

From: [CRTC DONOTRESPOND/NEPASREPONDRE](#)
To: [Lore Schick](#)
Subject: CRTC Reference: 911783
Date: February 19, 2025 11:11:25 AM
Attachments: [Rapids - 911783 .msg](#)

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Dear Margo Wagner:

Thank you for contacting us.

Canadian carriers don't need CRTC's approval to upgrade their telecommunications' infrastructures, i.e. fiber upgrades. Telecom 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 to fiber facilities throughout municipalities remains a carrier's business decision. Service providers are mostly responsible to inform their clients about the limitations of their network and how their customers might be affected by outages.

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 or a battery. The CRTC does not regulate equipment, but we note that some back-up systems could allow functionality for a certain number of hours.

Unfortunately, the Commission cannot direct any service provider to upgrade their mobile or internet network. This is a business decision that the Commission is not involved in.

If you have any further questions, we would recommend that you contact Telus.

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=911783&key=46436.7926981482](https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=911783&key=46436.7926981482)

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

Sincerely,

Mathieu Pereira

Services à la clientèle | Client Services

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Telecommunications Commission

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Attachments:

1.MSG Incoming correspondence dated and received 2025-02-11

File:

0400-40

February 11, 2025

VIA EMAIL: info@crtc.gc.ca

Canadian Radio-Television and Telecommunications Commission

To Whom it May Concern:


Re: Copper Lines on Rural Properties

On behalf of the Cariboo Regional District Board, I am writing to request your action regarding copper lines on rural properties.

The Board requests that telecommunications companies, such as TELUS, keep copper lines in place to rural customers' homes when converting them to Fiber Optic networks unless, and until, alternate communication methods (ie: cell connectivity) are available, should the Fiber Optic networks go down due to maintenance or other cause.

Your consideration and action in response to this request would be greatly appreciated.

Yours truly,



Margo A. Wagner
Chair

cc: Premier David Eby
Honourable George Chow
Minister of Citizens' Services
MLA Lorne Doerkson, Cariboo-Chilcotin
MLA Sheldon Clare, Cariboo North