

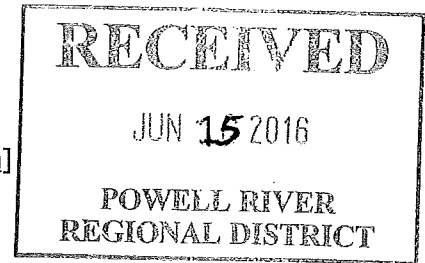
COTW 21 JUN 2016

MEETING

Brenda Paquin

Subject: FW: CRTC Case ID: 744558
Attachments: FW: CSINFO

From: CRTC DONOTRESPOND/NEPASREPONDRE [mailto:crtcdonotrespond@crtc.gc.ca]
Sent: June-14-16 2:47 PM
To: Caroline Visser
Subject: CRTC Case ID: 744558



Dear Mr. Brabazon:

Thank you for contacting us about basic telecommunication services.

The CRTC has recently concluded a public hearing and online discussion forum on Basic Telecommunications Services to determine what services (e.g. voice and broadband) are required by all Canadians to fully participate in the digital economy. We have received comments from your organization and have added them to the proceeding. 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?S=C&PA=T&PT=NC&PST=A> - select year 2015, then scroll down to Notice Number 2015-134. The proceeding is now closed, and we are examining the file. We will publish a decision in due course.

For your additional information, a public opinion research report prepared by EKOS Research Associates formed part of the evidence of the hearing: <http://www.crtc.gc.ca/internet2016/report.html>. The report presents the results of a questionnaire completed by over 30,000 Canadians and also presents information gathered through focus groups held in small communities across the country which have limited or no access to broadband Internet services.

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

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=744558&key=43090.9072815972>

Sincerely,

Nancy Gauthier
 Client Services | Services à la clientèle
 Canadian Radio-television and Telecommunications Commission | Conseil de la radiodiffusion et des télécommunications canadiennes
 Ottawa, Canada K1A 0N2
 Telephone | Téléphone 1-877-249-2782 / TTY | ATS 1-877-909-CRTC (2782)
 Outside Canada | Hors Canada 819-997-0313 / TTY | ATS 819-994-0423
 Facsimile / Télécopieur 819-994-0218
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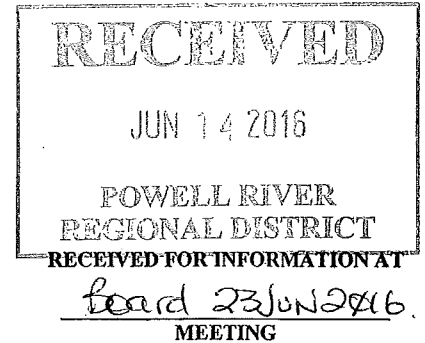
Attachment:

1.MSG Hardcopy received in Client Services on June 1, 2016

Brenda Paquin

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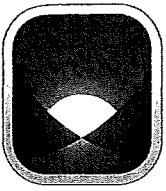
Learn more about your CRTC: <https://youtu.be/PweJmI9ZHFk>

Sincerely,

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

1.MSG Hardcopy received in Client Services on June 1, 2016



POWELL RIVER REGIONAL DISTRICT

#202 - 4675 Marine Avenue, Powell River, BC V8A 2L2
Telephone: 604-485-2260 Fax: 604-485-2216
Email: administration@powellriverrd.bc.ca
Website: www.powellriverrd.bc.ca

"Genetically Engineered Free Crop Area"

May 24, 2016

Jean-Pierre Blais
Chairman and Chief Executive Officer
Canadian Radio-television and Telecommunications Commission
Ottawa, Ontario K1A 0N2

RE: BASIC TELECOMMUNICATION SERVICES

Dear Mr. Blais:

Back on June 26, 2015 the Powell River Regional District wrote you to express our concerns regarding the lack of internet connectivity and reliable land lines as well as cell phone coverage within our jurisdictional boundaries. To date, we have not witnessed any improvements nor have we received any follow up from you so once again we are writing in regard to these shortfalls.

As telecommunications is regulated federally in Canada, perhaps you have the ability to apply pressure on the providers for such lack lustre standards and deplorable service levels. In particular, we are very disappointed in the unsatisfactory and unacceptable telecommunication services in the Powell River Regional District, especially in Electoral Area E (Lasqueti Island).

Please refer to the attached photos. This is what our citizens on Lasqueti Island must contend with. Telephone lines strung in trees, lying open and on the ground and ultimately exposed to mishaps by vehicles, falling branches, etc. and thus rendering the service out of order. This can go for weeks on end because the response time for repairs is horrendous.

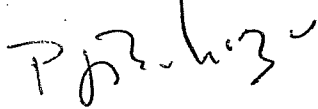
One would think that for fire, medical emergencies and wildfire alone, telephone coverage would be a high priority. In a rural setting that call may be the difference between loss of possessions or life. Cellular connectivity is becoming increasingly important for public safety but it is of no use if it is not available or reliable. It is even more troubling when land lines are just as unreliable.

The "broadband gap" remains a reality throughout rural Canada. We are no different. Our region desperately needs the "last mile" to enable our citizens. Internet connectivity

is now as important as roads and bridges for the sustainability of rural and remote communities, and to the success of rural institutions and organizations. We are at a disadvantage and hampered for economic growth and opportunity. Without dependable, effective and efficient communication systems, our residents are generally being denied access to the greater world of commerce, health and safety, etc..

Any positive movement by you to improve our situation, if only for public safety, would be greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read 'P Brabazon'.

Patrick Brabazon, Chair

cc Naomi Yamamoto, Minister of State for Emergency Preparedness
Peter Fassbender, Minister of Community, Sport and Cultural Development
and Minister Responsible for Translink
Marie Crawford, Union of British Columbia Municipalities









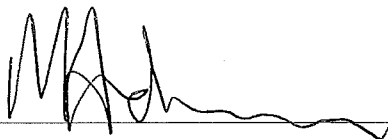


POWELL RIVER REGIONAL DISTRICT

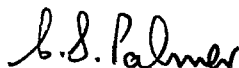
RESOLUTION

April 28, 2016

MOVED



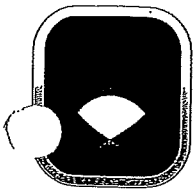
SECONDED



THAT the Board concur with the recommendation of the Committee of the Whole to send another letter to the Canadian Radio-television Telecommunications Commission to follow up on correspondence sent in June, 2015, which noted the unsatisfactory telecommunication services in the Regional District and specifically Electoral Area E; and

THAT a copy of the correspondence be sent to the Provincial Minister of State for Emergency Services, Naomi Yamamoto, and the Provincial Minister of Community, Sport and Cultural Development, Peter Fassbender.





POWELL RIVER REGIONAL DISTRICT

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Telephone: 604-485-2260 Fax: 604-485-2216
Email: administration@powellriverrd.bc.ca
Website: www.powellriverrd.bc.ca

"Genetically Engineered Free Crop Area"

June 26, 2015

Jean-Pierre Blais
Chairman
Canadian Radio-television and
Telecommunications Commission
Ottawa, Ontario
Canada, K1A 0N2

Dear Mr. Blais:

RE: REVIEW OF BASIC TELECOMMUNICATION SERVICES

Please find enclosed a copy of our Community Internet Access Report. It speaks volumes to how our location in Canada along the beautiful Sunshine Coast in British Columbia is far from "connected" to the world. We have an appalling lack of internet services providing capacity and speed. And, we are also challenged with reliable and effective cell telephone and land line coverage.

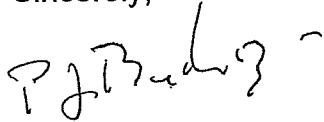
One such instance is in Electoral Area E (Lasqueti Island) of the Powell River Regional District. Here, we are subjected to a very poor and deteriorating telephone service. BC Tel installed buried copper telephone lines in the 1950's, 60's, 70's and 80's to provide service to the growing community. Since then the landline monopoly passed to Telus Corporation and no new lines have been installed and the service has steadily degraded to the point where most of the phones on the southern half of the island are out of service more often than not. When repairs necessitate a new line it is laid along the ground above surface, often vulnerable to damage or being severed by vegetation cutting maintenance. When one calls Telus for repair, often the date promised is more than two weeks into the future. It appears that Telus has no intention of improving land lines and is trying to drive subscribers to cellular phones. Unfortunately, cellular phones are just as unreliable on Lasqueti Island and service is spotty at best. For what it is worth, in some areas of the community the emergency first responders cannot even receive a pager call out.

As what is perceived to be a monopoly, Telus should be required to provide a complete and reliable telephone service to Lasqueti Island. The poor service seriously affects emergency services in the form of fire dispatch and ambulance attention. Thus, making it very difficult for the public to report fires or injuries that require rapid response.

During your telecommunications review, please exercise your power to require Telus to improve telephone services on Lasqueti Island. In regard to the Powell River Regional District as a whole, please recognize and provide similar solutions for the rest of our local government jurisdiction. From Saltery Bay to Texada Island to Lund, communication services are abysmal. These inefficient and unreliable telecommunication systems are jeopardizing public safety, hampering economic development and growth; and generally dismissing the public from any connectivity to the greater world.

I thank you in advance for your time and attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'P. Brabazon' with a stylized flourish at the end.

Patrick Brabazon – Chair

cc Marie Crawford – Union of British Columbia Municipalities