



To: Ms. Vicky Eatrides
Chairperson and CEO
Canadian Radio-television and Telecommunications Commission
Gatineau QC K1A 0N2

January 9, 2023

SUBJECT: Working together with Canadians to promote competition, affordability, and consumer interests

Dear Ms. Eatrides,

I am writing to you on behalf of [OpenMedia](#), a community-based organization representing nearly 300,000 people in Canada that works to keep the Internet open, affordable, and surveillance-free. We operate as a civic engagement platform to educate, engage, and empower Internet users to advance digital rights around the world.

First and foremost, we would like to sincerely congratulate you on your appointment as chair and CEO of the Canadian Radio-television and Telecommunications Commission (CRTC). OpenMedia is very excited to work with you in the years ahead. We have high hopes for how you will approach your role. **In all aspects of your work, we ask that you steer the CRTC to follow the core principle that every Canadian deserves access to an open, affordable, and surveillance-free Internet — without exception.**

2022 marked a shocking decline in Internet [competition](#) and [affordability](#) — a trend of consumer harm that is on a trajectory to become even worse. We see your leadership as a tremendous opportunity to put Canada's dangerously-adrift Internet back on course.

That means ensuring the CRTC measurably follows through on the instructions of the federal government's [2022 policy direction](#); most importantly, fostering affordability and lower prices, doing much more to promote telecommunications competition, and enhancing and protecting the rights of consumers. It also means a CRTC under your leadership should always put the needs of ordinary people in Canada first — not major companies, and not powerful lobby groups. That will require doing everything possible to solicit views from the public and respond robustly to their needs and preferences.

This is incredibly important both within and outside the realm of telecommunications services. OpenMedia is conscious that the CRTC is being asked to take on enormous portfolios beyond any it has held before, such as those posed by Bill C-11 and Bill C-18. Should these bills pass, the commission will be taking on broad powers over Canadians' primary expressive and communicative space — the Internet — and be charged with determining what quality journalism looks like, who is producing it, and how much they should be compensated for it.

*OpenMedia is a community-based organization that works to
keep the Internet open, affordable, and surveillance free.*



Public engagement in every step of this process is absolutely critical, and we look forward to working with you to build rights-respecting regimes that serve the interests of people in Canada.

OpenMedia fundamentally believes we can work together with your CRTC to put Canada's Internet back on track. **We wish to extend an invitation to meet with you and other CRTC representatives as soon as possible to discuss how we can support your efforts to uphold the pro-consumer principles outlined in this letter.** Thank you, and we look forward to discussing these issues further.

Sincerely,

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