

>>: I WOULD LIKE TO THANK THE CRTC THE HEARING PANEL TO ALLOW US TO HEAR OUR PRESENTATION FROM B.C. AND TO CONSIDER OUR CONCERN SO WE WOULD LIKE TO THANK YOU. MY NAME IS MONTE HARDY, AND I AM ONE OF THE MEMBERS OF THE GROUP, THE VIDEO RELAY SERVICE CONTATIVE COMMITTEE FOR B.C. REPRESENTING OUR DEAF COMMUNITY.

AND WITH ME IS SUSAN MASTERS, AND WAYNE SINCLAIR.

TO START, I JUST WANTED TO LET YOU KNOW THAT MY FIRST LANGUAGE IS ASL. AND -- AMERICAN SIGN LANGUAGE AND WE AS A GROUP HAD A DISCUSSION ABOUT HOW I WOULD PRESENT, AND I FELT THAT IT WAS IMPORTANT THAT I USE ENGLISH, WE FELT AS A GROUP IT WAS IMPORTANT THAT I USE ENGLISH BECAUSE WE FELT THAT I NEEDED TO ENSURE THAT MY POINTS WERE CLEAR TO THE PANEL.

SO I'LL NOW SWITCH FROM AMERICAN SIGN LANGUAGE TO ENGLISH -- SWITCH FROM AMERICAN SIGN LANGUAGE TO ENGLISH. PLEASE DON'T MISUNDERSTAND, THAT MEANS ALL DEAF PEOPLE ARE ABLE THEN TO USE VOICE AND SPEAK ENGLISH. THAT ISN'T THE CASE. THANK YOU.

SO NOW I'M GOING TO USE ENGLISH.

WE RUN ON THE FIRST SLIDE HERE.

WE AS THE DEAF COMMUNITY OF BRITISH COLUMBIA HAVE A DREAM. WE HAVE ONE OF ASSOCIATIVITY THAT WE OBTAIN A LEVEL OF FUNCTIONAL EQUIVALENTY AND WHAT THAT MEANS WE ARE EQUAL BASIS WITH OTHER CANADIANS IN ALL ARENAS OF LIFE INCLUDING SOCIAL, RECREATION NAME, FINANCIAL, EMPLOYMENT, AND SPECIFICALLY FOR TODAY ACCESS TO COMMUNICATION AND INFORMATION.

THIS ROAD IS LONG, AND WORK IS HARD. BUT THE REWARDS FOR OUR EFFORTS ARE REALLY BENEFICIAL, NOT ONLY FOR US, BUT FOR ALL CANADIANS.

TO ACHIEVE REQUIRES EVERYONE INTO OUR CANADIAN SOCIETY TO WILLINGLY PARTICIPANTS WITH PASSIONATE MOTIVATION TO ACHIEVE THIS DREAM.

SADLY OUR COMMUNITY CONTINUES TO STRUGGLE BARRIERS, MISUNDERSTANDING AND MANY UNWILLING PARTICIPANTS.

THE VERY FACT WE CONTINUE TO HAVE HEARINGS SUCH AS THIS DEMONSTRATES TO US WE HAVE A LONG, LONG WAY TO GO.

THE VRS CONTATIVE COMMITTEE OF BRITISH COLUMBIA WAS FORMED AS RESULT OF A COMMUNITY CAUCUS ON APRIL 10, 2008. WE ARE A GROUP OF DIVERSE PEOPLE, REPRESENTING A COMMUNITY. THE PURPOSE OF THIS GROUP WAS TO PROVIDE TELUS WITH A CONTACT POINT FOR DISCUSSION AND CONSULTATION IN THE FORMATION OF A VRS SERVICE MEETING THE NEEDS OF BRITISH COLUMBIAN DEAF PEOPLE.

CANADIANS WHO IDENTIFIED THEMSELVES AS DEAF, HARD OF HEARING, DEAF/BLIND CONSTITUTE A LARGE SEGMENT OF CANADIAN POPULATION.

THE DEAF AND HARD OF HEARING AND DEAF/BLIND CANADIANS EXPERIENCE BARRIERS AND ACCESSIBILITY, DISCRIMINATION, MISUNDERSTANDING MISSED OPPORTUNITIES HIGHER EMPLOYMENT, UNDER EMPLOYMENT AS A RESULT OF LACK OF ACCESSIBLE INFORMATION AND MEANINGFUL COMMUNICATION AVENUES FROM THE LARGER POPULATION. ONE OF OUR BIGGEST AREA IS OFTEN IGNORANCE, AND/OR NEGATIVE ATTITUDES ABOUT ACCESSIBILITY.

MANY OF US WANT TO SAY THE SAME OPPORTUNITIES AS OTHERS ALTHOUGH MANY ALREADY CONTRIBUTE TO COMMUNITIES THEY ARE LIMITED BY COMMUNICATION BARRIERS. WE WANT TO PARTICIPATE IN MANY OF THE ACTIVITIES ENJOYED BY THE AVERAGE CANADIAN.

WE WANT FUNCTIONAL EQUIVALENCY AS OUR HEARING COUNTERPARTS. THE INFORMATION AND COMMUNICATION ARE CERTAINLY CONSIDERED COMMODITIES IN OUR SOCIETY, ACCESS TO TIMELY INFORMATION, PAVE THE WAY TO EMPLOYMENT PROMOTION, OPPORTUNITIES, FINANCIAL INDEPENDENCE. ACCESS COMMUNICATION BUILDS RELATIONSHIP BETWEEN US AND THE REST OF THE WORLD, IN PERSONAL, RECREATIONAL, AND BUSINESS REAM MANIES.

FOR EXAMPLE MANY BUSINESSES SUCCEED OR FAIL TO TIMELY I NFORMATION. WE WANT THAT SAME OPPORTUNITY.

MANY OF US HAVE EXPERIENCED REFUSAL TO BE PROVIDED -- BECAUSE OF IMAGINED OR REAL CONCERNS AROUND COMMUNICATION. FROM PEOPLE WHO ARE IGNORANT. OFTEN WE ARE OCCLUDED FROM INFORMATION IN MANY, MANY CIRCLES.

INCLUDING SOCIAL, RECREATIONAL EMPLOYMENT, EVEN THE STAFF ROOM WHERE THERE'S OFTEN DISCUSSION AROUND PROMOTIONAL OPPORTUNITIES.

NEXT SLIDE.

THE FOUNDATIONS AND ACCESSIBLE CANADIAN ARE A PREVIOUS DECISIONS OF LAW PROVIDE THOSE FOUNDATION FOR AN ACCESSIBLE CANADA.

AND YOU SEE LISTED HERE T A CANADIAN CHARTER OF RIGHTS AND FREEDOM, THE CANADIAN HUMAN RIGHTS ACT, THE SUPREME COURT OF CANADA, HE'LL DREDGE DECISION 1997, THE FEDERAL COURT OF CANADA, CANADIAN ASSOCIATION OF THE DEAF DECISION, 2006, TO THE UNITED NATIONS CONVENTION OF RIGHTS A PERSONS OF DISABILITY, YET TO BE RATIFIED BY THE CANADIAN GOVERNMENT.

NEXT SLIDE.

THE CHARACTERISTICS OF AN ACCESSIBLE MODEL OF SERVICE, NUMBER ONE, IS INVOLVEMENT OF CANADIAN CITIZENS WHO ARE DEAF, HARD OF HEARING, DEAF/BLIND, BLIND, VISUALLY IMPAIRED. TO THIS DAY, WE DON'T SEE THAT. NUMBER TWO, DECISION MAKING IN TECHNOLOGY STANDARDS, SERVICE MODELS AND ANOTHER RELATED ISSUES ARE MADE THOSE WHO BENEFIT FROM TELECOMMUNICATION, VIDEO COMMUNICATION AND ELECTRONIC INFORMATION. WE STILL FEEL EXCLUDED.

NATION STANDARDS THAT ARE SET TO ENSURE CONSISTENCY COMPATIBILITY, QUALITY THAT MEETS CONSUMER'S NEEDS AND WE ARE CONSUMERS. NEXT SLIDE.

WE BELIEVE THAT THE SUSTAINABLE FUNDING OF SERVICES SUCH AS VRS MESSAGE RELAY CENTRE, CAPTIONING DESCRIBED VIDEO IS IMPORTANT TO US.

SO THAT WE CAN BE ASSURED THAT QUALITY SERVICES ARE NAINED. THAT RESPONSIBILITY LIES WITH THE GOVERNMENT OF CANADA, AND THE CRTC TO ENSURE THAT MODEL OF FINANCIAL SUSTAINABILITY EXISTS FOR SUCH SERVICES. THIS IS NOT NECESSARILY MEAN THAT IT COMES FROM GENERAL REVENUES BUT THE COST OF SUCH S ERVICES SHOULD BE BORN BY ALL CANADIANS IF WE TRULY BELIEVE IF THE DECISIONS AND -- AND ACTS THAT I HAVE MENTIONED.

-- LEFT TO COMPLY WITH CRTC R ULINGS, THERE ARE CHALLENGES.

SOMETIMES WE EXPERIENCE TOKENISM ON CONSULTATION COMMITTEES. COMPANIES WILL RENDER SERVICES THAT ARE MOST COST EFFECTIVE, AND OFTEN QUALITY OR QUANTITY OF SERVICE WILL SUFFER.

COMPANIES ARE ACCOUNTABLE TO THEIR SHAREHOLDERS, AND NOT TO CANADIANS WHO I REQUIRE ACCESSIBLE SERVICE AND THAT'S NOT MEANING WE BEGRUDGE THEM THE RIGHT TO MAKE PROFIT.

NEXT SLIDE.

DEAF, WE ARE ALL NOT IN THE SAME AREA WHEN IT COMES TO COMMUNICATION

NEEDS.

WE ARE DIVERSE. WE USE A VARIETY OF AVENUES OF COMMUNICATION AND INFORMATION AND WE NEED THOSE VARIETY OF AVENUES. WE ARE CERTAINLY C LEARNER, CLEARLY EARLY ADAPTERS OF TECHNOLOGY, AND COMPANIES CERTAINLY WOULD BENEFIT FROM ACCESSING OUR EXPERIENCES.

ACCESS TO EMERGENCY SERVICE IS A PRIVILEGE MOST CANADIANS ENJOY. CANADIANS SUCH AS US STILL STRUGGLE TO ACCESS COMMUNICATION TO EMERGENCY SERVICES SUCH AS 911. WAYNE? COULD YOU SHARE AN EXPERIENCE? WAYNE SINCLAIR: YES, HELLO. I'M A VONNAGE USER, AND THERE WAS AN INSVENT AT MY HOME, SO I CALLED 911. IT WAS THE ENHANCED 911. AND IT WAS ANSWERED PROMPTLY THROUGH THE TTY, WHICH WAS FINE. BUT WHAT I LEARNED IS THEY DIDN'T HAVE MY ADDRESS. SO I HAD TO THEN PROVIDE THEM WITH MY ADDRESS. AND THEY SAID THAT THEY WOULD THEN REFER ME TO A LOCAL 911 LINE. SO NOTHING ENDED UP HAPPENING AFTER THAT. SO I HAD TO HANG UP THE TELEPHONE. SEVERAL HOURS LATER, I DECIDED TO CALL 911 AGAIN, AND THEN THERE WAS NO RESPONSE AT ALL. NO RESPONSE AT ALL.

TWO HOURS AFTER THAT, AN RCMP OFFICER CAME TO MY HOME ASKING ME IF I HAD MADE THAT CALL. SO THAT'S MY EXAMPLE.

MONTE HARDY: THANK YOU WAYNE. I ASK THE COMMISSION HERE IF YOU CONSIDER THIS ACCEPTABLE? I WOULD IMAGINE THAT YOU DON'T. NEXT SLIDE PLEASE.

THE IMPACTS THROUGH TECHNOLOGY MEANS FOR MEANS THAT VRS DEAF C ITIZENS TO BE INTEGRAL PART OF SOCIETY IN SIGNIFICANT WAY. CONSIDER ALL THE JOBS THAT REQUIRE COMMUNICATION. THOSE ARE NOT ACCESSIBLE FOR AS DEAF CITIZENS IT ALLOWS FOR GREATER SELECTION OF ECONOMIC AND SOCIAL SELECTION OF ACTIVITIES, PORTABLE VIDEO PHONES ALLOWS INAN STANDIOUS COMMUNICATION BETWEEN DEAF AND NON-DEAF EVEN IN COFFEE SHOPS, ON STREETS. IT MAKE THE DEAF BUSINESS PERSON OR DEAF EMPLOYEES A MORE VALUABLE HUMAN R ESOURCE IN THE ECONOMIC INFRASTRUCTURE. IT HELPS TO REDUCE THE POSSIBILITY OF WELFARE FOR DEAF CITIZENS. IT ENABLES DEAF WORKERS AND OWNERS TO CONTRIBUTE S IGNIFICANTLY TO THE DEAF ECONOMY.

DEAF CITIZENS OFTEN TO HAVE TO PAY HUNDREDS EVEN THOUSANDS FOR VARIOUS ASSISTIVE DEVICE INCLUDING VIDEO PHONES, SPECIALIZED CELL PHONES H EARING AIDS AND THE HIGH COST HAVE DISCOURAGED PERSPECTIVE EMPLOYERS FROM HIRING WORKERS. THE HIGH EXPENSE OF INTERPRETING SERVICES HAVE HAMMERED CITIZENS FROM SETTING UP THEIR OWN BUSINESS. VRS SERVICES EVENTUALLY BE EXPANDED TO INCLUDE INTERPRETING, MITIGATING THE CURRENT AND POTENTIALLY ON-GOING INTERPRETER SHORTAGE.

NEXT SLIDE.

CANADIANS EXPECT A STANDARD OF LIFE INCLUDING ACCESS TO EMERGENCY SERVICES, SUCH AS 911, TO THIS DAY WE DO NOT HAVE TRUE ACCESSIBLE COMMUNICATION.

IT'S TIME THE STANDARDIZATION OF 911 ACCESSIBLE COMMUNICATION OCCUR AND THIS MUST BE ADDRESSED SOMEHOW IN SOME WAY. IT THE CRTC MUST SEEK TO DEVELOP A PLAN TO ADDRESS THIS GAP, AND THE MANY COMMUNICATION THAT MANY CANADIANS ENJOY.

NEXT SLIDE.

WE HAVE SOME CONCERNS AS WELL.

COMPANIES ARE ACCOUNTABLE TO OWNER SHAREHOLDERS AND UNDERSTANDABLY RESISTANT TO PROVIDING ACCESS TO SERVICES BECAUSE THEY ARE NOT OF BENEFIT RESULTING FROM THE COST EXPENDED IN THEIR VIEW.

COMPANIES NEED TO UNDERSTAND THAT WE ARE CONSUMERS AND WISH TO PROVIDE OUR EXPERIENCE, OUR EXPERTISE AND OUR PERSPECTIVE TO ENHANCE THEIR SERVICES. IN OUR RECENT LETTER DIALOGUE WITH TELUS WE FELT THEY WERE NOT TAKING US SERIOUSLY REGARDING OUR OFFER TO CLIENT ON VRS SERVICES.

THEIR RESPONDENT WAS -- TELL US, AND WE WILL GIVE YOU THE SERVICE.

MEANWHILE WE ASKED THEM TO SIT DOWN AND SEE US. SO THAT WE COULD CAN HAVE PROTRACTED DISCUSSION IN GIVING THEM IDEAS.

THEY WANTED TO TELL US, WE WANTED TO SEE THEM.

COMPANIES UNDERSTAND THE TECHNOLOGICAL ASPECT OF PROVIDING SERVICES, ACCESSIBLE SERVICES BUT DO NOT UNDERSTAND THE SOCIAL AND ECONOMIC IMPACTS OF PROVIDING THOSE SERVICES. WE FEEL SOMEWHAT MARGINALIZED WHEN WE REQUEST TO COMPANIES ARE IGNORED OR ADVISORIES COMMITTEES ARE SET UP INEFFECTIVE AND LARGELY CONSIDERED TOKENISM.

WE ARE STAKEHOLDERS WHO HAVE VESTED INTEREST IN ENSURING THE SERVICE WE RECEIVE MEET THE NEEDS IN AREAS OF QUANTITY AND QUANTITY. WANT TO BE PART OF PROTEASES, IN SUPPORTING COMPANY -- PART OF PROCESS, AND IN TURN COMPANIES BENEFIT IN INNOVATIVE OPPORTUNITIES.

NEXT SLIDE.

THE CURRENT CRTC PROCESS AND WE DO THANK YOU FOR SETTING THIS UP FOR ADDRESSING NATIONAL STANDARDS, ISSUES, ARE DIFFICULT TO MONITOR, COMPLAINTS, CONCERNS IT TAKE EXTRAORDINARY AMOUNT OF TIME TO ADDRESS. DIRECT CONTACT FOR COMPANIES TO ADDRESS ISSUES ARE NOT ACCESSIBLE FOR US. COMMUNICATION WITH EMERGENCY SERVICES, AGAIN, ARE NOT CONSISTENT AND DO NOT KEEP UP WITH EMERGING TECHNOLOGIES TO ENSURE ACCESSOR US.

IN OUR SUBMISSION WE ENCOURAGE THE CRTC TO BEGIN EXAMINING WHAT WAS HAPPENING IN THE U.S. WITH THE TRIALS UNDER THE DEPARTMENT OF -- TRANSPORTATION AND THE FCC AND NG911 INITIATIVE.

WE BELIEVE THAT WE CAN LEARN FROM THESE TRIALS. NEXT SLIDE.

WE CERTAINLY CONGRATULATE THE CRTC IN RECOGNIZING OUR NEEDS. AND OUR -- WE NEED TO BE ADDRESSED, AND WE CERTAINLY GLAD TO SEE THAT THE PORTION OF DEFERRAL FUNDING WAS SET ASIDE.

UNFORTUNATELY, IT IS VERY CLEAR THAT THE INITIAL APPLICATION OF THIS FUNDING IS LIMITED TO THOSE PROVINCES IN WHICH COMPANIES PROVIDE SERVICES.

THAT'S NOT EQUITABLE. AND THAT CERTAINLY IS AGAINST THE SPIRIT OF MANY OF THE LEGAL DECISIONS THAT HAVE MADE IN CANADA.

WE ARE CONCERNED THERE ARE NO PLANS TO SUSTAIN THE SERVICES FINANCIALLY AND THE COSTS WILL FALL ON COMPANIES PROVIDING THOSE SERVICES. AND AS WE HAVE SEEN, THE COMPANIES BE ARE CERTAINLY MOTIVATED BY PROFIT WHICH IS CERTAINLY FINE BY US, BUT THEIR OBLIGATION TO PROVIDE ACCESSIBLE SERVICES ARE LACKING.

NEXT SLIDE.

WE HAVE SOME RECOMMENDATION. WE CERTAINLY SUGGEST TO THE CRTC IN ESTABLISH NOT OF AGENCY TO DEVELOP STANDARDS AND ENSURE CONSISTENCY ACROSS CANADA SPECIFICALLY FOR VIDEO INTERPRETING, AND CURRENT

INFORMATION TECHNOLOGY.

THIS AGENCY IS TO -- DESIGNED TO ADMEN CENTRE FIND FUNDING OF THE VRS SERVICE, THIS AGENCY WILL DEVELOP STANDARDS PROVIDE GUIDELINES, CONSULTATION AND SUPPORT -- THE EVENTUALLY BASED VRS SERVICE. THIS AGENCY WILL PROVIDE SUPPORT TO COMPANIES AND DEVELOPMENT OF NEW TECHNOLOGIES AND FUNDS FURTHER RESEARCH. THIS AGENCY WILL COLLABORATE WITH COMPANIES AND PROVIDING SERVICES TO ENSURE THAT SERVICE STANDARDS ARE MAINTAINED, AND TO TROUBLE SHOOT ANY ISSUES. THIS AGENCY CERTAINLY CAN HEAR COMPLAINTS AND ATTEMPT TO PROBLEM-SOLVE WITH PROVIDING COMPANIES. FAILING THAT CERTAIN REFERRAL TO THE CRTC FOR A HEARING. I CAN'T OVER STRESS THE NEED FOR THE UNIQUELY CANADIAN OWNERSHIP AND PARTNERSHIP THAT WE FEEL IS IMPORTANT.

WE ARE HEAVILY INVESTED IN THE SUCCESSFUL OF A QUALITY VRS SERVICE, AND MANY OF OUR PEOPLE ARE WELL POSITIONED TO PROVIDE EXPERTISE, GUIDANCE AND TRAINING OF THESE INTERPRETERS. OPPORTUNITIES FOR US TO GAIN EMPLOYMENT, SUCCESSFUL RECRUITMENT AND RETENTION OF US TEND TO BE HIGHER WITH DEAF FRIENDLY ORGANIZATION. NEXT SLIDE.

WE CERTAINLY RECOMMEND THE REQUIREMENT OF COMPANIES TO SUBMIT PLANS FOR INCREASING PRESENCE OF DEAF, HARD OF HEARING, DEAF BLIND, VISUALLY IMPAIRED BLIND, CONSUMERS IN THEIR WORK FORCE. AND EFFECTIVE THE EMPHASIS ON EFFECTIVE -- ADVISORY GROUPS. WE ALSO RECOMMEND REQUIREMENTS OF ANNUAL REPORTING OF THESE ACTIONS.

WE ALSO RECOMMEND THE OWNERSHIP OF SERVICES FOR DEAF, HARD OF HEARING, DEAF/BLIND CANADIANS, OF SERVICES PROVIDING TO THEIR COMMUNITIES.

BECAUSE WE DO CERTAINLY HAVE A VESTED INTEREST AND WE WANT TO SEE GOOD QUALITY OF THESE SERVICES.

I WANT TO THANK THE PANEL FOR THE OPPORTUNITY TO PRESENT AND THAT ENDS MY PRESENTATION. THANK YOU.

LEONARD KATZ: THANK YOU VERY MUCH Mr. HARDY AND YOUR TEAM. IT A PPEARS AS THOUGH YOUR GROUP HAS COME TOGETHER IN AN EFFORT TO TRY AND WORK CLOSELY WITH TELUS AND I GUESS WHAT YOU ARE SUGGESTING HERE IS, IT HASN'T WORKED AS WELL YOU WOULD HAVE LIKED AND ONE OF THE THINGS YOU WANT US TO DO AMONGST YOUR RECOMMENDATION IS TO COORDINATE AND ORGANIZATION SOME ACTIVITIES. I DON'T KNOW IF YOU FOLLOWED THE HEARING YESTERDAY, BUT WE DID HAVE TELUS HERE AND WE DID STRONGLY ASK THEM TO CONSIDER THE VIEWS OF ALL THE PARTIES AND I'M SURE THEY ARE LISTENING TODAY AS WELL AND WILL LIKELY COME BACK IN THEIR FINAL SUBMISSION WITH A RESPONSE TO SOME OF THESE CONCERNS THAT YOU HAVE RAISED AS WELL AS SOME OF THE OTHER PARTIES. I WILL PASS IT ON TO COMMISSIONER SIMPSON FOR SOME FOLLOW UP-QUESTIONS IF THERE ARE ANY.

STEPHEN SIMPSON: THANK YOU VERY MUCH, Mr. CHAIR. Mr. HARDY, Ms. MASTERS, Mr. SINCLAIR, THANK YOU VERY MUCH FOR APPEARING BEFORE THE COMMISSION. I WOULD LIKE TO START MY QUESTIONING WITH A FRAMEWORK OF QUESTIONS ACTUALLY TO HELP ME UNDERSTAND THE NATURE OF YOUR GROUP OR YOUR ORGANIZATION, BECAUSE IT S EEMS THAT YOU ARE TAKING -- OR HAVE A FAIRLY BROAD MANDATE. MOST GROUPS WE'VE HEARD FROM THIS WEEK ARE APPROACHING THE COMMISSION WITH NARROWER PERSPECTIVES WITH RESPECT TO SOLUTION

RECOMMENDATIONS ON TECHNOLOGY, OR -- OR I SHOULD SAY IN ADDITION TO THAT, TRY TO BRING A NEW LEVEL OF UNDERSTANDING OF THE PARTICULAR SITUATIONS THAT IMPACT THEIR RESPECTIVE GROUPS. BUT I'M HEARING FROM YOUR INITIAL -- I'M HEARING FROM YOUR INITIAL PRESENTATION A BROADLY BASED MANDATE. IS THAT BY DESIGN OR HOW DID THAT COME ABOUT?

WAYNE SINCLAIR: WAYNE SINCLAIR.

I THINK I WILL RESPOND TO THAT.

WE ARE DEAF COMMUNITY BASED GROUP.

WE STARTED INFORMALLY BY HAVING A TOWN-HALL MEETING OF THE MEMBERS ARE THE GREATER VANCOUVER DEAF COMMUNITY.

AND IN THOSE DISCUSSIONS ABOUT THE TELUS VRS THE RESULTS CAME ABOUT THAT WE FORMED A COMMITTEE TO START HAVING COMMUNICATIONS WITH TELUS.

AND AS A RESULT OF THE LACK -- WELL NOT -- IT'S -- WE DIDN'T RECEIVE WHAT WE FELT WAS ADEQUATE RESPONSE FROM TELUS. WE THEN STARTED WORKING ON OTHER ASPECTS OF VRS, MAINLY FROM WHAT WE'RE SEEING HAPPENING IN THE UNITED STATES AND WE HAPPEN TO ENCOUNTER SEVERAL 9 -- OR HEARD OF SEVERAL 9-1-1 DIFFICULTIES THAT WERE OCCURRING HERE IN CANADA. SO THEN WE HAD A HOSTED ANOTHER TOWN HALL MEETING WITH THE DEAF COMMUNITY AND GAVE THEM THAT INFORMATION ABOUT WHAT WE HAD BEEN DOING AND WHAT WE HAD BEEN GATHERING. AND THEN WE WERE RECEIVING MORE FEEDBACK FROM THEM.

WE ARE ACTING ON BEHALF OF THE DEAF COMMUNITY IN THE GREATER VANCOUVER AREA.

STEPHEN SIMPSON: THANK YOU. SO IS THIS COMMITTEE AN AD HOC GROUP -- IT IS YOUR INTENT TO ULTIMATELY FORM AN ASSOCIATION OF YOUR OWN TO REPRESENT YOUR INTERESTS? THIS HELPS ME WITH MY LINE OF QUESTIONING.

SUSAN MASTERS: IF I COULD INTERJECT. WE ARE AN AD HOC COMMITTEE. WE ARE A GRASS ROOTS ORGANIZATION. WE WERE, AS M r. SINCLAIR SAYS, FORMED IN RESPONSE TO THE ANNOUNCEMENT THAT TELUS WOULD BE PROVIDING A VRS SERVICE. OUR MAIN CONCERNS AND OUR MAIN REASONS FOR COMING TOGETHER WAS OUR CONCERN IS THAT WE WANT TO COLLABORATE WITH TELUS ON THE GROUND.

WE REALIZE THIS IS A NEW SERVICE AND WE HAVE EXPERTISE, AND WE WANT TO PARTICIPATE IN THAT. HAVING NO SATISFACTORY RESPONSE FROM TELUS WE DIDN'T UNDERSTAND EACH OTHER. AND I THINK AS MY COLLEAGUE SAID, WE ASKED TO MEET; WE ASKED TO HAVE COLLABORATION AND THEY SAID, MAYBE LATER.

THE OPPORTUNITY OCCURRED AS WE WERE TRYING TO STRATEGY JIAX ON HOW TO RESPOND TO TELUS, THE OPPORTUNITY OF THESE HEARINGS OCCURRED. SO WE HAVE COME TOGETHER. WE ARE FROM DIFFERENT ORGANIZATIONS BUT WE ARE ACTUALLY REPRESENTING GRASS ROOTS EXEUNTITY. WE ARE EMPOWERED BY THEIR ENDORSEMENT. WILL WE BECOME FORMAL ORGANIZATION? PERHAPS. IT DEPENDS ON HOW SUCCESSFUL WE ARE. BUT I THINK OUR RECOMMENDATION AND ISSUES SPEAK TO THE VERY GRASS ROOTS PERSPECTIVE OF, YES, WE NEEDED BY VOW RELAY SERVICES. NO, WE ARE NOT CONFIDENT THAT THE TELECOMMUNICATION COMPANY HAVE THE EXPERTISE TO PROVIDE THAT SERVICE. AND IF THEY DO, THEY ARE NOT SPEAKING TO US.

SO WE DON'T KNOW.

WE ARE ALSO, HAVE MANY, MANY YEARS OF EXPERIENCE OF HAVING PEOPLE WHO ARE NOT DEAF OR HARD OF HEARING ESTABLISH SERVICES, TELLS US THAT'S A GOOD

SERVICE. WE EXPERIENCE THE DAMAGE THAT THOSE INNEED A RATE SERVICES CAUSE. -- INACCURATE SERVICES CAUSE. THAT'S OUR WHOLE REASON FOR BEING.

WAYNE SINCLAIR: IF I COULD ADD TO THAT. THERE'S A WEALTH OF INFORMATION. COMING FROM THE DEAF COMMUNITY. SO WE'RE -- WHILE WE ARE WORKING ON THE VIDEO RELAY SERVICE, AND THE 9-1-1 SYSTEM FOR NOW THERE IS A GOOD POSSIBILITY THAT WE WOULD CONTINUE ADVOCATE FOR OTHER AREAS, I'M EMPLOYMENT DIFFICULTIES.

CREATING PARTNERSHIPS WITH A VARIETY OF DIFFERENT AGENCIES AND CARP RATION. THIS IS WHERE WE ARE STARTING. IT FEELS THERE MAY BE NO END IN SIGHT TO WHAT WE COULD POSSIBLY DO.

STEPHEN SIMPSON: THANK YOU VERY MUCH. THROUGHOUT THE WEEK, WE HAVE HAD SEVERAL PRESENTATIONS ON VRS, AND IPRS METHODOLOGIST, AND -- METHODOLOGIES AND IT HAS BEEN MY IMPRESSION THAT BY AND LARGE, THE VIEW OF MANY OF THE GROUPS THAT HAVE PRESENTED HERE FELT THAT THE STANDARDS BEING AFLOOD THE UNITED STATES RIGHT NOW ARE SUFFICIENTLY -- RIGHT NOW, ARE SUFFICIENTLY ADEQUATE FOR INTRODUCTION IN CANADA. WOULD THAT BE YOUR VIEW?

WAYNE SINCLAIR: I HAVE MOVED HERE TO CANADA JUST LAST YEAR, FROM THE UNITED STATES. I'M A DUAL CITIZEN.

I GREW UP HERE IN CANADA, RIGHT HERE IN VANCOUVER, SPENT MOST OF MY CAREER, MY WORKING CAREER IN THE UNITED STATES. NOW I'M RETIRED AND I HAVE COME BACK TO CANADA.

OH CANADA!

AND I'M VERY -- I WAS A FREQUENT USER OF THEIR VIDEO RELAY SERVICE THAT WAS PROVIDED IN THE UNITED STATES, AND I AM IMPRESSED BY THE HIGH QUALITY OF THE INTERPRETING SERVICES THAT ARE PROVIDED THROUGH THAT.

SEVERAL OF THE VRS COMPANIES ARE RUN BY DEAF INDIVIDUALS WHO UNDERSTAND THE NEED FOR THE HIGH QUALITY OF THE INTERPRETER AND SO THEY MENTOR THAT QUALITY, AND THEY CAN MONITOR THAT QUALITY.

THERE ARE SOME -- THERE ARE SOME SHORTCOMINGS IN THE SERVICES PROVIDED IN THE UNITED STATES. I WILL GIVE YOU AN EXAMPLE. HERE IN CANADA, HOPEFULLY, I WILL SEE THIS HAPPEN -- THIS IS NOT YET HAPPENED IN THE STATES -- IS IN THE SAME ROOM COMMUNICATION. USING THE RELAY INTERPRETER. FOR EXAMPLE, IF SAY Mr. HARDY WAS HEARING AND I WAS -- AND I'M DEAF AND HE CAN'T SIGN WE WOULD USE THE VIDEO RELAY SERVICE TO BE ABLE TO COMMUNICATE WITH EACH OTHER WHILE WE ARE BOTH IN THE SAME ROOM.

THAT I WOULD LIKE TO SEE BE PROVIDED HERE IN CANADA. IT'S CURRENTLY NOT HAPPENING IN THE UNITED STATES. THEY HAVE A SEPARATE PROGRAM THAT DOES THAT TYPE OF WORK BUT IT'S NOT PART OF THEIR VRS. THAT WOULD BE THE VRI SERVICE THAT YOU ARE TALKING ABOUT.

STEPHEN SIMPSON: THAT WOULD BE THE VRS SERVICE, WHERE BOTH THE INDIVIDUAL SIGNING AND THE ABLE -- AND THE PERSON WHO IS ABLE TO HEAR ARE IN THE SAME ROOM AND THE OTHER INTERMEDIARY IS ON VIDEO?

WAYNE SINCLAIR: YES. YOU CAN CALL IT THE VIR, ARE YOU RIGHT. BUT DO WE HAVE TO -- DO WE HAVE TO EXCLUDE THE VRI? I DON'T THINK WE NEED TO. I THINK IT NEEDS TO BE INCLUDED AS PART OF THE SERVICE PROVIDED BY VRS. MONTE HARDY: IF I COULD ALSO RESPOND. THERE ARE SOME COMPANIES, OBVIOUSLY NOW THAT HAVE PORTABLE EQUIPMENT THAT I COULD CARRY TO A PLACE THAT HAS WIFI OR WIRELESS

AND I COULD DO -- COULD YOU IMAGINE IF I HAD EQUIPMENT, WALKED UP TO A TELLER, AND I PUT THIS ON, AND I STARTED SIGNING -- AND THAT PERSON -- I MEAN, THE EFFICIENCY, AGAIN THE POINT IS EQUIVALENT FUNCTIONALITY. FUNCTIONAL EQUIVALENCY IS WHAT WE ARE HOPING FOR. AND I DON'T KNOW IF IT'S -- IN THE JURISDICTION OF CRTC TO CONSIDER.

THANK YOU. FOLLOWING THROUGH.

STEPHEN SIMPSON: FOLLOWING THROUGH ON THE U.S. MODEL, AND YOUR RECOMMENDATION THAT CANADA ESTABLISH ITS OWN STANDARDS, AGAIN GOING BACK TO MY QUESTION ABOUT THE U.S. MODEL, AND YOUR PREVIOUS ANSWER, ARE THERE ANY OTHER ASPECTS THAT YOU FEEL THAT WE WOULD HAVE TO CONSIDER THAT WOULD CREATE A BETTER MORE DISTINCTLY CANADIAN SORT OF STANDARDS? OTHER THAN LEARNING HOW TO SIGN THE WORD EH.

[LAUGHTER] . MONTE HARDY: WAS THAT A WEST COAST EH?

STEPHEN SIMPSON: YOU BET.

MONTE HARDY: THERE ARE A COUPLE OF THING AND I THINK I HAVE MENTIONED THIS IN OUR PRESENTATION.

WAS THE C AROUND THE SUSTAINABLE FUNDING MODEL.

YOU KNOW, I -- WAS THE CONSIDERATION AROUND THE SUSTAINABLE FUNDING MODEL. I DON'T SEE A PLAN IN PLACE TO ENSURE THE SUSTAINABILITY OF SUCH A SERVICE HERE IN CANADA. WE NEED TO LOOK AT A LOOK AT THE FUNDING MODEL, SOME WILL ARGUE IT COMES FROM GOVERNMENT REVENUES AND OTHERS WILL ARGUE IT SHOULD BE SPREAD AMONGST THE CONSUMERS. BOTTOM LINE IS THERE HAS TO BE A SUSTAINABLE MODEL. CURRENTLY IN THE STATES THERE SEEMS TO BE A MODEL THAT SEEMS TO BE WORKING.

WOULD THAT WORK IN CANADA? THAT'S SOMETHING WE NEED TO HAVE A DISCUSSION ABOUT. THE OTHER THING IS WE'VE CERTAINLY -- WHAT WE DON'T LIKE IN THE UNITED STATES IS THE IMPACT ON THE COMMUNITY. WHEN YOU HAVE A NUMBER OF VRS SERVICES SETTING UP IN A CERTAIN CITY, YOU DEplete THE LEVEL OF HUMAN RESOURCES IN TERMS OF INTERPRETERS, LIVE INTERPRETS THAT ARE INTERPRETS AVAILABLE FOR DOCTOR'S APPOINTMENT, BUSINESS MEETINGS AND THAT SORT OF THING. WE HAVE EXPERIENCED THIS HERE IN VANCOUVER CERTAINLY WITH THE SET UP OF A COMPANY, A VRS COMPANY SET UP HERE, LOCALLY, PROVIDING SERVICES TO THE UNITED STATES. I WAS PART OF A COUNCIL OF SERVICE PROVIDERS WHICH IS A GROUP OF ABOUT 25, 26 SERVICE AGENCIES FOR DEAF, HARD OF HEARING, DEAF/BLIND, WE DRAFTED A LETTER TO THE COMPANY. THAT SET UP THE VRS SERVICE RECOGNIZING THEY ARE PROVIDING SERVICES TO U.S. CUSTOMERS, ASKING THEM TO SIT DOWN WITH US TO HAVE A DISCUSSION ABOUT THE IMPACT ON ACCESSIBILITY FOR MANY OF OUR DEAF CITIZENS HERE IN VANCOUVER, THE LOWER MAINLAND AND THE REST OF BRITISH COLUMBIA.

WE SENT ONE TO THE MANAGER OF THE LOCAL SERVICE. WE SENT ONE TO THE VICE-PRESIDENT OF COMMUNICATION FOR THIS PARTICULAR COMPANY. WE RECEIVED NO RESPONSE. NONE. NOT EVEN ACKNOWLEDGEMENT OF OUR LETTER. AND WE WERE VERY DISAPPOINTED, AND IRONICALLY NOW WE FIND OUT THAT TELUS HAS CONTRACTED WITH THE VERY SAME COMPANY WHO DO NOT -- OR WOULD NOT SIT DOWN WITH US AND DISCUSS THE IMPACT ON OUR COUNTY AND WE FIND THIS EXTREMELY CONCERN -- ON OUR COUNTY.

THIS IS SOMETHING WE WOULD HAVE SAT WITH TELUS AND SAID, LOOK, WE HAVE

CONCERNS HERE. THIS IS A COMPANY THAT DOES NOT SIT DOWN WITH THE COMMUNITY BECAUSE YOU KNOW IT'S NOT JUST ABOUT TECHNOLOGY. IT'S NOT ABOUT SERVICE. IT'S ABOUT -- IT'S ALSO ABOUT THE IMPACT ON THE COMMUNITY. AND OUR HOPE FOR FUNCTIONAL EQUIVALENCY.

STEPHEN SIMPSON: ARE YOU AWARE OF ANY OTHER GROUPS OTHER THAN YOUR OWN THAT TELUS HAS BEEN CONSULTING WITH, CONCERNING THIS INTRODUCTION OF VRS SERVICE?

MONTE HARDY: HMM, SPECIFICALLY NO. CERTAINLY OUR COMMUNITY, WE COMMUNICATE WELL. WE CERTAINLY HAVE A VERY EFFECTIVE NETWORK OF INFORMATION. AND IT IS OUR UNDERSTANDING, AND NO CONFIRMATION THAT THEY -- NO CONFIRMATION THAT THEY MAY HAVE TALKED WITH THE ALL RIGHT DEAF COMMUNITY, BUT WE HAVE NO CONFIRMATION OF THAT. AGAIN, TELUS HAS NEVER, HAS NOT INDICATED TO US ANYTHING.

STEPHEN SIMPSON: THANK YOU. I WOULD LIKE TO GO BACK TO THE NOTION OF NATIONAL STANDARDS AGAIN. HAS YOUR GROUP BEEN MADE AWARE OF AN INITIATIVE THAT'S GOING ON IN EUROPE WITH RESPECT TO THE ESTABLISHMENT OF RELAY STANDARDS? PARTICULARLY THE EFFORTS OF WHAT'S CALLED ETSI WHICH IS EUROPEAN TELECOMMUNICATION STANDARDS INSTITUTE?

MONTE HARDY: NO.

WAYNE SINCLAIR: IF I COULD COMMENT, WAYNE HERE.

STEPHEN SIMPSON: GO AHEAD.

WAYNE SINCLAIR: I WAS VISITING MY CHILDREN IN MARYLAND, AND AT THE SAME TIME I DECIDED TO ATTEND A VRS COMPANY THERE. AND THEY INFORMED ME THEY ARE ACTUALLY WORKING WITH FRANCE AND THEY ARE DISTRIBUTING PHONES TO THE FRENCH DEAF AND THAT'S THE EXTENT OF MY KNOWLEDGE IN REGARDS TO THAT. THE FRENCH GOVERNMENT HAS BEEN INVOLVED, CONTRACTED WITH THE COMPANY TO PURCHASE VIDEO PHONES TO BE DISTRIBUTED BUT THERE IS ONE THING I LIKE TO BRING, AND YOU MAY NEED TO BE AWARE OF THIS. YOU ARE SPEAKING OF STANDARDS. THE COMPANY HAS DIFFERENT AND HIGHER STANDARDS OF TECHNOLOGY THAN SOME COMPANIES HAVE DIFFERENT AND HIGHER TECHNOLOGY THAN OTHERS. SOME VRS COMPANIES ARE USING THE H.323 STANDARD OF TECHNOLOGY WHEREAS THE OTHER ONE COMPANY IS USING A NEW AND HIGHER STANDARD, AND WHAT WE WOULD LIKE TO SEE HERE IN CANADA GETTING BACK TO YOUR ORIGINAL QUESTION, IS A COMPETITIVE PROCESS.

WE NEED TO HAVE GOOD, HEALTHY COMPETITION AMONGST DIFFERENT VIDEO RELAY SERVICE, AND PRODUCER OF VIDEO PHONES HERE IN CANADA. THAT'S WHAT WE NEED TO HAVE HAPPEN.

STEPHEN SIMPSON: THANK YOU. JUST TO FINISH THIS SHARE, AND SHARE INFORMATION, THIS ETSI ORGANIZATION IN EUROPE IS CONTEMPLATING THROUGH THE CREATION OF A SPECIALIST TASK FORCE SET UP ORIGINALLY IN THE BEGINNING OF 2007, THEY ARE DEVELOPING A STANDARDS FOR ALL EUROPEAN UNION PARTICIPATING COUNTRIES ALSO LOOKING AT ALL THE -- THE MULTI LINGUISTIC ISSUES, FUNDING ISSUES, MONITORING, AND QUALITY CONTROL FOR TEXT RELAY, SPEECH TO SPEECH RELAY, SIGN RELAY, LIP READING, CAPTIONING TELEPHONY, TEXT TO TEXT AND FACSIMILE. SO IT MAY OFFER SOME PROMISE OF THE BEGINNINGS OF WHAT YOU ARE SEARCHING FOR.

I'D LIKE TO ASK YOU -- AGAIN GOING BACK TO MY INITIAL OBSERVATION THAT YOUR OBSERVATIONS AND YOUR GOALS SEEM MORE POLICY DRIVEN THAN TECHNOLOGY DRIVEN.

SO FOLLOWING THROUGH ON THAT NOTION, IS YOUR GROUP ADVOCATING THAT THE CRTC SHOULD BE LOOKING AT A REGULATORY POLICY WITH RESPECT TO THE ESTABLISHMENT OF STANDARDS? AND THE CARRYING OF THAT POLICY THROUGH THE INDUSTRY? IS THAT WHAT YOU ARE LOOKING FOR?

MONTE HARDY: YES WE ARE.

STEPHEN SIMPSON: OKAY. AND. SO SORRY GO AHEAD.

WAYNE SINCLAIR: SORE.

SUSAN MASTERS: SORRY, THAT'S EXACTLY A WHAT WE ARE ASKING FOR. WE MAY NAIVE AND MAY NOT KNOW HOW TO GET THERE. I THINK ALSO OUR UNDERLYING CONCERN ON ANY OF THOSE TASK FORCE OR REGULATORY BODIES THAT YOU NEED THE STRONG PARTICIPATION OF THE CONSUMERS YOU SERVE.

AND I THINK THAT, IF WE HAVE ONE MESSAGE THAT WE REALLY WANT YOU TO WALK AWAY WITH, TODAY, IS THAT THE COMPANIES, THE TELECOMMUNICATION, THE BROADCASTERS, IF WE GO TO OTHERS, ARE IGNORING AN IMPORTANT RESOURCE. AND THAT RESOURCE ARE THE END USERS.

THE END USERS ARE INCREDIBLY TECHNO SAVVY, AS MONTE MENTIONED, DEAF AND HARD OF HEARING USERS ARE EARLY ADAPT PORERRERS BECAUSE THEY HAVE TO BE. I DON'T KNOW IF YOU ARE AWARE THAT THE TELEPHONE SYSTEM WAS ACTUALLY -- THE TELEPHONE WAS A CTUALLY INVENTED AS PART OF DEVELOPING HEARING DEVICES FOR PEOPLE WHO ARE DEAF.

IT'S IRONIC THAT THAT NOW TELEPHONE SYSTEM EXCLUDES PEOPLE WHO ARE DEAF. BUT DEAF AND HARD OF HEARING PEOPLE HAVE INVENTED WORK AROUND AND WE ARE ALSO VERY SAVVY AND WE WANT TO BE ABLE TO PARTICIPATE ON AN EQUAL BASIS ON A TASK FORCE. WE ALSO LOOK TO POLICY IN TERMS OF WHAT'S NEEDED IS A NATIONAL STANDARD BECAUSE WE'VE SEEN THAT WHEN ACCESS IS LEFT TO ABLE-BODIED PEOPLE THEY DON'T OFTEN GET IT RIGHT. SO I THINK THAT'S THE MESSAGE THAT WE REALLY WANT TO EMPHASIZE.

STEPHEN SIMPSON: HMM, AND ON TO ALMOST FINISHED Mr. CHAIR. ON TO SOME PRACTICAL MATTERS THAT DO INVOLVE ISSUES OF LIFE AND DEATH. ON THE SUBJECT OF EMERGENCY 9-11 EMERGENCY PROCESSES THAT ARE IN PLACE RIGHT NOW, THERE HAS BEEN A CONDITION APPLIED BY THE CRTC THAT STIPULATES THAT IP PROVIDERS FOR VOICE OVER INTERNET MAKE AWARE THEIR C USTOMERS -- BAD SYNTAX MAKE C USTOMERS AWARE OF A LIMITATION OF THAT SERVICE AND ALSO MAKE IT INCUMBENT UPON CUSTOMERS TO NOTIFY THEIR IP PROVIDER OF ANY ADDRESSEE CHANGES TO KEEP CURRENT. IN A DDITION, IS THERE ANYTHING ELSE YOU WOULD WANT TO PUT AS A PRIORITY FOR US TO CONSIDER?

MONTE HARDY: ARE YOU TALKING SPECIFICALLY ABOUT THE 911?

STEPHEN SIMPSON: YES.

MONTE HARDY: WELL, AGAIN, REFERRING BACK TO THE PRESENTATION, I THINK WE CERTAINLY NEED TO FOLLOW CLOSELY THE NG911 INITIATIVE TO SEE WHAT RESULTS FROM THOSE TRIALS.

CURRENTLY I THINK, I BELIEVE T HERE'S FIVE LOCATIONS IN THE UNITED STATES. WE NEED TO BE FOLLOWING THOSE THINGS, THOSE PROCESSES TO ENSURE THAT YOU KNOW, THERE'S NO POINT IN REINVENTING THE WHEEL. THE 9-1-1 ACCESS IS REALLY

TECHNOLOGY DRIVEN BUT, AGAIN, LOOK AT THE CONSUMERS YOU KNOW DOES THIS WORK FOR THE CONSUMER? LOOKING AT THE CONSUMERS, DOES IT WORK? I THINK THAT SOMEHOW WHETHER IT'S THE CRTC OR SOME BODY NEEDS TO CONTACT THE DEPARTMENT OF TRANSPORTATION, AND CREATE A LIAISON WITH THEM TO LEARN FROM THOSE, AND TO BE ABLE TO APPLY THOSE LEARNINGS HERE IN CANADA.

AGAIN I'M GOING TO EMPHASIZE THE VERY FACT THAT MANY CANADIANS ENJOY ACCESSIBLE COMMUNICATION AND AS YOU HEARD FROM WAYNE, THERE WAS A TWO-HOUR DELAY BEFORE A POLICE OFFICER SHOWED UP. BUT IF WAYNE HAD A HEART ATTACK?

WHAT HE WAS BLEEDING? I THINK THE AVERAGE CANADIAN WOULD RAISE A LOT OF ISSUES ABOUT THAT. THAT'S UNACCEPTABLE.

WE ARE TALKING LIFE AND DEATH HERE. WE ARE NOT TALKING ABOUT ACCESSIBLE SERVICE. WE ARE TALKING ABOUT LIFE AND DEATH.

STEPHEN SIMPSON: THANK YOU VERY MUCH. THAT CONCLUDES MY QUESTIONING.

LEONARD KATZ: THANK YOU VERY MUCH COMMISSION SIMPSON. ARE THERE ANY OTHER QUESTIONS FROM THE PANEL?

STAFF, LEGAL STAFF? NO. THANK YOU VERY MUCH, VERY MUCH MUCH FOR JOINING US FROM VANCOUVER. HOPEFULLY THE COMMUNICATION LINK WORKED WELL AND WE WELCOME YOU AT FUTURE PROCEEDINGS.

THANKS AGAIN.

MONTE HARDY: COULD I MAKE ONE SUGGESTION THOUGH.

LEONARD KATZ: YOU CERTAINLY MAY.

MONTE HARDY: YES. WHILE FOLLOWING THE PROCEEDINGS ON A CAPTIONING LIVE CAPTIONING HAS WE CERTAINLY THANK YOU FOR THAT OPPORTUNITY, BUT WE ALSO LIKE TO ENCOURAGE YOU TO CONSIDER THAT MANY DEAF PEOPLE ACROSS CANADA HAVE A DIFFICULT TIME WITH LITERACY. THAT'S NOT ALL DEAF CANADIANS. AND THAT THEIR FIRST LANGUAGE IS A VISUAL LANGUAGE, AND I WOULD LIKE TO GET CRTC TO CONSIDER IN THE FUTURE IN PROCEEDINGS SUCH AS THIS TO PROVIDE A VIDEO FEED. THANK YOU.

LEONARD KATZ: THANK YOU VERY MUCH.