

**E-mail from Patricia Valladao, Manager of Media Relations, CRTC  
December 13, 2018**

First I would like to explain how the process for cost awards are granted.

The Commission is an independent tribunal. The CRTC encourages Canadians and organizations that represent their interests to participate in its proceedings. As set out in the Telecommunications Act, the CRTC has the discretion to award costs to participants in its proceedings.

The CRTC receives cost award applications from numerous parties including consumer groups like PIAC, accessibility groups and Indigenous groups.

The Commission itself does not directly fund such participation, rather participants apply to the Commission for reimbursement of their costs based on established processes and guidelines. The Commission, reviews these applications and any comments received in respect to them, and then publishes a decision directing certain parties (normally telecom service providers TSP's) to pay a specified amount to the applicant.

In coming to its determinations, the Commission considers the contribution made by the applicant in its submissions, the reasonableness of the costs claimed and who should be required to pay those costs.

The time it takes for the Commission to analyze these factors and publish a decision on whether to award costs, depends on the complexity of the issues in each cost application. It is also influenced by the number of applications received, and the length of the proceeding to which the cost application relates, as the Commission evaluates the contribution of the cost applicants' submissions before making its determinations with respect to the cost application. For example, in recent years the CRTC had a number of very large proceedings such as the Basic Telecommunication Services and the Wireless Code.

The CRTC issued cost awards directing providers to reimburse PIAC (or coalitions of which PIAC was part) more than \$125,000 in 2018, and roughly \$750,000 in the past five years.

In terms of PIAC's current applications before the Commission, we are reviewing them consistent with these long standing policies and procedures and the Commission's determinations will be published in due course. As mentioned these decisions do not involve direct funding to participants, but instead direct certain parties to reimburse reasonable costs for participation that contributed to a better understanding of the proceeding.