

May 20, 2025

Reference: 1011-NOC2025-0020

Mr. Marc Morin
Secretary General
Canadian Radio-television and Telecommunications Commission
1 Promenade du Portage
Ottawa, ON K1A 0N2

Filed by email

Dear Mr. Morin:

RE: Procedural request - *Improving the routing of 9-8-8 calls and texts*, Telecom Notice of Consultation CRTC 2025-20

1. The Canadian Telecommunications Association (CTA) is in receipt of the procedural letter filed by the Deaf Wireless Canada Consultative Committee (DWCC) in which they ask the Commission to:
 - allow them to submit a public petition document and three videos to the record of Telecom Notice of Consultation 2025-20, and
 - extend the deadline by which they are to file their cost application.

Public petition and videos

2. On behalf of its telecommunication service provider members, CTA submits that TNC 2025-20 is intended to address the routing of 9-8-8 calls to call centres, and whether the solution proposed by the Centre for Addiction and Mental Health (CAMH) for the routing of calls is necessary or warranted.
3. The information put forward by DWCC in its supplementary submission, primarily the request for direct ASL and LSQ access to 9-8-8 services, was included in their earlier filings and is already part of the public record. In addition, while we recognize the work DWCC put into preparing their petition and exploring accessible ways to access 9-8-8, the identified items fall outside the scope of the consultation and do not address the routing of 9-8-8 calls. As such, CTA does not support the DWCC request as it does not add materially to the discussion at hand.

4. Operational aspects of 9-8-8, such as how services are provided, fall under the direct purview of CAMH and should be addressed by them but any such discussions would be outside the scope of the proceeding initiated by TNC 2025-20.

Cost application deadline extension

5. CTA does not offer an opinion related to the cost application extension.
6. CTA appreciates the opportunity to provide its comments in relation to this procedural request.

Kind regards,



Ursula Grant,
VP Industry and Consumer Affairs

c.c.: Lianne Legros, CRTC
Distribution List as per CRTC letter dated 8 May 2025

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