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April 25, 2025

Filed via GCKey

Mr. Marc Morin
Secretary General
Canadian Radio-television and
Telecommunications Commission
Gatineau, QC K1A 0N2

Dear Mr. Morin:

Re: Network outage affecting wireless traffic from reaching the Brandon Public Safety Communications Centre (“Brandon PSAP”) in Manitoba (the “Network Outage”) - Report from TELUS Communications Inc. (“TELUS”)

1. TELUS received a letter from Commission staff dated April 11, 2025 (the “Letter”) about the Network Outage from March 22, 2024 to March 24, 2025. TELUS had previously filed with the Commission a post-incident report (“PIR”) about the Network Outage on April 8, 2025. In its Letter, the Commission requested that TELUS provide weekly updates on the status of its investigation of the outage. This letter constitutes TELUS’ second weekly report to the Commission.

Progress Report on Investigation of Network Outage

2. At the present time, TELUS does not have further information about the cause of the Network Outage. TELUS is still investigating the cause of the Network Outage. The facilities in question are leased from Bell. As a result, determining the root cause of the Network Outage requires TELUS to work with Bell. TELUS continues to collaborate closely with Bell to investigate the cause of the outage. TELUS notes that the facilities being examined are legacy in nature as they form a part of its E9-1-1 network. The retrieval of data from these network components is a manual process. Therefore the investigation is taking longer than would be typical for an investigation of this kind.

April 25, 2025

3. TELUS recognizes the importance of 9-1-1 services and this incident has received the utmost attention at the Company. At the same time, TELUS needs sufficient time to ensure that its reports to the CRTC contain accurate information about the Network Outage, so this investigation and reporting process does take time.

Yours truly,

{Original signed by Stephen Schmidt}

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JS/cb

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