



December 14, 2016

RE: INFORMATION TO BROADCASTERS ASSOCIATION OF MANITOBA MEMBERS REGARDING CRTC REGIONAL OFFICE IN WINNIPEG CLOSING.

On December 8th, the Canadian Radio-television and Telecommunications Commission (CRTC) announced that it will centralize Client Services at its Gatineau office and create a virtual regional administrative support hub to help Commissioners.

According to the press release, this decision was made in part to cut costs and in part in response to a digital first environment where more stakeholders are expected to connect with the CRTC via social media or through the website chat portal.

The repercussions of this decision will leave Manitoba broadcasters without a local office. The CRTC's Winnipeg Regional Office will be closing sometime in 2017. Manager, Western and Northern Region, Cheryl Grossi will be available to offer support specific to our region until April 2017. Following that date, broadcasters may contact the CRTC's Broadcasting Single Point of Contact (SPOC) in Gatineau, Quebec. You can reach them at: 866-781-1911.

From 1980 onwards, the CRTC offices in Manitoba have provided information support services to broadcasters on policy as well as the general public on matters such as cell phone contracts, television service offerings, telemarketing, Spam, the requirements for accessible broadcasting and telecom services to the deaf, blind and hearing impaired, the provision of basic phone and internet services in rural and remote areas, ITMP and complaints about programming for referral to the CBSC.

The closure of this office will certainly impact local and western broadcasters. We will continue to provide information to assist our members going forward. In the meantime, if you have questions, you may contact the CRTC's Broadcasting Single Point of Contact (SPOC) at 866-781-1911.

Sincerely,

Darrell Friesen
President Broadcasters Association of Manitoba.