



Deaf Wireless Canada Consultative Committee
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VIA EMAIL DISTRIBUTION and GC KEY

February 25, 2025

Mr. Marc Morin
Secretary-General
Canadian Radio-telecommunications and Telecommunications Commission (CRTC)
sec-gen@crtc.gc.ca

and

The CRTC Public Hearing Team
Public Hearings, Canadian Radio-television and Telecommunications Commission (CRTC)
Ottawa, ON K1A 0N2
hearing@crtc.gc.ca

Referencing:

Public record: [1011-NOC2024-0318](#)

Re: Formal Request to Appear – TNC CRTC 2024-318

Dear Secretary General,

The Deaf Wireless Canada Consultative Committee - Comité pour les Services Sans fil des Sourds du Canada (DWCC-CSSSC or "DWCC") hereby submits this formal request to appear at the upcoming public hearing for **Telecom Notice of Consultation CRTC 2024-318 – Making it easier for consumers to shop for Internet services**. The hearing is scheduled to commence on **June 10, 2025**.

DWCC has been an active advocate for accessibility and consumer rights within Canada's telecommunications landscape, particularly for the **Deaf, Deaf-Blind, and Hard-of-Hearing (DDBHH) communities**. Our participation will provide critical insights

regarding accessibility barriers, the impact of consumer policies on DDBHH users, and necessary improvements to the regulatory framework to ensure equitable access to telecommunications services.

Accommodation Requests

In order to ensure full and effective participation in the hearing, DWCC requests the following accommodations:

1. **American Sign Language (ASL) and Langue des signes québécoise (LSQ) interpretation** for all sessions in which DWCC is scheduled to participate.
2. **Communication Access Realtime Translation (CART) services** for real-time captioning of the proceedings.
3. **Accessible virtual participation option** (if applicable) to allow remote engagement in the event that in-person attendance presents accessibility barriers.
4. **Advanced provision of hearing schedules and materials** in accessible formats to ensure our representatives are prepared to present and respond effectively.

DWCC appreciates the Commission's ongoing commitment to accessibility and inclusion. We look forward to contributing to the hearing process and advocating for policies that promote equal access to telecommunications services for all Canadians.

Should you require any further information or clarification regarding this request, please do not hesitate to contact us.

Sincerely,

Jeff Beatty

Chairperson

Deaf Wireless Canada Consultative Committee (DWCC)

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