



Howard Maker
Commissioner
P.O. Box 56067- Minto Place RO
Ottawa, Ontario
K1R 7Z1
1-888-221-1687
howard.maker@ccts-cprst.ca

FILED BY GCKEY

August 25, 2015

Mr. John Traversy
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, Ontario
K1A 0N2

Dear Mr. Traversy:

Re: Broadcasting and Telecom Notice of Consultation CRTC 2015-239 *Review of the structure and mandate of the Commissioner for Complaints For Telecommunications Services Inc.*

1. Pursuant to the procedures established in the above-noted Broadcast and Telecom Notice of Consultation as amended by NC 2015-239-1, CCTS hereby files comments on our mandate, structure and function as well as on the services we provide to customers. These comments address each of the issue raised in the questions posed by the Commission in Appendix 2 of the Notice of Consultation. CCTS requests to appear at the public hearing to respond to Commission questions and to provide any further comment or clarification required.
2. CCTS would like to take this opportunity to inform the Commission that our Annual Report for the 2014-15 fiscal year will be delayed. The Annual Report is typically issued in the first week of November. This coincides with the date set by the Commission for the oral hearing in this proceeding. The proceeding is scheduled to close with the filing of final submissions on November 20. CCTS management will be required to prepare and deliver those final submissions, and thus during that period management will not be available to attend to the requirements of issuing the Annual Report, including the final review, distribution and attendant media requirements.
3. In order to ensure that the 2014-15 Annual Report is of high quality and that CCTS management is available to ensure that it obtains the widest possible exposure, CCTS currently plans to issue the Annual Report in the first week of December. CCTS apologizes for any inconvenience this may cause the Commission, the public and other stakeholders.

Yours truly,

[Original signed by Howard Maker]

Howard Maker
Commissioner

End of Document