

Pamela Miller
Director General
Telecommunications and Internet Policy Branch
Innovation, Science and Economic Development Canada
235 Queen Street, 10th Floor
Ottawa, Ontario

Good Day,

I am writing in support of the government's proposed new policy direction for the CRTC. I believe this direction is necessary to address the uncompetitive and unaffordable nature of Canada's telecom market, and put customers first.

However, until the previous 2006 policy direction is removed, I am concerned that the CRTC will continue to rely on market forces, even to enforce the new priorities it is being given – a strategy that simply does not work. Relying on market forces to guide Canada's telecommunications market for the past 15 years has led to Canadians paying some of the highest Internet prices in the world. We need to completely step away from the policy that led us here, and replace it with a new proposed direction, to make the path forward clear – put affordable, competitive connectivity first.

In addition, there has been a response from more than one Telcom of outright predatory practices when it comes to billing, fulfilling contract obligations, making undisclosed price adjustments, customer service and so on. According to the Mid-Year report from the Commission for Complaints for Telcom-television Services (CCTS), it has had a 44% increase over the same period from the previous year. (<https://www.ccts-cprst.ca/report/mid-year-report-2018-2019/>)

Almost every adult in Canada has heard of or been affected by, the less than stellar practices of these companies. A frequent question that is heard in the coffee shops and BBQ's, in which I have participated is "Why isn't the government doing something about this?" This might be the right time to step up and have some good news for your constituents and the country.

In fact, I believe the new policy direction could actually be further improved by making sure it not only promotes competition, affordability, customer interests and innovation, but maximizes these aspects in every CRTC decision.

Yours Respectfully

David Weintraub

Bedford, NS