

April 23, 2018

Claude Doucet
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, Ontario K1A 0N2

Filed Electronically

Dear Mr. Doucet,

Re: Report pursuant to *Broadcasting Regulatory Policy CRTC 2014-444* regarding NAAD System Public Awareness Test Messages for 2017

In Broadcasting Regulatory Policy CRTC 2014-444 issued August 29, 2014, the Canadian Radio-television and Telecommunications Commission (“Commission”) requested that testing of the National Alert Aggregation and Dissemination (NAAD) System be coordinated by the Pelmorex Alerting Governance Council and that Pelmorex report the results of these system tests to the Commission.

Pelmorex is pleased to submit its report and supporting appendices detailing the results of the public alerting message tests conducted in 2017. Also provided in the report is an update on the public awareness tests scheduled to take place during Emergency Preparedness Week, which will include live tests of the newly-launched wireless public alerting.

This report will also be made available on our public alerting website, <http://alerts.pelmorex.com/>.

Should the Commission have any questions or require further information, please contact the undersigned. Thank you.

Yours truly,



Kurt Eby
Director, Regulatory & Government Relations
Pelmorex Communications Inc.

E-mail address at which a copy of this filing may be requested: regulatory@pelmorex.com

cc. Scott Shortliffe, Chief Consumer Officer, CRTC.
Pelmorex Alerting Governance Council;
Canadian Association of Broadcasters;
Canadian Cable Systems Alliance.

Enclosures:

Report on NAAD System Public Awareness Test Messages – 2017
Appendix C: NAAD System Testing Checklist – Summary Report: March 15, 2017

Appendix D: NAAD System Testing Checklist – Summary Report: May 2017
Appendix E: NAAD System Testing Checklist – Summary Report: June 21, 2017
Appendix F: NAAD System Testing Checklist – Summary Report: September 20, 2017
Appendix G: NAAD System Testing Checklist – Summary Report: December 20, 2017

Report on NAAD System Public Awareness Test Messages – 2017

Introduction

1. Pelmorex Weather Networks (Television) Inc. (“Pelmorex”) is the licensee of The Weather Network (“TWN”) and MétéoMédia (“MM”), which are authorized by the Canadian Radio-television and Telecommunications Commission (“Commission”) to provide weather and environmental news and information programming. As part of its licensed undertaking, Pelmorex owns and operates the National Alert Aggregation and Dissemination (NAAD) System which provides facilities and services that enable authorized federal, provincial and territorial emergency management officials (EMOs) to create and/or distribute Emergency Alert Messages for redistribution to the public by TV and radio broadcasters, Broadcast Distribution Undertakings (“BDUs”) and other parties (collectively referred to as Last Mile Distributors or “LMDs”).
2. In Broadcasting Regulatory Policy CRTC 2014-444 issued August 29, 2014 the Commission requested that the Pelmorex Alerting Governance Council (“Council”) coordinate the testing of the NAAD System. The Commission further requested that Pelmorex report the system test results to both Council and the Commission. In March 2017 Pelmorex reported the results of system tests that occurred in the fall 2015 and throughout 2016, to align future reporting with the calendar year, which is how tests are scheduled. This report therefore provides the results of system tests for the 2017 calendar year.

Public Awareness Test Messages

3. The policy governing the issuance of test messages over the NAAD System was approved by the Council on November 20, 2014, and implemented April 1, 2015. That policy is available in the Resources section of Pelmorex’s NAAD System alerting website [see <https://alerts.pelmorex.com/> or <https://alerts.pelmorex.com/?lang=fr>]. The policy requires Pelmorex to undertake certain activities to coordinate the issuance of test messages, including those deemed as Public Awareness Test Messages. This report deals exclusively with Public Awareness Test Messages.
4. Public Awareness Test Messages are typically provincial or territorial wide and intended for broadcast to the public with the dual aim of testing all elements of the national public alerting system (i.e. from government issuer to reception by the public) and creating public awareness as to the purpose and format of broadcast intrusive public alerting messages. The decision whether to issue Public Awareness Test Messages and the content of those messages are determined solely by the issuing EMOs.
5. To facilitate communications with LMDs and other interested parties regarding technical matters, system updates, policy changes and information bulletins, including the scheduling and reporting of system testing, Pelmorex has established an online registration feature at its NAAD System alerting website. Registration is voluntary and TV and radio broadcasters, and BDUs may or may not register at their discretion.
6. Under the test message policy, Pelmorex invites provincial and territorial EMOs each November to submit their test schedules for the following year. Tests can take place up to five times per year, but must occur on the third Wednesday of every third month beginning with March, or during Emergency Preparedness Week (EPW) in May. Following a review period to identify and address potential conflicts for EMOs and LMDs, Pelmorex publishes the final test message schedule for the

upcoming year on December 20. Pelmorex also alerts all registered LMDs when the test schedule is finalized and available, and issues reminders to all stakeholders before each scheduled test. The Public Awareness Test Messages for 2017 were scheduled as shown in the table below.¹

Table 1: 2017 Public Awareness Test Message Schedule (All times local)

| Province | March 15 | EPW | June 21 | Sept. 20 | Dec. 20 |
|---------------------------|----------|------------------|----------|----------|----------|
| Alberta | 1:55 PM | | 1:55 PM | 1:55 PM | 1:55 PM |
| British Columbia | 1:55 PM | (May 11) 1:55 PM | 1:55 AM | 1:55 PM | 1:55 AM |
| Manitoba | 3:55 PM | (May 10) 1:55 PM | 10:55 AM | 1:55 PM | 3:55 PM |
| New Brunswick | 11:55 AM | (May 7) 5:55 PM | 11:55 AM | 6:55 PM | 11:55 AM |
| Newfoundland and Labrador | 10:55 AM | (May 10) 1:55 PM | 10:55 AM | 10:55 AM | 1:55 PM |
| Northwest Territories | | (May 10) 1:55 PM | | 9:55 AM | 1:55 PM |
| Nova Scotia | 1:55 PM | (May 10) 1:55 PM | 1:55 PM | 1:55 PM | 1:55 PM |
| Ontario | 10:55 AM | (May 10) 1:55 PM | 2:55 PM | 10:55 AM | 1:55 PM |
| Prince Edward Island | 1:55 PM | (May 10) 1:55 PM | 1:55 PM | 1:55 PM | 1:55 PM |
| Quebec | 2:55 PM | (May 12) 9:55 AM | | | 9:55 AM |
| Saskatchewan | 1:55 PM | (May 10) 1:55 PM | 1:55 PM | 1:55 PM | 1:55 PM |
| Yukon | 3:45 PM | (May 10) 9:45 AM | 9:45 AM | 3:45 PM | 9:45 AM |

- Unforeseen conflicts occasionally arise after the test message schedule is finalized preventing individual provincial and territorial EMOs from completing all tests on time, or at all. Any post-schedule changes are described in the individual Public Awareness Test Message summaries provided below. The following table includes the total number of tests actually undertaken by each province and territory during each of the past three calendar years. Pelmorex will continue to track and report overall provincial and territorial participation in subsequent test message reports.

Table 2: Scheduled Annual Public Awareness Test Messages per Province and Territory

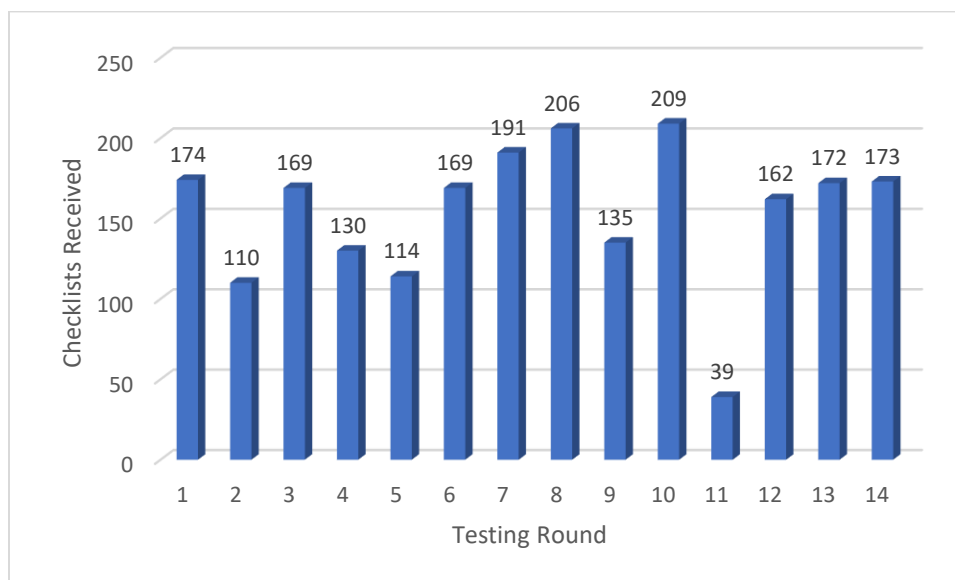
| Province | 2015 | 2016 | 2017 | Total |
|---------------------------|------|------|------|-------|
| Alberta | 3 | 3 | 4 | 10 |
| British Columbia | 4 | 5 | 5 | 14 |
| Manitoba | 2 | 4 | 5 | 11 |
| New Brunswick | 4 | 5 | 5 | 14 |
| Newfoundland and Labrador | 4 | 5 | 5 | 14 |
| Northwest Territories | 1 | 2 | 3 | 6 |
| Nova Scotia | 1 | 5 | 5 | 11 |
| Ontario | 4 | 5 | 5 | 14 |
| Prince Edward Island | 4 | 4 | 5 | 13 |
| Quebec | 1 | 3 | 3 | 7 |
| Saskatchewan | 4 | 4 | 5 | 13 |
| Yukon | 4 | 5 | 5 | 14 |

¹ Alberta tests were not issued over the NAAD System.

Reporting

8. Following each Public Awareness Test Message, LMDs are invited to complete and return to Pelmorex the NAAD System Testing Checklist, which is distributed to registered users in advance of test messages and is also available in the LMD section of the NAAD System alerting website. Completing the checklist is voluntary and Pelmorex continues to encourage LMDs to report test results. The table below tracks the number of checklists received from LMDs during each of the 14 rounds of testing completed to date. Pelmorex will continue to report this trend in the future.

Table 3: Checklists Received per Public Awareness Message Test



9. Checklists allow LMDs to report on a variety of alerting criteria, such as the performance of their own alerting equipment and the content and quality of the alert files received. Key results for each round of message testing from 2017 are provided in the tables below. This includes the number of EMOs using Pelmorex’s text-to-speech (TTS) audio system for test alerts. That system was launched April 27, 2016 and is currently used by nine EMOs (eight provinces and Environment and Climate Change Canada).
10. The following tables provide a summary of each round of Public Awareness Test Messages. Note that the alert processing time provided indicates the longest processing duration experienced during each test. All other alerts during the test were processed in less time. Complete checklist results for each test are also provided as an appendix.

Test Message 10: March 15, 2017

| Action | Result |
|--|---------------|
| Pelmorex issued reminder notice | March 6, 2017 |
| Total EMOs issuing test message | 9 |
| Notes: | |
| <ul style="list-style-type: none"> • Quebec cancelled test due to snow storm. • Northwest Territories cancelled test | |

| Action | Result |
|---|-------------|
| EMOs issuing bilingual test message | 5 |
| EMOs issuing message in English only | 4 |
| EMOs issuing message in French only | 0 |
| EMOs using pre-recorded audio files | 5 |
| EMOs using Pelmorex TTS system for audio | 4 |
| Time for NAAD system to process and distribute messages | <19 seconds |
| NAAD System Testing Checklists received | 209 |

Test Message 11: Emergency Preparedness Week May 7-13, 2017

| Action | Result |
|---|----------------|
| Pelmorex issued reminder notice | April 26, 2017 |
| Total EMOs issuing test message | 7 |
| Notes: | |
| <ul style="list-style-type: none"> British Columbia, Ontario and Quebec cancelled participation prior to test. Newfoundland & Labrador mistakenly issued test alert as non-BI Yukon did not issue test alert | |
| EMOs issuing bilingual test message | 4 |
| EMOs issuing message in English only | 2 |
| EMOs issuing message in French only | 0 |
| EMOs using pre-recorded audio files | 3 |
| EMOs using Pelmorex TTS system for audio | 3 |
| Time for NAAD system to process and distribute messages | <14 seconds |
| NAAD System Testing Checklists received | 39 |

Test Message 12: June 21, 2017

| Action | Result |
|--|---------------|
| Pelmorex issued reminder notice | June 13, 2017 |
| Total EMOs issuing test message | 8 |
| Notes: | |
| <ul style="list-style-type: none"> Yukon cancelled test alert | |
| EMOs issuing bilingual test message | 4 |
| EMOs issuing message in English only | 4 |
| EMOs issuing message in French only | 0 |
| EMOs using pre-recorded audio files | 3 |
| EMOs using Pelmorex TTS system for audio | 4 |
| Time for NAAD system to process and distribute messages | <21 seconds |
| NAAD System Testing Checklists received | 162 |

Test Message 13: September 20, 2017

| Action | Result |
|---------------------------------|--------------------|
| Pelmorex issued reminder notice | September 11, 2017 |
| Total EMOs issuing test message | 9 |

| Action | Result |
|---|-------------|
| Notes: | |
| • Yukon cancelled test alert | |
| EMOs issuing bilingual test message | 5 |
| EMOs issuing message in English only | 4 |
| EMOs issuing message in French only | 0 |
| EMOs using pre-recorded audio files | 5 |
| EMOs using Pelmorex TTS system for audio | 4 |
| Time for NAAD system to process and distribute messages | <15 seconds |
| NAAD System Testing Checklists received | 172 |

Test Message 14: December 20, 2017

| Action | Result |
|---|-------------------|
| Pelmorex issued reminder notice | December 12, 2017 |
| Total EMOs issuing test message | 10 |
| Notes: | |
| • Newfoundland & Labrador, Yukon cancelled test. | |
| EMOs issuing bilingual test message | 7 |
| EMOs issuing message in English only | 3 |
| EMOs issuing message in French only | 0 |
| EMOs using pre-recorded audio files | 5 |
| EMOs using Pelmorex TTS system for audio | 5 |
| Time for NAAD system to process and distribute messages | <20 seconds |
| NAAD System Testing Checklists received | 171 |

Coordinating the 2018 Emergency Preparedness Week Test Messages

11. Under the current NAAD System Test Messages Policy, provincial and territorial EMOs can schedule a public awareness test message to take place any day of Emergency Preparedness Week, making EPW the only time during the year that public awareness test messages are not coordinated to take place on the same day. The Commission also determined in *Telecom Regulatory Policy CRTC 2017-91* that “only one [wireless public alerting] test alert per year should be sent over the mandatory reception channel during Emergency Preparedness Week, and that all other test alerts should be sent over the test channel.”
12. Therefore, the first public awareness test including wireless public alerting (WPA) will take place one month after the April 6 launch of the WPA component of the national public alerting system. Based on past public alerting experience (for example, there were no BI alerts between April 6 and May 6, 2017), the EPW public awareness test very likely will be the first time most Canadians with a compatible smartphone will receive a wireless public alert.
13. Pelmorex, EMOs and Last Mile Distributors are currently collaborating on an awareness campaign to help ensure as many Canadians as possible understand why they are or are not receiving a wireless public alert (test message or otherwise). Pelmorex recognized there could be additional public awareness benefits to coordinating the 2018 EPW tests to occur on the same day. Specifically, this would allow marketing collateral and press reports to focus on highlighting the pending “test day”

for all Canadians, rather than requiring consumers to check a schedule for the test date in their jurisdiction.

14. The concept of coordinating the 2018 EPW tests to occur on the same day received broad agreement when proposed by Pelmorex to the Governance Council. Certain circumstances will prevent all provinces from issuing the first WPA test messages on the same day, but the scope of tests has now been narrowed to two days during EPW (down from an originally-scheduled four). The Ontario and Quebec tests are now scheduled to take place on May 7, with all other participating provinces and territories issuing tests on May 9.

Summary and Conclusions

15. From the perspective of the NAAD System, the Public Awareness Test Messages were processed and distributed quickly and without incident. In the five rounds of testing profiled in this report no message took longer than 21 seconds to be distributed by the NAAD System. No action items pertaining to the NAAD System itself have been identified.
16. Pelmorex will continue to file these reports with the Commission after each calendar year.

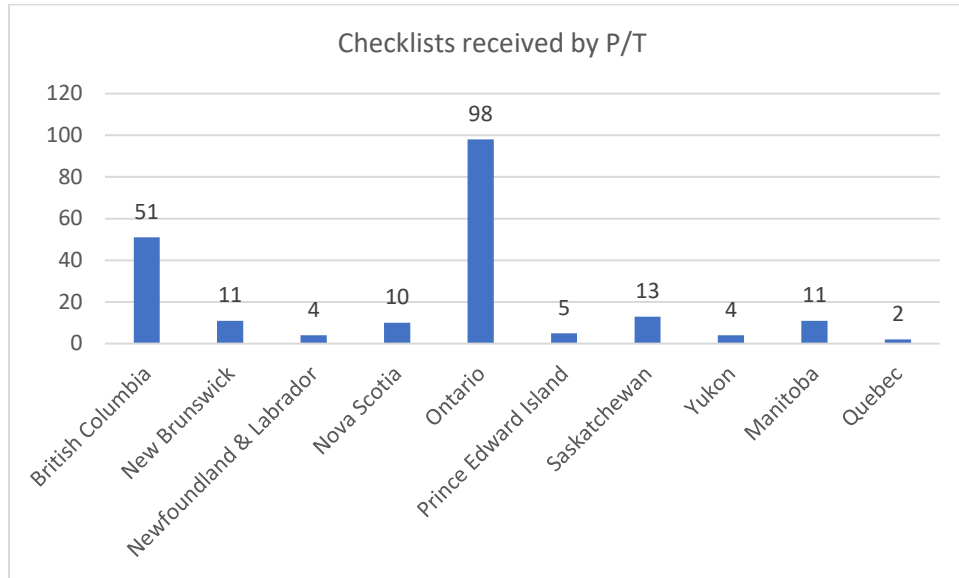
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Appendix C: NAAD System Testing Checklist – Summary Report

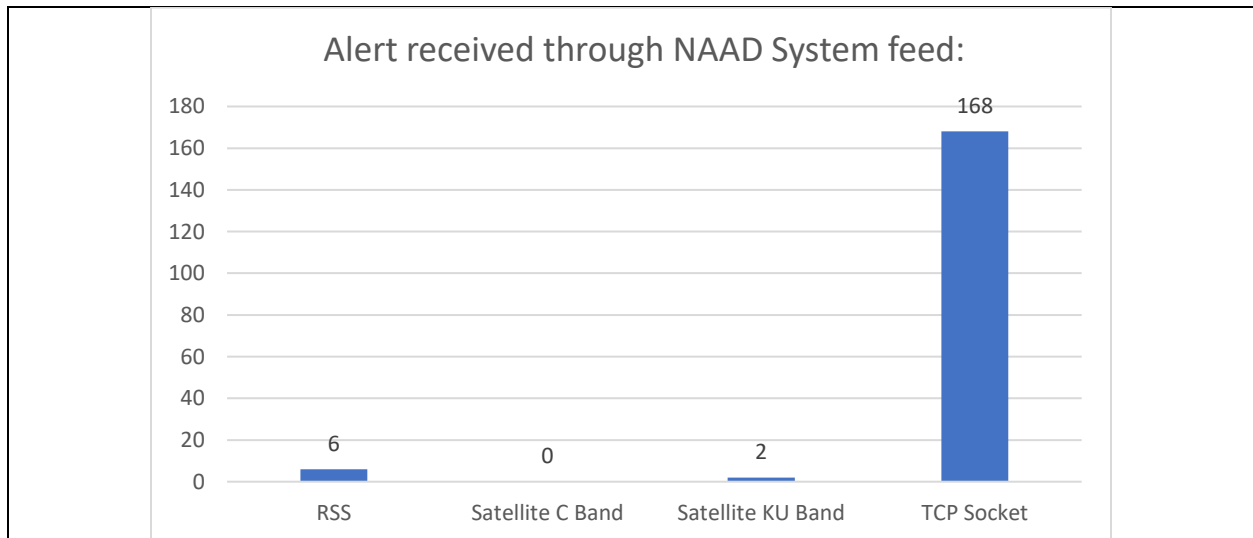
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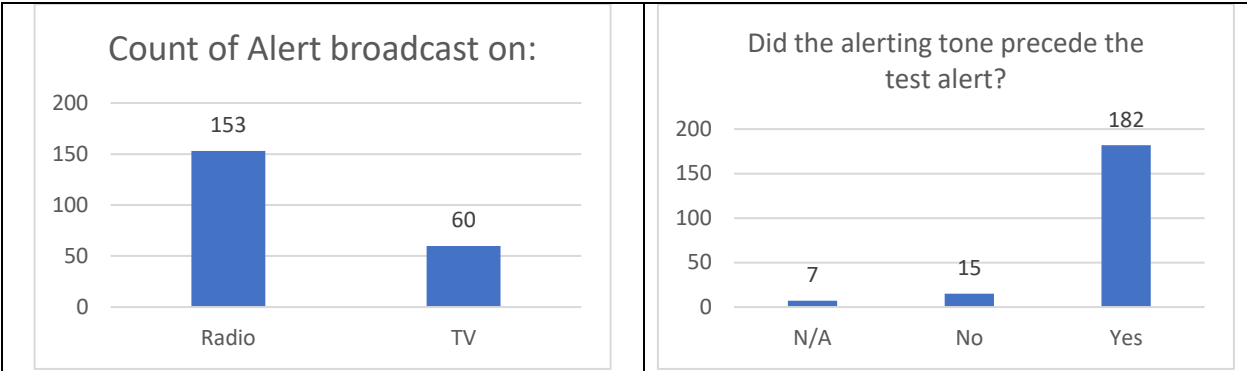
Response Count: 209

- Quebec cancelled its test due to a snowstorm. We still received 2 checklists for Quebec.

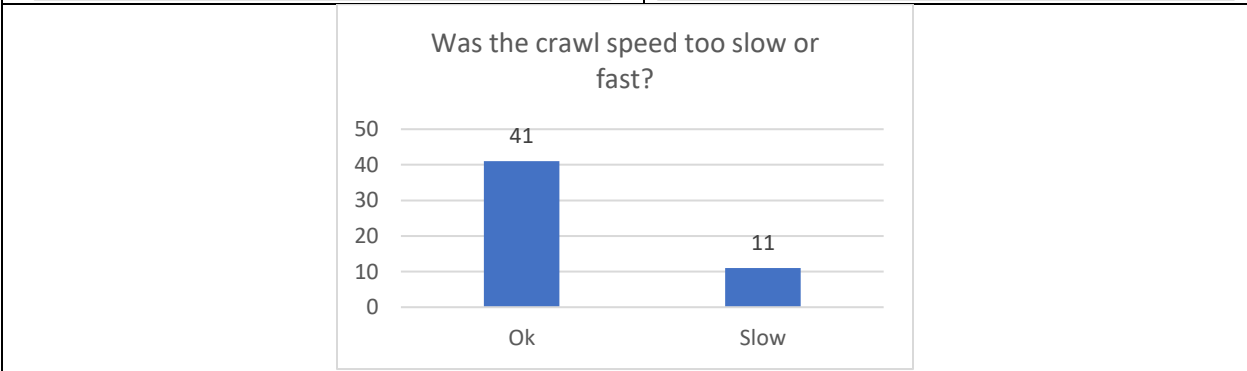
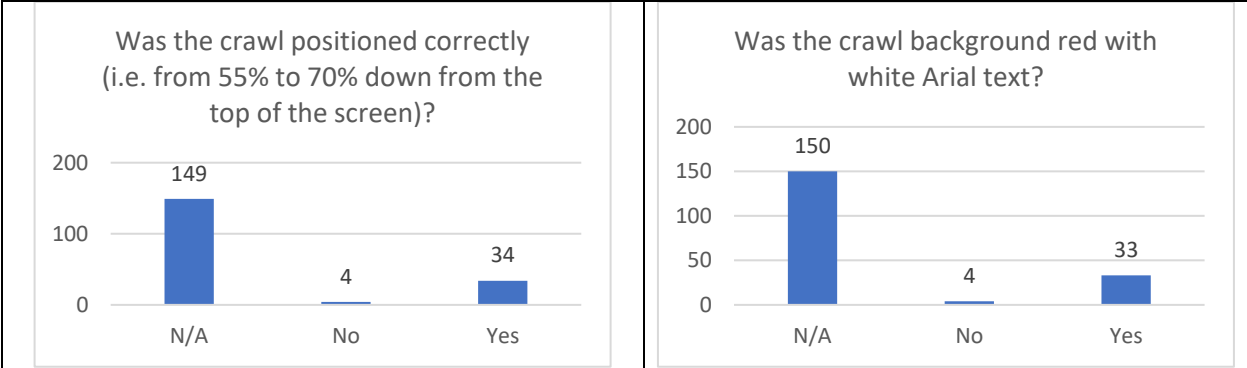


LMD Equipment Issues

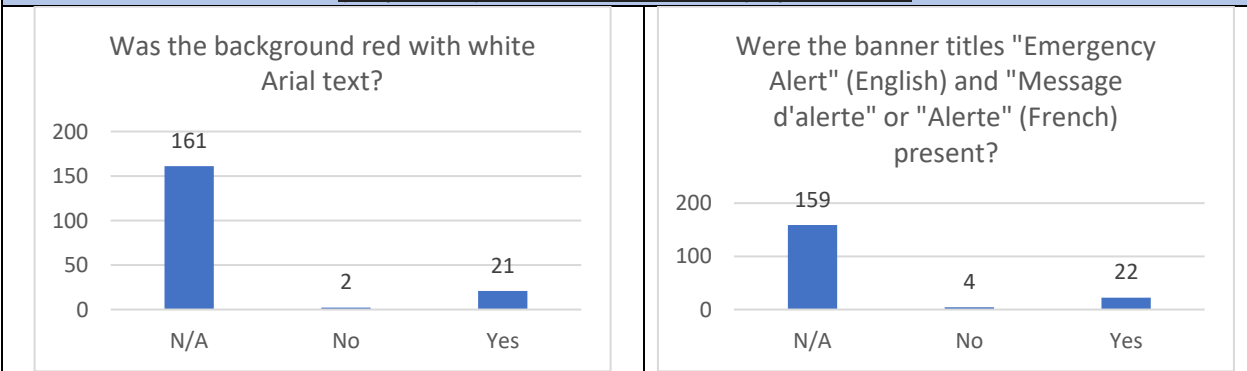




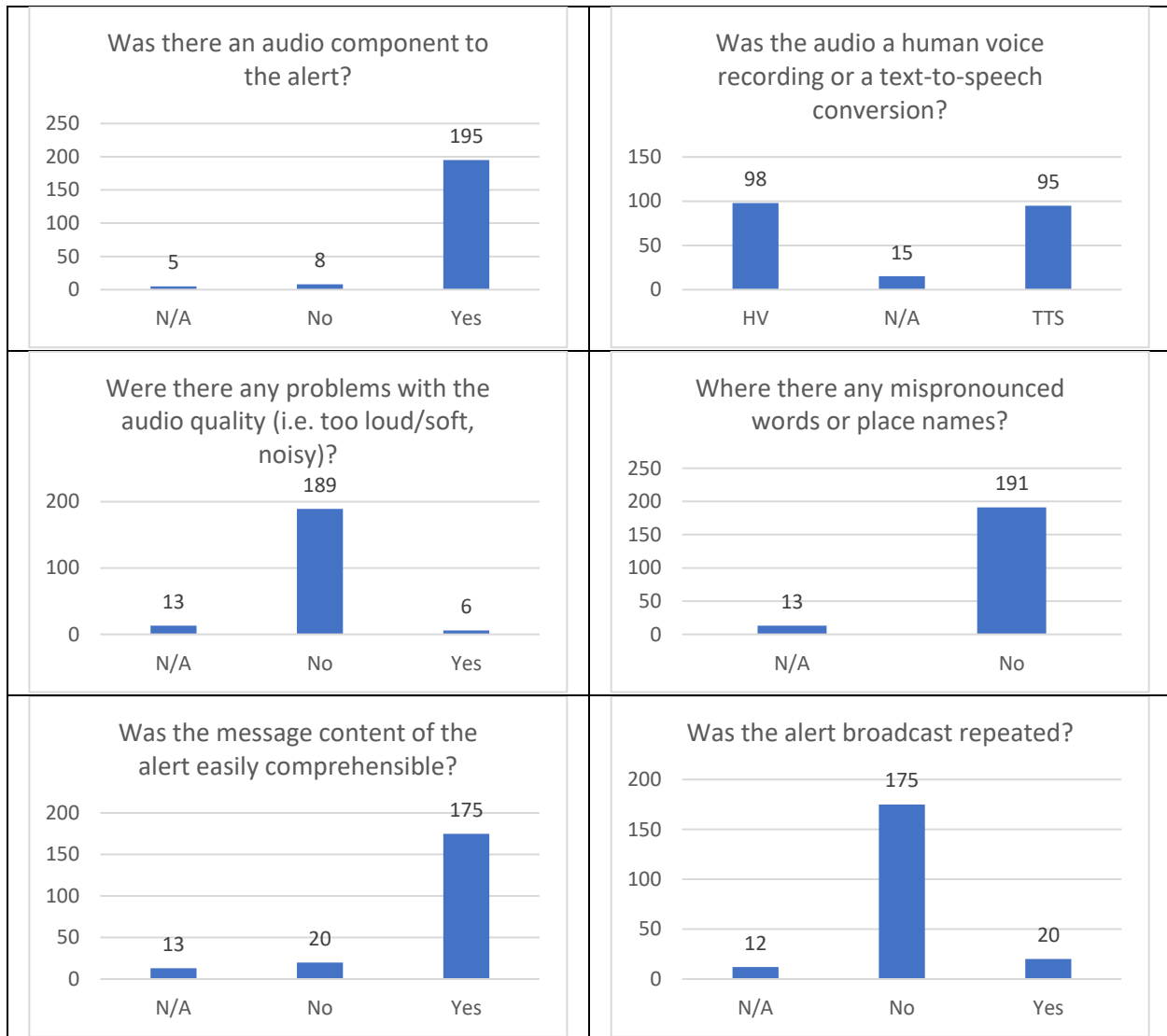
(Only for TV) If a crawl was used:



(Only for TV) If a full screen alert display was used:



Alert Issues



Other Comments:

Below is a summary of **positive points** and **issues** reported by LMDs for each Province/Territory.

| | | |
|------------------|-------|--|
| British Columbia | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration. - "It played over top of the music. Was hard to hear." - "Alert played from digital endec but did not play on air." - "There is at least 5 seconds of dead air between the end of the alert and the station-supplied message at the end. It would be more palatable as a listener to get rid of that gap if possible." - "Because this area is in SE corner of BC, and on MDT the scheduled test at 1:55 PDT did not air. This is a continuing issue with the NAAD tests for us, they do not air at the specific time. Have found out from [Vendor] Support that the test in the system is outside the required time restrictions in the system in this area (being 1 hour behind in MDT) so the audio is not played. We require a specific test dedicated to this area for testing purposes. I have spoken to the other local |
|------------------|-------|--|

| | | |
|---------------|-------|---|
| | | station and they do not get the NAAD test either.” [on Apr. 6 th , 2017, a NON-BI test was arranged with BC EMO to help with the troubleshooting] |
| | TV | |
| Manitoba | | - No Issue reported |
| New Brunswick | TV | - Some LMD reported issue with their ENDEC configuration: “Stopped the Alert after 5 minutes” |
| Newfoundland | | - No Issue reported |
| | | - “The alert test worked perfectly.” |
| Nova Scotia | TV | - “The test crawl didn't appear. When the alert message started, the last alert text crawl was still on the screen.” - “When the audio played out, the text crawl from the last alert was still on the screen. The text never appeared.” |
| Ontario | Radio | - Some LMD reported issue with their ENDEC configuration - “Did not play at scheduled time as Kenora is a different time zone.” - Word for “emergency” was shortened to “emerg” Suggestion: in the message, instead of saying that “this message is for residents of Ontario”, please say “residents of Ontario and surrounding areas”. Like that Quebec regions that are included in the Ontario messages will be most directly affected by the test or the Ontario alerts. |
| | TV | - “Levels were fine but some audio quality issues on the recording.” |
| Saskatchewan | Radio | - “Audio component is much better these days. “ - “Audio started out at low levels.” - “I suspect low digital levels going into the processers, taking a few seconds to “catch up”” |
| | TV | - 1 LMD reported issue with their ENDEC configuration: “Program audio Cuts - Heard voice intro to the Alert - then Alert Tone and Banner Text (English Only) read with no banner - Program Audio Returns then Red Banner crawl with white Text only no audio at same time as crawl .” - “TV Satellite switched to Alert Channel - 1911 but did not switch back to Channel being watched at time of the Alert and had to be manually switched back. Alert Message Repeats on Channe 1911” - “The alert did include an audio file and sounded like the originator used Text to Speech to generate the voice. The voice was quite good for text to speech but it was a bit off on how to pronounce Saskatchewan.” |
| Yukon | Radio | - Some LMD reported issue with their ENDEC configuration. |

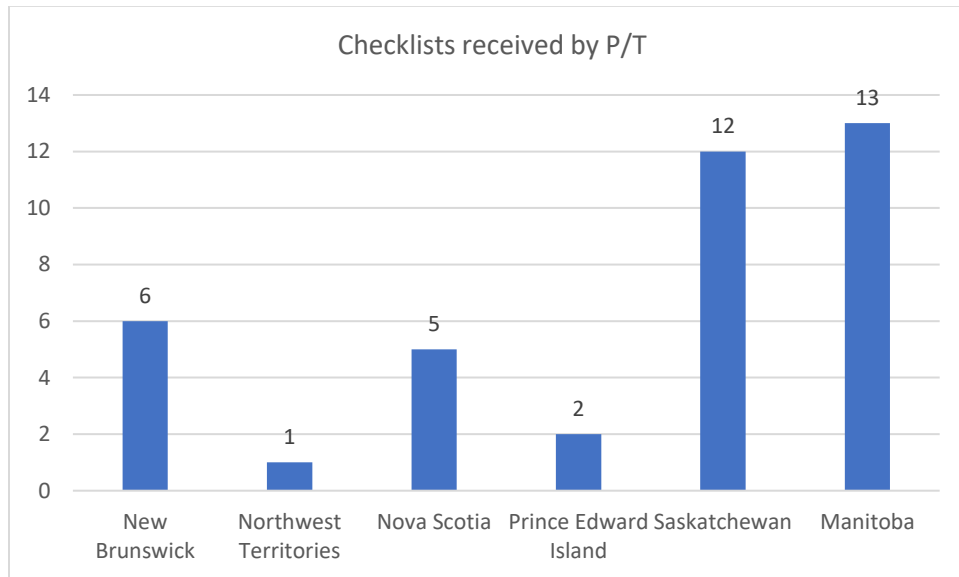
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Appendix D: NAAD System Testing Checklist – Summary Report

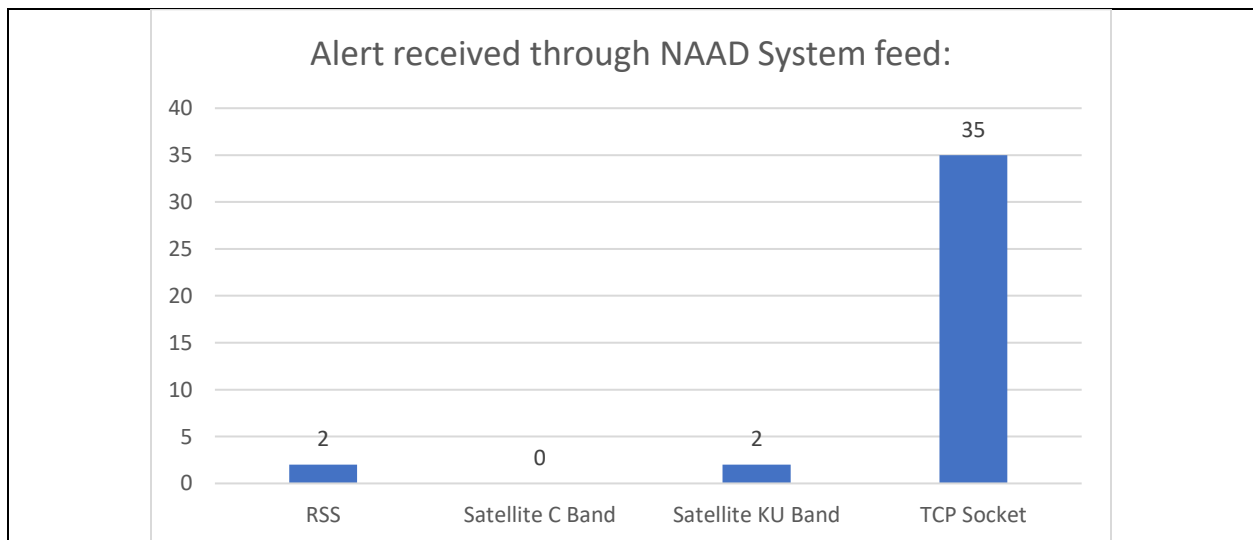
May 7-14, 2017 (EP Week)

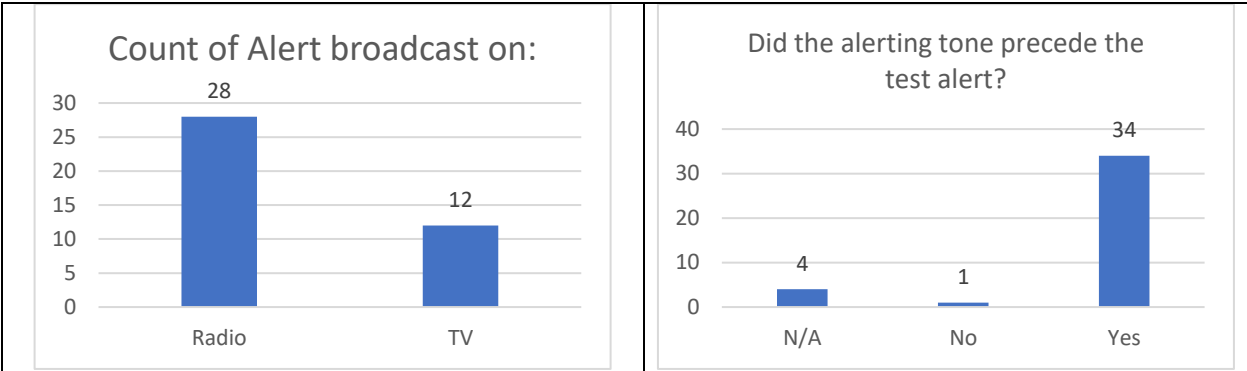
Response Count: 39

- Quebec, Ontario and BC cancelled tests due to flooding situations in the provinces.
- Newfoundland & Labrador issued their test alert as NON-BI.
- Yukon did not issue test.

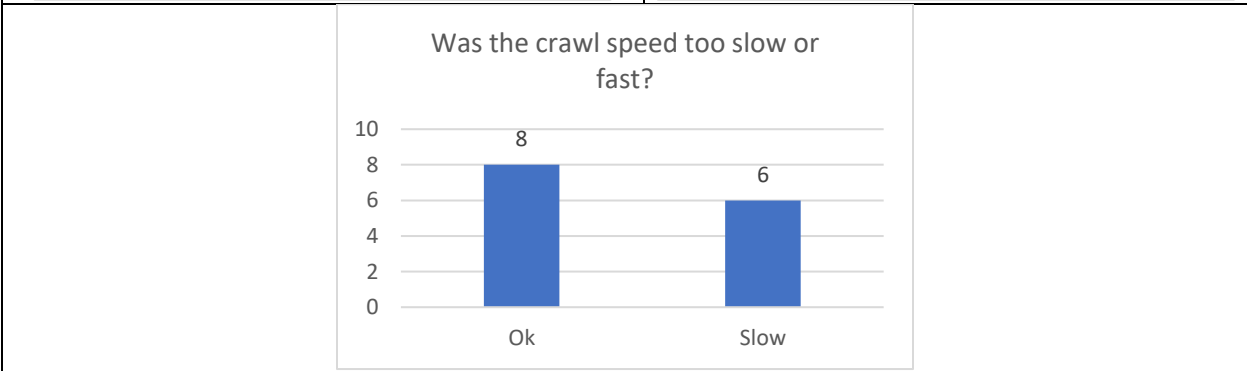
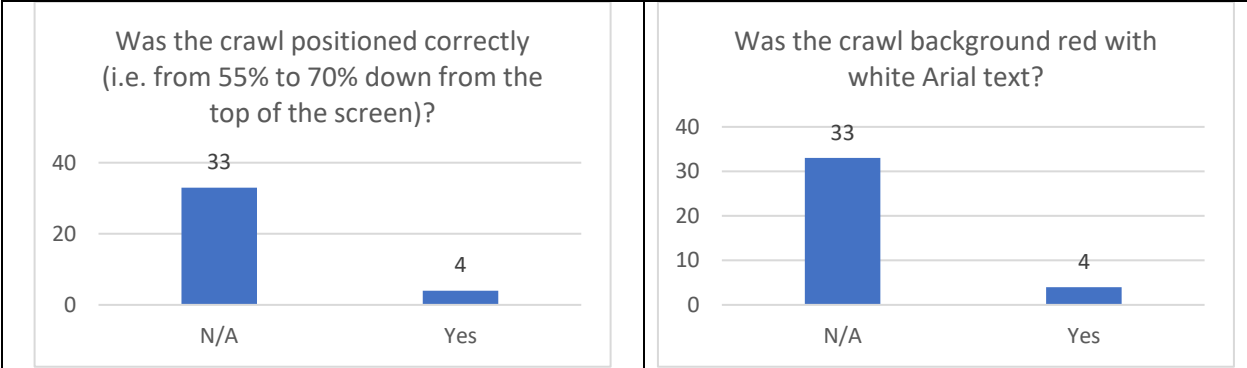


LMD Equipment Issues

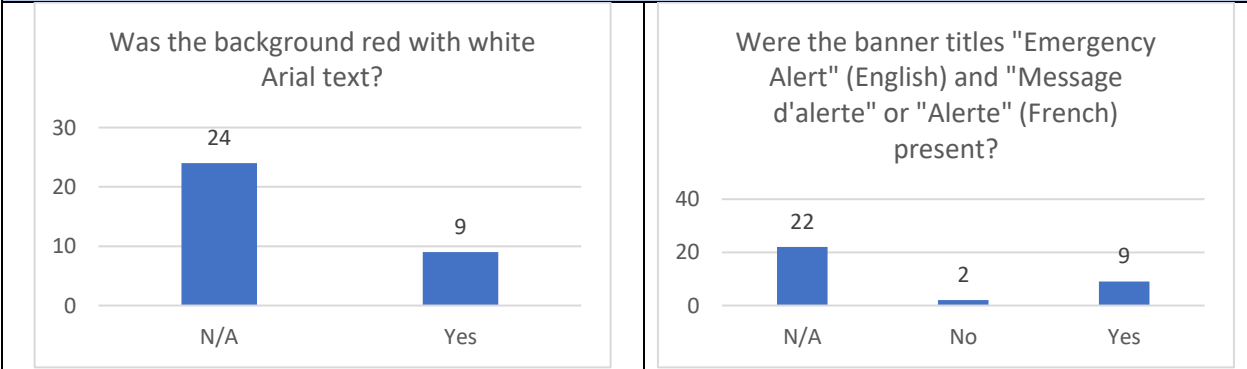




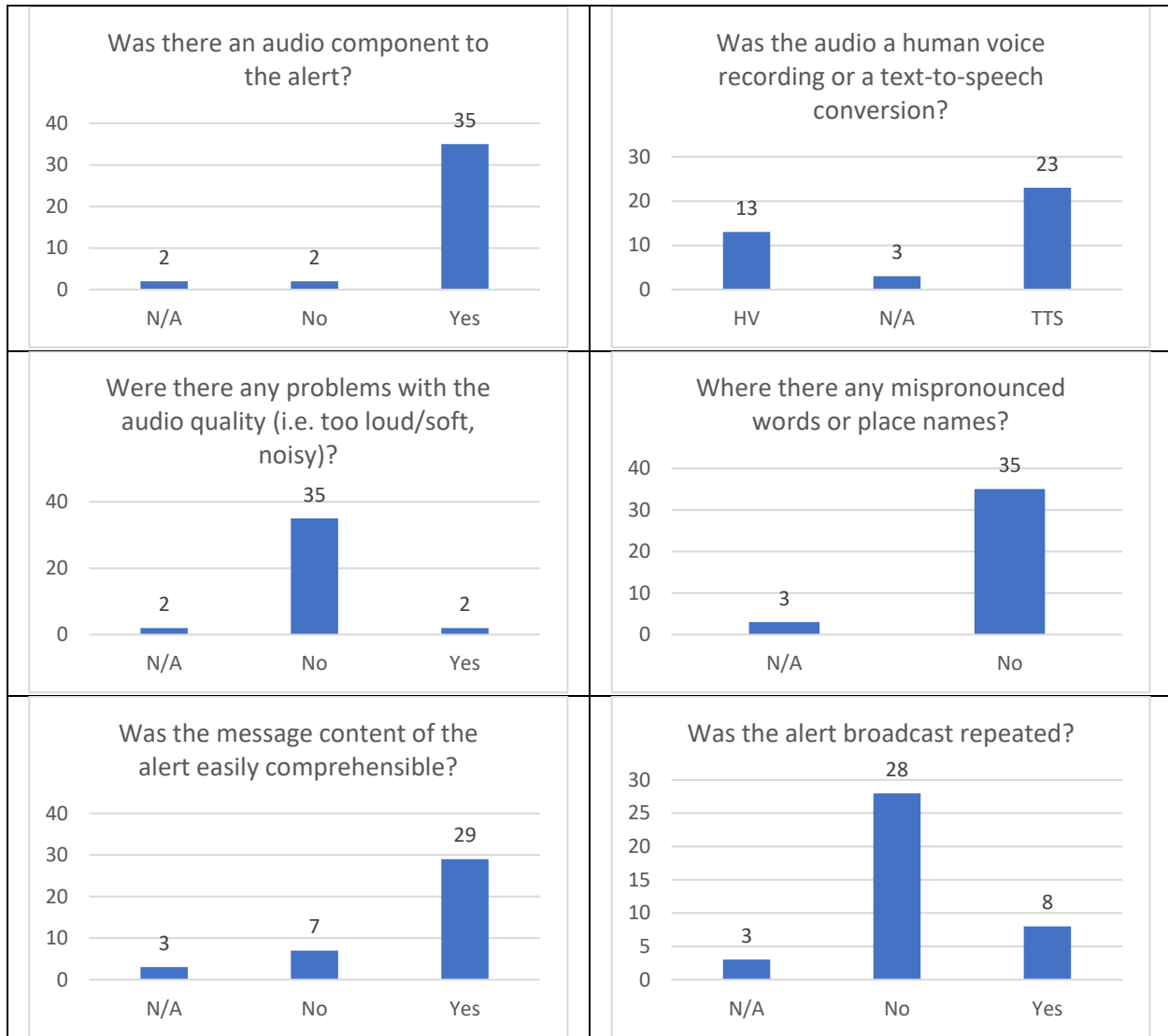
(Only for TV) If a crawl was used:



(Only for TV) If a full screen alert display was used:



Alert Issues



Other Comments:

Below is a summary of **positive points** and **issues** reported by LMDs for each Province/Territory.

| | | |
|------------------|-------|---|
| British Columbia | | - Test cancelled |
| Manitoba | | - No Issue reported |
| New Brunswick | Radio | - Some LMD reported issue with their ENDEC configuration |
| | TV | - "The audio could not be understood, it was broken up severely and only could hear milliseconds of broken audio. The full screen had English writing only on it. The duration was that it stayed on the screen until we hit exit." |
| Newfoundland | | - Test issued as NON-BI |

| | | |
|-----------------------|-------|---|
| Northwest Territories | | - No Issue reported |
| Nova Scotia | Radio | - Some LMD reported issue with their ENDEC configuration: <i>"Stopped the Alert after 5 minutes"</i> |
| Prince Edward Island | TV | - <i>"NO Audio Alert at all. Stopped the alert after around 5 minutes."</i> |
| Ontario | | - Test cancelled |
| Quebec | | - Test cancelled |
| Saskatchewan | Radio | - <i>"Alert level was more consistent with normal programming level."</i> - <i>"Heard voice intro to the Alert - Alert Tone then voice Message was heard clearly. Radio Alert Duration = 52 seconds"</i> |
| | TV | - <i>"TV Satellite switched to Alert Channel but did not switch back to Channel being watched at time of the Alert and had to be manually switched back."</i> |
| Yukon | | - Test not issued. |

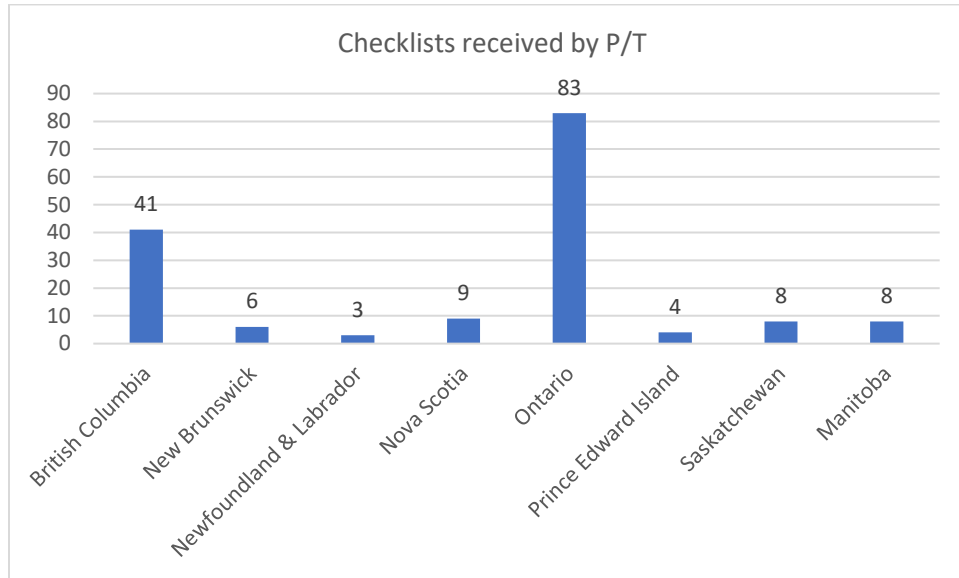
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Appendix E: NAAD System Testing Checklist – Summary Report

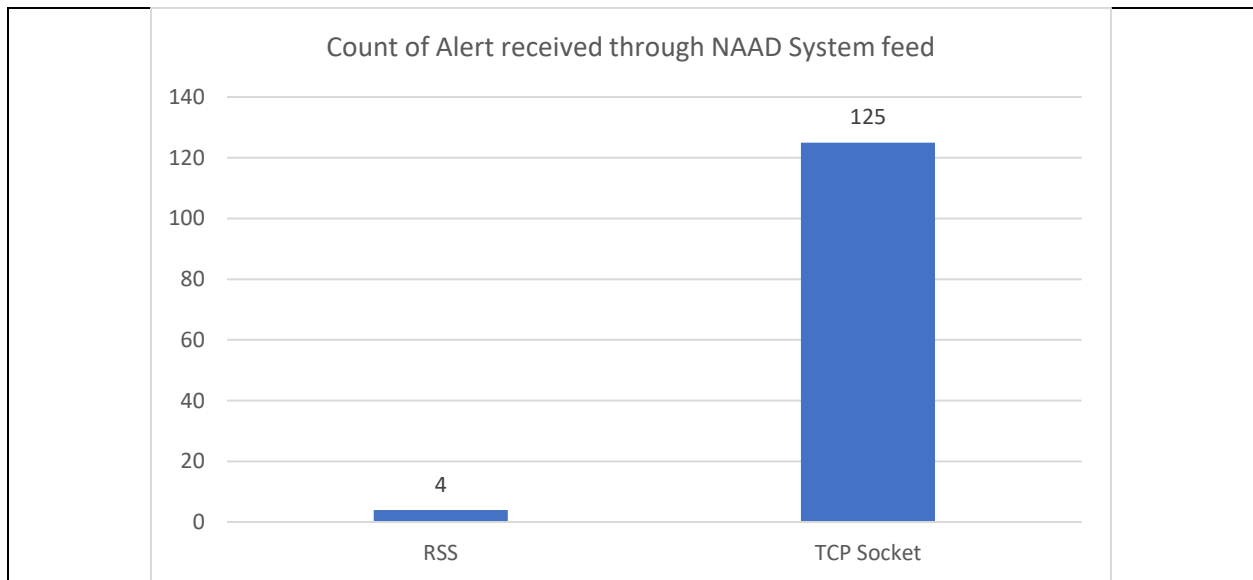
June 21, 2017

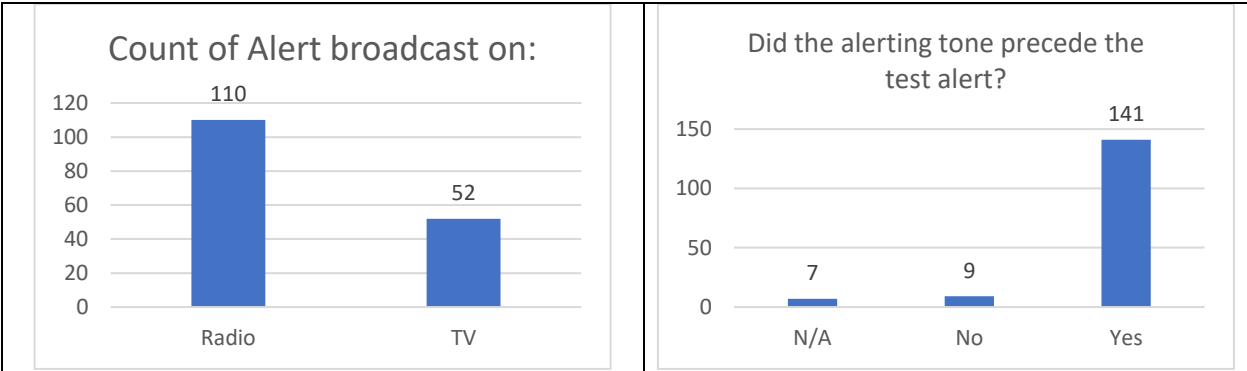
Response Count: 162

- Yukon cancelled test.

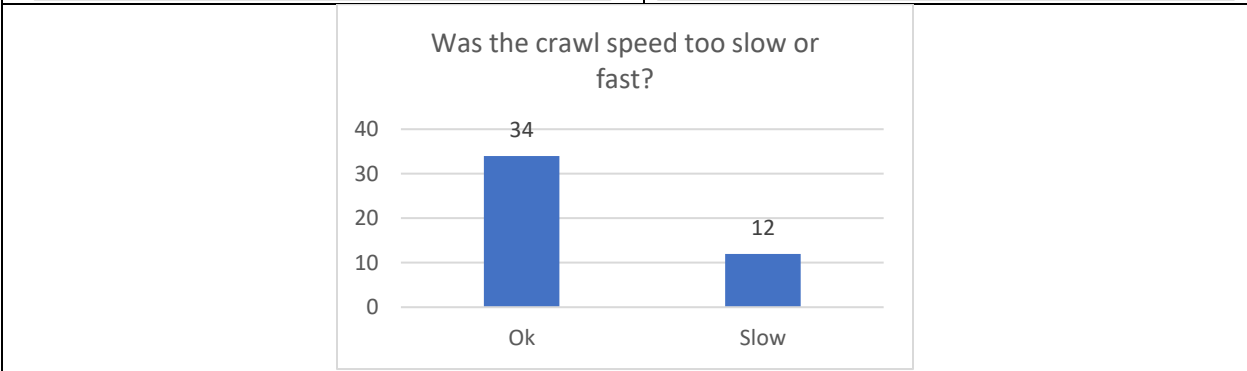
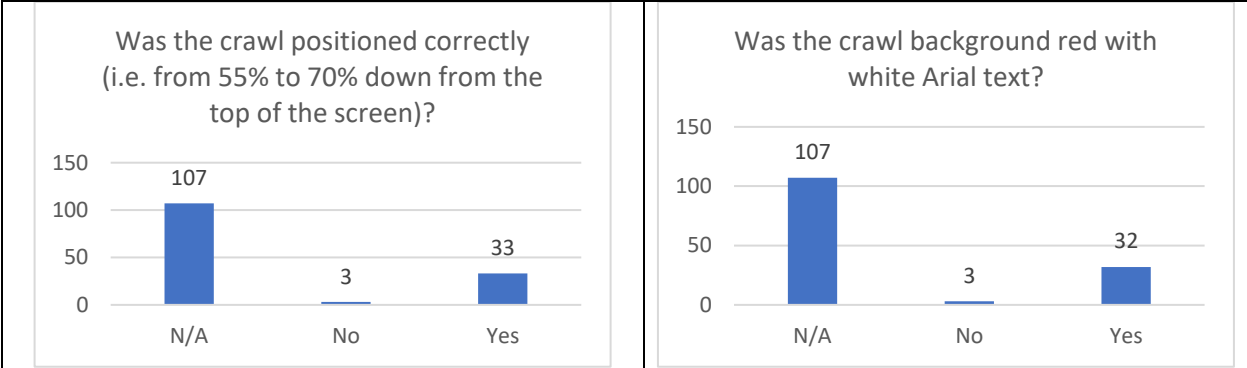


LMD Equipment Issues

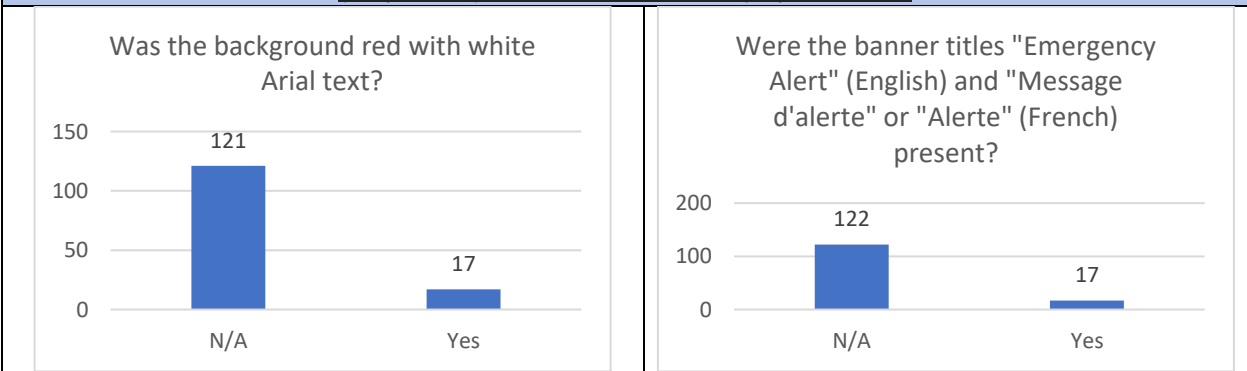




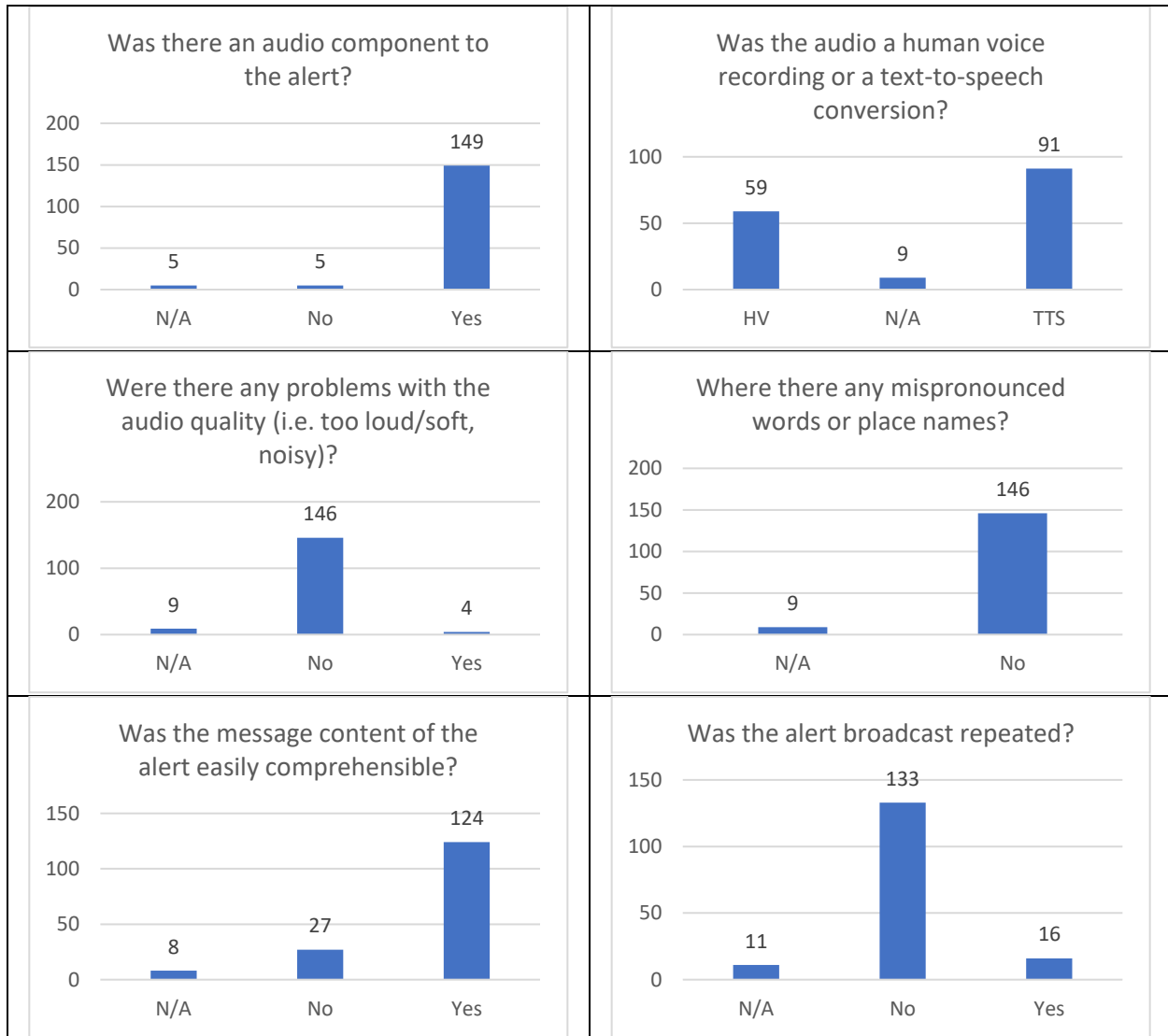
(Only for TV) If a crawl was used:



(Only for TV) If a full screen alert display was used:



Alert Issues



Other Comments:

Below is a summary of **positive points** and **issues** reported by LMDs for each Province/Territory.

| | | |
|------------------|-------|---|
| British Columbia | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration. - "Audio appeared to be TTS - very human but with a mechanical component." - "This was the first semi-successful test I have had. Previously the alerts were unsuccessful due to the issue of being in the MST zone rather than the PST zone. The alerts have an expiry time when sent, when the information for the alert is scheduled it was already outside the expiry being in MST. However, I altered the time in the DASDEC to PST time which now broadcast the alarm on the stations CHDR and CHBZ but not CJDR or CFBZ. Will have to confirm the correct location settings for these two stations." - "The word "message" was repeated ("testMessage message") somewhat confusingly in the first sentence, however it did match the TTS script. The "cy" was mispronounced in "EmergencyManagementBC" (sounded like sigh instead of see). I would suggest breaking it up into "Emergency Management BC" to |
|------------------|-------|---|

| | | |
|----------------------|-------|---|
| | | <p><i>make it easier for the TTS software to parse. The approximate duration given includes the alerting tone and the test alert. Feel free to contact me if you want the relevant section of our audio log.</i></p> <ul style="list-style-type: none"> - <i>"Somehow my DASDEC unit had defaulted to the WDTV defaults for Pre and Post audio, I've corrected the pre to now be the proper NAAD Alert Tone again."</i> - <i>"The alert tone did not play, instead it was a spoken message - "This is a weekly test of the emergency alert system. This station is testing equipment that can quickly warn you in the event of an emergency. WTVD TV serves the Raleigh, North Carolina local area."</i> |
| | TV | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration |
| Manitoba | | <ul style="list-style-type: none"> - <i>No Issue reported</i> |
| New Brunswick | TV | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration |
| Newfoundland | | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration |
| | Radio | <ul style="list-style-type: none"> - <i>Female voice was a bit muddy.</i> |
| Nova Scotia | TV | <ul style="list-style-type: none"> - <i>"Digital breakup on pic and sound through the message."</i> - <i>"Was watching on The Weather Network at time of alert. First was full screen for about 30 seconds followed by scroll at bottom of screen for several minutes more."</i> - <i>"The audio never played out but the text did. We will look in to it."</i> - <i>"Stopped it at 5 minutes"</i> |
| Ontario | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration - <i>"it seems to me that the audio quality has been better before."</i> - <i>"Every time these alerts/tests run we get complaints from our listeners that "they are scared". While I understand the mission is to get people's attention, it shouldn't be to scare them into paying attention. The Text to voice option is robotic and bad sounding. It's also noisy. Can we not (out of the vast number of broadcasters available) have these voiced by a human - especially if it's a test?"</i> - <i>"TTS voice had greatly improved in recent tests/alerts however it seems to have reverted to a less understandable and awkward sounding voice again (English version) Much of the message was quite garbled and hard to decipher."</i> - <i>"Male computerized voice was choppy therefore difficult to understand if it was a real alert with details of a person or vehicle...The text to voice was understandable but still a bit rough in spots. The male voice was very computerized which made it hard to understand, if this were a real alert with descriptions of a person or vehicle not sure it could be understood. Male computerized voice was choppy therefore difficult to understand if it was a real alert with details of a person or vehicle..."</i> <p>Note: Ontario EMO did not attach any TTS audio file or mp3 file with their alert.</p> |
| | TV | <ul style="list-style-type: none"> - <i>"Levels were fine but some audio quality issues on the recording."</i> - <i>"Voice lasted for 42 seconds crawl lasted. Crawl lasted for 2:03 minutes"</i> |
| Prince Edward Island | TV | <ul style="list-style-type: none"> - <i>"When the audio played out, the text crawl from the last alert was still on the screen. The text never appeared."</i> - <i>"Stopped it at 5 minutes"</i> |

| | | |
|--------------|--|----------------------------|
| Saskatchewan | | - <i>No Issue reported</i> |
|--------------|--|----------------------------|

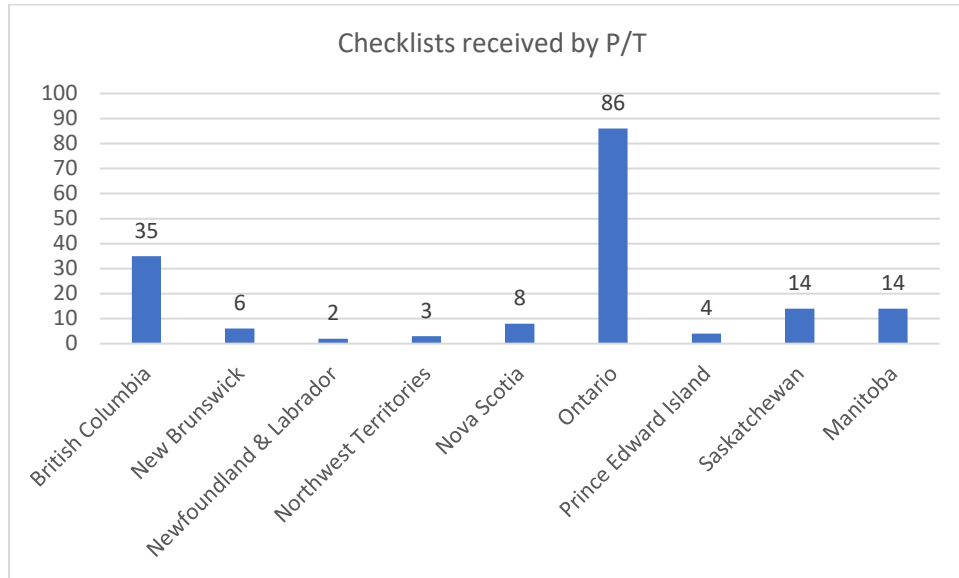
**** End of the document ****

Appendix F: NAAD System Testing Checklist – Summary Report

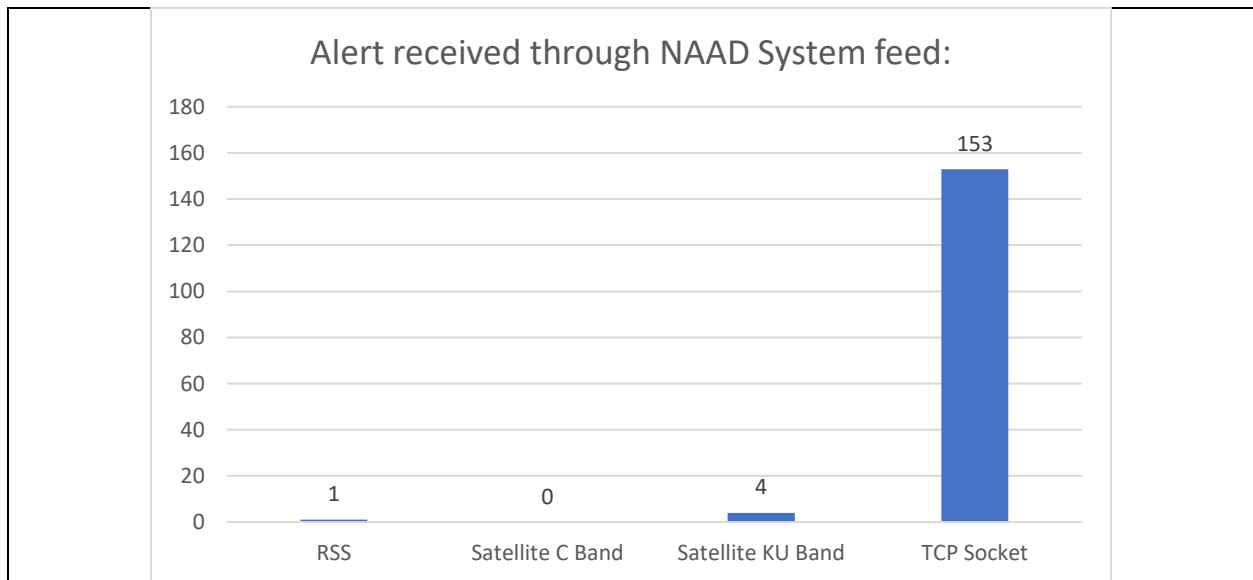
September 20, 2017

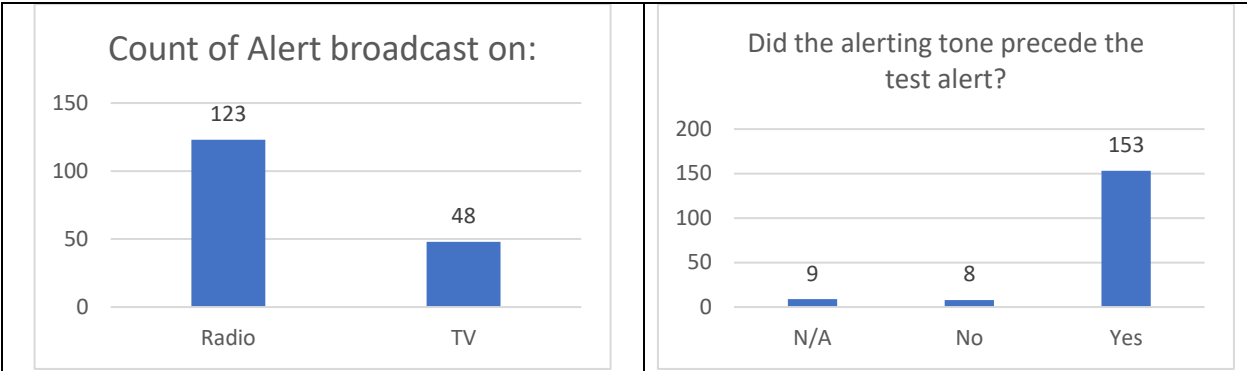
Response Count: 172

- Yukon cancelled test.

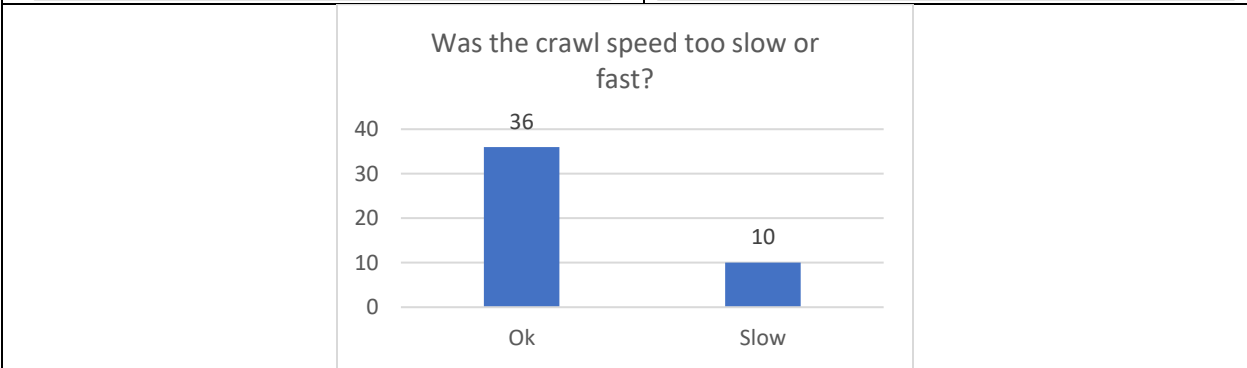
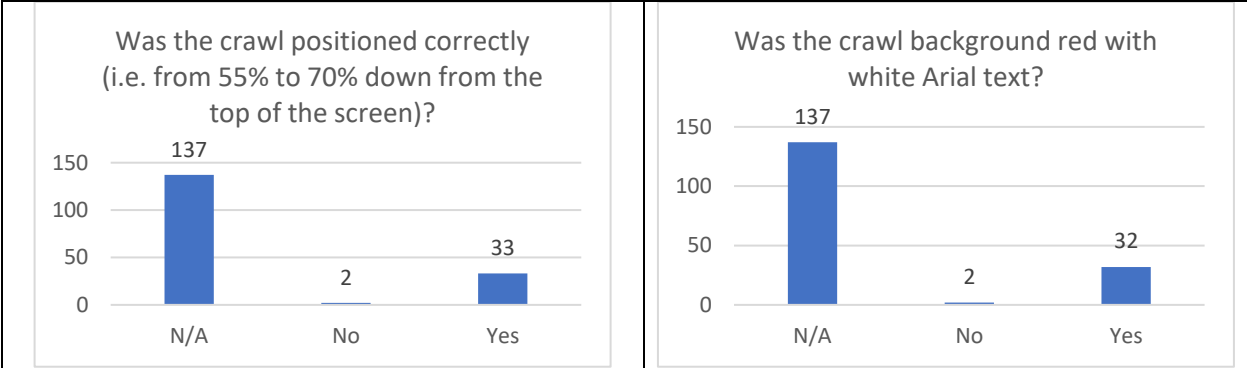


LMD Equipment Issues

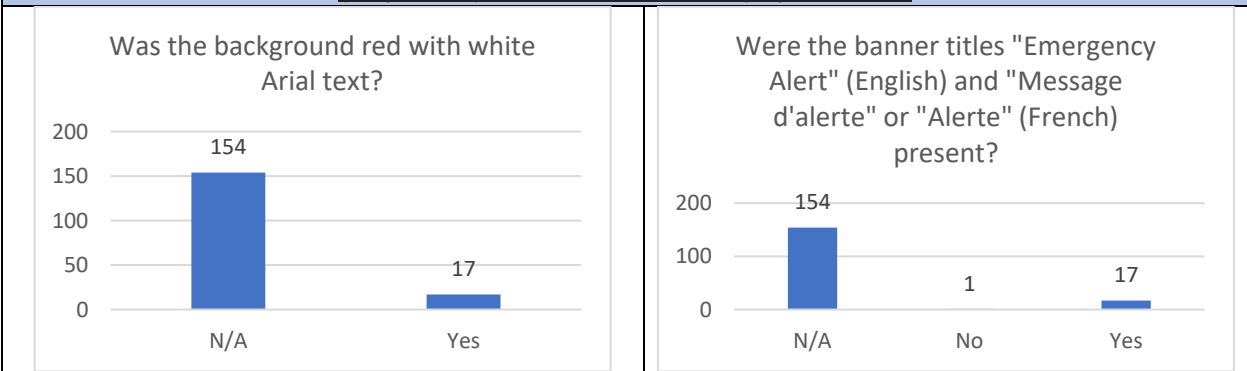




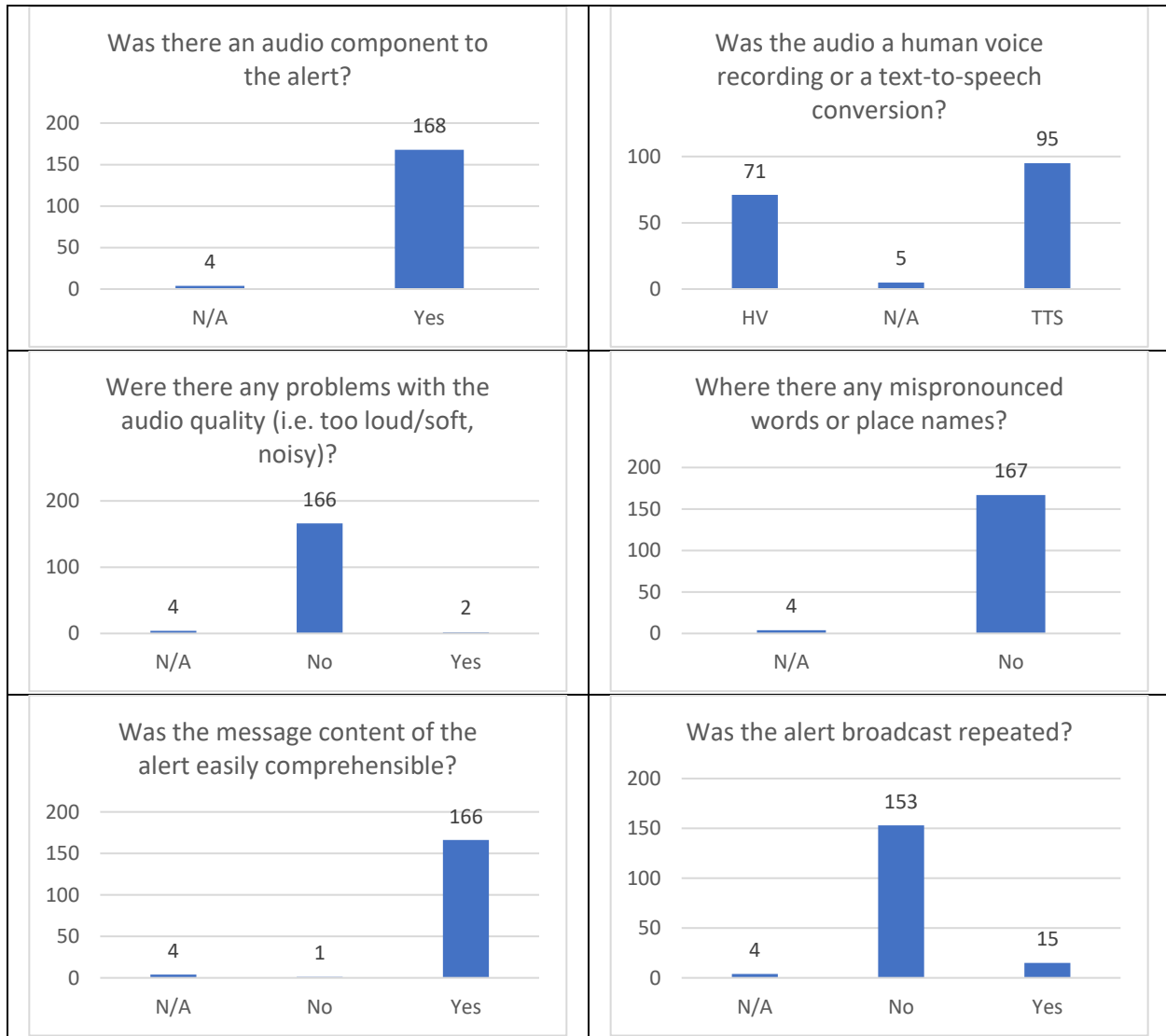
(Only for TV) If a crawl was used:



(Only for TV) If a full screen alert display was used:



Alert Issues



Other Comments:

Below is a summary of **positive points** and **issues** reported by LMDs for each Province/Territory.

| | | |
|------------------|-------|--|
| British Columbia | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration. - <i>The audio was completely legible, but quality was low - it was a bit noisy during the Text to Speech section.</i> - <i>The TTS portion of the audio was a bit fuzzy/low quality, but legible. It was too soft.</i> - <i>The alert tone was not present at the end on this test as has been the case in times past.</i> |
| | TV | - Some LMD reported issue with their ENDEC configuration |
| Manitoba | | - <i>No Issue reported</i> |
| New Brunswick | | - <i>No Issue reported</i> |

| | | |
|-----------------------|-------|--|
| Newfoundland | | - Some LMD reported issue with their ENDEC configuration |
| Northwest Territories | | - <i>No Issue reported</i> |
| | Radio | - Some LMD reported issue with their ENDEC configuration. |
| Nova Scotia | TV | - <i>"No french audio or text. Not included in CAP-CP alert for Nova Scotia test. Alert present until exited via TV remote. "</i> - <i>"Only the part that said "this was only a test" was repeated."</i> |
| Ontario | Radio | - Some LMD reported issue with their ENDEC configuration - Hard to tell if it's HV or TTS - The alert played correctly, on time, and clearly, following the alert tone... HOWEVER the audio message quit abruptly at the 32 second point, in mid-sentence. - about 1-2 seconds of silence before and after |
| | TV | - <i>"Audio ended 53 seconds crawl ended at 2 minutes 13 seconds."</i> - <i>A blank space is inserted after each letter with Accent or a C cedilla (ç). Example: "ré elle", "Sé curité", "Franç ais" [ndt: instead of "réelle", "Sécurité", "Français"]</i> |
| Prince Edward Island | TV | - <i>"When the audio played out, the text crawl from the last alert was still on the screen. The text never appeared."</i> |
| | Radio | - Some LMD reported issue with their ENDEC configuration. |
| Saskatchewan | TV | - <i>Station 1 - 13:55:06 = Voice Intro to Alert Very Clear Audio - :11 = Alert Tone Start - :19 Alert Tone End + Silence Start - :23 = Alert Announcement Start Human Voice Message - Muffled Audio harder to hear vs Voice Intro to Alert Audio. -:43 Alert Announcement END - :44 = End of Alert Announcement Very Clear Audio - :51 = Anouncement Ends - Total Time 48 seconds</i> - <i>Station 2 (TV Satellite) did not switch to Alert Channel - Just the crawl sent out of Calgary MCR was aired</i> |

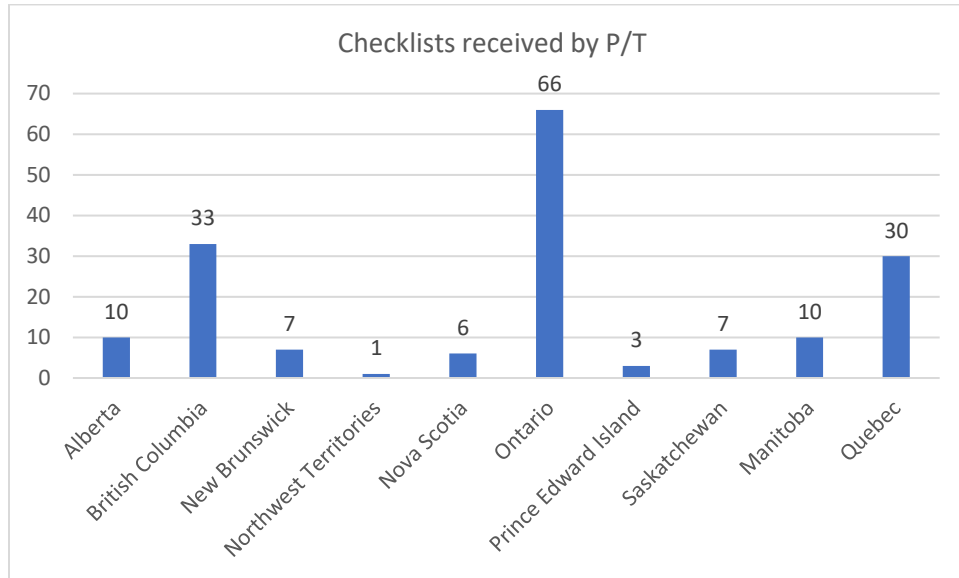
**** End of the document ****

Appendix G: NAAD System Testing Checklist – Summary Report

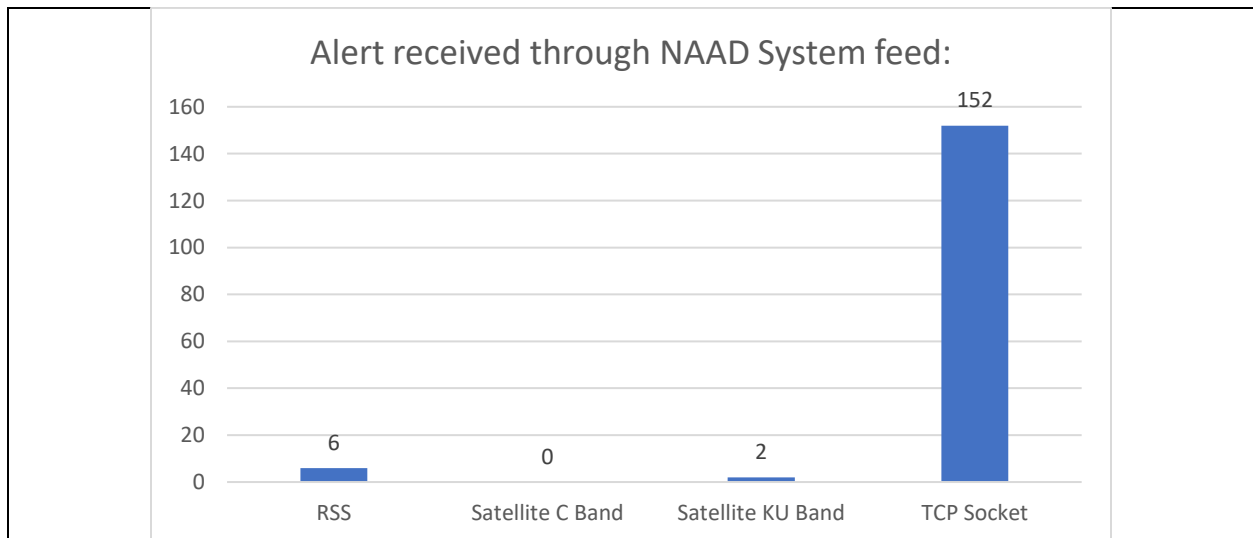
December 20, 2017

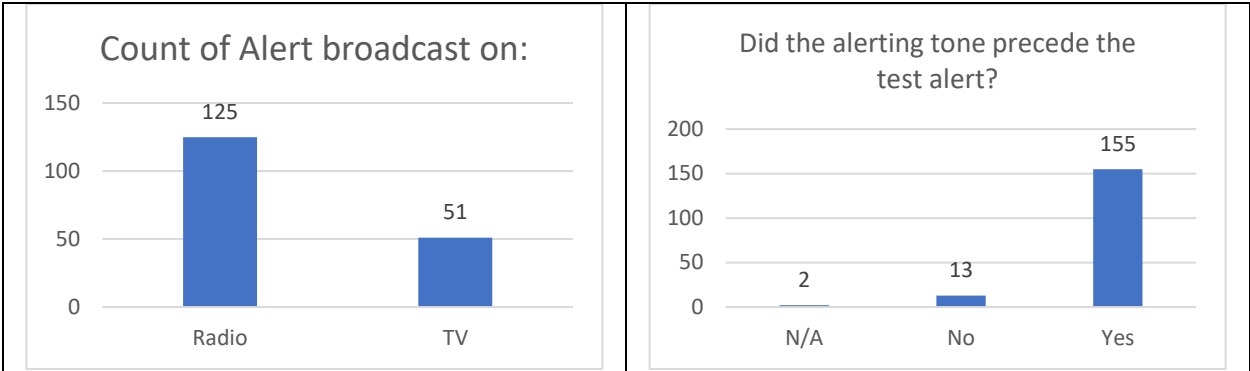
Response Count: 171

- Yukon cancelled test.

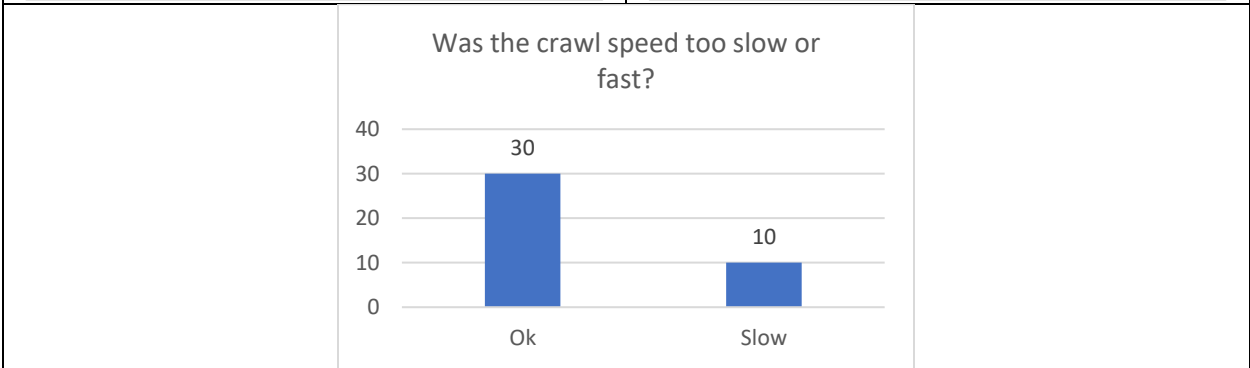
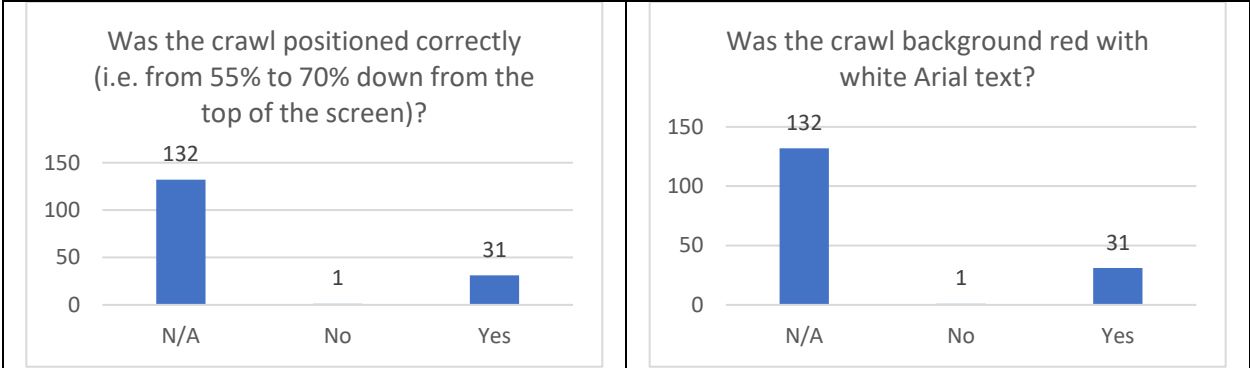


LMD Equipment Issues

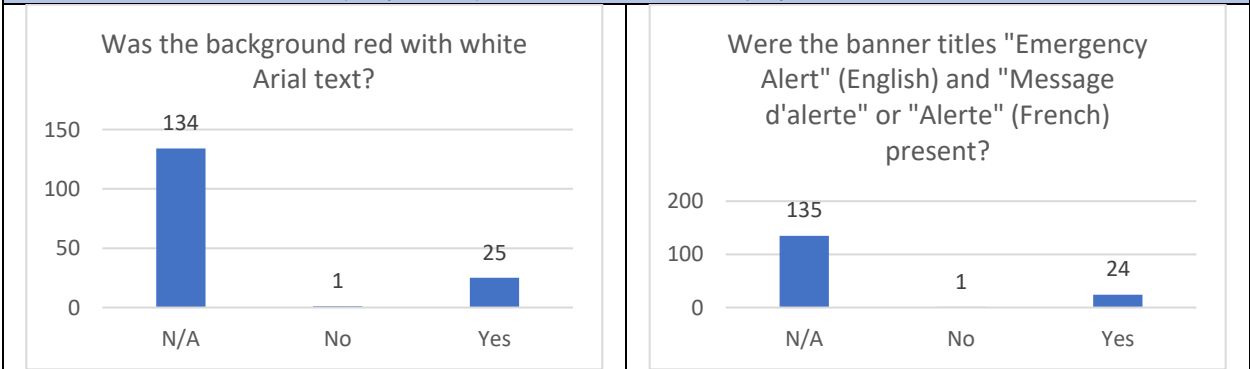




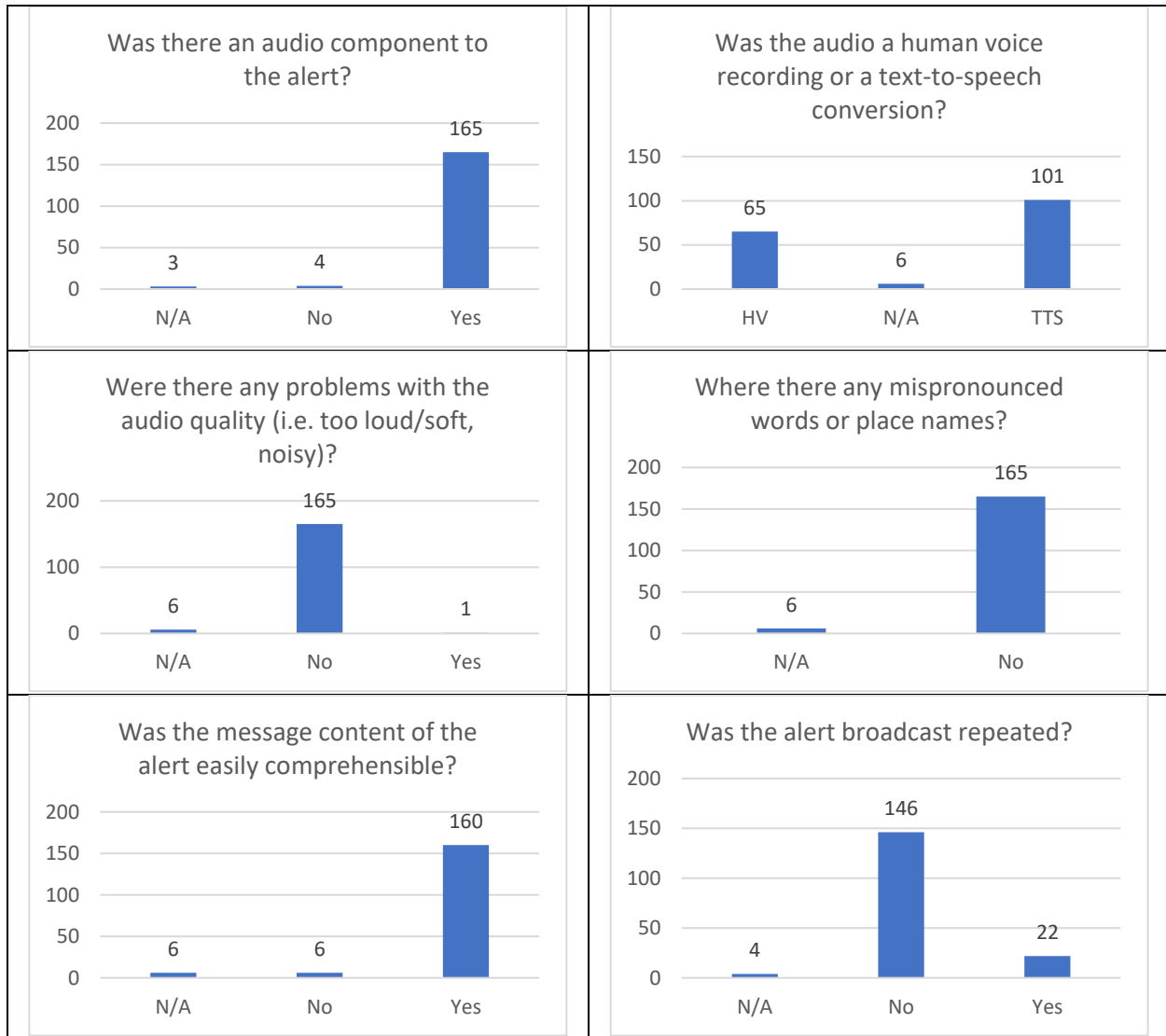
(Only for TV) If a crawl was used:



(Only for TV) If a full screen alert display was used:



Alert Issues



Other Comments:

Below is a summary of **positive points** and **issues** reported by LMDs for each Province/Territory.

| | | |
|---------|-------|--|
| Alberta | | - No Issue reported |
| Alberta | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration. - The audio was completely legible, but quality was low - it was a bit noisy during the Text to Speech section. - The TTS portion of the audio was a bit fuzzy/low quality, but legible. - It was too soft. - The alert tone was not present at the end on this test as has been the case in times past. |
| | TV | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration: "All systems worked as expected with the following exception; A problem with the NTP time on one of the Monroe EAS message receivers caused the test message to be deleted upon arrival. This caused the test |

| | | |
|-----------------------|-------|--|
| | | <p><i>message to not be delivered to the following cable systems; Canmore, Drumheller, Red Deer, Swift Current, Okotoks, and 9 of 18 Calgary hubsites. The NTP issue on the Monroe EAS message receiver has been corrected."</i></p> |
| British Columbia | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration. |
| | TV | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration - <i>"The text to speech was cut off. The last word was 'action'. The 'Is required' was not played as it went back to the regular program."</i> |
| Manitoba | | <ul style="list-style-type: none"> - <i>No Issue reported</i> - <i>"For the words used, the TTS was very good."</i> |
| New Brunswick | TV | <ul style="list-style-type: none"> - <i>"Text only appears in English"</i> |
| Newfoundland | | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration |
| Northwest Territories | | <ul style="list-style-type: none"> - <i>No Issue reported</i> |
| Nova Scotia | | <ul style="list-style-type: none"> - <i>No Issue reported</i> |
| Ontario | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration - <i>"There was human voice recording as well as text to speech. "</i> |
| | TV | <ul style="list-style-type: none"> - <i>"Program Audio was heard underneath, will look in to this."</i> - <i>"Only a blank screen with no audio."</i> - <i>"The TTS was heard in French and only once. No audio for English."</i> - <i>"Times shown are Eastern Standard."</i> |
| Prince Edward Island | TV | <ul style="list-style-type: none"> - <i>"Alert audio did not play. I checked the code, and the URL I received did have audio, so I asked Trispec to check it out. They said that the audio was not encoded properly."</i> |
| Quebec | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration - <i>"I had to listen back to our logger system a few times to understand the web URL provided for those looking for more information. "</i> |
| | TV | <ul style="list-style-type: none"> - <i>"no text read (French and English) after the warning signal"</i> - <i>"The spelling of the website address is better in English. In French, it mentions triple-w at the beginning and a "ka" at the end ... instead of making breaks between each letter."</i> |
| Saskatchewan | Radio | <ul style="list-style-type: none"> - Some LMD reported issue with their ENDEC configuration. - <i>"Alert was received at scheduled time but was not broadcast because of a setup error. Error was corrected, and test was repeated later in the evening."</i> |
| | TV | <ul style="list-style-type: none"> - <i>"Some strange TTS message in supplied audio - something like ""Copyright, unregistered copyright, copyright..."" - not sure if it had to do with Alberta Alert web page."</i> |

**** End of the document ****