



PUBLIC INTEREST ADVOCACY CENTRE
LE CENTRE POUR LA DÉFENSE DE L'INTÉRÊT PUBLIC
285 McLeod Street, Suite 200, Ottawa, Ontario, Canada K2P 1A1

8 July 2022

Mr. Claude Doucet
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, ON K1A 0N2

Filed via GCKey

Re: Rogers Communications Inc. – Wireless and Internet Outage – Call for Inquiry and Public Notice on Responsibilities of Telecommunications Service Providers

Dear Mr. Doucet,

The Public Interest Advocacy Centre (PIAC) hereby requests that the Commission immediately open an Inquiry under s. 48 of the *Telecommunications Act* into the widely reported nationwide outage¹ of Rogers Communications Inc. (Rogers) and affiliates' wireless, Internet and home telephone networks and services, which began today at approximately 4:30 a.m. Eastern time.

Further, we request that the Commission, undertake to launch a Public Notice within 30 days, examining whether all telecommunications service providers (TSPs) in Canada should be required to meet a baseline of emergency planning, refund requirements, notice and transparency and other consumer protections, interconnection, wholesale and other requirements as conditions of service to operate in Canada, under s. 24 and s. 24.1 of the Act, and whatever policy directions then in force may apply.

We do not believe that we are required to justify the seriousness of the disruption faced by consumers and citizens regarding the present outage, which is manifest, and which is particularly egregious in light of a previously reported outage by Rogers in 2021 and outages recently experienced in Canada's north.

John Lawford
Executive Director and General Counsel
cc. Rogers Communications Inc.
TSPs

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¹ Globe and Mail, "Nationwide Rogers network outage interrupts internet, cellular, 911 and payment services" 8 July 2022, online: <https://www.theglobeandmail.com/business/article-rogers-network-outage-internet-wireless-cellular/>