



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

August 8, 2022

## Telecom Notice of Consultation CRTC 2021-102 Review of Video Relay Services - CDBC.VRS-DWCC's Reply to Intervention

Dear Secretary-General,

1. The CDBC.VRS is made of the **Canadian National Society of the Deaf-Blind (CNSDB)** and participates in this proceeding jointly 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 a **joint reply comment** for the proceeding as “**CDBC.VRS-DWCC.**”
3. **CDBC.VRS-DWCC** submits its Reply to Interventions for TNC CRTC 2021-102.

### Request for Exception

4. While this document replies to everyone else's comments, CDBC.VRS-DWCC wishes to direct this to the CRTC Commission staff, please kindly take exception and note that throughout this document, there is additional information to provide as reference information that was provided by our Indigenous Deaf consultant to provide further emphasis to ensure the Indigenous Deaf People's rights to accessibility to VRS.
5. References will be made to the United Nations Rights of the Indigenous Person (UNDRIP) Bill C-15, United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), and existing federal government or Telecommunication Service Provider (TSP) internet projects, where applicable, to back up and further support our position. The intended emphasis is for CRTC and CAV to be reminded of the steps needed to be made toward the Truth and Reconciliation Commission (TRC) in Canada. T'oyaxsut'nüüsm <sup>1</sup>

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<sup>1</sup> [Sm'algyax language](#) - 'Thank you all'

## Indigenous

6. Evidence shows there is a gap in research on the availability and use of VRS and internet services in Indigenous communities in Canada. In evaluating the findings, the document suggests potential improvements to programs for better communication services in Indigenous communities.
7. As a collaborative group, 17 Deaf, Deaf-Blind, and Hard of Hearing 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 every member for their contribution, no matter the amount of work produced.
8. **CDBC.VRS-DWCC** greatly appreciates the Commission's consideration of its Response and 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

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

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