

**From:** "claire doucet" <Claire.Doucet@crtc.gc.ca>  
**To:** "snoble19" <snoble19@shaw.ca>  
**Cc:** "Sec-Gen" <sec-gen@crtc.gc.ca>, "marketplace" <marketplace@cbc.ca>, "pablo rodriguez" <pablo.rodriguez@parl.gc.ca>, "Bill Blair" <Bill.Blair@parl.gc.ca>, "Linda Carey" <Linda.Carey@gov.bc.ca>, "advocacy" <advocacy@carp.ca>, "info" <info@consumerprotectionbc.ca>  
**Sent:** Monday, July 4, 2022 1:03:35 PM  
**Subject:** RE: Request #4 to you, #8 in total 911 service threatened

Good afternoon Ms. Noble,

Thank you for your email. I have discussed your file with our Client Services team and reviewed the issues you raised in your various contacts with the CRTC.

I can confirm that the responses we provided to you have addressed the concerns you raised.

Thank you,

Claire

Claire Doucet (il, lui | he, him)

Secrétaire général | Secretary General

Conseil de la radiodiffusion et des télécommunications canadiennes |

Canadian Radio-television and Telecommunications Commission

1, prom. du Portage, Édifice central, Les Terrasses de la Chaudière, Gatineau  
QC J8X 4B1

[Claire.Doucet@crtc.gc.ca](mailto:Claire.Doucet@crtc.gc.ca)

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**attachments:**

**DOCS-#4100020--v...Rapids\_#854608.txt**

**CRTC Reference: 854608**

**From:** "CRTC DONOTRESPOND/NEPASREPOONDRE" <CRTC DONOTRESPOND/NEPASREPOONDRE>

**To:** "dsnoble@shaw.ca"

**Date:** NaN, 0NaN NaN:NaN PM

Dear Sharon Noble:

After consulting with CRTC subject-matter experts, we have no further information to communicate on this matter. We can only reiterate that telecommunication service providers (TSPs) don't need CRTC's approval to upgrade their underlying telecom infrastructures; and have the responsibility to inform their customers of the limitations of the 9-1-1 service provided to their customers, including when there is a power outage. The CRTC does not intervene in power outage issues.

We therefore consider the matter closed.

As mentioned in our previous correspondences, we encourage you to contact TELUS to make your concerns known.

Thank you for sharing your concerns with us.

TO REPLY TO THIS MESSAGE

<https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid...4608&keyE097.0063790123>

If you are unable to click on this link, please copy and paste it in your browser.

Sincerely,

Valentine Gilloots

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**DOCS-#4091660-v...Rapids\_#854608.txt**  
**CRTC Reference: 854608**

**From:** "CRTC DONOTRESPOND/NEPASREPOONDRE" <CRTC  
DONOTRESPOND/NEPASREPOONDRE>  
**To:** "dsnoble@shaw.ca"  
**Date:** NaN, 0NaN NaN:NaN PM

Dear Sharon Noble:

We apologize for the delay in responding to your complaint. We have been consulting internally with subject-matter experts in this matter.

If there is a loss of power to an area and there is no battery backup, there is no voice connectivity unless a customer has provided local power backup, such as a generator. We must reiterate that the CRTC does not regulate equipment, but that some back-up systems could allow functionality for a certain number of hours; and that cell phones are often used as a backup phone service.

TO REPLY TO THIS MESSAGE

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lang=en&caseid...4608&keyE097.0063790123](https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid...4608&keyE097.0063790123)

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Sincerely,

Valentine Gilloots  
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**DOCS-#4086519-v...Rapids\_#854608.txt**

**CRTC Reference: 854608**

**From:** "CRTC DONOTRESPOND/NEPASREPONDRE" <CRTC DONOTRESPOND/NEPASREPONDRE>

**To:** "Dennis and Sharon Noble" <dsnoble@shaw.ca>

**Date:** NaN, 0NaN NaN:NaN PM

Dear Sharon Noble:

Thank you for contacting us about your telephone service with TELUS Communications Inc.

Canadian carriers, such as TELUS, don't need CRTC's approval to upgrade their telecommunications' infrastructures, i.e. Fiber upgrades. Phone service can be provided over copper, cable, fiber, etc. depending on customer's choice and service provider's infrastructure. The CRTC generally takes a technology neutral approach with respect to Canadian carriers' choice of infrastructures. Fiber has been considered an alternative solution to copper lines as the underlying technology to access the public switch telephone network; and the upgrade from copper to fibre facilities throughout municipalities remains a carrier's business decision.

With respect to your concern about TELUS's fiber upgrade at your premises, including how it could affect the reliability of your services, the CRTC has mandated all service providers to provide 9-1-1 service whenever they provide telephone service to consumers, in areas where 9-1-1 service is available. We therefore suggest that you request additional information from TELUS as well as how to stay connected during outages. We also suggest that you could ask them if you could maintain a copper landline as part of their services with the

company.

If competition is available in your area, you may consider contacting other providers to enquire about their services and whether they could better meet your requirements.

Thank you for sharing your concerns with us.

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Sincerely,

Valentine Gilloots

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**From:** Sharon Noble [mailto:snoble19@shaw.ca]

**Sent:** June 28, 2022 7:09 PM

**To:** Doucet, Claude <Claude.Doucet@crtc.gc.ca>

**Cc:** Sec-Gen <sec-gen@crtc.gc.ca>; marketplace <marketplace@cbc.ca>; pablo rodriguez <pablo.rodriguez@parl.gc.ca>; Bill Blair <Bill.Blair@parl.gc.ca>; Linda Carey <Linda.Carey@gov.bc.ca>; advocacy <advocacy@carp.ca>; info <info@consumerprotectionbc.ca>

**Subject:** Request #4 to you, #8 in total 911 service threatened

**\*\*\*ATTENTION\*\*\***

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Mr. Doucet,

Over the last year I've sent many emails to various agencies and government departments in an attempt to find out how 911 service will be provided when landlines are no longer reliable. Several of the recipients, including the CRTC (no names provided) have given no answers but told me they had referred my concerns to you.

To date I have received no response from you or your office. Certainly as Chair of CRTC you must have access to this information, perhaps having considered the ramifications of leaving people without 911 service during a prolonged power outage.

Not only are the most vulnerable, those with small families, the elderly and the disabled, in danger of being unable to call for help during an emergency, but they are unaware that they might be left without a working landline. Their telephone carriers are cutting the copperline and replacing it with a digital phone that is electricity-dependent without telling them, and without explaining the ramifications. Yet CRTC, Telus, and Public Safety Canada is advising that preparation for such an emergency is their responsibility. How can they prepare for something they know nothing about? And why should they spend money for additional batteries to run the modem when 911 access, according to CRTC policy, is the responsibility of the telephone companies?

These are questions to which I would like answers. You, Mr. Doucet, are apparently the only one who can provide them.

If you have no answers, would you please be kind enough to say so and tell me who might?

Sincerely,

Sharon Noble

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**From:** "snoble19" <[snoble19@shaw.ca](mailto:snoble19@shaw.ca)>  
**To:** "claude doucet" <[Claude.Doucet@crtc.gc.ca](mailto:Claude.Doucet@crtc.gc.ca)>  
**Cc:** "Sec-Gen" <[sec-gen@crtc.gc.ca](mailto:sec-gen@crtc.gc.ca)>, "marketplace" <[marketplace@cbc.ca](mailto:marketplace@cbc.ca)>, "pablo rodriguez" <[pablo.rodriguez@parl.gc.ca](mailto:pablo.rodriguez@parl.gc.ca)>  
**Sent:** Sunday, June 12, 2022 11:03:59 PM  
**Subject:** Request #3 911 service threatened

Hello, Mr. Doucet,

I have been attempting to get answers to some very important questions from both you and CRTC for many months about this vital service, yet nothing. Please do not confirm that you received this email. Please give me a specific date when you will tell me how phone service will be provided after copperlines are cut when there is a prolonged power outage.

**Not only are the most vulnerable, those with small families, the elderly and the disabled, in danger of being unable to call for help during an emergency, but they are unaware that they might be left without a working landline. Their telephone carriers are cutting the copperline and replacing it with a digital phone that is electricity-dependent without telling them, and without explaining the ramifications. Yet CRTC, Telus, and Public Safety Canada is advising that preparation for such an emergency is their responsibility. How can they prepare for something they know nothing about? And why should they spend money for additional batteries to run the modem when 911 access, according to CRTC policy, is the responsibility of the telephone companies?**

I look forward to receiving your response.

Sincerely,

Sharon Noble

Victoria, BC

240-478-7892

---

### **Response to your correspondence to the CRTC**

**From:** "CRTC DONOTRESPOND/NEPASREPONDRE" <[crtcdonotrespond@crtc.gc.ca](mailto:crtcdonotrespond@crtc.gc.ca)>

**To:** "Dennis and Sharon Noble" <[dsnoble@shaw.ca](mailto:dsnoble@shaw.ca)>

**Cc:** "Sec-Gen" <sec-gen@crtc.gc.ca>

**Date:** June 10, 2022 7:18 AM

Dear Sharon Noble:

We acknowledge receipt of your correspondence addressed to the Secretary General of the Canadian Radio-television and Telecommunications Commission (CRTC), received on April 20, 2022, about 911 service in your region.

Our records show that you contacted us on several occasions regarding this subject, and that your concerns have been addressed in our previous correspondences. We therefore consider the matter closed.

Thank you again for sharing your concerns with us.

**TO REPLY TO THIS MESSAGE**

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Best regards,

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**From:** "snoble19" <[snoble19@shaw.ca](mailto:snoble19@shaw.ca)>  
**To:** "claude doucet" <[Claude.Doucet@crtc.gc.ca](mailto:Claude.Doucet@crtc.gc.ca)>  
**Cc:** "Sec-Gen" <[sec-gen@crtc.gc.ca](mailto:sec-gen@crtc.gc.ca)>  
**Sent:** Saturday, May 14, 2022 2:40:35 PM  
**Subject:** Re: 911 service threatened

Hello, Mr. Doucet,

Can you please tell me when I might expect to receive a response to my letter?

Thank you in advance,

Sharon Noble

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**From:** "claude doucet" <[Claude.Doucet@crtc.gc.ca](mailto:Claude.Doucet@crtc.gc.ca)>  
**To:** "snoble19" <[snoble19@shaw.ca](mailto:snoble19@shaw.ca)>  
**Cc:** "Sec-Gen" <[sec-gen@crtc.gc.ca](mailto:sec-gen@crtc.gc.ca)>  
**Sent:** Thursday, April 21, 2022 6:29:08 AM  
**Subject:** RE: 911 service threatened

Hi Sharon Noble,

I can confirm that we have received your correspondence from Public Safety Canada and the CRTC will be providing a response to your letter.

Claude

Claude Doucet (il, lui | he, him)

Secrétaire général | Secretary General

Conseil de la radiodiffusion et des télécommunications canadiennes |

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**From:** Sharon Noble [<mailto:snoble19@shaw.ca>]

**Sent:** April 20, 2022 8:24 PM

**To:** Doucet, Claude <[Claude.Doucet@crtc.gc.ca](mailto:Claude.Doucet@crtc.gc.ca)>

**Subject:** 911 service threatened

**\*\*\*ATTENTION\*\*\***

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Dear Mr. Doucet,

Over the last year I've sent many emails to various agencies and government departments in an attempt to find out how 911 service will be provided when landlines are no longer reliable. Several of the recipients, including the CRTC (no names provided) have given no answers but told me they had referred my concerns to you. The most recent is attached, a letter from Trevor Brupsingh, Dep. Minister, Public Safety Canada.

To date I have received no response from you or your office. Certainly as Chair of CRTC you must have access to this information, perhaps having considered the ramifications of leaving people without 911 service during a prolonged power outage.

Not only are the most vulnerable, those with small families, the elderly and the disabled, in danger of being unable to call for help during an emergency, but

they are unaware that they might be left without a working landline. Their telephone carriers are cutting the copperline and replacing it with a digital phone that is electricity-dependent without telling them, and without explaining the ramifications. Yet CRTC, Telus, and Public Safety Canada is advising that preparation for such an emergency is their responsibility. How can they prepare for something they know nothing about? And why should they spend money for additional batteries to run the modem when 911 access, according to CRTC policy, is the responsibility of the telephone companies?

These are questions to which I would like answers. You, Mr. Doucet, are apparently the only one who can provide them.

I am hopeful that you can provide the information that I seek and have been seeking for many months. I look forward to receiving your response in the near future.

Regards,

Sharon Noble

Victoria, BC V9C 3V5

---

**From:** "snoble19" <[snoble19@shaw.ca](mailto:snoble19@shaw.ca)>  
**To:** "Bill Blair" <[Bill.Blair@parl.gc.ca](mailto:Bill.Blair@parl.gc.ca)>  
**Cc:** "randall garrison" <[randall.garrison@parl.gc.ca](mailto:randall.garrison@parl.gc.ca)>, "Linda Carey" <[Linda.Carey@gov.bc.ca](mailto:Linda.Carey@gov.bc.ca)>, "advocacy" <[advocacy@carp.ca](mailto:advocacy@carp.ca)>, "info" <[info@consumerprotectionbc.ca](mailto:info@consumerprotectionbc.ca)>  
**Sent:** Wednesday, April 20, 2022 4:25:40 PM  
**Subject:** Third request -- 911 service threatened

Dear Min. Blair,

During the 6 months since my last email to you, I have been attempting to get answers from other departments, such as Public Safety Canada. (please see attached letter) Unfortunately it appears that no one has any answers or, in fact, considered this problem before approving and encouraging the discontinuance of copper lines for home phone service.

This is not a rhetorical or hypothetical question. This month there have been severe storms across Canada leaving many thousands without power for extended periods. Here in British Columbia wind storms caused trees to fall,

leaving many without power for many hours. I have received emails from people telling me they were without phone service, leaving them without the ability to get help in the event of an accident, a fire, etc. This is unconscionable.

The consistent response I've received from CRTC, Telus, and Public Safety Canada is that **it is up to us**, each family, each individual, to make preparations. For example both Telus and CRTC said we should buy additional batteries to power the digital access. **We** should be responsible when according to CRTC licensing requirements telecoms must provide 911 access.

I fear that my next email will provide you will details of harm, even deaths, that result from people not being able to access emergency help because they did not have phone service. If this happens, it will not be our fault. It will be the fault of all of those who knew the potential for harm existed and did nothing.

By the way, please do not tell me you are referring my email to Mr. Claude Doucet, Chair of CRTC. I'm told that my concerns have been sent to him, but, like you, he has not responded.

Regards,

Sharon Noble

---

**CRTC Reference: 858829**

From: "CRTC DONOTRESPOND/NEPASREPOINDRE"  
<crtcdonotrespond@crtc.gc.ca>

To: "snowble19@shaw.ca <snowble19@shaw.ca> [incorrect address - not received]

Date: January 24, 2022 12:06 PM

Dear Sharon Noble:

We acknowledge receipt of a copy of your correspondence sent to the Secretary General of the Canadian Radio-television and Telecommunications Commission (CRTC) on January 20, 2022 by the Office of the Honourable Bill Blair, about your concerns surrounding 9-1-1 services with Telus.

Access to emergency services is critical to the health and safety of Canadians. An effective emergency 9-1-1 system is an important part of ensuring that you have access to a world-class communications system. All VoIP service providers (such as Telus's Pure Fibre) are obligated to provide access to 9-1-1 services. However, it's important to note that back-up batteries may be needed during the course of a power or Internet outage.

Existing regulations require that nomadic VoIP providers (a VoIP service using any high-speed Internet connection from any location) inform their customers of service limitations. In the case of an outage, a back-up battery may be required for telephone services to function. However, these regulations do not require nomadic VoIP providers to specify the length of time the backup battery pack should last.

A Fixed VoIP service providers (such as cable providers where the VoIP and Internet provider are the same, such as Bell Fibe) is required to inform their customers on the length of time for the battery back-up.

You may find some additional information concerning these requirements in Telecom Decision 2005-61: <https://crtc.gc.ca/eng/archive/2005/dt2005-61.htm>

As additional information, all telecommunications providers must update their networks to get ready for next-generation 9-1-1 (NG9-1-1) services by March 1, 2022. Switching over to the new NG9-1-1 network is an important step in new services becoming available in the future, such as real time text messaging services. NG9-1-1 will make it possible to provide additional details about emergency situations. For example, in the future, Canadians could send a video of an accident, as well as make medical information available to first responders. This will lead to safer, faster and more informed emergency responses.

As a first step, the CRTC has directed all phone and cell service companies to update their networks from analogue to digital so they are ready to provide NG9-1-1 voice and text messaging services. This will enable them to carry these NG9-1-1 calls and connect them to call centres. At the same time, provincial, territorial and municipal governments will need to ensure their emergency call centres are ready for the new service.

A deadline for providing NG9-1-1 real time text messaging services to the general public will be set at a later date. These network updates will have no effect on current access to 9-1-1. Anyone in need of emergency help will still be able to dial 9-1-1 as they do today. For more information on NG9-1-1: <https://crtc.gc.ca/eng/archive/2021/2021-199.htm>

Your thoughts and insights are important, and we appreciate you taking the time to share your comments.

**TO REPLY TO THIS MESSAGE**

<https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=858829&key=45242.9895563272>

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Sincerely,

Sergio Carvalho

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Direct reply from Trevor Bhupsingh, Public Safety Canada - BLR-009534 - January 14, 2022:

<https://stopsmartmetersbc.com/wp-content/uploads/2022/07/Direct-reply-from-Trevor-Bhupsingh-Public-Safety-Canada-BLR-009534-January-14-2022.pdf>

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**From:** "snoble19" <[snoble19@shaw.ca](mailto:snoble19@shaw.ca)>

**To:** "Bill Blair" <[Bill.Blair@parl.gc.ca](mailto:Bill.Blair@parl.gc.ca)>

**Cc:** "randall garrison" <[randall.garrison@parl.gc.ca](mailto:randall.garrison@parl.gc.ca)>, "Linda Carey" <[Linda.Carey@gov.bc.ca](mailto:Linda.Carey@gov.bc.ca)>, "advocacy" <[advocacy@carp.ca](mailto:advocacy@carp.ca)>, "info" <[info@consumerprotectionbc.ca](mailto:info@consumerprotectionbc.ca)>

**Sent:** Sunday, November 28, 2021 1:54:51 PM

**Subject:** Second request 911 service threatened

Dear Min. Blair,

After nearly 4 months, I have yet to receive a response from you or any of those copied in my initial email. This is an urgent issue that deserves attention.

An update. Since my first email on Aug. 5, BC has experienced several severe rain storms. Two weeks ago, during the initial "atmospheric river event", an elderly friend called me, using her cell phone. Her area was without power and her digital "landline" phone was dead. She had failed to charge her cell phone and it had only a small amount of battery power left. She was panicked because she recently had a health emergency and was afraid that soon she would not be able to call for help. During the outage which lasted several hours, I travelled to her home a couple of times to make sure she was ok.

This is what will happen to all of us if telephone companies are allowed to ignore their obligation to provide 911 service.

In my last communication with Telus, I was told that if I wanted to ensure that I could call 911 during a prolonged outage I should either buy more batteries or get a generator. Should it be my responsibility to ensure I have phone service? I propose that if this is our only choice, then Telus should provide, at its cost, several batteries with chargers or generators to every customer who no longer has phone service guaranteed.

As an aside, during the heavy rains we've had, my copper lines have had a lot of static and sometimes it is impossible to call out. When I spoke with a Telus representative, he said that most likely water got into their lines or transformers. When I asked when they would fix the problem, I was told they wouldn't unless I switched from copper lines to the digital system. They are refusing to provide service even though I am paying for it unless I accept a service about which I have major concerns. This feels like extortion to me.

When I asked CRTC about this, I was told CRTC has no authority over Telus's policies, practices or equipment. If they don't, which agency does? Or is Telus allowed to do anything it wants, to treat its customers with total disregard?

I do hope that you will take this situation seriously enough to respond.

Sincerely,

Sharon Noble

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**Brazeau, Stephanie**

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**From:** [DOC BLR-009534] Blair, Bill - M.P. <Bill.Blair@parl.gc.ca>  
**Sent:** [OPI/BPR EMPB] Friday, August 6, 2021 8:24 AM  
**To:** [D.D./D.E. 3 Sept 2021] Minister of Public Safety / Ministre de la Sécurité publique (PS/SP)  
**Subject:** [ACTION DRR] Fwd: 911 service threatened  
[FILE ## DOSSIER 6900-1]  
**Categories:** Stef

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**From:** "snoble19" <[snoble19@shaw.ca](mailto:snoble19@shaw.ca)>  
**To:** "Bill Blair" <[Bill.Blair@parl.gc.ca](mailto:Bill.Blair@parl.gc.ca)>  
**Cc:** "randall garrison" <[randall.garrison@parl.gc.ca](mailto:randall.garrison@parl.gc.ca)>, "Linda Carey" <[Linda.Carey@gov.bc.ca](mailto:Linda.Carey@gov.bc.ca)>, "advocacy" <[advocacy@carp.ca](mailto:advocacy@carp.ca)>  
**Sent:** Thursday, August 5, 2021 11:05:41 PM  
**Subject:** 911 service threatened

Dear Hon. Bill Blair,

I am writing to you as Minister of Safety and Public Preparedness to ask for your assistance in protecting our 911 emergency service.

In British Columbia there are 2 home telephone providers, Shaw and Telus. We currently receive our service from Telus which has advised that it will no longer maintain the copper lines which provide service to homes even during power outages. The replacement is fiber optic cable, which Telus calls "Pure Fiber". This service requires electricity and, during an outage, depends upon a backup battery. A Telus representative told me that the battery is supposed to last 2-4 hours, if it is fully charged. After that period, the phone is dead, no calls can be made, even to 911.

When Telus told me I had no option but to accept the Pure Fiber replacement, I asked about this loss of access to 911. Telus's response was that I would have to use my cell phone. There are several problems with this approach. First, I, like many, do not have a cell phone and neither do I wish to have one. Second, cell phones may not be fully charged prior to the outage and could die during a prolonged one. Third, not all cell towers have generators and many

will not function once power is lost. No cell tower, no cell phone, no 911 access.

Given this scenario, when there is no electricity virtually everyone in BC is threatened with the loss of 911. We will be unable to get help during a medical emergency or fire, or to have contact with loved ones, friends, and others during disasters when telephone access often is needed most, especially by seniors. I believe that firefighters, medical services providers and ambulance services would agree that this is an unacceptable practice.

Climate change is causing stronger and more frequent storms. This is an indisputable fact. Resultant power outages will be more frequent and last longer.

According to CRTC, telephone providers must provide 911 service. See <https://crtc.gc.ca/eng/phone/911/serv.htm>

### **"Service Provider Obligations**

If you want to be a local telephone service provider in Canada, you have to provide 9-1-1 service and comply with certain other obligations. Here's what you need to know depending on whether you are a reseller or a facilities-based provider."

Hon. Mr. Blair, public safety falls under your mandate and public safety depends upon having access to emergency services. I ask you to require Telus and other telephone service providers to follow CRTC's requirements -- maintain and protect our 911 service and prevent our health and safety from being jeopardized.

Thank you for your time, and I look forward to receiving your response regarding this critical issue.

Regards,  
Sharon Noble  
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