

Telecom Notice of Consultation CRTC 2017-49
Review of the Competitor Quality of Service Regime
Intervention of OpenMedia
Appendix A: Individual Submissions

OpenMedia received the submissions below through an online form that it publicized on its website and through social media. The form included the following introduction at the top, for individuals to take note of before filling out and submitting their comments: "We look forward to sharing your views with the CRTC! By filling out and submitting this form, you agree to and indicate the following: "I am aware that my views and personal information submitted below will become available as part of the public record, and consent to this. If there is a hearing for this proceeding, Telecom Notice of Consultation CRTC 2017-49, I do not wish to appear." Each of the entries below should be considered a submission in its own right.

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|--------------------|------------|-----------|-------------------------|------------|---------------------|---|
| 4/11/2017 15:39:25 | A | B | aleks@openmedia.org | Vancouver | British Columbia | I think that this is only fair, at this point. Clearly, there is no chance for indie providers to actually compete in any way unless they are given more equitable access that meets them where they are at, in context and contrast to the big telecos. |
| 4/18/2017 19:11:01 | Josh | Tabish | jdtabish@gmail.com | Vancouver | British Columbia | <p>When I moved into my new place back in June 2016, I tried to sign up with Teksavvy for a cable Internet package for my apartment. While the Teksavvy people were lovely, the installation from Shaw – the incumbent cable provider – took over three weeks!</p> <p>First they were a no-show – and the poor Teksavvy customer service representative had to deal with my bad attitude.</p> <p>Then when the Shaw technician finally did show up, they said, "Whupps, can't help ya. There's a Novus [a local facilities-based competitor] lock on your suites connection panel. Gotta call Novus and get them to take it off. Then another week went by before the Novus tech showed up.</p> <p>And then FINALLY the Shaw tech showed up properly configure whatever it was that was standing in the way of our suite getting access.</p> <p>It was unbelievable. How companies like Teksavvy are supposed to sell service to customers while being screwed around by cablecos like Shaw is beyond me. We need fair rules that fix this so that more people can get faster, cheaper Internet like mine. Most folks simply aren't gonna weather the storm for nearly four weeks!</p> |
| 4/12/2017 20:28:28 | Mark | Visser | mark.visser99@gmail.com | Georgetown | Ontario | <p>Bought out first house. Decided to use Start internet. Previous owner had used Cogeco (whose network is used by Start in our area). Start was great - had someone there within a day or two of getting the keys to the house to install our service. Didn't say anything to us, but apparently everything was still connected / he didn't do anything. (This is what Start told me later).</p> <p>Two weeks later, Cogeco came to disconnect the previous tenants internet, but in doing so, disconnected ours (because Start uses Cogeco in this neighborhood). They just went around the back of our house, disconnected the cable and put a block in our line. It took a week and a half before they could get a technician back to our place to "fix" our internet. We thought there was an issue with the service, meanwhile I this technician informed us that it had been disconnected.</p> <p>But, the best part of the story - the tech didn't know who I had internet through. He just assumed Cogeco. So after reconnecting things, our internet still wasn't working. So I told him I was going to call my provider. He scoffed while telling me that he couldn't wait around for 45min while I was on hold with Cogeco. By this time, my phone was already ringing, and I was speaking to a human being at Start within 2-3 rings. It was fun watching the technician pick his jaw up off the ground.</p> |

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| 4/12/2017 23:50:12 | Melanie | Paterson | mnpaterson@hotmail.com | Calgary | Alberta | I think it is imperative that the giant ISPs are held accountable for the service they sell to indie ISPs. I've been with Lightspeed for over two years now, and there are outages once or twice a month, in most months, usually on weekends. When I called them to try to get it fixed, it was always something that they couldn't control - they had to wait out the fix too. On bad months - long outages, or more frequent ones - I've been ready to throw up my hands and cancel my account to go with Telus. Which ironically, is the VERY SAME SERVICE that Lightspeed is selling me, but Telus has arranged for it to be patchy when coming from their competitor. That is absolute garbage, and I sit through the outages because I will not be manipulated by the giant corporation trying to strongarm me in to going with them instead. |
| 4/13/2017 14:12:13 | Noah | Stewart | noah@noahjstewart.com | Saint John | New Brunswick | <p>I have dealt with independent ISPs in London and Saint John. TekSavvy in NB used BellAliant. TekSavvy and BellAliant took six weeks to get me online, scheduling their first appointment at the latest possible point. Both companies were quick to either blame each other or myself. After a month, TekSavvy became more responsive to my requests but forced me to jump through many hoops before they would take me seriously. BellAliant was a terrible company to deal with the entire time, absolutely horrible.</p> <p>Start Communications used Rogers to connect my home internet. They did a better job, connecting me correctly the first time. Aesthetically it wasn't ideal but it functioned, which is more than I can say for BellAliant. Start Communications is by far the best ISP I have done business with over the past twenty years.</p> <p>Both ILECs provided an enormous window indicating when they would arrive, usually four hours with no specific time. This might have been acceptable before computerized ticket systems but if the company knows its employees schedule, they should be able to provide customers with a more specific appointment. Aside from setting that large block of time aside for this fairly routine task, I also needed to listen anxiously so that I could respond immediately to the ILEC technician, well known to leave claiming that no one was home. It definitely appears as though ILECs are providing inferior service deliberately in order to make people frustrated with independents.</p> |
| 4/13/2017 14:51:21 | Patrick | Carrier | spam@pconline.ca | Ottawa | Ontario | I think it's tremendously important. We are tekavvy dsl customers. Last year, we were hit with an outage that lasted a couple of days. Unfortunately my wife required the internet to do her college assignments. She does all her work remotely online. Due to this outage by the vendor, teksavvy had to wait for Bell to fix their problems. Which left my wife scrambling to complete her assignments on time...using coffee shops and fast food places to submit her work. |

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| 4/13/2017 15:10:45 | Heather | Hartung | heather_macrae@yahoo.ca | Richmond Hill | Ontario | <p>We are with Teksavvy, so need to have that provider contact Rogers for service work. Teksavvy has fabulous customer service. We recently decided to switch from DSL to Cable, so Teksavvy contacted Rogers on our behalf and we were to get a service call between 11:00 and 2:00 pm. I really appreciated that they were able to give me a pretty small window. That being said, at about 1:50, I received a call from the Rogers installer (or subcontractor, not sure). He informed me he would just come by and connect it. I asked him to please come to the door, because I had a few questions. He was rather taken aback and a bit argumentative. I simply repeated that it was wasting time, and we could discuss it when he arrived. He said he would be there in about 10 minutes.</p> <p>Approximately 10 minutes later, I got another call. This time, he asked me my address. Is it 87 *** St. He asked. I said, "no, 82". He then asked me if I was sure (as though I wouldn't know my own address). I confirmed. He then told me that the work order said 87 *** st. I suggested that there had been a transcription mistake and yes, I was at 82 *** St.</p> <p>He finally arrived, came to the door and said he would need to speak to his supervisor. He then sat in the truck for about 10 minutes before telling me that the work could not be done because the service order (which he claimed was filled in my my provider, and he was quite intent on blaming Teksavvy) gave the incorrect house number. I was quite surprise, and said I would immediately call my provider and they could confirm to him that I had placed the order. He refused to wait for me to do this, saying that it was "their fault". He left, the work was not done and he would not reschedule the service call.</p> <p>Clearly he was a bit behind in his schedule (it was now about 2:20 and he had said he would be at the house between 11:00 am and 2:00 pm) and this seemed like a way to avoid an extra call. The contempt with which he spoke about "my provider" was clearly discernible. The blame was placed squarely on "my provider" and, though unsaid, I was left with the sense that it was my fault for not being a Rogers customer.</p> |
| 4/13/2017 18:08:22 | Eric | Boisvert | trunks500@hotmail.com | vercheres | Quebec | <p>When I moved in my new house, I wrote to my indie ISP 1 week in advance to make the switch. And I was forced to wait 3 weeks to get my internet working because of the tech guy that was from one of the big companies that wasn't able to come enable my connection. When the tech guy came to plug the wire. He showed me the Internet speed and said: "This is the speed you can get with your ISP. And this is the speed you could get with our company.". My indie ISP gave me 1 free month for the troubles.</p> |
| 4/14/2017 0:44:23 | Felix | Ruttan | felix.ruttan@gmail.com | Vancouver | British Columbia | <p>In British Columbia, every few years the broadband monopoly (Shaw, Bell, Telus, Rogers) have made changes to their policy or pricing. It's never in the favour of the consumer. When this happens I check what independent options are available, concerned mostly the cost to switch and the reviews of the service. Most reviews of independent ISPs are positive, except for installation/activation and any issue or situation that requires a technician to visit. People report multiple weeks of no service, repeat no shows from technicians, double charging, and other aggressive competition denying tactics from the larger networks. For over a decade the situation has been the same; If you switch to an independent ISP you will save on your monthly bill but the larger networks will make you pay in other ways.</p> |

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| 4/14/2017 15:37:28 | Martin | Girouard | girouardmartin@gmail.com | Bowmanville | Ontario | The independents tend to be more honest. For example I was with Rogers when I moved from Toronto to Bowmanville. When I moved I kept my top-tier internet plan but wasn't getting the speeds I was in the city even on numerous calls the told me there was no problem. When I switced to Teksavvy about a year later they told me there was no point in getting the highest priced plan similar to the one I had with Rogers because the infrastructure on my street couldn't support it. |
| 4/14/2017 23:50:44 | Daniel | Olmstead | mindom2004@gmail.com | Woodstock | Ontario | The rules should apply to all at every level, it's the only way to keep everything fare and manageable. |
| 4/16/2017 19:44:24 | Barry | Farrell | barry24seven@hotmail.com | Baysville | Ontario | Independent providers should have the same acres and rights as Bell, Rogers and Shaw. |
| 4/16/2017 21:07:37 | Gerry | McCarthy | artiemildred123@yahoo.com | St. John's | Newfoundland and Labrador | Lower prices, as prices are a horror story. I am paying \$83.00 and that is a lot of money in the run of a year. I have a iPhone 5SE, and when my contract ends in two years, I plan to keep this phone and go with a cheaper plan, as I feel I am paying too much and I am a senior on a fixed income monthly. |
| 4/17/2017 14:33:32 | Brenda | Elder | begreat177@gmail.com | Powell River | British Columbia | We need to stop the monopoly of collusion that currently exists in the Canadian ISP business. Inexpensive internet for all! |
| 4/17/2017 19:54:32 | Todd | Hennig | ttoddh@gmail.com | Edmonton | Alberta | I want you to know I am opposing the OpenMedia movement. They have been spreading falsehoods and are trying to demonize current ISP companies and are using fake and inflammatory anecdotes to promote their cause. I do not even work for an ISP and I am shocked at their tactics. I do not support OpenMedia's comments or tactics. |
| 4/19/2017 15:06:32 | Trevor | Webb | simplemalk@gmail.com | Powell River | British Columbia | The big telecom companies have completely anticonsumer and uncompetitive practices. They act as monopolies shutting out the smaller competitors. Like clock work they keep raising the price of internet for the same service each year well past the rate of inflation. They are just price gouging to make up for their loses on people getting rid of TV and home phones. |
| 4/19/2017 16:40:51 | Jacky | Ye | hildofrymt05ye@gmail.com | Unionville | Ontario | When I applied for internet service with my current ISP, they had to requested a technician from Rogers to complete the installation. The technician arrived late on the appointment date and he tried to persuaded me switch to Rogers so he could get paid extra. When I refused to switch, he threaten to leave and I had to warned him that I will file a complaint to Rogers and CRTC against him if he does not correct his attitude. To make sure every consumers can choose the service they want and get the service they want, it's crucial that there are rules in place to protect their rights. |
| 4/19/2017 16:48:01 | Violet | Starr-Goforth | Darose_200219@yahoo.com | Regina | Saskatchewan | Its complete |
| 4/19/2017 16:52:13 | Corwin | Khoe | ckhoe@live.ca | Oshawa | Ontario | I sometimes experience very slow Internet and drop outs. I fully support fair and fast service which will improve access as well as competition |

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| 4/19/2017 16:55:51 | Alexander | Subotich | s_subotich@hotmail.com | Mississauga | Ontario | This is desperately needed. I hate the three largest Canadian ISPs because they charge unreasonable prices and offer terrible service, but I can't stop supporting them because they are the only way to access the internet in Canada, which is crucial for both my job and my personal life. Even though I subscribe to a smaller competitor, I am still hampered by Bell's terrible service because they own the infrastructure and will not lift a finger to make a competitor's customers happy. The entire industry is shamefully noncompetitive and desperately needs more regulation to stop Bell, Rogers and Telus overcharging Canadians who's only other choice is to completely withdraw from modern society. Internet access is a fundamental need for modern Canadians, and free market forces are once again proving disastrous at distributing it equitably. The best solution would be to either nationalize the telecom infrastructure, or regulate the industry so heavily that they'll wish they had been nationalized. Canadians should own their telecom infrastructure, not the other way around. |
| 4/19/2017 16:59:56 | E. | Hart | emkortekaas@live.com | Oshawa | Ontario | Yes we need fair quality of service for indie ISPs. |
| 4/19/2017 17:10:47 | Li | Buster | liciabuster@hotmail.com | Toronto | Ontario | Not fair at all! Eliminate the monopoly! |
| 4/19/2017 17:39:59 | David | Collier-Brown | davecb@spamcop.net | North York | Ontario | Having worked for both large and small ISPs, I most strongly urge the CRTC review and strengthen the SLAs which the duopolies owe to the ISPs under the Competitor Quality of Service rules. |
| 4/19/2017 17:41:56 | Tim | St. Pierre | tim@cfnet.ca | Port Perry | Ontario | I am a network technician, and set up small networks for a number of business clients. We used to use a competitive DSL service provider for all our customers, but have found that it is nearly impossible to maintain a reliable service. In most areas, Bell has let their copper fall into a state of disrepair. A 5 Mb service can barely get 2 Mb/s, and is constantly disconnecting. If you open a ticket with the independent provider, the Bell technician will take a few days to look at it, and will often say that they couldn't find anything wrong. They give you an 8 hour window that you have to wait around for them to show, and some times they don't show at all. If it isn't fixed, our provider then has to open another ticket, and we are constantly passing messages back and forth. In most of these cases, Bell is the only carrier with any infrastructure in the area. The independent ISPs can offer much better service from their network - they can provide address space, IPv6 connectivity, and much better transit paths. Bell Internet is actually quite terrible from a routing standpoint, but unless you are a Bell customer, you seem to be lowest priority when it comes to getting something fixed. |

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| 4/19/2017 17:45:25 | Dave | McRae | tnclwr@gmail.com | Parkland County | Alberta | <p>When wireless internet came out several years ago, we signed up with CruzInternet.com We had download speeds up to 5 mbps. as they got a bigger client base speeds dropped. Cruzinternet sold out to Platinum Internet, speeds dropped lower as prices went up and outages became a common thing. 3 mbps was now the claimed speeds, It was seldom we even came close. Streaming videos like netflix and youtube were constantly loading. You spent more time waiting for videos too load than then length of the video. Platinum sold out to Xplornet. They also claim 3 mbps but tell me with the reciever I have I should be able to get 3.8 mbps.</p> <p>The speeds at busy times are less than 1 mbps and on a good day you might get 1.5 mbps. But they still increase prices without increasing speed or service.</p> <p>The CRTC needs to establish classifications of what is high speed medium speed and low speed service.</p> <p>More competition needs to be made available to increase speeds and stop the price gouging.</p> <p>The option of internet over the power lines needs to be looked at.</p> <p>Frustrated</p> |
| 4/19/2017 17:51:25 | yakub | mohamed | myamed@live.ca | toronti | Ontario | <p>how about paying exorbitantly for the last 10years to a company that knew all along their systems were always inadequate to my complex</p> |
| 4/19/2017 19:55:44 | Claude | Beedie | tinman_3@hotmail.com | Brantford | Ontario | <p>I used a small ISP from Toronto. The tech from the CABLE COMPANY (ROGERS) failed to show up on six consecutive days. When it was hooked up, I noticed he put a filter in the outside cable box. I paid for 15 mbps, but was barely getting six at best. I opened the box, (No other cable service) and removed the filter for a short time. The speed suddenly weny up to the specified 15 mbps! I complained several times, and it took the tech from Rogers fifteen days to come out and REMOVE THE LIMITING FILTER! His explanation? It was required because i could possibly receive cable signal for my TV! I cal Bullshat! They always play around so you get choked at the little guy and sign with them! Bell is almost as bad, tried them once... never again! Didn't even come close ever of what they promised in speed. I don't use the Big guys anymore, don't trust them!</p> |
| 4/19/2017 20:01:38 | Martin | de Bernardo | macmarty@mac.com | Oakville | Ontario | <p>It is important that everybody has to play by the same rule telcos providers and cable providers for fair competition.</p> |
| 4/19/2017 20:35:08 | Adrian | Neill | digitaltoaster@gmail.com | Waterloo | Ontario | <p>I had my Teksavvy third party internet connection disconnected by Rogers in my apartments telco room. It took 7 days for them to come plug a single cable back in, even though there was a rogers tech in the building every day that week.</p> <p>When I needed to move, Rogers was there again, interfering with my ability to have affordable internet. I had a Docsis 3.0 modem, and a 30 mbit connection, but rogers forced me to purchase a new but slightly different Docsis 3.0 modem for the same 30 mbit connection.</p> <p>This cost me an extra \$100, which is a lot of money on a student budget.</p> |
| 4/19/2017 21:22:38 | Jean | Baribeau | jeb5560@gmail.com | Gaspe | Quebec | <p>I used to have access to indie ISP but now that I'm in a small City it's not possible anymore. Only two big telecom, less choice, pricier and less service...</p> |

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| 4/19/2017 21:58:37 | Tanya | Rogers | tanyaleerogers@gmail.com | Trout River | Newfoundland and Labrador | I believe a new system is very necessary. The current system is such a monopoly that it affects people's basic right to information. Indie ISP's need to be entirely separate from these current strongholders. Truly, a nonbiased, framework should be imposed by law and if the law is unable to grant such access, then parties who have the power to create such networks should be permitted to do so without government interference. |
| 4/19/2017 22:08:47 | Brock | Usher | brockusher@gmail.com | Cambridge | Ontario | I had a friend using Teksavy for their ISP and a rep from Bell actually went through the area and when she told him she was on Teksavy and didn't want their service he went behind her house and cut her cable line. In other areas Rogers deprioritizes Teksavy users giving them reduced speeds (sometimes greatly) during peak times. As a Rogers customer getting the same price and package as I would on Teksavy I've also been victim of slow downs, in some cases to unusable levels. These companies need to play fair, and we need better legislative tool-sets for indie ISPs so that they can flourish and provide real competition without fear of a Bell rep cutting your physical lines, or getting deprioritized. |
| 4/19/2017 22:19:19 | Mi | Ha | mshaines@gmail.com | Burnaby | British Columbia | We only have a few in my area, one is Dolphin. You can see a sign when you pass by from the 22nd street station on your way to Metrotown. I would like to support such companies as they seem to give better after-service and are quicker to respond to customer inquiries. I.e. no annoying phone trees to navigate to get to a human. My Telus installer was from an "here to be unnamed Caribbean island" and said he had a PhD in some obscure subject. Well, when he was installing the DSL line through the exterior house wall, he asked no questions about the interior of the wall or the floor... he just randomly decided to drill and I questioned if he had measured to know how far off the floor it would be and he said "No, I just drill." I was mortified and strongly suggested that we take a measurement. The worst thing was that half way through the process he took out his "other business" card and tried to sell me on Amway~! I kept saying politely, "No thank you." but he persisted until he left. I was, needless to say, quite shocked at his cavalier attitude of trying to sell me something when he was here to do an entirely different job. I contacted Telus to mention it and they said that they would look into it, and of course, no further response from Telus. Very poor customer service and spending way too much money on Bunny advertisements. I think we need more competition as we are paying some of the highest broadband prices in the world. Very sad for a country like Canada. Our future will lie in online broadband and we are being fleeced like lambs before the slaughter. I had much better speed and prices when I lived in Asia. |
| 4/20/2017 8:04:23 | Leo | Byczkowsky | byczkowsky@aol.com | Sudbury | Ontario | We the consumer just can't seem to win. The big three can charge what they want because they are the only game in town. When we try to go to a smaller company they are usually owned by one of these large companies and again we have no choice as these prices are also expensive, I live in a rural section of Sudbury so I'm restricted to a satellite provider, who is again the only provider I can get, as no one else serves the rural people of Canada, I was promised 10 mb down and 5 mb up. have been with Xplornet for over six years . I have constantly complained and can't even get one mb download. Once I try to stream a movie or video, which is impossible, they slow or throttle me down even slower. I have been paying 100 dollars a month for this pitiful and frustrating service. |

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|--------------------|------------|------------------|------------------------|------------|---------------------|---|
| 4/20/2017 14:29:53 | Nicole | Chaplain-Pearman | npc54@hotmail.com | Calgary | Alberta | I think that there's simply not enough competition. We're paying way too much compared to many other parts of the world and I think it's time to open up the floodgates and allow the proliferation of ISPs and cellphone service providers to create a truly competitive market. Everybody's always saying how great a "free market" is. Well fine, let's have one! Let's throw the market open to all comers and make them work hard to attract and retain customers and put an end to the "free ride" government has been granting a select few. |
| 4/20/2017 15:44:13 | Alison | Griffiths | alison_griff@yahoo.com | Burlington | Ontario | Our rural Internet service provided by Xplornet, presumably utilizing one of the big 3 ISP bandwidths, is horrible. My children can't even do on-line assignments half the time because it is so slow. On top of that we pay almost double what people in Milton and Burlington (urban) do for faster speed and a higher data cap. My daughter, who is deaf, depends on Internet communication as she can't use the phone and services such as live chat or other communication services are often poor, nor can she use FaceTime or Skype which would help her communication hugely. For example, she was recently part of a group project at the University of Guelph but was unable to participate fully because she couldn't get a clear picture. For people with disabilities this level of service is simply not acceptable. Also we have many businesses in rural Burlington and Milton (where I used to live) and most of them suffer similar problems. Rural residents deserve much more!!!! |
| 4/21/2017 20:40:34 | Kelly | Madsen | kellymadsen@gmail.com | Calgary | Alberta | I have tried to use more than 5 different indy ISP's, each for 6 months or more - they are all on either Telus's Copper or Shaw's Cable network. Every single time, like clockwork consistency I would have unplanned outages with the Indy ISP. These would happen on a Friday evening and last for the absolute longest they were allowed to by law's given to Shaw or Telus (SLA's with the Indy ISP) for trouble tickets - it was always the backbone and nothing the indy company could do but say sorry and submit a ticket and ask for updates, which were ignored. It became very obvious that I was suffering from deliberate sabotage to discourage me from using Indie ISP's. I am with Shaw now. I feel I had no choice for the speed I require and reliability. I live in a monopoly, there is no question. I no longer have outages, my speeds are consistent - I also signed up with SamKnows and so that has may also helped to make my speeds consistent. Before SamKnows and before I used Shaw directly (I have used Telus directly and had similar "no outages" experience) my Internet service was unreliable and speeds were inconsistent. I'd love nothing more than to give my money to a company that deserves it but as a consumer I have no choices. I'm stuck unless I want to have serious inconveniences. I do not have television. I can't afford it in good conscience. I still pay ~\$100/month. \$1200 a year for internet where the speed is a joke compared to my U.S. Friends - the industry here in Canada is a joke and an embarrassment. I have worked for Bell and Shaw. I know how disorganized and wasteful they are. I know the scumbag level of their upper management, it's like a requirement. I have been at town halls where they complain about not making enough money on the internet, yet I have around \$3000 dollars worth of share in Cenovus, Encana and Bell stocks. I get a cheque from Bell for ~\$150 bucks every quarter. From the oil and gas companies - maybe a \$4 cheque per quarter. You tell me which of those companies is competing in a fair market and which has an overwhelming oligopoly. I'd gladly give up my dividend cheques to see Canada step out of being a 3rd world country when it comes to internet cost, speed and cellular service. I'd like to see Telus, Bell and shaw all burn to the ground and lets start fresh. Fuck them. They have had their heyday for waaaaay to long. It's time for it to end. |

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Intervention of OpenMedia
Appendix A: Individual Submissions

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|-------------------|------------|-----------|------------------|--------------|---------------------|--|
| 4/22/2017 0:11:22 | Sean | Oshea | sosmad@gmail.com | Pitt Meadows | British Columbia | <p>It would be ridiculously wasteful to install 20 different wires, cables and fibres for every different ISP that offers service. Especially on older buildings. I think it's fair to force incumbents to share their "last mile" service with competitors. I also think there can be agreeable maintenance costs between competitors. Installation costs on new buildings could be shared. As can new equipment. I consider the Internet a utility, it makes very little sense to monopolize the "Last Mile".</p> <p>I spent many frustrating phone calls with SHAW cable, as their service slowed down or stopped. They advertise fast service, but speeds should be advertised at PEAK times. I'm increasingly suspicious of their throttling. Every time I visit a site they compete with the service slows. I use (legal) P2P software to collaborate with my team, but SHAW throttles or blocks it.</p> <p>I switched to Tek-Savvy, which must rent through SHAW, but I'm worried the "landlord" will throttle my service anyway.</p> <p>In the interest of fair competition I support FAIR quality of service rules.</p> |

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4/19/2017 17:53:51 // Barry // Shell // shell@sfu.ca // Vancouver // British Columbia

The trouble with switching Internet providers in Canada

Imagine having to pay nearly \$200 whenever you want to buy gas from a different service station? That is currently the situation when it comes to "buying bits", i.e. Internet service in Canada.

A few years ago I decided to switch our home Internet service from Shaw Cable, the only cable Internet provider in Vancouver—a monopoly—to Teksavvy, one of the new small independent Internet Service Provider (ISP) competitors so heavily championed by governments as THE solution to the problem of monopoly control of essential public services such as Internet access and telecommunications in Canada. The very same 25 MBPS (MegaBits Per Second) service costs \$60 at Shaw and \$38 with Teksavvy. After my first try, I lost a lot of money and had to stay with Shaw. So I complained to the CRTC and the Competition Bureau of Canada.

Shaw and the other major Canadian Internet service providers such as Rogers and Bell use artificial barriers to prevent Canadians from getting lower cost service from smaller independent providers. They do this by falsely claiming the need for arbitrarily different cable modems and "activation" fees. In reality these modems and fees are totally not required, since Shaw themselves do NOT require them for their own customers.

Here is how the scam works. Because Teksavvy must use Shaw's physical network, the only way Teksavvy can provide Internet service to its customers is to follow Shaw's rules. Shaw has arbitrarily required that Teksavvy use DIFFERENT modems from the ones that Shaw uses. There is no logical reason for this. I was forced to go out and buy a Thomson DCM425 modem, which cost me \$40 on Craigslist. Then I was forced to give notice and wait 30 days for the transfer. In the meantime I was forced to pay **IN ADVANCE**—that's before receiving any service—an \$80 "activation fee" and also one month of Teksavvy service at \$40/mo. With tax that was \$133. So I'm out \$173 and have received nothing so far.

On the day of activation (Oct 24, 2013) a Shaw cable technician came to my house and essentially did nothing. The man did not add or remove any cables. Nor did he do anything physical to the cable coming to our house, nor did he climb the pole in the back lane and make any changes. All he did was put a green tag on the cable line indicating that service was no longer provided by Shaw. He then drove away in his truck.

Nothing happened to the Internet in our house. It still worked on the old Shaw modem. The new Teksavvy modem would not connect, so I called Teksavvy. They said that I had to wait up to 24 hours for the switch to occur. The next day, there was no Internet at our house. I connected the Thomson 425 modem and it did not work. I called Teksavvy on my cellphone because our home phone service also comes via the Internet by Voice over IP and so in addition to having no Internet we had no home phone service. Teksavvy informed me that the modem was supposed to be a Thomson 475, not 425 for the service level I had paid for (25MBPS), the same as what I was already getting from Shaw on a similar so-called Docsys 2.0 modem, a Motorola 5100 which I already owned and which was working fine with Shaw. The 475 is Docsys 3.0. The 425 is Docsys 2.0, like my existing one. The Teksavvy person said there was nothing they could do. It was a Shaw requirement that the modem be Thomson 475. I then asked them to switch me to a lower bit rate 10MBPS service which allowed the use of the 425 modem. They said this would take 48 hours, plus the weekend—this is because they have to contact Shaw, and then Shaw has to do the change, so that might be 4 days with no Internet (and no phone). This was not acceptable.

I then spent hours looking all over Vancouver to buy a Thomson DCM475 modem. There are absolutely none available. They cost about \$100. They are on back-order everywhere. The only place you can get them is by ordering from Teksavvy or maybe via Amazon.com. That takes a week. This was not a viable option as we could not go for a week without phone or internet service to the house.

Keep in mind: we have no Internet and no phone in our house at this point. It's coming up to noon. My wife is starting to get a little bit upset, wondering why I'm doing this to save \$20/mo. (It's the principal, I told her. Competition and all that.)

I went to the Shaw store at Oakridge Mall, the nearest Shaw store to our house—because when I phoned Shaw I was told by a recording that there would be a 20-30 minute wait to speak to anyone. It was quicker to drive to the mall to see if Shaw could provide me with the modem THAT THEY REQUIRE ME TO USE to get the Teksavvy service. They could not. All they could do was to offer to take me back as a customer.

Ultimately to get phone service and Internet service back in our house I was FORCED BY SHAW to reinstate my Shaw Internet service at \$60/mo instead of \$40/mo for the very same service from Teksavvy.

NOTE WELL: I was informed by the Shaw customer service rep at the mall that if I was to try a second time to switch to Teksavvy I would again have to give 30 days notice, and pay another \$80 activation fee. NOTE: ACCORDING TO TEKSAVVY REPS THIS FEE IS REQUIRED BY SHAW, NOT BY TEKSAVVY.

Another thing to note is that the activation fee pays for nothing, since there is nothing Shaw needs to do except maybe a 5 second entry into a database to change some software setting so that billing goes through Teksavvy rather than Shaw. There is essentially no difference in the technology or the service. I know this for a fact, because the Shaw sales rep in the mall "reconnected" our home Internet with a few mouse clicks on her screen. Ten minutes later when I arrived back home, the Internet and telephone were again working.

To summarize:

1. I tried to pay less for Internet by switching to Teksavvy for \$40/mo rather than \$60/mo. This is a difference of 33%. Very significant. Think of it as \$270/year (including tax).
2. I bought the wrong modem for the service that I signed up for. This was indeed my error, and I take responsibility. HOWEVER: that modem would have worked, if it were not for Shaw's restrictive policies. In fact, Shaw's existing modem in my house (the Motorola SB5100 which I had bought from Shaw for \$100 years ago) would also have worked. Fundamentally, I did not need to buy anything. It is only due to Shaw's anti-competitive practices that this was foisted upon me (and all Canadians).
3. When trying to do the switch from Shaw to Teksavvy, this small error on my part caused the whole switch-over to fail, hence I had to reinstate Shaw service for another \$60 + 12% tax.
4. The end result was a loss of \$173 for me, and no satisfaction. Note the old Motorola 5100 modem continued to work fine at 25MBPS.

Ironically, I had paid \$40 for Teksavvy service and this was simultaneously being provided to our house over the same cable as Shaw Internet service, but how to tap into it? In the ensuing days and weeks, a long email dialog with Teksavvy service reps helped me realize that a second activation fee could be avoided if I just got the right modem. So I coughed up another \$110 (after taxes) for the Thomson DCM475 modem, and it took about 4 days to arrive by Canada Post from Ontario. I plugged it in, and it did not work, but a quick call to Teksavvy service reps and a paper clip reset of the modem caused it to work beautifully. Finally I had switched to Teksavvy.

The whole switchover cost me \$173 + \$110 (for a third modem) + \$66 for an extra month of Shaw, a total of \$349! Incredible. OK, some of this was my fault. But even if I had done everything correctly, the cost to switch is about \$200—and it's not without a fair bit of risk and frustration.

I am posting this story here to hopefully show everyone how Shaw and the other major Canadian Internet Service Providers prevent Canadians from obtaining lower cost Internet service from alternative independent providers.

Back in 2013 I submitted this complaint to the CRTC and received a quick response. They were keenly aware of the problem and proceedings are well under way to come up with new policies to address the issue. You can read all about in the Notice of Consultation CRTC 2013-80 (<http://www.crtc.gc.ca/eng/archive/2013/2013-80.htm>). So now it is 4 years later and I see absolutely ZERO CHANGE on the part of the CRTC or the regulations in Canada.

The Competition Bureau was also interested in my case back in 2013 and they organized a telephone conference call between me and their staff in Ottawa. They explained that a second CRTC proceeding (number 8660-C182-201313113) had been initiated at the request of the Canadian Network Operator's Consortium (CNOC) a group of independent Canadian Internet service providers, including Teksavvy. AGAIN NOTHING HAPPENED. Would I be wrong to be cynical that anything will happen this time?

I am not hopeful. Not at all. If the CRTC does anything this time I will be totally amazed. Mark my words. THEY WON'T DO ANYTHING.

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4/19/2017 16:50:15 // Ellison (Sonny) // Nauss // sonnynauss@hotmail.ca // Farmington, Lunenburg County // Nova Scotia

Eastlink is my service provider. here are copies of my monthly bill and also my latest speed test. The service is terribly slow; dial-up I'm sure is often faster. We're stuck with a ridiculously low data cap and the cost of our internet was more than \$20 cheaper when we had unlimited. FIX THIS HORRENDOUS MESS WE'RE STUCK WITH!!! Data Usage Period Ends:05/06/2017
 Data Usage for Device with MAC Address:

0A003E963568
 Data Plan Allowance:15.00 GB
 Data Usage Through Yesterday:16.30 GB

Days Remaining this Period:17

Account Number
 8124201410043150
 Account Profile

Billing Address
 323 CHARLES HILL RD
 FARMINGTON NS B0P1W0

Service Address
 323 CHARLES HILL RD
 FARMINGTON NS B0P1W0

Billing Preferences
 Sign up for Pre-Authorized paymentEnroll Now
 Billing and Statements

Balance SummaryStatement Balance as of 04/10/17\$89.41Payment Due On05/01/17Statement Details*Current Balance\$89.41
 *Does not include services or adjustments added today.

Billing SummaryLast Payment Amount\$100.00Payment Received On3/30/2017

Your Information
 SONNY NAUSS
 323 CHARLES HILL RD
 FARMINGTON NS B0P1W0
 Account Number
 8124201410043150
 Billing Date

Apr 10, 2017
 View PDF

Account Summary
 Previous Balance\$112.12Payments Received-\$100.00Monthly Charges\$46.95Internet Usage\$20.00Late Fees\$0.30Taxes And Fees\$10.04Total due\$89.41Total due05/01/17

Your Information
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Account Summary
 Previous Balance\$112.12Payments Received-\$100.00Monthly Charges\$46.95Internet Usage\$20.00Late Fees\$0.30Taxes And Fees\$10.04Total due\$89.41Total due05/01/17

My first speeded test timed out but here is the second one.

PING 20 ms
 JITTER 25 ms
 DOWNLOAD 0.5 Mbps
 UPLOAD 0.1 Mbps
 Eastlink Halifax, NS
 Eastlink 173.212.125.105

Please do something! There're 1000's of us in South-West Nova Scotia stuck with this farce of an internet. revoke thier license unless they fix this and not over a span of years. In a month since they do have the \$resources and the technology is out there. They just keep "stealing" our money while giving below sub-par service. Thank you, Sonny Nauss