

**STANDING COMMITTEE ON INDUSTRY
AND TECHNOLOGY**



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

**COMITÉ PERMANENT DE L'INDUSTRIE
ET DE LA TECHNOLOGIE**

Ottawa, December 6, 2022

Hon. François-Philippe Champagne, P.C., M.P.,
Minister of Innovation, Science and Industry
Ottawa, Ontario,
Canada
K1A 0A6

Subject: Widespread Rogers outage on July 8, 2022

Dear Minister Champagne,

As you know, on the 8th of July 2022, a widespread Rogers outage impacted service for 12 million households and businesses across Canada. Rogers revealed that a system failure following a core network upgrade caused disruptions in its wireline and wireless services across the country, including disrupted access to emergency services, such as 911.

In light of this event, the House of Commons Standing Committee on Industry and Technology (the committee) decided to meet on the 25th of July 2022 to look into the causes of the service outage and its impacts on Canadians. The committee would like to extend its gratitude to you for participating in these meetings and wishes to share its follow up thoughts and recommendations with you.

We live in a world where telecommunications services have become critical infrastructure and all telecommunication providers in Canada should be working to ensure that measures are in place to mitigate the impact of outages on the lives of Canadians.

It is imperative that telecommunications service providers build resiliency into their systems, given the importance of the services they provide. This should include mechanism in place to transfer 911 emergency services and to adequately notify customers when an outage occurs, as well as ensure that sufficient redundancies are built into their networks to decrease the number of Canadians impacted in the event of an outage.

Minister Champagne, the committee appreciates your quick response convening the major telecommunication providers and requesting that they come to a formal agreement within 60

days to “guarantee emergency roaming, mutual assistance, and a communications protocol for advising the public and government during major outages and other emergencies”.


The committee wishes to ensure that robust measures are in place to protect Canadians should another blackout occur. The committee would appreciate hearing from you about the implementation of this protocol and the measures you will put in place to ensure that it is followed.

With respect to the role of the Canadian Radio-television and Telecommunications Commission (CRTC), the committee wishes to have full access to the detailed report that Rogers was to provide to the CRTC. It also wishes to be informed by the CRTC of the next steps it intends to take and whether the CRTC intends to impose penalties on Rogers to ensure compliance in the next steps.

The 8th of July 2022 outage shows just how essential telecommunications services are for all Canadians.

Minister Champagne, the committee thanks you for your consideration of its thoughts and recommendations and looks forward to your response.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Joël Lightbound". The signature is written in a cursive style and is positioned above a faint horizontal line.

Joël Lightbound, Chair