



Abridged

Reference: 8000-C12-201909780
SON4/28/2026-BC-1

12 May 2026

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

Subject: **28 April 2026 Impacts to Telecommunications Services Due to a Power Failure at a Central Office in Manitoba - Post Incident Report**

Dear Mr. Morin,

1. In accordance with the Commission's direction in TNC 2023-39¹ at paragraph 22(b), Bell Canada hereby submits this Post-Incident Report regarding a service interruption that occurred on 28 April 2026, affecting telecommunications services in Manitoba, including certain 9-1-1 call routing functions which mainly impacted IP-originating Next Generation 9-1-1 (NG9-1-1) callers. On 28 April 2026, between approximately 3:10 AM Central Time (CT)² and 7:36 AM, Bell experienced a service impact resulting from a commercial power failure at the # [REDACTED]. The incident resulted in a site-wide loss of power to telecommunications equipment at # [REDACTED] and impacted voice, broadband, transport, and 9-1-1 services in the affected area, as well as a subset of public safety answering point (PSAP) call transfers. During the incident, 53 unique 9-1-1 callers originating from IP-capable networks (NG9-1-1) were presented with a busy signal and were unable to reach 9-1-1. The busy signal resulted from the calls reaching the receiving network but not being accepted due to unavailable termination resources. The affected PSAPs were provided with missed-call logs and subsequently followed up directly with the callers; Bell Canada was advised by the PSAPs that no critical impacts to callers were identified.

Filed in confidence with the CRTC

¹ Telecom Notice of Consultation CRTC 2023-39 *Call for comments – Development of a regulatory framework to improve network reliability and resiliency – Mandatory notification and reporting about major telecommunications service outages.*

² All time references are to CT.

Bell Canada
Philippe Gauvin
Floor 19
160 Elgin Street
Ottawa, Ontario K2P 2C4

Telephone: 613 785-6286
bell.regulatory@bell.ca

2. The incident was caused by a power failure at # [REDACTED] #, specifically a loss of one phase of incoming commercial power supplied by the local utility. The site's backup generator engaged automatically but failed shortly thereafter due to an issue with its cooling system (glycol pump), which was itself impacted by the commercial-power phase loss. Once on-site battery reserves were depleted, power was lost to telecommunications equipment at the site.

3. Following the depletion of on-site batteries, telecommunications equipment at # [REDACTED] # experienced a loss of service for the duration of the incident, with service recovery commencing once generator power was restored at approximately 7:30 AM. Commercial power was restored by the local utility at approximately 8:30 AM. The incident lasted approximately 4.5 hours from initial service impact to substantial service recovery.

4. In accordance with section 39 of the *Telecommunications Act* (the *Act*)³ and section 32 of the *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*,⁴ certain information in this Letter and the Attachment is filed in confidence. The information for which confidentiality is claimed includes specific details concerning the affected central office location and equipment, network topology, surveillance and alarming arrangements, PSAP routing and backup configurations, and other operational, network, and security-related information pertaining to the incident. Disclosure of this information could reasonably be expected to identify vulnerabilities, devices, or facilities that may be exploited by malicious actors, thereby posing a risk to the security, reliability, and resilience of 9-1-1 and other telecommunications services. Disclosure of such information would likely result in direct harm to Bell Canada and to the public interest, within the meaning of section 39 of the *Act*. Bell Canada therefore respectfully requests that this information be accorded confidential treatment by the Commission. An abridged version of the Letter and the Attachment is provided for the public record.

Yours truly,

[Original signed by P. Gauvin]

Philippe Gauvin
Assistant General Counsel

Attachment

Filed in confidence with the CRTC

*** End of Document ***

³ *Telecommunications Act* (S.C. 1993, c. 38), <https://laws-lois.justice.gc.ca/eng/acts/t-3.4/>.

⁴ *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure* (SOR/2010-277), <https://laws-lois.justice.gc.ca/eng/regulations/SOR-2010-277/index.html>.