

From: CRTC DONOTRESPOND/NEPASREPENDRE crctcdonotrespond@crtc.gc.ca
Subject: CRTC Case ID: 719891
Date: November 4, 2016 at 2:58 PM
To: ezra@lasqueti.ca



November 4, 2016

Dear Mr. Auerbach:

This is in reference to your correspondence to the CRTC concerning the reliability of phone service to your residence on Lasqueti Island, BC.

We have received a copy of the reply that was sent to you from TELUS and would now like to respond to your specific concerns on the ongoing quality of service issues related to your residential phone service.

In Commission staffs' review of all documentation related to this matter, it is our view that TELUS has sufficiently and appropriately responded to each of your concerns.

In coming to this conclusion, we note TELUS' detailed explanation on the initiatives the Company has taken to improve your phone service, as well as recent initiatives to resolve larger network issues on Lasqueti Island. In particular, Commission staff acknowledge that TELUS has been working on the plant to maintain phone service by repairing and replacing sections of the cable and drops on the island where needed. We also note TELUS' statement that reconditioning of the pedestal terminal points were required which required significant investment in terms of coordinating multiple trips to the island and is labour intensive given the volume and scope of the work. In terms of reasons for recent service outages which may have affected your phone service, TELUS explains that: "some of this work has resulted in unexpected temporary service outages but TELUS is confident the cable that has been replaced and that the reconditioning of terminal points will bring an increased quality of service to the island." TELUS identifies the cable repair team will continue to survey "issues for further ways of improving the service. "

In regard to problems specifically related to your phone line, TELUS indicates that technicians attended to your premises on two occasions: firstly, to replace a 100 pair cable which had water damage and secondly, to splice cable. TELUS states that during the second visit, the technician verified that your service was in working order. However, upon receiving a service request about an intermittent signal on the following day, TELUS attended to Lasqueti Island on Saturday, September 26th only to determine that a repeater was infested with insects which caused the intermittent signal. According to TELUS, the technician replaced the door to the repeater and the system was back up and confirmed to be working.

In our view of your concerns and TELUS' reply, many of the corrective actions taken by the Company recently will go a long way in improving the quality of phone service.

While we note your assertion that Commission staff can only fully understand the specific quality of service issues and the frustration experienced by residents by visiting Lasqueti Island, I would like to assure you that we are fully cognizant of the unique challenges in providing phone service to rural and remote areas across the country. The CRTC does not have the budgetary resources to attend to each community upon request. However, one of my staff had the opportunity to visit Lasqueti Island a few years ago as part of an investigation into the quality of phone service on the island and has provided me with valuable insight on the island and the manner in which phone service is provided,

In the case of Lasqueti Island, we note that much of TELUS' plant remains above the ground rather than the standard practice of direct/conduit bury or aerial mount on poles. We concur with TELUS' explanation that at grade deployment, especially the wet environment on the island, the reliability of phone service is difficult to maintain because of the exposure to the elements and to machinery used to maintain the roads and foliage. Commission staff is aware of the community's desire to avoid the use of poles on the island which then forces TELUS to lay its cable at grade deployment. Similarly, we acknowledge that the majority of this island's terrain prohibits direct or conduit bury. Commission staff recognizes that TELUS' use of available generator power instead of standard commercial power restricts its ability to offer seamless telecommunications service on the island. Lastly, we note the impact of limited transportation to Lasqueti Island in which access is limited

on the island. Lastly, we note the impact of limited transportation to Lasquet Island in which access is limited to foot traffic passenger service only and private boats.

In light of the above factors, Commission staff accept that TELUS continues to be faced with significant challenges that have contributed to the heightened likelihood of above ground cable being damaged and the resulting quality of service issues for island service and delays in completing the work required. In Commission staffs' view, the obstacles identified directly above are beyond TELUS' control and require action by the community first if the provision of phone service to the island is to be improved.

With regard to your request that the CRTC hold a hearing to deal with the service problems on the island, I would like to point out that the CRTC does not hold public hearings upon request and that concerns similar in nature to yours were considered during the recent BTS (Basic Telecommunications Service) review. It is my understanding that my staff provided you with information on the consultation and encouraged you to participate in the public process.

In light of the above, I believe that no further action is warranted by the CRTC.

IMPORTANT NOTE: To respond to this message, please click here and follow the prompts: <https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=719891&key=42812.9929084491>

Regards,

Cheryl Grossi
Manager/ Gestionnaire
Western & Northern Region/ Région de L'Ouest et du Nord
Canadian Radio-television and Telecommunications Commission/ Conseil de la radiodiffusion et des télécommunications canadiennes
970-360 Main Street/970- 360 rue Main
Winnipeg, MB, R3C 3Z3
204-983-6599

From: Regulatory Complaints regulatory.complaints@telus.com
Subject: RE: TELUS Reply - RE: TELUS repair - CRTC Case ID: 719891-7
Date: November 1, 2016 at 10:17 AM
To: ezra@lasqueti.ca
Cc: replies@crtc.gc.ca

RC

Dear Mr. Auerbach,

On October 21, 2016, TELUS was successful in completing the required cable repair work which stabilized the services in your area. On October 28, 2016, the installation and maintenance crew were also on Lasqueti Island and confirmed this. A two month service interruption credit in the amount of \$90 plus applicable taxes was applied to your account for the degraded service you received.

Thank you for your patience during this time.

Sincerely,

Maureen Hebert
TELUS Regulatory Affairs

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From: Regulatory Complaints
Sent: October 3, 2016 02:52 PM
To: ezra@lasqueti.ca
Cc: replies@crtc.gc.ca
Subject: TELUS Reply - RE: TELUS repair - CRTC Case ID: 719891-7

Dear Mr. Auerbach:

The CRTC has forwarded to TELUS a copy of your correspondence regarding the outage of your telephone service. The CRTC has requested that TELUS respond directly to you with a copy to the CRTC.

A review of this matter finds that TELUS' technicians visited the location and determined that cable repair was required as a crushed splice was located. The buried cable that is damaged requires excavation to repair. TELUS is currently scheduling the equipment and resources to complete this requires and expects to be out during the week of October 11, 2016.

My understanding is that your service was working when TELUS left in September to assess the matter. However, you may continue experiencing intermittent issues until this section of the cable is fully repaired.

Thank-you for your continued patience.

Yours truly,

Darlene Dasilva
TELUS, Regulatory Affairs

C: CRTC

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

Sent: September 1, 2016 10:56 AM

To: ezra@lasqueti.ca

Cc: Regulatory Complaints <regulatory.complaints@telus.com>

Subject: TELUS repair - CRTC Case ID: 719891-7

September 1, 2016

Dear Mr. Auerbach:

Thank you for contacting the CRTC on August 31st to report that your telephone service is out again.

In light of your concerns, I am forwarding your correspondence to your service provider requesting the Company to respond directly to your concerns within 20 calendar days in accordance with Part 2 of the CRTC Rules of Practice and Procedure. By copy of this message, I am requesting it to provide the Commission with a copy of its reply to you. Upon review by CRTC staff, should further regulatory action be required by the CRTC, you will hear from us.

For more details on the CRTC complaint process, here's a link to "How to make a complaint about your telephone service" http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm

I note that you say the CRTC did not respond to your follow-up correspondence of May 9, 2016 about the quality of service provision on Lasqueti Island. In fact I responded the same day, advising you that the CRTC was reviewing [Basic Telecommunications Services](#) to determine what services (e.g. voice and broadband) are required by all Canadians to fully participate in the digital economy. To review the entire proceeding, and to follow its outcome, you may consult here: <https://services.crtc.gc.ca/pub/instances-proceedings/Default-Default.aspx?lang=eng&YA=2015&S=O&PA=t&PT=nc&PST=a#2015-134>

IMPORTANT NOTE: To respond to this message, please click here and follow the prompts: <https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=719891&key=42812.9929084491>

Regards,

Michelle Edge
Regional Officer | Agente régionale
Western & Northern Region | Région de L'Ouest et du Nord
CRTC Client Services | Services à la clientèle

Canadian Radio-television and Telecommunications Commission | Conseil de la radiodiffusion et des télécommunications canadiennes

Government of Canada | Gouvernement du Canada www.crtc.gc.ca

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Cc: TELUS

Copies of electronic replies/reports to complaints should be sent to the following CRTC address:

replies@crtc.gc.ca

Please quote our Case ID number on your electronic response.

Incoming message 31/08/2016

I, along with the rest of my neighbours, continue to experience repeated and extended telephone outages. I am experiencing one at present - the phone has been out for 24 hours. Telus website reports "no outages" and there is no way to contact them on the web - their chat line had 57 customer wait when I started this complaint. I want tie this complaint to a former one which remains unresolved CRTC Case ID: 719891. The issues and problems are the same it's just a year later.


Further the CRTC has never responded to follow up correspondence on the above noted file asking about if the level of service and maintenance effort (wires strewn through the bush and handing from trees) the Telus expends meets the standards of service for rural Canada. I also want to note that Telus claim that their is no power available is simply not true. Telus operates solar powered systems across Canada and Lasqueti Island has the highest percentage of solar PV powered residences in the country. Surely if the residents, the school and the health centre can figure out how to use solar power Telus could too.

I request some serious action be taken on this matter. The CRTC should come here and see the actual conditions and meet with the affected community members. Perhaps Telus should come so they could repeat their sad and inaccurate story one more as well. Better yet perhaps the CRTC could hold them accountable and insist that the service here be brought up to a minimum installation standards. The conditions of service here would be expected in remote reaches of the developing world. NOT acceptable in Canada from a regulated monopoly essential service.

Finally please tell Telus that our phones are out again, as there is no apparent way that I can.

Sincerely yours.

Ezra Auerbach
Morewater Road
Lasqueti Island, BC
V0R 2J0
Tel.: 250-333-8898
Email: ezra@lasqueti.ca

From: Regulatory Complaints regulatory.complaints@telus.com 
Subject: TELUS Reply RE: CRTC Case ID: 719891
Date: October 6, 2015 at 8:08 AM
To: ezra@lasqueti.ca
Cc: CRTC Client Services/Services à la clientèle Replies@crtc.gc.ca

RC

October 6, 2015

Dear Mr. Auerbach:

The Canadian Radio-television and Telecommunications Commission (CRTC) has forwarded to TELUS a copy of your correspondence in which you have expressed concern with the service outages on your home telephone on Lasqueti Island. The CRTC, in reply to your correspondence requested that TELUS reply directly to you with a copy to the CRTC.

As way of background, TELUS has been working diligently to remediate the plant where needed to maintain service, specifically we have repaired and replaced sections of the cable and drops on the Island. Further, reconditioning of the pedestal terminal points were required. This is a very large task that requires coordination and multiple trips to the island to have to volume of work completed. Some of this work has resulted in unexpected temporary service outages. TELUS is confident the cable that has been replaced and the reconditioning of terminal points will bring an increased quality of service to the island. In addition, the TELUS' cable repair team continues to survey the issues for further ways of improving the service.

TELUS continues to be faced with significant challenges that have contributed to quality of service issues for the island service and delays in completing the work required:

1. Much of TELUS' plant remains at grade rather than the standard practice of direct / conduit bury or aerial mount on poles. At grade deployment, especially in the wet environment Lasqueti Island presents. This is particularly hard on the plant for two reasons; (1) exposure to the elements and (2) exposure to machinery used to maintain the roads and foliage. It is TELUS' understanding from the governing regional body the communities' desire is to avoid the use of poles on the island, thus forcing at grade deployment because the majority of the islands terrain prohibits direct or conduit bury.
2. Equally as important is the power source TELUS uses to power the telephony equipment on the island. Commercial power is the standard for telephony powering and by far the most reliable. However, with commercial power not available on the island, using the available generator power source has an impact to the reliability of the entire telephone infrastructure on the island.
3. Lasqueti Island doesn't have BC Ferries type of service for vehicles; the transportation is for private foot traffic passenger service only. TELUS leaves a service van on the Island and the technicians have to transport everything over. If our technicians require heavier gear, TELUS must plan in advance to have the additional equipment transported and delivered by barge.

Faced with these unusual and non-standard conditions, TELUS is striving to provide the best service possible under the conditions presented by at grade deployment and non-commercial power sources.

In relation to the cable that services your home, TELUS had to take two trips to repair the issues. The first was to replace 100 pair cable which had water damage. On the second trip, the cable was splice and at that time the system was verified the systems as working. TELUS then received a report a day

later that the service was intermittent. TELUS visited the Island again on Saturday, September 26th and found that a repeater was infested with insects which were causing the failure of the signal to pass. TELUS replaced the door and the system was back up and confirmed working.

I trust the information above provides you with a great understanding of the continued challenges TELUS faces on Lasqueti Island.

Thank you for bringing your concerns and feedback to our attention.

Yours truly,

Darlene Dasilva
TELUS, Regulatory Affairs

C: CRTC

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From: CRTC DONOTRESPOND/NEPASREPONDRE [mailto:crtcdonotrespond@crtc.gc.ca]
Sent: September 16, 2015 11:54 AM
To: ezra@lasqueti.ca
Cc: Regulatory Complaints
Subject: CRTC Case ID: 719891

September 16, 2015

Dear Mr. Auerbach:

Thank you for contacting the CRTC on September 16th about persistent service outages of your home telephone on Lasqueti Island.

In light of your concerns, I am forwarding your correspondence to your service provider requesting the Company to respond directly to your concerns within 20 calendar days in accordance with Part 2 of the CRTC Rules of Practice and Procedure. By copy of this message, I am requesting it to provide the Commission with a copy of its reply to you.

Details on the CRTC complaint process are available in "How to make a complaint about your telephone service" http://www.crtc.gc.ca/eng/INFO_SHT/T12.htm

Upon review by CRTC staff, should further regulatory action be required by the CRTC, you will hear from us.

On April 9, 2015, the CRTC initiated a review of basic telecommunications services to ensure that Canadians have access to world-class telecommunications services that enable them to participate in the digital economy. The first phase of the proceeding consisted of collecting information to better understand the telecommunications services provided to Canadians and determine the areas in Canada that are not being adequately served. This included information pertaining to necessary upload and download speeds necessary; funding mechanisms to support telecommunications services; and the roles of the private sector, governments and the CRTC. This first phase ended on July 14, 2015.

In the second stage, which will take place in fall 2015, the CRTC will hold a further public consultation to collect comments from Canadians regarding the issues identified. The details of this consultation will be announced at a later date. The CRTC will also hold a public hearing beginning on April 11, 2016. Learn

announced at a later date. The CRTC will also hold a public hearing beginning on April 11, 2016. Learn about the issues and process in our News Release: <http://news.gc.ca/web/article-en.do?nid=960029>

Learn more about your CRTC: <https://youtu.be/PweJmI9ZHFk>

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Regards,

Michelle Edge
Regional Officer | Agente régionale
Western & Northern Region | Région de L'Ouest et du Nord
CRTC Client Services | Services à la clientèle
Canadian Radio-television and Telecommunications Commission | Conseil de la radiodiffusion et des télécommunications canadiennes <http://www.crtc.gc.ca>
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Cc: TELUS

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Please quote our Case ID number on your electronic response.

Incoming message 9/16/2015

My home phone service is out of service on almost daily basis for between one and six hours. I have reported the outages to Telus via their website/chat window but have received no response. In general the level and quality of service delivered by Telus on this island is disgraceful. The formerly buried phone lines now snake through the woods and ditches along the side of the road.

Telus is not responding to growing service issues on this island and appears to have decided that the customers here do not deserve first class service instead they let the situation worsen.

The CRTC should hold a public forum and fact finding tour on this island to get a first hand picture of how bad the situation is. There is no reason we should bear with this service in Canada and the CRTC should order Telus to make the necessary capital expenditures to improve the service here.

For the record I enjoyed excellent service for twenty years or more before Telus started to take infrastructure short cuts.

Ezra Auerbach
Marquette Road

