



9 March 2026

Marc Morin
Secretary General
CRTC

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Ottawa, ON K1A 0N2

Dear Secretary General,

Re: *Call for comments – The fee structure and fee dispute mechanism at the Commission for Complaints for Telecom-television Services Inc., [Telecom Notice of Consultation CRTC 2026-31](#) (Gatineau, 13 February 2026) – Procedural Request by FRPC*

1. The Forum for Research and Policy in Communications (FRPC) is a non-profit and non-partisan organization established in 2013 to undertake research and policy analysis about communications, including broadcasting and telecommunications.
1. **Context**
 1. In mid-December 2024 InnSys Inc. (InnSys) applied to the Commission regarding the complaint-based fees applied by the Commission for Complaints for Telecom-television Services Inc. (CCTS).
 2. In mid-February 2026 the CRTC published its decision about the InnSys application, and also issued Telecom Notice of Consultation CRTC 2026-31 (2026-31). 2026-31 addresses the CCTS' fee structure and fee-dispute mechanism while Appendix 2 of that Notice sets out four questions for the CCTS to answer.
 3. 2026-31 currently requires the CCTS to submit answers to the CRTC's questions by 16 March 2026. Interventions in this proceeding are due on 31 March 2026. Replies to interventions are due by 15 April 2026.¹ 2026-31 states at paragraph 9 that the CRTC currently holds two preliminary views:
 - The impact of the fees may disproportionately burden small TSPs, new market entrants, and regional players compared to large TSPs.

¹ 2026-31, paragraphs 23 and 37.



- There may not be an effective dispute mechanism for TSPs to have the fees related to complaints reviewed. The Commission considers that such a mechanism may be necessary.

4. On 20 February 2026 the CCTS requested extensions “in light of timing and resourcing challenges at the CCTS”. It proposed (at paragraph 6) the following changes:

- CCTS responses to CRTC RFIs: 16 March 2026 to 7 April 2026
- Interventions: from 31 March 2026 to 21 April 2026
- Replies: from 15 April 2026 to 26 May 2026

5. On 25 February 2026 TELUS supported CCTS’ extension request and the dates proposed by CCTS (paragraph 2). At paragraph 3 TELUS also encouraged

... the Commission to consider replacing the current proceeding with a comprehensive CCTS mandate review. A full mandate review would allow the Commission to holistically address a range of interconnected CCTS issues, including mandate, governance, funding, public awareness of the CCTS, the consumer complaint process, the PSP fee complaints process and administering consumer codes. The CCTS’ mandate and operations were last reviewed in 2016. Significant changes have occurred in the telecommunications and broadcasting markets since 2016; a comprehensive CCTS mandate review is both needed and overdue.

6. Previous support has also been expressed for the review proposed by TELUS.²

7. On 5 March 2026 PIAC supported CCTS’ extension request and the dates proposed. PIAC was concerned, however, that a proceeding such as the comprehensive review proposed by TELUS may lead to delays in the CRTC’s review of the CCTS’ complaint-fees structure and the accessibility of CCTS’ fee-dispute mechanisms (paragraph 4). PIAC noted that proceedings previously mentioned by the CRTC have either been suspended or have not been announced, raising the concern that if the 2026-31 proceeding is deferred, small TSPs’ customer access to the CCTS may be affected (paragraph 5). A decision in 2026-31 would therefore provide clarity and certainty to all TSPs and their customers.

II. FRPC’s response to procedural requests

A. CCTS request for extensions

8. FRPC **supports CCTS’ procedural requests** and the dates it has proposed.

9. The extension of deadlines proposed will provide other parties including FRPC with additional time that is needed because the CRTC has resumed its practice of holding

² DM# 4849977; ITPA, *Part 1 Application by InnSys Inc regarding participation of smaller ISPs in the CCTS – CRTC File No.: 8665-J136-202406438*, (Newmarket, 9 May 2025); DM# 4849972, *CanWISP, Part 1 Application by InnSys Inc regarding participation of smaller ISPs in the CCTS – CRTC File No.: 8665-J136-202406438* (Bracebridge, 9 May 2025).

multiple proceedings concurrently. Apart from 2026-31 six other CRTC proceedings are currently under way, four of which are due within five days of each other:

Consultation	Description	Filing date	Intervention deadline
2026-0033-7	Part 1 broadcast application to amend add/amend/delete a condition of licence [service] of CFCM-DT Québec City	4 February 2026	17 March 2026
2026-0042-8	Part 1 broadcast application for temporary amendment to conditions of service – CHFD-DT and CKPR-DT Thunder Bay, Ontario	3 February 2026	26 March 2026
2026-0066-8	<i>Online News Act</i> application by LITS to commence collective bargaining with Meta relating to the Online News Act	4 February 2026	30 March 2026
BNoC 2026-37	Licensing transactions (multiple)	28 March 2024	30 March 2026
2022-1013-6	Part 1 broadcast application regarding amendments to conditions of service relating to OLMC Programming	6 April 2023	30 March 2026
2026-31	The fee structure and fee dispute mechanism at the Commission for Complaints for Telecom-television Services Inc.	13 February 2026	31 March 2026
8622-T117-202600775	Part 1 telecom application regarding Cogeco Connection Inc.'s copper decommissioning	3 March 2026	7 April 2026

B. FRPC agrees with TELUS' proposal of full CCTS mandate review

10. The Forum **agrees with TELUS that** the Commission should undertake a full mandate review of the CCTS first because as the company notes, the CRTC last reviewed the CCTS' mandate and operations ten years ago, in 2016. That review was preceded by the CRTC's first review of the CCTS in 2010.
11. That said, FRPC shares PIAC's concern about the scheduling of a CCTS-review proceeding and its implications for equity in the matter of the 2026-31 proceeding. Our concerns are based on the CRTC's current approach to issues related to the CCTS.

C. CRTC should launch the CCTS review after deciding the 2026-31 proceeding

12. The CRTC's approach to reviewing the CCTS' performance was clear from 2007 to 2022. When it published its decision approving the CCTS' establishment it also announced its intention to review the CCTS three years later.³ This review began in May 2010, included a

³ *Establishment of an independent telecommunications consumer agency*, Telecom Decision CRTC 2007 (Ottawa, 20 December 2007):

117. The Commission considers that it would be appropriate to conduct a review of the Agency's structure and mandate, as well as related matters, in the future to examine how well the Agency is operating.

public hearing and concluded 271 days later in January 2011 with Telecom Regulatory Policy CRTC 2011-46: see Attachment 1.

13. The CRTC launched its second review of the CCTS in June 2015. The review included a public hearing and concluded 287 days later with Broadcasting Telecom Regulatory Policy CRTC 2016-102. The 2016 Policy stated the CRTC's intention "to review the CCTS again in the Commission's 2022-2023 fiscal year, or earlier if deemed necessary, to evaluate whether the CCTS continues to be effective, efficient, and independent in fulfilling its mandate."⁴
14. The 2022-23 review did not take place. This may be understandable in light of the global pandemic from 2020 to 2022 and the enactment of the *Online Streaming Act* (Bill C-11) in April 2023.
15. In 2024 the CRTC also did not undertake a review of the CCTS, instead announcing (on the same date) and later combining⁵ (on the same date) three proceedings likely to be relevant to that review: the 2024-293, -294 and -295 consultations. These began in mid- to late July 2024. While the public-participation phases of these proceedings ended in early 2025, the CRTC has not published decisions about them.
16. The CRTC's current departmental plan – *Canadian Radio-television and Telecommunications Commission 2025–26 Departmental Plan* – does not refer to the CCTS or to a review of the CCTS by the Commission. On 17 October 2025, though, the Commission published Broadcasting and Telecom Notice of Consultation 2025-274 with the goal of improving customer awareness of the CCTS.⁶ The CRTC then suspended the 2025-274 proceeding on 12 November 2025; it is unclear when it will resume (and no decision has been issued).
17. The CRTC's 13 November 2025 revision of its *Consumer Protections Action* then announced the Commission would hold more than one consultation about the CCTS: "[i]n 2025 and 2026 the CRTC will be launching consultations to strengthen the ability of the CCTS to better fulfill its mandate in line with the 2023 Policy Direction to the CRTC."
18. The CRTC could then decide to combine the 2024-293, -294, -295, 2025-274 and 2026-31 proceedings to launch a new proceeding to review the CCTS. On its face this would offer the appearance of certainty and predictability.

118. Accordingly, the Commission determines that it will initiate a review of the Agency, no later than three years after the Agency meets the conditions of approval set out in this Decision. ...

⁴ *Review of the structure and mandate of the Commissioner for Complaints for Telecommunications Services Inc.*, Broadcasting and Telecom Regulatory Policy 2016-102 (Ottawa, 17 March 2016), at paragraph 205.

⁵ *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*, s. 10(b): "[t]he Commission may ... if it is of the opinion that the circumstances or considerations of fairness permit, combine two or more proceedings...."

⁶



19. Yet combining so many proceedings may result in inequitable and/or unfair outcomes for smaller telecommunications service providers due to the delay in making a final decision regarding the important issues addressed by 2026-31. Overall the five proceedings of the CRTC which relate to the CCTS have either been in process (or in one case decided) for just over 15 months:

Consultation	Description	Date launched	Date decided	From launch to decision or to 9 March 2026
2024-293	Making it easier to choose a phone or internet service	22 November 2024	[Not yet decided]	472 days (15.5 months)
2024-294	Removing barriers to switching plans	22 November 2024	[Not yet decided]	472 days (15.5 months)
2024-295	Enhancing self-service mechanisms for wireless phone or Internet service	22 November 2024	[Not yet decided]	472 days (15.5 months)
2024-318	Making it easier to shop for Internet services	4 December 2024	[Not yet decided]	460 days (15.1 months)
InnSys Part 1 application	TSP fees for CCTS complaint process – complaint	24 December 2024	13 February 2026	416 days (13.7 months)
Average days from beginning to end (or 9 March 2026)				458.4 days (15.1 months)

20. If the CRTC were to launch tomorrow – 10 March 2026 – a proceeding combining its existing undecided and suspended consultations with additional questions and evidence, small TSPs might have to wait at least until until mid-2027 (11 June 2027) for clarity regarding the fees they currently pay for complaints. Such a delay places an undue and unfair burden on those companies.
21. For these reasons, FRPC recommends instead that the Commission complete the public phases of the 2026-31 proceeding as suggested by CCTS, and issue a decision within six months of its launch – by August 2026. It could then still launch the CCTS review supported by TELUS and others in 2026 – perhaps even including a public hearing later towards the end of the calendar year – and issue a decision in 2027.
22. It may be possible for the CRTC to reduce this timeframe still further, by holding a preparatory conference as described by section 37 of its *Rules*. A meeting of interested parties could provide information the Commission with information about timing issues that are otherwise beyond its control and knowledge. These issues arise because, while the Commission has a staff that is fully dedicated to its work, the CCTS, the companies, industry associations and even public-interest organizations must balance their participation in CRTC matters against their other obligations and requirements. As well, in many cases third parties' staffing resources have not grown but have decreased, requiring even more extensive and advance planning to meet CRTC deadlines. A preparatory meeting could also



enable the Commission to ensure that relevant evidence for a CCTS mandate-review proceeding is available when the proceeding begins, rather than added later as in the CCTS-related 2012-557, 2016-293, 2018-276 and 2020-178 proceedings: making evidence available when proceedings begin enables all parties to participate more effectively and efficiently in the CRTC's consultations, resulting in a public record that is both stronger and clearer.

23. Given the preliminary findings of the Commission as set out in 2026-31, FRPC recommends that the Commission grant CCTS' procedural request and the deadlines it proposes, and that the CRTC publish a decision on this matter by or before August 2026.
24. FRPC also supports TELUS' proposal regarding a CCTS review proceeding – after the CRTC publishes its decision in the 2026-31 proceeding – and would appreciate the opportunity to participate in a CRTC preparatory conference or conferences regarding any forthcoming review of the CCTS.

Thank you for your consideration of this request.

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Attachment 1: CRTC approach to scheduling of CCTS-related proceedings

Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date	
2007*	2007-16 Organization and mandate of the Commissioner for Complaints for Telecommunications Services (prompted by GIC OIC 2007-533 dated 4 April 2007)	Non-party parties' Intention to intervene	13-Sep-07	2007-16	22-Aug-07	TDC 2007-130	20-Dec-07	
		Interventions	01-Oct-07			Days from consultation announcement to decision: 120		
		Requests to appear at public hearing	15-Oct-07					
		CRTC organization and conduct letter	26-Oct-07					
		Public hearing	14-Nov-07					
		Reply comments	23-Nov-07					
		Decision expected	29-Feb-08					
2009	Industry codes enforced by CCTS	CRTC requests that CCTS devise code	13-Jan-10	TRP 2009-424	17-Jul-09	TDC 2011-702	14-Nov-11	
		R&V of 2009-424 sets new deadline for CCTS to develop code	19-Jul-10	TRP 2010-27	20-Jan-10	Days from consultation announcement to decision: 850 days (2.3 years or 28 months)		
		CCTS unable to develop code due to stakeholders' objections to draft Code's scope, reach and style				30-Jun-10	Letter to CRTC	
		CRTC requires CISC working groups to develop codes => non-consensus report leads to 2011-702 (see above)						
2010*	2010-247 Review of CCTS	RFIs	31-May-10	2010-247	30-Apr-10	TRP 2011-46	26-Jan-11	
		Intention to participate	24-May-10			Days from consultation announcement to decision: 271		
		Interventions	28-Jun-10					
		Reply comments	12-Jul-10					
		Request to appear at hearing	12-Jul-10					
		Public hearing	27-Sep-10					
		Final arguments	07-Oct-10					
		Decision on membership (effective 20-Dec-10)					2010-921	08-Dec-10
Decision expected	20-Dec-10							



Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date	
2012*	Proceeding to establish a mandatory code for mobile wireless services	Interventions	20-Nov-12	2012-557	11-Oct-12	2013-271	03-Jun-13	
			04-Dec-12	2012-557-1	01-Nov-12	Days from consultation announcement to decision:		
		Online consultation	Unknown	2012-557	11-Oct-12			
		Phase 1	04-Dec-12	2012-557-1	01-Nov-12			
		Phase 2	01-Feb-13	2012-557-1	01-Nov-12	235		
			15-Feb-13	2012-557-3	28-Jan-13			
		Reply comments	05-Dec-12	2012-557	11-Oct-12			
			18-Dec-12	2012-557-1	01-Nov-12			
			03-Jan-13	2012-557-2	21-Dec-12			
		Working Code document	28-Jan-13	2012-557-3	28-Jan-13			
		Hearing	28-Jan-13	2012-557				
			11-Feb-13	2012-557-1	01-Nov-12			
		Final submissions	Unknown	2012-557	11-Oct-12			
			01-Mar-13	2012-557-1	01-Nov-12			
			01-Mar-13	2012-557-3	28-Jan-13			
Final written replies	15-Mar-13	2012-557-4	11-Feb-13					
Reply to CIPPIC	22-Mar-13	2012-557-5	13-Mar-13					
2015	Television Service Provider code - comments	Interventions	25-May-15	2015-105	26-Mar-15		BRP 2016-1	07-Jan-16
		Online consultation	25-May-15	2015-105-1	15-May-15		Days from consultation announcement to decision:	
		Replies	04-Jun-15	2015-105	26-Mar-15			
		RFIs	13-Aug-15	2015-105-2	24-Jul-25	287		
		Parties' replies to RFIs	24-Aug-15	2015-105-2	24-Jul-25			
2015*	Review of the structure and mandate of the CCTS	RFIs	20-Jul-15	BTNoC 2015-239	04-Jun-15	BTRP 2016-102	17-Mar-16	
		RFIs, supplementary	15-Oct-15	2015-239-2	25-Sep-15	Days from consultation announcement to decision:		
		Interventions	04-Aug-15	2015-239	04-Jun-15			



Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date	
			25-Aug-15	2015-239-1	24-Jul-15	287		
		Reply comments	20-Aug-15	2015-239	04-Jun-15			
			11-Sep-15	2015-239-1	24-Jul-15			
		Interim decision on membership		2015-478	23-Oct-15			
		Online consultation	09-Nov-15	2015-239	04-Jun-15			
		Public hearing	03-Nov-15	2015-239	04-Jun-15			
		Final submissions	20-Nov-15	2015-239	04-Jun-15			
2016*	Broadcasting licence renewals of terrestrial broadcasting distribution undertakings (BDUs) that will expire in 2016; implementation of certain conditions of licence and review of practices in regard to the small basic service and flexible packaging requirements for all BDU licensees	Interventions	23-Jun-16	2016-197	24-May-16	BDC 2016-458	21-Nov-16	
		Replies	04-Jul-16	2016-197	24-May-16	Days from consultation announcement to decision:		
			08-Jul-16	2016-197-1	02-Jun-16			
		Hearing	07-Sep-16	2016-197	24-May-16	181		
		Online discussion	08-Sep-16	2016-197-2	02-Sep-16			
		Written comments	Unknown	2016-197	24-May-16			
2016*	Review of the Wireless Code	Interventions	26-Sep-16	2016-293	28-Jul-16	2017-200	15-Jun-17	
			03-Oct-16	2016-293-1	23-Sep-16	Days from consultation announcement to decision:		
		CCTS Annotated Guide to the CRTC Wireless Code				22-Sep-16		
		Online consultation, Ph 1	26-Sep-16	2016-293	28-Jul-16	322		
			03-Oct-16	2016-293-1	23-Sep-16			
		RFI answers due	26-Oct-16	2016-293	28-Jul-16			
			04-Nov-16	2016-293-2	26-Oct-16			
		Replies	07-Nov-16	2016-293	28-Jul-16			
			16-Nov-16	2016-293-2	26-Oct-16			



Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date
2018*		New reports - expanded scope	05-Jan-16	2016-293-3	05-Jan-17		
			24-Jan-17	2016-293-4	24-Jan-17		
		Hearing	06-Feb-17	2016-293	28-Jul-16		
		Online consultation, Ph 2	14-Feb-17	2016-293	28-Jul-16		
			20-Feb-17	2016-293-5	17-Feb-17		
		Final submissions	24-Feb-17	2016-293	28-Jul-16		
		27-Feb-17	2016-293-5	17-Feb-17			
	Report regarding the retail sales practices of Canada's large telecommunications carriers (prompted by GIC OIC 2018-0685 dated 6 June 2018)	Interventions	30-Aug-18	2018-246	16-Jul-18	Report	20-Feb-19
		Replies	14-Sep-18	2018-246	16-Jul-18	Days from consultation announcement to decision:	
		Adds report	16-Oct-18	2018-246-1	16-Oct-18		
		Expands scope	16-Oct-18	2018-246-1	16-Oct-18	219	
		Hearing	22-Oct-18	2018-246	16-Jul-18		
Final submissions		09-Nov-18	2018-246	16-Jul-18			
Report to Cabinet		28-Feb-19	2018-246	16-Jul-18			
2018	Proceeding to establish a mandatory code for Internet services, with Working Document	Interventions	19-Dec-18	2018-422	09-Nov-18	2019-269	31-Jul-19
		Replies	28-Jan-19	2018-422	09-Nov-18	Days from consultation announcement to decision:	
		Online consultation	04-Mar-19	2018-422-1	21-Feb-19		
		RFI	21-Mar-19	2018-422	09-Nov-18	264	
			04-Apr-19	2018-422-2	18-Mar-19		
		Final submissions due	08-Apr-19	2018-422	09-Nov-18		
			23-Apr-19	2018-422-2	18-Mar-19		
2019	Show cause proceeding and call for comments – The Wireless Code – Device financing plans	Interventions	15-Oct-19	2019-309	30-Aug-19		
		RFIs	16-Sep-19	2019-309	30-Aug-19	Days from consultation announcement to decision:	
		Parties' evidence	15-Oct-19	2019-309	30-Aug-19		
		Interventions	15-Oct-19	2019-309	30-Aug-19	552	
		Replies	29-Oct-19	2019-309	30-Aug-19		



Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date
2020	Call for comments – Accessibility – Mobile wireless service plans that meet the needs of Canadians with various disabilities	RFIs	02-Jul-20	2020-178	01-Jun-20	2023-41	23-Feb-23
		Interventions	31-Aug-20	2020-178	01-Jun-20	Days from consultation announcement to decision:	
			25-May-21	2020-178-3	23-Mar-21		
			27-Aug-21	2020-178-5	29-Jun-21		
		ASL/LSQ interventions	25-May-21	2020-178-3	23-Mar-21	997	
		Deadlines suspended	26-Aug-20	2020-178-1	26-Aug-20	(32.8 months or 2.7 years)	
		Adds report	29-Sep-20	2020-178-2	29-Sep-20		
		Expands scope	29-Sep-20	2020-178-2	29-Sep-20		
		Replies	29-Sep-20	2020-178	01-Jun-20		
			09-Jul-21	2020-178-3	23-Mar-21		
			12-Oct-21	2020-178-5	29-Jun-21		
		In ASL/LSQ	09-Jul-21	2020-178-3	23-Mar-21		
Deadlines suspended to issue TNoC information in ASL/LSQ	21-May-21	2020-178-4	21-May-21				
2024	Making it easier to choose a wireless phone or Internet service – Enhancing customer notification	RFIs	23-Aug-24	23 Jul/24 staff letter	23-Jul-24	None	None
		Interventions	09-Jan-25	2024-293	22-Nov-24	Days from consultation to 9 March 2026:	
			14-Feb-25	2024-293-1	20-Dec-24		
		Combines 2024-293, -294 and -295	[None]	2024-293-2	14-Feb-25	472	
		Replies	24-Jan-25	2024-293	22-Nov-24	(15.5 months or 1.3 years)	
			28-Feb-25	2024-293-1	20-Dec-24		
			26-Mar-25	2024-293-3	28-Feb-25		
2024	Making it easier to choose a wireless phone or	Interventions	09-Jan-25	2024-294	22-Nov-24	None	None
			28-Feb-25	2024-294-1	20-Dec-24	Days from consultation to 9	



Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date
	Internet service – Removing barriers to switching plans		12-Mar-25	2025-294-3	28-Feb-25	March 2026:	
		Combines 2024-293, -294 and -295	[None]	2024-294-2	14-Feb-25	472	
		Replies	24-Jan-25	2024-294	22-Nov-24	(15.5 months or 1.3 years)	
			14-Mar-25	2024-294-1	20-Dec-24		
			26-Mar-25	2025-294-3	28-Feb-25		
2024	Making it easier to choose a wireless phone or Internet service - Enhancing self- service mechanisms	Interventions	09-Jan-25	2024-295	22-Nov-24	None	None
			12-Mar-25	2024-295-1	20-Dec-24	Days from consultation to 9 March 2026:	
		Replies	12-Mar-25	2024-295	22-Nov-24	472	
			26-Mar-25	2024-295-1	20-Dec-24		
		Combines 2024-293, -294 & -295	[None]	2024-295-2	14-Feb-25		
2024*	Making it easier for consumers to shop for Internet services	Report (survey; undertaken in 12-Apr-23)		2024-318	04-Dec-24	Days from consultation to 9 March 2026:	
		Combines 2024-293, -294 & -295	[None]	2024-318-1	14-Feb-25		
		Interventions	20-Feb-25	2024-318	04-Dec-24	472	
		Replies	12-Mar-25	2024-318	04-Dec-24	(15.5 months or 1.3 years)	
			26-Mar-25	2024-318-2	28-Feb-25		
		Hearing	10-Jun-25	2024-318	04-Dec-24		
		RFIs	30-Jul-25	2024-318-3	17-Jun-25		
			11-Aug-25	2024-318-4	24-Jul-25		
		Final submissions	20-Aug-25	2024-318-3	17-Jun-25		
			05-Sep-25	2024-318-4	24-Jul-25		
2024	InnSys Part 1 application re CCTS complaint fees	Application filed		Part 1 application	24-Dec-24	TDC 2026-30	13-Feb-26
		RFIs from staff to CCTS	31-Mar-25	Staff letter	21-Mar-25	Days from application to decision:	
			25-Apr-25	Staff letter	26-Mar-25		
		Parties' response	10-Apr-25	Staff letter	21-Mar-25	416 (1.1 years or 13.7 months)	
			09-May-25	Staff letter	26-Mar-25		
InnSys final reply	22-Apr-25	Staff letter	21-Mar-25				



Year	Subject	Phase	Deadline	Notice	Notice date	Decision	Decision date
			23-May-25	Staff letter	26-Mar-25		
2025	Improving customer awareness of the Commission for Complaints for Telecommunications Services Inc.	Interventions	17-Nov-25	BTNoC 2025-274	17-Oct-25	Suspended	
		Replies	02-Dec-25	BTNoC 2025-274	17-Oct-25		
		Proceeding suspended		2025-774-1	12-Nov-25		
2026	CCTS' fee structure and fee-dispute mechanism	RFI responses	16-Mar-26	2026-31	13-Feb-26	Days from staff letter to 9 March 2026:	
			07-Apr-26	CCTS proposal	20-Feb-26		
		Interventions	31-Mar-26	2026-31	13-Feb-26	24	
			21-Apr-26	CCTS proposal	20-Feb-26		
		Replies	15-Apr-26	2026-31	13-Feb-26		
			26-May-26	CCTS proposal	20-Feb-26		
	Gray shading: schedule change						
	Pink shading: proceeding suspended						
	Adds evidence after proceeding begins						
* Public hearing							

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