



Conseil de la radiodiffusion et des
télécommunications canadiennes

Canadian Radio-television and
Telecommunications Commission

Ottawa, Canada
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BY EMAIL

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RE: Communications Monitoring Report 2018

Dear Mr. Kaplan-Myrth,

I'm writing in response to your letter to the Secretary General dated February 13, 2019.

I would like to thank you for your feedback and interest in the Communications Monitoring Report (CMR). The CMR is currently going through changes in order to publish in a timelier manner and to provide stakeholders with data in an easy to use format. In order to do so in the face of the constantly evolving communications industry, the report is changing format and is focussing on certain data points. As part of this change, a number of sections of the former report were integrated in the telecommunications overview sections with short, high-level summaries supported by extensive data publications on Open Data. As you may have noticed, the local and long distance content was summarized that way, as the focus of the report is shifting. As a reminder, a link to Open Data is located at the top of the web page of each section of the CMR. You can find all the datasets that the CRTC published at the following address:

<https://open.canada.ca/data/en/dataset?organization=crtc>.

Also part of the strategy is publishing the report by section instead of a single volume in addition to releasing the data in a spreadsheet format on Open Data along with the published section. As a result, the 2018 CMR section on household expenditures was released in August 2018, four months earlier than the release of the telecommunications sections, while the section on pricing was released at the beginning of November, again ahead of the release of the telecommunications sections. These early releases, along with the publication of the data on Open Data, enabled stakeholders earlier access to the data as well as the opportunity to analyse trends and inform their submissions ahead of the full release of the report, having access to the sections as well the data in a spreadsheet format.

We will continue to publish sections of the report in increasingly shorter timelines aligned with the different year ends of the Broadcasting and Telecommunications industries as well as the publication timelines of Statistics Canada. Furthermore, while I understand the need for comparable data, we are adapting the CMR to present relevant data in a timely fashion, to that effect I welcome feedback on the content of the report and will make sure that the 2017 capital expenditure data will be added to Open Data shortly. Additionally, as the content might not be presented the same way, I encourage you to contact CRTC staff for assistance if you need help finding information.

I agree that a timely report is of key importance. There are many factors that affect the releases, and we are working hard to try to make sure verified information is publicly available as soon as possible. Among these factors, one which we would like to highlight is the importance of timely reporting of data in order to enable a timely publication of the CMR. We note that TekSavvy has not met our deadlines for submitting information in the last few years. Given the size of TekSavvy in the Canadian Telecommunications market, a timely submission from you and from other companies is key in allowing us to produce high quality metrics for the CMR in a timely fashion.

I hope that we have been able to assuage some of your concerns by noting the availability of some of the data you were seeking on the Open Data portal, and we look forward to engaging with you in the future to ensure that as we continue to work on modernizing the CMR and working to make information available to all Canadians.

Sincerely,



Scott Shortliffe
Chief Consumer Officer and Executive Director
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