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November 20, 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. During Phase I of the Hearing, CCTS agreed to provide a “ballpark” breakdown of its expenditures on promotion to the Commission panel upon its return to the Hearing for Phase II¹.
2. We inadvertently omitted to provide this information during our oral reply. Therefore, CCTS is providing the attached breakdown of its communications and advertising spend for fiscal years 2012-13 and 2013-14 at this time. The total expenditure for each of these fiscal years corresponds to the communications and advertising expenses provided in Appendix 5 of CCTS(CRTC)25Sept15-1. In addition to the activities outlined in the attached, in 2014-15 CCTS hired a Communications Officer and in 2015-16 we will be undertaking some website redesign and a public awareness poll.
3. The detailed breakdown of CCTS’ communications and advertising expenditures is being provided to the Commission entirely in confidence. The itemized list includes information about spends with individual suppliers which is competitively sensitive and not normally disclosed on the public record. Disclosure of this information would harm CCTS’ relationship with its suppliers causing CCTS specific direct harm. Given all the detail is confidential and the total expenditure has already been provided elsewhere on the public record of this proceeding, an abridgement of this information would render the attached meaningless and therefore none has been provided.

¹ CCTS transcript V1, paragraphs 580-84.

4. We apologize for any inconvenience this this may have caused.

Yours truly,

[Original signed by Howard Maker]

Howard Maker
Commissioner

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