

4 Oct 2014

Mr. Peter Hill
Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
Ottawa, ON K1A 0A5
Email: spectrum.operations@ic.gc.ca

Dear Mr. Hill:

**Canada Gazette, Part I, August 19, 2014, DGSO-003-14
Consultation on Policy Changes in the 3500 MHz Band (3475-3650 MHz)
and a New Licensing Process in Rural Areas**

I run a small business out of my house in Goodwood Ontario. This area has been designated urban on your proposed map. Yet I do not enjoy the services one would expect in an urban area. I cannot get cable or fibre access to my house making me totally reliant on point to point, satellite or cellular service all of which fall in the 3500 MHz Band.

My business requires me to send and receive large digital files primarily short videos for corporate clients. My client had a particularly short turnaround time in July so I sent the files via Bell my cellular provider resulting in a \$1,500 bill. Bell like most cellular providers charge by the volume of data you use with no unlimited plans offered. This unexpected \$1,500 expense made July a very unprofitable month for me. Because the cellular providers do not offer an unlimited data plan like other point to point, satellite, cable or fiber options the price becomes prohibitive.

If competition in the marketplace is removed by designating this bandwidth to cellular only providers it will put me out of business because of their current billing practices. I suspect there are a number of other small businesses that this change will also adversely affect. Please reject the proposal to create a spectrum monopoly.

Sincerely,



Bert Liverance
2409 Concession 4
Goodwood, ON L0C 1A0
bert@colishcreations.com
www.bertliverance.com

cc: Bev Northeast, Councillor Ward 1, Township of Uxbridge, via email

September 12, 2014

RR1

Starbuck, MB R0G 2P0

Senior Director, Spectrum Development and Operations, Industry Canada
300 Slater Street (JETN, 15th)
Ottawa, ON K1A 0H5

Dear Sir or Madam:

Re: Reallocation of spectrum/new licensing process near urban centres; Canada Gazette, Part I, September 6, 2014, Consultation on Policy Changes in the 3500 MHz Band (3475-3650 MHz) and a New Licensing Process in Rural Areas, Notice reference #DGSO-003-14

This letter is to express my concerns over the reallocation of spectrum licenses near urban centres and the implications for businesses and households as a result. I will give you my perspective as we run a business and live approximately 40 km from Winnipeg.

Our only option for internet service is a line of sight provider. If this provider lost their license, the only alternative we would have is satellite internet which is significantly more expensive. Sadly, we currently only have one alternative for a line of sight provider! There are no other towers/services in our area where we have a line of sight. As it is, our internet service is much less superior to the broadband service that MTS offers for the majority of citizens in Manitoba. Our internet is much less reliable (goes down on a regular basis) and much more expensive (we pay \$70/month for much lower speed (3 Mbps down/1 up) and much less data (50 GB/month). (MTS lowest package for \$56 offers 25 Mbps down/2 up and unlimited data). We are unable to stream video due to speed and data restrictions and often have to pay overage charges for data even without live streaming.

We run a farm business. High speed internet is a necessity to run our business. It is as necessary as telephone service. We cannot be without a provider. From the residential perspective, internet is necessary for our children to do their school homework now and when they go to university. Internet service is not a luxury or optional service, it is a necessity. Dial up internet is not adequate now and in the future.

If line of sight internet is no longer offered in our area due to the proposed changes, we would like to see MTS forced to provide broadband service in our area (before we lose a line of sight provider). I believe SaskTel provides broadband service in rural areas, so why not MTS? Especially if it only in the areas near urban centres who will have no other alternative. I have contacted MTS on several occasions regarding the availability of broadband internet service in our area and they always respond that they will never provide that service in our area.

Another implication of not having high speed internet in the future is the impact on television. Satellite tv is our only choice to have television. When 'free' tv went digital, we no longer receive any 'free' tv signals as, once again, we do not have a line of sight to any digital television towers. If the satellite tv providers make changes that will raise our rates or incorporate live streaming options within the rates, we will again be affected if we don't have access to high speed (preferably broadband) internet.

Another disadvantage we face is our lack of cell service. Cell service in our area is very poor and varies greatly. In our yard and house, we get no cell service. It is ridiculous that we would have to purchase a cell booster in order to get even minimal cell service in our house that we already pay for. The lack of cell service also eliminates this option for getting internet service.

Now and in the future, reliable high speed internet service is as necessary as a telephone line. All Canadians should be guaranteed the availability of this service.

As an aside, at time of writing the internet was down again and I could not email this letter to you until my internet provider fixed the problem!

Sincerely,

Brenda Borley

cc Candice Bergen, MP, Portage-Lisgar info@candicebergen.ca

cc Shannon Martin, MLA, Morris info@shannonmartin.ca

cc Virginia Beckwith, Chief Administration Officer - RM of Cartier

October 8, 2014

Mr. Peter Hill
Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
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Email: spectrum.operations@ic.gc.ca

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and a New Licensing Process in Rural Areas

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These comments are in response to the proposals in questions 1, 7 and 8 of the Consultation Paper.

While I share the stated goal of ensuring the best possible high-speed Internet in Ontario's rural regions, the proposals in the Consultation Paper would not have that effect. The proposals, as drafted, take away spectrum in use today to provide Internet service to Ontarians outside of the big cities and gives it to telephone companies for future mobile phone use. If that happens, hundreds of thousands of current residential and business customers in rural Canada will lose their existing high-speed Internet service, including people in our area. Access to internet is the foundation of economic enterprise in rural areas. This proposal is a step backwards for rural Ontarians and not in keeping with the stated goal of increasing Internet access for Ontarians.

The proposed reclassification of the licensed areas would designate vast rural areas as "urban" areas. Once this reclassification happens, the proposal then calls for all the "urban" licences to be taken away from rural Internet service providers (ISPs), even though the licences are in use providing service to people today, and for that spectrum to be given to cellular phone companies for future use with smart phones that have not yet been developed.

I do not support any proposal that ignores the current needs of rural Ontarians by taking away ALL of the spectrum and giving it to cellular companies.

The Consultation Paper states that the "Government of Canada is committed to ensuring that Ontarians benefit from the availability of advanced, competitively priced telecommunications services in all regions of the country" and has a commitment "to extend and enhance broadband Internet services in rural and northern communities in order to meet the continued demand for fixed services in rural areas".[1] However, the proposals in the Consultation Paper do not live up to those promises. Any proposal that would see a large number of rural Ontarians being designated "urban" and having fixed wireless Internet service in their areas shut down does not benefit "all regions of the country". It sacrifices the current needs of rural communities, takes away the economic and social benefits of the

Internet from rural residents and undermines all the hard work that rural areas have done to ensure we connect rural residents to high quality Internet services.

I urge the Minister of Industry and Industry Canada to reject the flawed proposals in the Consultation Paper and, at the very minimum, to do no harm – please leave the licences in place for spectrum that is in use today providing service to Ontarians and exempt the licensees that are delivering high speed fixed wireless internet services today from any requirement to depart from this spectrum. Please do not take away Internet service from rural residents.

Sincerely,

Cyndy Phillips McCann

Debby Burrows

15 Stevens Road

Temagami ON P0H 2H0

Industry Canada

October 7, 2014

Dear Sir / Madame

I have read and certainly do not understand the reason for this outrage. Temagami is a small community of 850 people and for us unfortunately we are stuck in the Nipissing district, should you remove broadband from this area not only will the internet no longer be available for 50% of the households who do not use cellular service including myself. I do have a business that depends on the internet to be able to accept credit cards, without it we will lose many of our customers. I have contacted my MP and my MPP on this issue asking for them to bring a stop to this. In July of 2014 the government of Canada announced funding to extend the broadband range in our area and now you tell us you're taking it away. I am asking that a consultation with our local Municipal government be conducted immediately and an open public forum with all communities involved.

Thank you

Debby Burrows

October 8, 2014

To Whom It May Concern,

I am writing to you with my concern of the proposed plan to eliminate our hardwired internet services.

It is difficult enough getting proper services in our remote area now. How can the removal of our internet services be justified! We do not have cell phone service in our area (Lake Temagami) and where there is, it is spotty at best. When are the big companies putting in the cell phone towers that reach our area reliably? This could take years to happen, and so we are to just sit by without internet services. This will hurt if not close many businesses in our area, not to mention hurt the families who rely on the internet for banking services, homework, etc.

The North is remote enough, without the internet services we have now, you may as well cut the North off totally.

Diane MacLeod
Island 216
Temagami, Ontario
P0H 2H0

Our Daily Bread Groceries and More
6722 HWY 11 N, Box 159
Temagami, ON

October 7, 2014

Mr. Peter Hill
Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
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Sincerely,

Dick and Joanne Van Manen, Owners

temagamidailybread@gmail.com

cc. Anne Marie Quinn, Senior Vice President and Partner, FleishmanHillard –
email: annemarie.quinn@fleishman.ca

October 8, 2014

I own a cottage in the Temagami area, and am very concerned about the proposed changes to our internet service. Apparently, we are being lumped together with the North Bay Tier, and that is totally ridiculous. We are a one hour drive north of North Bay, and there is definitely nothing urban about Temagami. We have very few businesses left in operation here anymore – many have closed down over the past few years. Cell service is very poor in many areas, and if people in the area cannot get internet service, it will be devastating for many households and businesses. Please re-consider. I doubt that anyone in the Temagami area would agree that we are in an urban area.

Doug Hamilton

October 7th, 2014

Mr. Peter Hill
Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
Ottawa, ON K1A 0A5
Email: spectrum.operations@ic.gc.ca

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^[1] Consultation Paper, para. 6.

I urge the Minister of Industry and Industry Canada to reject the flawed proposals in the Consultation Paper and, at the very minimum, to do no harm – please leave the licences in place for spectrum that is in use today providing service to Ontarians and exempt the licensees that are delivering high speed fixed wireless internet services today from any requirement to depart from this spectrum. Please do not take away Internet service from rural residents.

Sincerely,

John Weedmark and Patricia Phillips
Pembroke, Ontario

October 8, 2014

Mr. Peter Hill
Director General
Spectrum Management Operations Branch
Industry Canada
300 Slater Street
Ottawa, ON K1A 0C8

Subject: Protecting Rural Broadband in light of **Industry Canada's Consultation on Policy Changes in the 3500 MHz Band Implications for Rural Internet**

Dear Mr. Hill:

I am writing as a rural internet subscriber. I am in disbelief of the proposed changes by Industry Canada in the licensing of radio spectrum that may result in removing access to high speed Internet service to over 200,000 Canadians.

As you may or may not be aware, current rural ISP offerings are limited and most importantly, service is erratic, slow and does not perform as promised due to demand and subsequent high traffic on limited wireless infrastructure, especially true in Durham Region and Uxbridge Township. The real issue is the larger ISPs will not release more spectrum to rural broadband providers and rural Canadians are held hostage to insufficient cellular towers and available spectrum.

Your proposal plays directly into the hands of Bell and Rogers who will remove the spectrum from rural subscribers and then redirect to more profitable high density geographic areas.

I want to focus on the specific issue of equal access to high speed internet as a basic requirement for all Canadians. Industry Canada and the Federal Government need to ensure the larger ISPs are not let off the hook in supporting this mandate and above all, are not allowed to deteriorate existing services to "outside of larger city subscribers" because it is convenient and more profitable for them to reallocate the service to more easily accessible urban density offerings.

I urge you to reject this flawed proposal and ensure well defined plans are in place for rural broadband coverage going forward.

Sincerely,

Pauleen Home
Rosehill Consulting Services Inc.
Uxbridge, ON

Good Morning,

I am writing this letter in response to notification I received on your proposal to eliminate our hardwired internet service. We, along with many others rely on our internet in order to run our businesses here in Northern Ontario. Many regions including ours DO NOT have cell service. To go through with this plan will have a detrimental affect on lively hoods and businesses trying to operate.

Sincerely,

Reina Leudke
Gallery 212
Blooms N Loons
705-237-8777

October 6, 2014

To whom it may Concern:

I am deeply concerned about the implication of the Tier 4 area , if these proposed changes are made almost all of the TNRD will be effected . There are only 30,000 ppeople scatered across 45000sq miles and some do not even have high speed internet even yet. Th city of Kamloops is the only populated area and therefore the rest of us are truly rural..

Please do not classify the Kamloops Tier4 area as an urban region.

Sincerely

Ronaye Elliott

Director of Copper Desert Country

Thompson Nicola Regional District.

Ruurd and Doris Douma
1351 Mineview Road
Cobden, Ontario
K0J 1K0

October 6, 2014

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Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
Ottawa, ON K1A 0A5
Email: spectrum.operations@ic.gc.ca

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backwards for rural Ontarians and not in keeping with the stated goal of increasing Internet access for Ontarians.

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We urge the Minister of Industry and Industry Canada to reject the flawed proposals in the Consultation Paper and, at the very minimum, to do no harm – please leave the licences in place for spectrum that is in use today providing service to Ontarians and exempt the licensees that are delivering high speed fixed wireless internet services today from any requirement to depart from this spectrum. Please do not take away Internet service from rural residents.

Sincerely,



Rudi and Doris Douma

cc. Anne Marie Quinn, Senior Vice President and Partner, FleishmanHillard – email:
annemarie.quinn@fleishman.ca

¹ Consultation Paper, para. 6.

Sam Coghlan

R.R. #3, 336812 33rd Line
Embros, Ontario N0J 1J0
(519) 475-4097 sam@oxford.net

October 6, 2014

Mr. Peter Hill
Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
Ottawa, ON K1A 0A5
Email: spectrum.operations@ic.gc.ca

Dear Mr. Hill:

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Consultation on Policy Changes in the 3500 MHz Band (3475-3650 MHz)
and a New Licensing Process in Rural Areas**

I learned today that Industry Canada is proposing changes that will affect my Internet service (and that of my community) in *Consultation on Policy Changes in the 3500 MHz Band (3475-3650 MHz) and a New Licensing Process in Rural Areas*, DGSO-003-14, August 19, 2014.

I live just outside Harrington, a village in Oxford County, Ontario which is 20 km. from Stratford, the nearest city. I recently retired and I am dependent upon having robust internet access in order to stay involved in my communities (local, area, provincial, national). I am a member of a few community boards, including the Board of Directors of the Perth Community Futures Development Corporation. Dependable, high speed Internet access is essential if I expect to fully participate and contribute as a conscientious board member.

The area where I live, in Zorra Township, is very hilly and quite rural, so that Fixed Wireless Access is the only available option for Internet access (because Bell Canada refuses to upgrade its switches and wiring for a small settlement that will not make them "enough" money). There is a public library in Harrington (branch of Oxford County Library) that is connected to a wide area network, County of Oxford Integrated Network, which relies upon fixed wireless. The tower at the library is used by a local ISP to serve homes in the area, including mine. In fact the level of access we receive is only barely adequate – we cannot stream videos effectively. It is inconceivable to me that you could be proposing to label this area as urban.

My wife also participates in many community activities and sits on various committees. If we lose our Internet access just because you want to give others more and cheaper options for mobile access, you will be treating us as second class citizens. As more and more business, including government communications, use the Internet and often streaming, when you take away our Internet, you will deprive us of tools that have become basic to good citizenship.

Yours sincerely,

Sam Coghlan

October 3, 2014

Mr. Peter Hill
Director General, Spectrum Management Operations Branch
Industry Canada
300 Slater Street (JETN, 15th)
Ottawa, ON K1A 0A5
Email: spectrum.operations@ic.gc.ca

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I do not see evidence of this. Please, I urge you, look at your personal bill for internet service. Where I live it would cost you \$105 for 15 gigabytes from Bell - I am willing to bet that you are paying a lot less than that for unlimited use where you live. Please - look at your bill and compare what you pay with what I pay!

Our municipality approved of a cell tower being placed in our township, based on the following information from Bell:

That other providers could use the cell tower. Of course, Bell said, but as it turns out the cost to other providers is so prohibitive that there are no takers or Bell limits how high on the tower their equipment can be placed, which significantly impacts the service that can be provided. The tower was funded by our taxes.

I just feel so ripped off, and with no alternatives, what can I do?

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Sincerely,

Susan Murphy
128 Snug Harbour Road, RR #1, Nobel, ON p)g 1G0

cc. Anne Marie Quinn, Senior Vice President and Partner, FleishmanHillard – email:
annemarie.quinn@fleishman.ca

October 7, 2014

Dear Mr Hill,

“There is a policy change in the works in the 3500 MHz Band (3475-3650 MHz) and a New Licensing Process in Rural Areas which affects Temagami. In a nutshell, The Federal Government is reclassifying huge areas across Canada as either rural or urban. If you are in a rural area, then wired internet will be available and if you are in an urban zoned area, then there will be NO wired internet, only mobility broadband internet services. That spectrum would be allocated to cellular phone companies for future use not yet developed. The policy change would see many rural communities across Ontario and Canada lose their existing high speed internet service.

This whole area has been included in the North Bay Tier (4-097) and Temagami is considered to be an urban area. So, if this happens we will only be able to access internet through mobility broadband internet services and that means areas without good cell phone signal will be unable to connect.

Comments can be made electronically to Industry Canada electronically by Wednesday, October 8th. The municipality was informed about this proposed change yesterday through ROMA (rural Ontario municipal association) and the following web pages provide more information.”

By no stretch of the imagination can Temagami be considered either urban or part of North Bay, Ontario, which is one hundred kilometers away. Mobile reception here is a joke. I, for one, am absolutely dependent on wired internet, not to mention the fact that I have NO mobile devices, nor any real need for such.

Why are we only only hearing about this now? Some kind of a joke, that we've got until tomorrow, Oct 8 to comment on this. Right now, that is an hour and a half away! If it is a policy of the Conservative Government specifically, they should be reminded that the local Conservative MP only gained his seat by seventeen votes.

Thank you for your attention,

Yours,

Glen Toogood,

Temagami, Ontario