency response practices of EMOs across the country

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21(1)(a), 21(1)(b)

**of the Access to Information Act
de la Loi sur l'accès à l'information**

Page 107

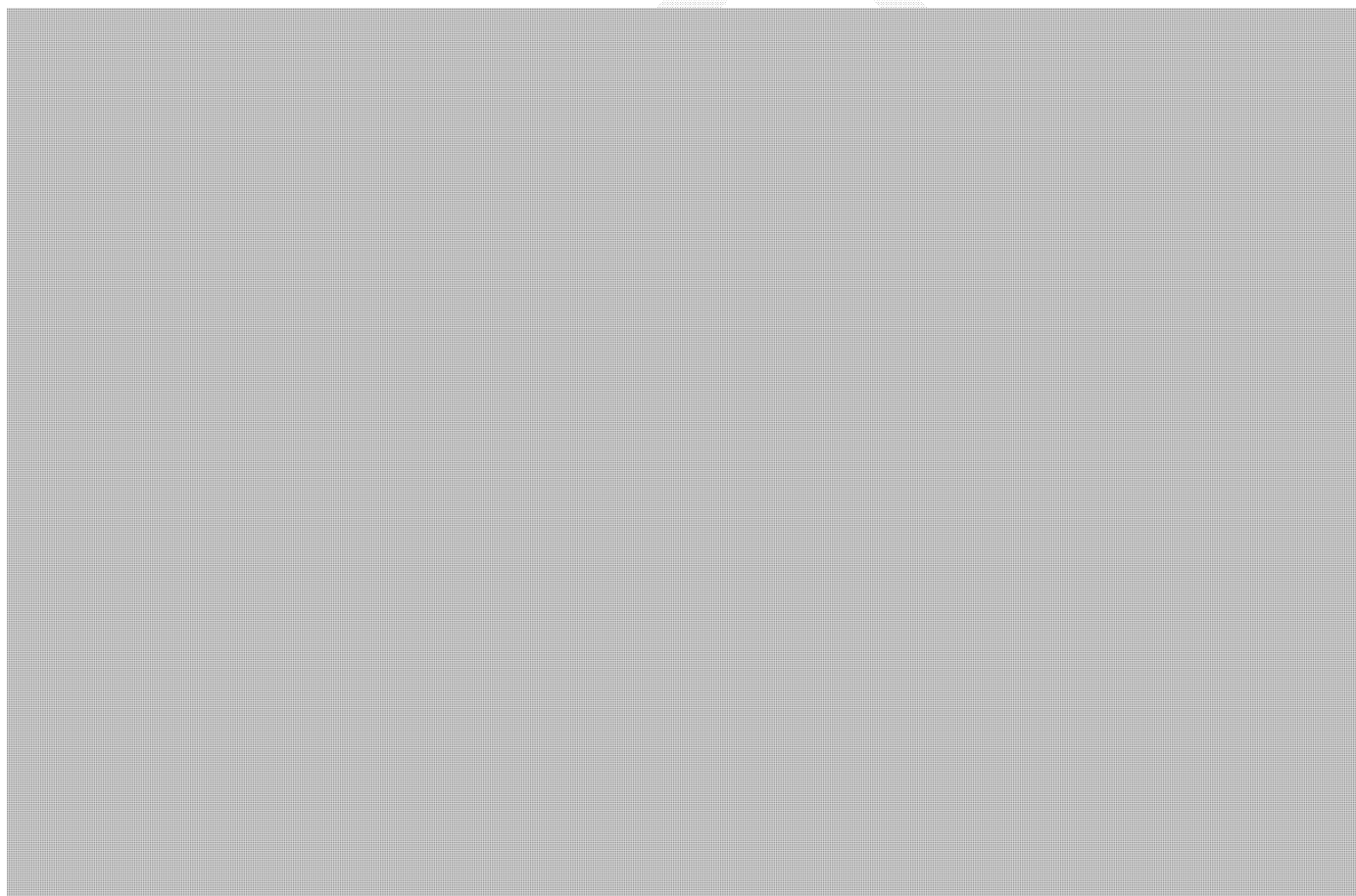
**is withheld pursuant to sections
est retenue en vertu des articles**

23

**of the Access to Information Act
de la Loi sur l'accès à l'information**

Appendix I – The Commission's jurisdiction with respect to alerting

- 1) The CRTC's jurisdiction with respect to alerting is set out in the *Broadcasting Act* and the *Telecommunications Act* and has allowed the Commission to regulate the **distribution** of alerts by LMDs, i.e. radio stations, over-the air television stations, broadcasting distribution undertakings and WSPs.



⁴² Telecom Regulatory Policy 2017-91 at para 13.

**Pages 109 to / à 111
are withheld pursuant to sections
sont retenues en vertu des articles**

s.21(1)(a), s.21(1)(b)

**of the Access to Information Act
de la Loi sur l'accès à l'information**

DRAFT



Ottawa, Canada
K1A 0N2

Date: 05/27/2024

DM5#: TBD _____

Classification: Protected B

FOR INFORMATION

MEMORANDUM TO THE CHAIRPERSON AND CEO

ISSUE / PURPOSE:

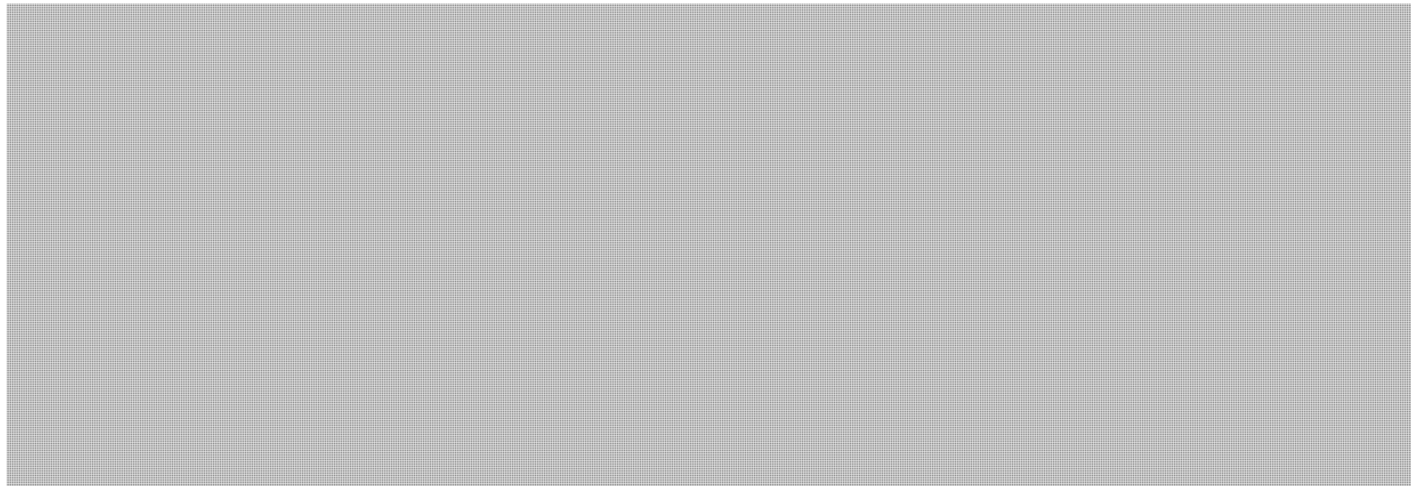
To provide a summary of the After-Action Review Report prepared by West Hants Regional Municipality Emergency Management Office regarding poor cellular coverage during the 2023 Nova Scotia floods

BACKGROUND:

- In July 2023, the West Hants Regional Municipality in Nova Scotia experienced severe rain and flash flooding causing extensive infrastructure damage.
- During this event, there were five Wireless Public Alerts, authorized and issued; however, not all cell phones/people received them.
- Additionally, some alerts were received by people out of sequence leading to confusion.

CONSIDERATIONS:

- Cellular and internet were extremely poor in most impacted areas.
- Additionally, networks were loaded, given the magnitude of the event with many responding agencies.
- [REDACTED]
- To improve cell phone coverage, municipal elected officials have made a motion to send a letter to cell phone carriers and other elected officials (provincially and federally) on the need for significant improvement; the letter was sent 9 August 2023.
- On 26 October 2023, Nova Scotia announced investing \$47.3 million to start the new Cellular Program which will expand telecommunications infrastructure and communications networks in the province: More info at <https://news.novascotia.ca/en/2023/10/26/province-taking-action-bring-cell-service-all-nova-scotians>.
- To ensure Wireless Public Alerts are sent out quicker, West Hants Regional Municipality has:
 - Established an emergency dispatch process and procedure with one of Nova Scotia's 911 Public Safety Answering Points. This new procedure will expedite alert requests.
 - Expanded who can request & authorize WPA in-conjunction with the NS EMO.



s.21(1)(a)

s.21(1)(b)



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Ottawa, Canada
K1A 0N2

13-June-2024

BY EMAIL

Monica. L. Auer, M.A., LL.M.
Executive Director
Forum for Research and Policy in Communications (FRPC)
Ottawa, Ontario
execdir@frpc.net

Subject: Application submitted by FRPC regarding emergency alerts and the National Public Alerting System

Thank you for your letter dated 28-March-2024 which was filed as an application under Part 1 of the CRTC Rules of Practice and Procedures (CRTC Rules). In the letter, the Forum for Research and Policy in Communications (FRPC) requests that the CRTC inquire into issues relating to emergency alerts and the National Public Alerting System (NPAS).

CRTC staff acknowledges and appreciates the FRPC's significant efforts to provide detailed research in respect of these matters to the Commission's attention. Staff notes that Public Safety Canada is the lead department for emergency management planning and the governance of NPAS through its position on SOREM¹ alongside other federal, provincial, and territorial governments.

The Commission nevertheless plays a key role in supporting the safety and security of Canadians by ensuring that they have access to public alerts through robust broadcasting and telecommunications systems that adequately warn them about imminent or possible dangers to life in emergency situations. The CRTC's role in the NPAS also includes ensuring that radio and television stations, television service providers, and wireless service providers (WSPs), collectively known as last-mile distributors (LMDs), disseminate public alerts so that Canadians can take appropriate action during emergencies.

CRTC staff would like to bring to your attention the following initiatives that have been undertaken to improve the dissemination of alerts to Canadians, some of which relate to concerns raised in your report:

- Reducing the disruptive impact, occurrence, and length of service outages, and ensuring that essential services such as 9-1-1 and emergency alerts are available when needed².

¹ Senior Officials Responsible for Emergency Management is the F/P/T coordinating body that works to harmonize and improve emergency response practices of Emergency Management Organizations across the country

² In February 2023, the CRTC launched a consultation to explore how telecommunications providers should report major service outages to the CRTC and other authorities, including those that impact public alerts



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- Revising the CRTC web page on emergency alerts and the NPAS³ to provide more information to Canadians including relevant reports and frequently asked questions.
- Working actively with the CRTC's Client Services staff to ensure they provide Canadians with the most up-to-date information concerning NPAS.
- Conducting investigations into alerting matters and improving transparency in this regard by publishing relevant correspondence on the CRTC's website⁴.
- Initiating a notice of consultation concerning the Co-development of an Indigenous Broadcasting Policy⁵ that asks specific questions about how the NPAS, within the Canadian broadcasting system, can better serve Indigenous audiences.
- Administrative renewal of Pelmorex's licence and mandatory distribution order⁶, including terms regarding the operation of the NAAD system, from 01-Sep-2023 to 31-Aug-2026.⁷

At this point in time, while we are not able to make any firm announcements, staff is planning a proceeding on public alerting for the very near future. We invite you to participate in this upcoming proceeding and will alert you to its publication.

Given that your letter is requesting that we hold a proceeding and does not request any other specific regulatory measures, we will not treat your letter pursuant to Part 1 of the CRTC Rules.

Should you need further information, please do not hesitate to contact Michael Crupi, the Manager of Network Technology, by telephone at 819-664-3371 or at the following email address Michael.crupi@crtc.gc.ca.

Thank you for your time and work.

Regards,

Isabelle Aris
A/Director, Financial and Multiplatform Technology Analysis
Canadian Radio-television and Telecommunications Commission

³ [Emergency Alerts and the National Public Alerting System](#)

⁴ [General Information - NPAS Matters: 8000-C12-202306860 | CRTC](#)

⁵ [Broadcasting Notice of Consultation CRTC 2024-67 | CRTC](#)

⁶ [Broadcasting Decision CRTC 2023-245 | CRTC](#)

⁷ The CRTC will consider the substantive issues related to Pelmorex's service at a later date. When the CRTC launches the review of Pelmorex's licence and mandatory distribution order, all interested persons will have an opportunity to share their views.

Last revised: June 28, 2024

s.21(1)(a)

s.21(1)(b)

Public Alerting

Context: The Commission plays a key role in supporting the **safety and security** of Canadians by ensuring that everyone has access to public alerts through robust broadcasting and telecommunications systems that adequately warn them about imminent or possible dangers to life or property in emergency situations.

To realize this goal, the Commission must ensure that, where it is within its purview, public alerting **serves** all Canadians [REDACTED]

Proposed next steps

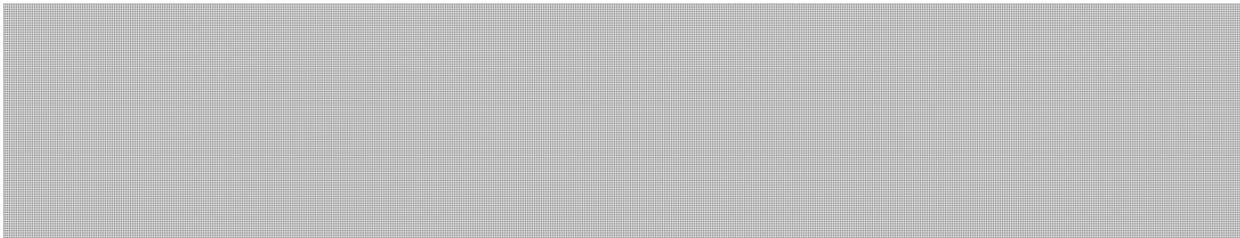
[REDACTED]

Background

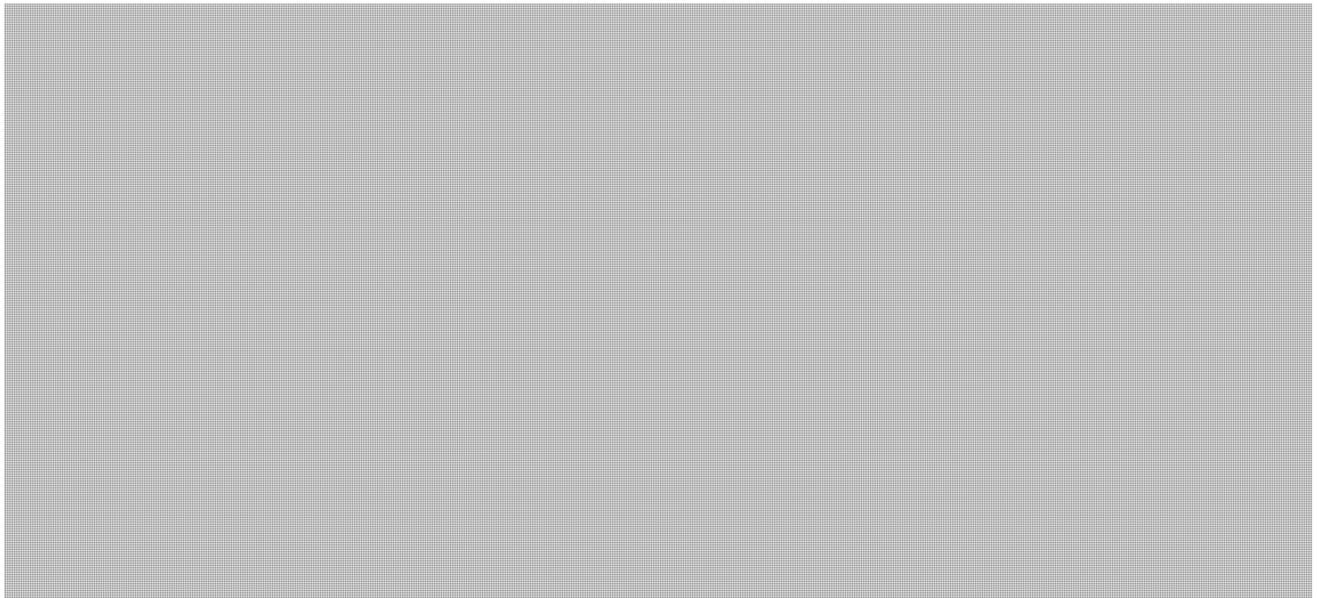
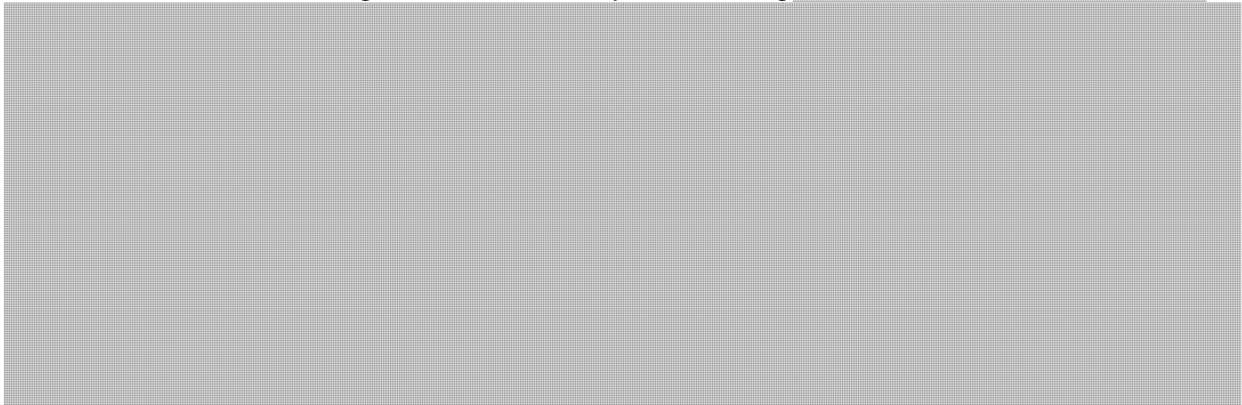
Last revised: June 28, 2024

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- In February 2023, the CRTC launched a consultation to explore how telecommunications providers should report major service outages to the CRTC and other authorities, including those to wireless public alerting 



s.23

Wexler, Yael (CRTC) (elle, la | she, her)

s.21(1)(a)

s.23

From: Smith, Kelly-Anne (CRTC) (elle, la | she, her)
Sent: June 12, 2024 11:58 AM
To: Bowles, Eric (CRTC); Crupi, Michael (CRTC) (il, lui | he, him)
Cc: Iqbal, Amjad (CRTC); Wexler, Yael (CRTC) (elle, la | she, her); Aris, Isabelle (CRTC)
Subject: [REDACTED]

Thanks Eric [REDACTED]

From: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>
Sent: Tuesday, June 11, 2024 10:03 AM
To: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>; Smith, Kelly-Anne (CRTC) (elle, la | she, her) <kelly-anne.smith@crtc.gc.ca>
Cc: Iqbal, Amjad (CRTC) <Amjad.Iqbal@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Aris, Isabelle (CRTC) <Isabelle.Aris@crtc.gc.ca>
Subject: [REDACTED]

From: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>
Sent: Tuesday, June 11, 2024 10:00 AM
To: Smith, Kelly-Anne (CRTC) (elle, la | she, her) <kelly-anne.smith@crtc.gc.ca>
Cc: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Iqbal, Amjad (CRTC) <Amjad.Iqbal@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>; Aris, Isabelle (CRTC) <Isabelle.Aris@crtc.gc.ca>
Subject: [REDACTED]

Hi Kelly-Anne,

Mike

From: Smith, Kelly-Anne (CRTC) (elle, la | she, her) <kelly-anne.smith@crtc.gc.ca>
Sent: Tuesday, June 4, 2024 1:28 PM
To: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>; Levasseur, Simon (CRTC) <simon.levasseur@crtc.gc.ca>
Cc: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Iqbal, Amjad (CRTC) <Amjad.Iqbal@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>
Subject: [REDACTED]

Hi Michael,

KA

From: Crupi, Michael (CRTC) (il, lui | he, him) <Michael.Crupi@crtc.gc.ca>

Sent: Friday, May 31, 2024 9:35 AM

To: Levasseur, Simon (CRTC) <simon.levasseur@crtc.gc.ca>; Smith, Kelly-Anne (CRTC) (elle, la | she, her) <kelly-anne.smith@crtc.gc.ca>

Cc: Bowles, Eric (CRTC) <eric.bowles@crtc.gc.ca>; Iqbal, Amjad (CRTC) <Amjad.Iqbal@crtc.gc.ca>; Wexler, Yael (CRTC) (elle, la | she, her) <Yael.Wexler@crtc.gc.ca>

Subject: [REDACTED]

Hi Simon and Kelly-Anne,

Thanks,

Michael Crupi

Gestionnaire, Technologie de réseau / Manager, Network Technology

Consommation, recherches et communications | Consumer, Research and Communications

Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and

Telecommunications Commission

819-664-3371