

Minister of Canadian Heritage
and Official Languages



Ministre du Patrimoine canadien
et des Langues officielles

Ottawa, Canada K1A 0M5

JUN 18 2012

Jean-Pierre Blais
Chairperson
Canadian Radio-television and Telecommunications Commission
1 Promenade du Portage
Gatineau, Quebec
J8X 4B1

Dear Mr. Blais:

I would like to take this opportunity to welcome you to the position of Chairperson of the Canadian Radio-television and Telecommunications Commission (CRTC). You are appointed at a challenging time for the Commission. Thank you for your willingness to serve in this capacity. I am confident that your skills and experience have prepared you for the struggles ahead.

As you are aware, the CRTC is an independent regulator that operates at an arm's length from Government. Within these boundaries, I hope that we can work together on issues of mutual interest while maintaining an appropriate level of distance between our two organizations. Likewise, I want to let you know that my office door is always open should you wish to discuss any intersecting issues.

Over the years, I have watched the broadcasting activities of the CRTC and believe that the Commission could do a better job to ensure consumer participation at the Commission and focus on its core duties. I would like to see the Commission comprehensively address consumer affordability and service complaints, ensure consumers are aware of and able to participate in broadcasting proceedings, and regulate broadcasting undertakings only to the extent necessary.

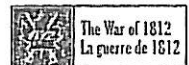
Consumers should have access to more programming choices and affordable choices across all distribution platforms, including radio, television, broadband networks and mobile devices, as well as avenues for recourse. Consistent with the *Broadcasting Act*, the CRTC should ensure that regulation is targeted and transparent, and that alternatives to regulation are considered. In implementing the *Act*, the Commission should be mindful of the original intention of legislators.

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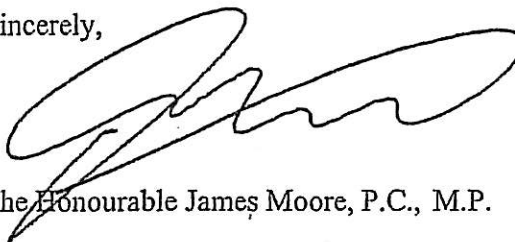
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With respect to telecommunications, the Government's objectives are to promote competition, investment, innovation and consumer choice. Consistent with the Policy Direction and the focus on consumers through the establishment of the Commissioner for Complaints for Telecommunications Services (CCTS), a light approach to regulation should be taken to achieve these objectives, with continued attention to consumer protection and participation.

As you know, the Government recently tabled its Economic Action Plan 2012 which remains focused on an agenda that will deliver high-quality jobs, economic growth and sound public finances. All over government we have been reducing expenses. In your administration of the CRTC I would like to see a strong commitment to look at expenses, set priorities and make choices resulting in greater efficiencies.

I look forward to working with you in your new capacity.

Sincerely,



The Honourable James Moore, P.C., M.P.

c.c.: The Honourable Christian Paradis, P.C., M.P.
Minister of Industry

Mr. Derek Vanstone
Prime Minister's Office

Ms. Patricia Hassard
Privy Council Office