



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Ottawa, Canada
K1A 0N2

Our reference: 589900

September 13, 2012

Ms. Lisa Anderson-Kellett
BCVRS Communications Officer
bcvrsc@gmail.com

Dear Ms. Anderson-Kellett:

Thank you for your letter of August 31, 2012, addressed to Mr. Jean-Pierre Blais, Chairman of the CRTC, informing the Commission of your support for Video Relay Service (VRS) and the National VRS Awareness Day event on September 21, 2012.

I appreciate the time you have taken to share your views on the diversity of communications needs of Deaf Canadians, and for recognizing the steps that the CRTC has taken to help ensure accessibility in communications. All correspondence related to VRS has been forwarded to our Social Policy group within the Consumer Affairs and Strategic Planning sector for its review.

Canadians who are Deaf, and use sign language, have been clear that the ability to make and receive telephone calls relayed by a sign language operator would better meet their needs. The Commission also recognizes that despite demand for the service, no service provider currently offers the service in Canada.

On September 6, 2012, the CRTC published its Three-Year Plan 2012-2015 which highlights telecom accessibility issues, including VRS, as one of its priorities under the "Connect" pillar. The CRTC Three-Year Plan 2012-2015 can be found at: <http://www.crtc.gc.ca/eng/backgrnd/plan2012.htm>.

The Commission recognizes the diverse communications needs of Canadians, and will continue to work to facilitate access to communications systems by all Canadians.

Yours sincerely,

Paulette Leclair
Director, Public Affairs

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