



DEAF
WIRELESS
CANADA
COMMITTEE



COMITÉ POUR LES
SERVICES
SANS FIL DES
SOURDS DU
CANADA

Mr. Claude Doucet
Secretary-General
Canadian Radio-television and Telecommunications Commission (CRTC)
Ottawa, ON KIA ON2

August 8, 2022

Telecom Notice of Consultation CRTC TNC 2021-102 Review of Video Relay Services, - CDBC.VRS-DWCC's Comments on CAV's Answers to CRTC's Request for Information (RFI) on March 11, 2021

Dear Secretary-General,

1. The CDBC.VRS is made of the **Canadian National Society of the Deaf-Blind (CNSDB)** and participates in this proceeding with the **Deaf-Blind Planning Committee (DBPC)**, as the "**Canadian Deaf-Blind Collective**" or "**CDBC.VRS.**"
2. For the reply phase of the proceeding TNC 2021-102, the **CDBC.VRS** is collaborating with the Deaf Wireless Canada Consultative - Committee-Comité pour les Services Sans fil des Sourds du Canada (**DWCC-CSSSC**), in short, the **DWCC**. The combined group of the Collective and the Committee files **joint reply comments** for the proceeding as "**CDBC.VRS-DWCC.**"
3. Please find attached nine documents submitted as Comments to the CAV's Answers to the CRTC RFI.
4. **Following the grouping of questions from the CRTC RFI seen in this [link](#), CDBC.VRS-DWCC submits** the following eight documents of Comments, split into the categories of the topics of the RFI:

Category 1 - Governance structure and mandate

Category 2 - Architecture, operations, and technical requirements

Category 3 - Services

Category 4 - Policies

Category 5 - User engagement, feedback and support

Category 6 - Quality of service standards and metrics

Category 7 - Education, outreach and public awareness

Category 8 - Others, *The Sage Report*

5. In addition, we provide a supplementary document that is related to Costs:
Document 9 - CDBC-DWCC Proposed Deaf-Blind Accessibility Costs for CAV Budget
6. Shortly after submitting this, CDBC.VRS-DWCC will file confidentially a cost breakdown mentioned in the Separate Confidential Filing section of Document 9.

7. Our group also needs more time to obtain more information for the record of this proceeding for two things 1) statistics of provincial Deaf-Blind numbers and 2) estimated projected costs for VRS Communication Facilitator Services.
8. As a collaborative group, 17 Deaf, Deaf-Blind and Hard of Hearing consumers and hearing industry individuals worked together and contributed to the Reply Comments phase on behalf of the three organizations. Each contributor is a Community Member with an identifying number, "CM#." The joint group leadership would like to thank each member for their contribution, no matter the amount of equivalent work.
9. **CDBC.VRS-DWCC** greatly appreciates the Commission's consideration of its Reply Comments documents. Should you have any questions, please do not hesitate to contact all of us.

Sincerest regards,

Megan McHugh,
President
Canadian National Society
of the Deaf-Blind
mchugh.mm@gmail.com

Terri Nolt,
Chairperson
Deaf-Blind Planning
Committee
cdbc.vrs@gmail.com

Jeffrey Beatty,
VRS Technical Lead
Deaf Wireless Canada
Consultative Committee
regulatory@deafwireless.ca

cc Jennifer Porteous, CRTC
Nanao Kachi, CRTC
Parties to TNC 2021-102

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