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February 15, 2016

Greetings!

The Canadian Radio-television and Telecommunications Commission (CRTC) is conducting a “Review of Basic Telecommunications Services” and is inviting Canadians to share their views on the telecommunications services they need to participate in the digital economy.

Unifor recognizes that accessibility to Internet Services is key in enabling Canadians to better access government services, pursue educational opportunities, meet commercial and consumer needs, access entertainment and news, and expand their social and professional lives. And yet this isn’t easily achieved for many Canadians living in rural areas who face challenges in receiving the same opportunities and services due to fewer service provider options and higher pricing. This review that the CRTC is conducting opens these very critical topics for discussion and allows your input to shape the conversation.

In April of 2015, Phase I of this review was launched and the CRTC began to collect information to better understand the telecommunications services provided to Canadians and determine the areas in Canada that are not being adequately served.

The review is now in Phase II which will consist of an online questionnaire to be filled out by Canadians about what services they rely on the most, broadband internet speeds that are required to satisfy their needs, pricing of services in urban areas vs. non-urban, and areas that are underserved or unserved etc. We are asking you to take a few minutes to fill out this online questionnaire using the link below:

<https://97.ca/ekos/cwx.cgi?EN:01616R>

The responses to the questionnaire must be completed and received by the CRTC by February 29, 2016.

The CRTC will also be conducting focus groups in small communities across Canada where a large percentage of the population is underserved or unserved by modern telecommunications services. This phase of the proceeding will ensure that the public record has detailed information from Canadians from coast to coast to coast.

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Following Phase II, the Commission will hold a public hearing, beginning on 11 April 2016 at 9:00 a.m. at the Conference Centre, Phase IV, 140 Promenade du Portage, in Gatineau, Quebec. Attached, please find a copy of Unifor's intervention submitted to the CRTC requesting to appear before the Commission at the Oral Hearing in April.

We look forward to your participation in this Review. As always, we will keep you informed of developments in this matter.

In solidarity,



Naureen Rizvi
Director of Telecommunications

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