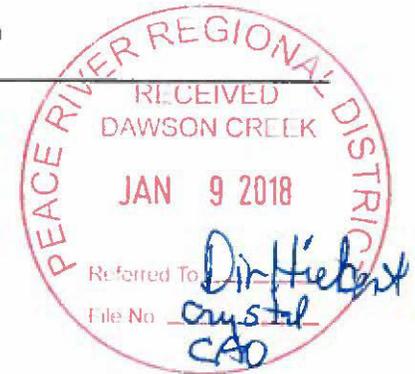


From the office of Allen B Watson  
 Box 229 – Tomslake, B.C., - V0C 2L0  
 Ph/Fax 250-786- 5253 – e-mail awatson@xplornet.ca

January 05, 2018

Telus  
 PO Box 7575  
 Vancouver, BC  
 V6B 8N9



Dear Sir / Madam

*I live in the Tupper, BC area, which is 34 Km south east of Dawson Creek. Tupper is a rural community on the 250-786 exchange. On January 1<sup>st</sup>, 2018, our telephone went dead. At our location, we do not get cell service. With no way to communicate with TELUS regarding the outage, I went to several neighbors places to see where the service was out, or on. I discovered many residences were without phone service. Some had cell service so called TELUS about the outage.*

*One person was put on hold for one hour and fifty five minutes. When TELUS finally answered her call, she was told she could not call on behalf of others whose phones were also out of order even though she knew the outage was greater than her residence. She was also told there would be no service person to correct the problem until January 16<sup>th</sup>, 2018. Her call was taken by the TELUS's Victoria office.*

*I spoke with two other residents that had called TELUS regarding the outage. One call was taken by someone in Montreal, and another resident had someone in South America answer. Each of those callers was also put on hold for periods well over one hour. This is unacceptable.*

*As I drove around the community checking the telephone line to see if I could spot some obvious problem, I observed a multitude of locations that could have caused the outage. In places I could see where the telephone line had rubbed the bark off trees from the wind blowing; as well, many places where the line actually disappeared amongst spruce trees for many meters at a time; and I also observed many junction boxes that were in various stages of disrepair. The telephone line from the main highway to where it branches off and follows the Old Edmonton highway to serve the Tupper area, is in terrible condition and very much in need of some upgrading.*

*Fortunately, someone disregarded the 15 days we were told it would take to repair the service, and did the right thing and fixed it, so we were only out of service for two days. Thank you to the person that made that decision.*

.../2

February 8, 2018

-2-

*In view of the state the Tupper line is in, there are going to be more outages if TELUS does not do a major upgrade. I am an active member of the local Rural Crime Watch group that patrols the community on a daily basis therefore observing miles of telephone line that are equally in need of upgrading. The problems range from very old poles to the lines disappearing among trees and there are also many dead trees leaning on the line.*

*My question is – what are TELUS's plans for doing a major upgrade of these rural lines? Is it TELUS's plan to let the lines deteriorate to the point everyone will have to use cell phones? If this is the case, TELUS had better make sure all their customers can get cell service.*

*Should you wish to seek further information, you can call me at 250-786-5253 (as long as the phone is working), or my cell phone at 250-784-7035 should I be on the road where I can get cell service. You can also respond via email at [awatson@xplornet.ca](mailto:awatson@xplornet.ca).*

*I should mention, I tried to report the outage by using the complaint website at [www.ccts-cprst.ca](http://www.ccts-cprst.ca). I found the website to be very unfriendly to use and gave up in frustration. I considered other options to bring this issue forward including CBC's 'Go Public' program however, I have chosen to write this letter and see what response I get from TELUS.*

*In closing, let me remind TELUS I have been a loyal customer for fifty years either in the Rolla area or at our retirement residence here at Tupper. This is not the way any corporation should treat loyal customers?*

*Respectfully,*

  
Allen B. Watson  
Accnt#126505182 9

CC  MLA Mike Bernier  
 Area D Director, Peace River Regional District

February 8, 2018