



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Survey

SURVEY RESPONSE REPORT

04 September 2025 - 13 November 2025

PROJECT NAME:

Consumer protections during an outage



SURVEY QUESTIONS

Q1 | What went wrong? What went right? What would you like to see?

Screen Name Redacted

9/05/2025 01:17 PM

There was a discrepancy if our disruption of service was part of a larger outage or not. We determined that no one in our neighborhood was having issues aside of a direct neighbour. Online searches showed no outages listed in our area. We were told repeatedly about a larger outage affecting our household even though we tried to communicate that our direct neighbour had an issue and that when their service was restored our isp dropped and remained unserviceable for a week. The technician who arrived (after five days of no isp) spent hours between our home and a large junction box a distance from our home. Service was restored but it remains uncertain where the outage was and why. After hours and hours on the phone with Telus - we eventually learned that we cannot cancel our contract if the lack of service is due to a wider outage. It was difficult to find ANY information or complaints online given the larger outage we were told was happening. I saw one question on unreliable service in Calgary on a forum known for its complaints - however it was flagged by a moderator and as suddenly closed down. Information was not forthcoming. Information of any kind of outage seemed suppressed. At one time - independent outage maps provided real world and timely information. I am concerned that even if providers are required to communicate outages more clearly they will mediate to a consumer's disadvantage anyhow. We cannot cancel our contract without penalty if part of an outage we cannot prove or determine. As 28 year customers - we are not gaming the system. We want fair practice. 1) independent outage maps used to provide honest analytics and real time information. 2) companies should be prohibited from upselling or trying to get more from you during outages or breaches of contract - as well as in cases of death etc - please Institute restrictions on taking advantage of customers during outages or similarly with the Elderly. We filed a complaint with the CCTS and the Telus manager assigned to resolve our complaint even tried to sell us a home security system. We understand that Telus employees are being held to a heightened sales expectation - however high stakes selling has no place during outages, the complaint resolution process, bereavement or with those most vulnerable in our society. 3) Stricter language written into contracts that any outage - no matter what - especially five days or more - nulls the contract.

Screen Name Redacted

9/05/2025 06:22 PM

During a power outage I have no wifi access, even though we have a generator and our modem is plugged in and working. Roger's says we cannot expect service during a power outage unless we pay an extra \$15 per month. If they have the technology to provide reliability it

should be part of their core service, not only available at a higher premium.

Screen Name Redacted

10/07/2025 03:57 AM

Bell Fibe tv/internet/phone I have been without 2 weeks out of the last 6 weeks. Bell Canada out sources there repair and it takes way to long to get it fixed. They show no urgency in getting the repair done. They just say that is the best they can do. I pay for good service . I am not getting it

Screen Name Redacted

10/22/2025 09:23 AM

Oct 21, 2025 our Rogers internet went down around 11 AM and returned on Oct 22, 2025 around 5 AM. There was a total lack of information until mid-afternoon from Rogers about the issue, how extended it was (most of Caledon, ON) and when it would get fixed. Phoned and got a \$7 credit, still waiting on an email / text from Rogers to say the issue is fixed but appears to be working.

Screen Name Redacted

11/01/2025 11:42 AM

Outage starts at, let's say 3am, and you are Bell or Bell Aliant customer, problem is, that is you call their tech support lines to report or get help, no one will answer, because, oh they are not open, no more 24/7 tech support. Also when an outage is identified by those companies, most of the time they do not put an advisory anywhere online, and when they do, it is often hours into the situation before customers are notified and by then it is probably almost resolved. Stricter controls need to be put on providers as when these outages occurs, there should be a set protocols to follow and shortly after that the public gets notified, and then regular hourly updates as to the issue causing the outage and the estimated time of a fix for restoration.

Screen Name Redacted

11/03/2025 09:12 AM

My internet was out for 10 days North Frontenac Telephone Company did not seem to care or communicate to me or their various services techs Mostly nothing happened for a week despite me calling daily / multiple times a day. Ended up eventually with two different services crews doing things that the other didn't know about. No call backs ever, and no bill credit for no services being provided during that time.

Optional question (6 response(s), 2 skipped)

Question type: Essay Question

Q2 | Would you find it useful to receive information about planned outages? What information would you like to be provided with ahead of time?

Screen Name Redacted

9/04/2025 07:03 PM

****Key Information to Provide About Planned Outages**** 1. ****Start and End Time**** - Exact date and time the outage will begin and end. - Time zone information to avoid confusion. 2. ****Systems or Services Affected**** - A clear list of what will be unavailable or degraded. - Any dependencies that might also be impacted. 3. ****Reason for the Outage**** - Brief explanation (e.g., maintenance, upgrades, testing). - Helps users understand the necessity and benefits. 4. ****Impact on Users**** - What users can and cannot do during the outage. - Any workaround or alternative access options. 5. ****Contact Information**** - Who to reach out to for questions or support. - Emergency contacts if something goes wrong. 6. ****Recovery Plan**** - What will happen once the outage ends. - Any expected delays or post-outage checks. 7. ****Advance Notice**** - Ideally, notifications should be sent well ahead of time (e.g., 48–72 hours). - Include reminders closer to the outage window. 8. ****Communication Channels**** - Where updates will be posted (email, dashboard, SMS, etc.). - Real-time status updates if the outage is extended or resolved early.

Screen Name Redacted

9/05/2025 01:17 PM

Yes communication on planned outages would be helpful and appreciated. Timing, length and reason for the disruption would be good to know. During our breach of service - we received texts intermittently - one day then not the next and then none at all. Any texts we received were canned messages that we suspected did not apply to our situation given the scale of the outage (two households) while our whole surrounding area was not affected.

Screen Name Redacted

9/05/2025 06:22 PM

Yes. Notice of times of planned outages received by text would be helpful.

Screen Name Redacted

9/24/2025 10:35 AM

Yes it is useful. I would like to be provided with information as to when the outage is going to take place, how long it will be, and how can i connect if the plan isn't followed (taking longer than expected etc). It can help inform me if I go to the office, if I should make other plans, or let those who might need to connect with me know that I won't be reachable for a certain time.

Screen Name Redacted

10/07/2025 03:57 AM

Need better quicker repair service

Screen Name Redacted

11/01/2025 11:42 AM

Ideal yes, as in through sms, or emails notifications or push notifications through the providers app.

Screen Name Redacted

11/03/2025 09:12 AM

Yes.. I would like atleast a daily update of what they are doing to fix the problem

Optional question (7 response(s), 1 skipped)

Question type: Essay Question

Q3 | What information would you like to be provided with during an outage? What would be the best way for you to receive or access this information?

Screen Name Redacted

9/04/2025 07:03 PM

****Information to Provide During an Outage**** 1. ****Current Status**** - Confirmation that the outage is ongoing. - What systems or services are affected. 2. ****Estimated Time to Resolution**** - A realistic ETA for when service will be restored. - Updates if the timeline changes. 3. ****Progress Updates**** - What steps are being taken to resolve the issue. - Milestones reached (e.g., "Issue identified," "Fix in progress"). 4. ****Impact Details**** - Who is affected (e.g., specific regions, user groups). - What functionality is limited or unavailable. 5. ****Workarounds or Alternatives**** - Temporary solutions users can apply. - Redirects to unaffected services if available. 6. ****Acknowledgment and Apology**** - A brief message showing awareness and empathy. - Reassurance that the issue is being actively addressed. --- ### ****Best Ways to Receive or Access This Information**** 1. ****Status Page**** - A centralized, publicly accessible dashboard (e.g., status.company.com). - Should include real-time updates and historical logs. 2. ****Email or SMS Alerts**** - For users who opt in, send concise updates at key intervals. - Useful for critical outages or high-impact services. 3. ****In-App Notifications**** - If the app or platform is partially functional, show banners or pop-ups. - Keep messages short and link to more detailed info. 4. ****Social Media Updates**** - Twitter/X, LinkedIn, or other platforms for quick outreach. - Ideal for reaching a broad audience fast. 5. ****Help Desk or Support Portal**** - Updated FAQs or outage notices. - Live chat or ticketing system for personalized support.

Screen Name Redacted

9/05/2025 01:17 PM

Independent outage maps that monitor and analyze services Email - text - landline - online outage forum by regions / cities / neighborhoods that isn't heavily censored to prevent communication entirely.

Screen Name Redacted

9/05/2025 06:22 PM

Info about the duration. By text.

Screen Name Redacted

Who's it effecting and how long is it likely going to take.

9/24/2025 10:35 AM

Screen Name Redacted

10/22/2025 09:23 AM

Would like any information. Posted on a website, sent as an email and also as a text. Really depends on what the outage is so they should post in multiple places. Social media including FB would be good.

Screen Name Redacted

11/01/2025 11:42 AM

Cause of the outages and suspected location and estimated restoration time through sms, email or app push notifications

Screen Name Redacted

11/03/2025 09:12 AM

Email me a status update of what the problem was once diagnosed, and the work being conduct to fix the problem to diagnose the problem

Optional question (7 response(s), 1 skipped)

Question type: Essay Question

Q4 | Should service providers be required to offer refunds or bill credits in the event of an outage? If so, how should that work?

Screen Name Redacted

9/04/2025 07:03 PM

Yes. Credit the account, plus an inconvenience charge.

Screen Name Redacted

9/05/2025 01:17 PM

Yes please and perhaps this credit should be a lump sum payment agreed to in email instead of verbally on a per month basis to hold you to the contract - especially if the contract disallows cancellation due to a wider outage you could not find or prove. Customers should not have to ensure the credit each month after being left without service for five days. Credits in full and up front.

Screen Name Redacted

9/05/2025 06:22 PM

Yes, if it is more than 24 hours. I would sooner see them required to provide reliable service.

Screen Name Redacted

9/24/2025 10:35 AM

Yes - there is relatively no competition in this sector, so it's unlikely people are going to switch providers due to outages- being required to offer refunds or credits put incentive back on the provider, in so far as they are able, to ensure minimal impact. Connectivity effects every facet of life - communication with loved ones, work, hobbies, etc. Dealing with outages can cause significant disruption (requiring finding other places to go, or spending time letting people know if you're unreachable) and there should be incentive on both sides to

ensure that disruption is as minimal as possible.

Screen Name Redacted

10/07/2025 03:57 AM

Yes absolutely. Also should pay for time on the phone waiting for answers. Everybody's time is money

Screen Name Redacted

10/22/2025 09:23 AM

YES - until they start managing outages appropriately and tell us why. They should also be constructing their core networks to sustain an outage. Taking out one main pipe should not take a whole network down. Networking101

Screen Name Redacted

11/01/2025 11:42 AM

If the outage is more then 24 hours in length then yes. This should cover so called acts of god as well, because in most ways, the company maintenance routine can mitigate or stop these so called acts of god from getting worse or causing the outage. As in things can be done to prevent an issue.

Screen Name Redacted

11/03/2025 09:12 AM

Absolutely, if you are not providing the service I am paying for, you should not be able to bill me for it.

Optional question (8 response(s), 0 skipped)

Question type: Essay Question

Q5 | Should there be reasonable exceptions?

Screen Name Redacted

9/05/2025 01:17 PM

Yes of course - however, reasonable exceptions can get used against customers who trust their provider is doing honest business. I am not sure reasonability was even a factor for the ISP other than to leverage against us.

Screen Name Redacted

9/05/2025 06:22 PM

Yes

Screen Name Redacted

9/24/2025 10:35 AM

I think planned outages in small areas, once or twice a year during times people are unlikely to be effected is reasonable. The refund/credits ought to be used as a way of incentivizing minimal outages- not penalizing for necessary work.

Screen Name Redacted

10/07/2025 03:57 AM

Loss of business sales are there responsibility as well

Screen Name Redacted

10/22/2025 09:23 AM

No

Screen Name Redacted

11/01/2025 11:42 AM

Reasonable exceptions as in, if, the issue was caused by routine maintenance and it is already being addressed then a pass should be given to the company to not have to reimburse as that was most likely an unexpected issue while being actively worked on.

Screen Name Redacted

11/03/2025 09:12 AM

NO! care and maintenance of the line or damage to the line by accident should be rectified immediately. Internet is a necessary these days for work and communication.

Optional question (7 response(s), 1 skipped)

Question type: Essay Question

Q6 | Is there anything else you would like to add?

Screen Name Redacted

9/05/2025 01:17 PM

Please prohibit sale tactics during outages or disruption of service - reasonable or not. Please fund independent monitoring of ISP providers for accurate outage reporting. I cannot select the postal code correctly - our postal code is (personal information redacted) not the one selected - this feature is glitching.

Screen Name Redacted

9/05/2025 06:22 PM

Providers should be required to provide wifi access during power outages at no extra cost. Canadians need wifi access for communication during power outages, which often happen during storms and other emergencies.

Screen Name Redacted

9/24/2025 10:35 AM

I think there is risk any refunds/credits determinations, if left with the providers, could turn into a CTA/airline issue- where airlines, when self-reporting, aren't always being truthful and the workaround is very onerous on consumers. Having an ombudsperson, or having the onus on the service provider to be the one justifying the outage should be enough- and a decision as to the outage should immediately apply to everyone effected without needing individuals to prove a case.

Screen Name Redacted

10/07/2025 03:57 AM

Find providers that care!!!!

Screen Name Redacted

10/22/2025 09:23 AM

Postal code (personal information redacted) - very frustrating that communication is handled so poorly.

Screen Name Redacted

11/01/2025 11:42 AM

Tighter controls and monitoring when outages occur, new protocols for dealing with widespread outages, creation of a backup plan and systems to maintain the infrastructure backbone and minimal connectivity to 911 and emergency services.

Screen Name Redacted

11/03/2025 09:12 AM

Companies that wilfully take excessive time to fix a problem should be penalized.

Optional question (7 response(s), 1 skipped)

Question type: Essay Question