

20 December 2004

Mr. Marc O'Sullivan
Executive Director
Broadcasting
CRTC
Ottawa, Ontario
K1A 0N2

RE: **Decision CRTC 2001-458 – Monitoring of Statement of Principles and Practices**

Mr. O'Sullivan:

In Decision CRTC 2001-458, the Commission required by condition of license that Global establish an independent monitoring committee to review complaints concerning compliance with the *Statement of Principles and Practices* set out in that decision.

In the same decision, the Commission stated that it would consider suspending conditions of license related to cross-media ownership if Global entered into an agreement with the CBSC to establish an industry-wide Code of Conduct approved by the Commission that would also include a monitoring mechanism administered by the CBSC.

As the Commission is aware, Global entered into an interim agreement in December 2001 with the CBSC to deal with any complaints related to the Code of Conduct until such time as the Commission would approve an industry-wide Code of Conduct. This arrangement has now been in place since that time. Further to industry consultations, on November 14, 2002, the CBSC filed a proposed industry Code of Conduct with the Commission, approval of which is still pending.

During the time that has elapsed since we put this monitoring mechanism in place, we have developed and maintained an ongoing information campaign to promote awareness of the CBSC complaints mechanism concerning our Code of Conduct through public service announcements. These public service announcements have been broadcast across both conventional and specialty services with a value of over \$1.4 million during the 03-04 broadcast year. We have also continued to ensure that our viewers are made aware of how to contact us by phone, via email or Canada.com with any comments or feedback at the end of each newscast.

The CBSC has confirmed that they have not received any complaints related to our Code of Conduct for the broadcast year 03-04.

Should you require additional information regarding this matter, please do not hesitate to contact me at 416-386-2865.

Sincerely,

Charlotte Bell
Vice-President Regulatory Affairs, Television and Radio