

DEAF WIRELESS CANADA CONSULTATIVE COMMITTEE COMITÉ POUR LES SERVICES SANS FIL DES SOURDS DU CANADA

1. Committee Name

1.1 This committee is named Deaf Wireless Canada Consultative Committee (DWCC).

1.2 The committee DWCC has two C's in its abbreviation instead of three due to the ease of American Sign Language (ASL) fingerspelling of "DWCC." The additional 'C' represents 'Consultative' was included to clarify its role to the Canadian Radio-television and Telecommunications Commission (CRTC).

2. Type of Committee

2.1 The DWCC is an independent standing working committee composed of Deaf, Deaf-Blind, and Hard of Hearing (DDBHH) consultants, analysts, and committee volunteers across Canada.

2.2 Members of the Committee serve as volunteers until cost applications are submitted to the CRTC, at which point they may be designated as consultants or analysts.

3. Purpose

3.1 The DWCC addresses wireless accessibility issues for DDBHH Canadians accessing wireless services in Canada, making recommendations to the CRTC and wireless service providers (WSPs). DWCC also liaises and consults with the Canadian Wireless Telecommunications Association (CWTA) and the Commission for Complaints for Telecommunications-television Services (CCTS). DWCC participates in the CISC and ESWG.

3.2 DWCC engages with relevant federal Ministries and participates in any relevant legislative reviews of federal-level acts.

3.3 Occasionally, DWCC may collaborate with the Canadian Association of the Deaf-Association des Sourds du Canada (CAD-ASC), the Canadian National Society of the Deaf-Blind (CNSDB), and any other community groups participating in relevant CRTC proceedings. This strategy allows the Deaf community to provide common perspectives on different telecommunications and wireless accessibility matters.

3.4 DWCC participates in proceedings that review the law governing the CRTC that directly or indirectly impact the involvement of any Deaf, Deaf-Blind or hard of hearing group in CRTC processes, including issues related to accessibility.

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4. Mandate

4.1 DWCC-CSSSC's mandate advocates for accessible wireless telecommunications equity for DDBHH Canadians, including but not limited to

1. Cost-reasonable accessible wireless data plans for ASL and LSQ users for two-way video calls.
2. Accessible industry-wide promotions of wireless services and products
3. Removal of disparities in costs of the same accessible wireless products and services within each company.
4. Provision of communication equity in all wireless products and services, including wireless applications (apps).
5. Accessible wireless emergency services (including emergency alerts and direct text to 911).
6. Nationwide public awareness, education and outreach on accessible wireless and mobile communication products and services.

4.2 Timelines are dictated by released policies by the CRTC. DWCC will remain in operation until after the launch and full deployment of Real-Time Text (RTT).

5. Scope

5.1 DWCC identifies wireless service accessibility issues for DDBHH customers across Canada and brings them to the attention of the CRTC. DWCC will continue to address such issues until no further issues are identified for DWCC to address.

6. Authority

- 6.1 DWCC operates autonomously from any national, provincial, or territorial organization.
- 6.2 Its finances are in a non-profit small business account at TD Bank Canada.
- 6.3 DWCC is governed by an "Executive Steering Team" described in clause 7.

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7. Membership

- 7.1 Members of the DWCC must represent a minimum of 5 provinces or territories.
- 7.2 The full committee will have a minimum of 15 members. It shall have an Executive Steering Team which consists of five members: Chairperson, Vice Chair, Treasurer, Assistant Treasurer, and Secretary, plus four extra team members as follows:
- one Francophone/LSQ Representative
 - one Director at Large - East
 - one Director at Large - West
 - one Deaf-Blind Representative
- 7.3 All the other members are considered General Members without a specific role.
- 7.4 DWCC recognizes that diversity and inclusion are critical to achieving its mission and upholding its values, and is committed to fostering a welcoming and inclusive community for all.
- DWCC must ensure the membership is of diverse backgrounds and identities, including but not limited to race, ethnicity, gender identity, sexual orientation, age, religion, ability and socioeconomic status. Furthermore, DWCC shall strive to create an inclusive environment where all Members feel valued and respected, and where contributions are recognized.
 - This may include implementing policies and practises that promote diversity and inclusion, such as targeted outreach to underrepresented groups and promoting an environment where all perspectives are valued.
 - DWCC ensures the provision of accommodations for accessibility to all, including interpreters and support services for language and communication needs.

8. Meeting Arrangements

- 8.1 The committee will establish action items and complete them via email communication, online discussion forums, Google Docs, Slack, or video conferencing meetings on request.
- 8.2 The Executive Steering team aims to meet via video conferencing bi-monthly to follow up, outline task plans, and review the status of finances and any outstanding issues.
- 8.3 Major financial decisions are transparent with Zoom video meetings in the internal online forum. There is a required quorum of 51% of the membership for motions of the majority to pass.

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9. Reporting

9.1 Meeting minutes related to financial decisions are kept by the Secretary and reported to the DWCC membership after each meeting.

9.2 DWCC will post all published reports on its website: www.deafwireless.ca

10. Resources and Budget

10.1 The DWCC is primarily funded through reimbursements after CRTC proceedings, through reimbursements with the telecommunication service provider payments, which cover direct costs and sub-contracts. Committee members can also raise funds through events and other means.

10.2 Incoming proceeding costs have an automatic deduction of 10% for administrative costs.

10.3 Indigenous consultants do not need to give administrative deductions in the spirit of Truth and Reconciliation.

10.4 The majority of the voting Committee members must agree on all non-pre-approved expenditures.

10.5 Committee members work from their home computers. Software applications can be purchased and shared by Committee members.

11. Deliverables

11.1 Member and external consultants must sign a Memorandum of Understanding (MOU) outlining their roles, specific deliverables, timelines and appropriate rates. All rates are determined by the cost allocation methodology procedures outlined by CRTC 2010-963.

11.2 The MOU will include specific confidentiality terms and shall be strictly enforced. Violation of confidentiality may result in cancellation of payment and not being offered further involvement.

11.3. Committee members research existing local, provincial, national, and international resources, such as policies and practices demonstrating communication equity in telecommunications for DDBHH. Based on their research, DWCC develops action plans and recommendations.

12. Review

12.1 Terms of Reference (ToR) are reviewed and revised as needed annually beginning **April 20, 2023**.

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ACRONYM LIST:

CAD-ASC = Canadian Association of the Deaf-Association des Sourds du Canada

CCTS = Commission for Complaints for Telecommunications-television Services

CISC = CRTC Interconnection Steering Committee (CISC)

CNSDB = Canadian National Society of the Deaf-Blind

CRTC = Canadian Radio-television and Telecommunications Commission

CWTA = Canadian Wireless Telecommunications Association

DDBHH = Deaf, Deaf-Blind, Hard of Hearing

DWCC = Deaf Wireless Canada Consultative Committee

ESWG = Emergency Services Working Group

WSP = Wireless Service Provider or Wireless Company