

# Telecom Notice of Consultation CRTC 2017-49

## Review of the Competitor Quality of Service Regime

### Intervention of OpenMedia

#### Appendix B: Reddit Comments

my subreddits popular - all - random | askreddit - pics - funny - news - videos - todayilearned - worldnews - gaming - aww - gifs - movies - showerthoughts - iama - jokes - oldschoolcool -

Canada

comments

Hey Canada, let's make sure Indie ISPs have a fair playing field — tell us about your installation misadventures and we'll bring them to the CRTC (self.canada) submitted 8 days ago by OpenMediaOrg

Do you love your indie ISP? Have you ever gone to them with a problem, only to find out the problem is really with Bell, Rogers, TELUS, or another incumbent? Do you think Canada's telecom market could use a healthy injection of fair competition? Then we need you and your stories!

We've seen and heard it all: missed installation appointments. Technicians changing repair times on you, with no notice. A serious service disruption that takes forever to fix, because the ISP responsible is not your ISP. Well, now we have a chance to change that!

The CRTC is holding a [public consultation](#) on its competitor quality of service regime, which ensures incumbent ISPs who sell wholesale services have to maintain a high enough service quality to allow their competitors to, well, compete. OpenMedia is intervening to ensure fair service quality rules for indie ISPs--especially for cable Internet, fibre Internet, and mobile wireless services, none of which are currently covered (shocking, we know).

If you have a story or care about putting fair quality of service rules in place for indie ISPs, then fill in [this form](#) or comment in this thread below! We will then submit it to the public record of the CRTC consultation, along with our intervention.

For more information, check out our blog post [here](#), and let's make sure the CRTC knows why fair quality of service rules are important for a level playing field, choice, and competition in Canada's telecommunications market!

9 comments share

all 9 comments

sorted by: [best](#)

[\[-\] WilliamDecker](#) 10 points 8 days ago

Had a service visit schedule by Rogers at something like "8am to 12pm". Sitting outside my house drinking coffee. See the van parked down the road. Doesn't come to my house. Get a call at quarter after 8 saying that the tech tried to come by but no one answered the door. I told him they better send his ass back because I was eyeballing him while drinking my morning coffee.

What followed was the most awkward human interaction I've ever had. Full out creep comes in, does his work, I have no idea what he's saying to me because he's mumbling and bumbling around. Super creep.

I have Teksavvy who are great with their service, but they're handcuffed by Rogers shit customer service.

The hoops I am required to jump through for service issues is supremely annoying. Rogers won't bother with my Teksavvy ticket until I have completed a tracert, completed multiple ping tests, removed router, connected cable modem directly to a computer, etc, etc, etc.

Had Teksavvy for a very long time, and I dread the rare times I require servicing.

[permalink](#) [embed](#)

[\[-\] BloodFartTheQueefer](#) 2 points 8 days ago

I had similar service issues, though for the initial installation I just had to wait for the 3rd of 3 possible days they would visit. Seriously, what is that about?

I can't devote 3 whole mornings for a maybe

[permalink](#) [embed](#) [parent](#)

[\[-\] Reliant](#) 3 points 7 days ago

My story begins with a move. I was moving to a new apartment for July 1, and I figured that would be a good opportunity to switch ISPs. I think this was in 2010. I arranged about 2 months in advance with an indie ISP to have my internet ready on moving day. As the day approached, I called the new ISP to confirm, and they had no idea what I was talking about. The employee I had arranged this with had left, and all was forgotten with him. This meant a delay getting the installation. I should have taken this as a clue on the quality of the indie, but they were offering me a free VOIP line for my home phone, and that was going to help with some extra savings.

If only it ended there. When the Bell technician did finally arrive, he didn't understand the workorder and ended up leaving the installation unfinished. I called my new ISP to complain on Monday, and they would send it up to Bell for installation. Bell would wait exactly 5 days, and on Friday would reject the request as being malformed. This actually went back and forth for weeks, and each time Bell would wait exactly 5 days before rejecting it. I was calling my new ISP so often that we were recognizing each other. Eventually, I managed to get through to a manager who instantly saw that there were problems with what was being submitted, and corrected them. It took the entire month of July to resolve this.

[\[-\] Reliant](#) 3 points 7 days ago

My story begins with a move. I was moving to a new apartment for July 1, and I figured that would be a good opportunity to switch ISPs. I think this was in 2010. I arranged about 2 months in advance with an indie ISP to have my internet ready on moving day. As the day approached, I called the new ISP to confirm, and they had no idea what I was talking about. The employee I had arranged this with had left, and all was forgotten with him. This meant a delay getting the installation. I should have taken this as a clue on the quality of the indie, but they were offering me a free VOIP line for my home phone, and that was going to help with some extra savings.

If only it ended there. When the Bell technician did finally arrive, he didn't understand the workorder and ended up leaving the installation unfinished. I called my new ISP to complain on Monday, and they would send it up to Bell for installation. Bell would wait exactly 5 days, and on Friday would reject the request as being malformed. This actually went back and forth for weeks, and each time Bell would wait exactly 5 days before rejecting it. I was calling my new ISP so often that we were recognizing each other. Eventually, I managed to get through to a manager who instantly saw that there were problems with what was being submitted, and corrected them. It took the entire month of July to resolve this.

Fast forward to the next July, exactly 1 year later. My internet goes out. I do the usual, call my ISP on a Monday, they send the ticket to Bell, Bell schedules someone to come out on Friday, and I wait. I waited all day, and no-one came. When I called my ISP, they said that Bell's official position is that a technician was sent out and that my internet was functioning properly. I said this wasn't the case, so they sent another request. Bell waited exactly 5 days before rejecting it because "we won't send another technician when the last one said it works". Again, this went back and forth for weeks, and we were completely stuck. It only got resolved when we learned that one of my dad's cousins happens to work for Bell, and they were able to pull some strings from inside to get it resolved. It took the entire month of July to resolve.

It is my theory that the first technician that Bell sent wanted to go home early on a Friday night, and lied about arriving and the status of the internet.

I found it absolutely disgusting at how every rejection would take exactly 5 days to be rejected. I was fully aware that I was with a "reseller", and it felt to me like Bell was intentionally dragging their feet in order to pressure people into abandoning the indies and going with Bell directly.

Sad to say, their strategy did have an effect. I'd been holding out from Bell for a long time because they refused to offer unlimited, and when they started offering unlimited again, I did switch back. I work from home, and losing internet for a month in such a short time span was too devastating to my income. Bell was more expensive, but I absolutely needed that reliability.

It's only in the last few months after receiving a 3rd rate increase from Bell while Teksavvy announced a price drop that the difference became so big that it was worth switching. For the exact same service, I'm paying HALF.

[permalink](#) [embed](#)

[\[-\] h5h6](#) 2 points 8 days ago

Knock on wood, but I've never had an installation issue with an indie ISP, both DSL and Cable.

[permalink](#) [embed](#)

[\[-\] all\\_mybitches](#) 2 points 8 days ago

I'm the "serious service disruption" side of things. Last summer was particularly bad - no internet at all for up to 36 hours, obviously TekSavvy can't do anything about it other than schedule a tech 4 days later. Problem resolves itself and then I get a follow up call saying "Yeah, it was our vendor, sorry". This must have happened 5 times over the span of a few months. It got to the point where the last couple of times it happened I didn't bother to do anything except wait it out.

[permalink](#) [embed](#)

[\[-\] CheeseSandwich](#) 1 point 7 days ago

Why does the CRTC need public consultation on this matter? They should simply create regulations that prohibit discrimination of repair for wholesale services. What is the point of the CRTC regulations about wholesale access to incumbent infrastructure if the incumbents can simply neglect repair and service to wholesalers?

[permalink](#) [embed](#)

[\[-\] Dank\\_Memes\\_Lmao](#) 1 point 7 days ago

Because Ottawa dances to the tune of Rogers and Bell, and their bottomless pockets. The big incumbents spent a great deal on lobbying in favor of their god awful monopolies and current stranglehold on the market.

[permalink](#) [embed](#) [parent](#)

[\[-\] upofadown](#) 1 point 7 days ago

A quick look makes it seem that this is about plain old telephone service. So what are we proposing here? Applying the stuff for plain old telephone service to indie ISPs? Coming up with some new stuff to apply to indie ISP?

[permalink](#) [embed](#)

[\[-\] OpenMediaOrg](#) [\[S\]](#) 1 point 7 days ago

Hi there, that's part of the point exactly. The current framework applies mostly to plain old telephone service, and the proceeding is about expanding similar service quality protections to more modern services like high-speed broadband and mobile wireless.

[permalink](#) [embed](#) [parent](#)