



APR 06 2022

Sharon Noble
snoble19@shaw.ca

Dear Sharon Noble:

Thank you for your correspondence of January 20, 2022, in which you express your concerns regarding the elimination of copper telephone lines and ongoing access to landline telephone services in British Columbia.

I recognize the importance of your particular concerns relating to the evolution of telecommunication networks across Canada and its potential impact to ongoing access to phone services in an emergency, especially in situations of power outages and/or no cellular coverage.

Telecommunications networks have greatly evolved over the years. As an essentially 20th century technology, the copper telephone line network is increasingly unable to meet the demands of modern communications. As an example, next-generation 9-1-1 services delivered over fibre or wireless networks will make it possible to provide additional details about emergency situations. In the future, Canadians could make medical information available to first responders. This will lead to safer, faster, and more informed emergency responses.

No technology is completely fail-safe. As they modernize their networks telecommunications service providers have invested in resilient systems, such as back-up generators for cell phone towers and mobile cell towers (cell on wheels) to maintain, augment and quickly restore service in an emergency. Wireless networks allow users to roam onto competing networks providing an additional layer of resiliency. Even without an active wireless subscription or SIM card, cell phones are still able to call 911.

It is also important that individual Canadians take steps to understand and prepare for the risks in their area. There are many ways of preparing for emergencies and staying in touch during these events. For more information on steps that Canadians should take to become better prepared for emergencies, please visit **www.getprepared.gc.ca**.

As mentioned in my previous correspondence, the Canadian Radio-television and Telecommunications Commission (CRTC) is responsible for regulating telecommunication services in Canada. They operate as an arm's length tribunal.

I understand that you have already reached out to the CRTC regarding the issue, however, upon your most recent request, I am also forwarding a copy of your letter to the Secretary General of the CRTC, Claude Doucet, for his consideration.

The safety and security of Canadians is of paramount importance to the Government of Canada and Public Safety Canada recognizes the complex nature of emergency management. That is why we are committed to building a safe and resilient Canada by working with partners from all areas of society to advance community resilience.

Thank you again for writing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'T. Bhupsingh', written in a cursive style.

Trevor Bhupsingh
Assistant Deputy Minister
Emergency Management and Programs Branch
Public Safety Canada

c.c.: Claude Doucet
Secretary General
Canadian Radio-television and Telecommunications Commission