

**From:** [Honorable Pascale St-Onge](#)  
**To:** [Tyler Gandam](#)  
**Cc:** [ministerofisi-ministredeisi](#)  
**Subject:** Reply from the Ministerial Correspondence Secretariat, in response to your correspondence, addressed to the Honourable Pascale St-Onge, Minister of Canadian Heritage  
**Date:** November 15, 2023 7:09:28 AM  
**Attachments:** [image003.png](#)  
[CM2023-03460 - Incoming email from Tyler Gandam.pdf](#)  
[CM2023-03460 - Incoming letter from Tyler Gandam.pdf](#)

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Dear Mr. Gandam:

I am writing in response to your correspondence, addressed to the Honourable Pascale St-Onge, Minister of Canadian Heritage, regarding the reliability of cellular network coverage for mobile wireless service in Alberta's urban municipalities.

The Canadian Radio-television and Telecommunications Commission (CRTC) is the independent public authority responsible for the regulation and supervision of the Canadian broadcasting and telecommunications system. It derives its regulatory authority from the application of the *Broadcasting Act*, which falls under the purview of the Department of Canadian Heritage, and the *Telecommunications Act*, which falls under the purview of Innovation, Science and Economic Development Canada, and is best placed to deal with the issue that you raised.

Please be assured that your correspondence has been forwarded to the CRTC Support Centre. Should you wish to follow up with the Commission, I invite you to contact the CRTC Support Centre by using the contact information provided below.

In addition, since the subject that you raised is a telecommunications issue, I have taken the liberty of forwarding your correspondence to the Honourable François-Philippe Champagne, Minister of Innovation, Science and Industry, for his information.

Please accept my best wishes.

Sincerely,



Stéphanie Powers  
A/Director  
Ministerial Correspondence Secretariat

**Canadian Radio-television and Telecommunications Commission**

CRTC Support Centre  
Ottawa, Ontario  
K1A 0N2

Telephone: 1-877-249-2782  
Website: [crtc.gc.ca/eng/contact](https://crtc.gc.ca/eng/contact)

