

MEETING NOTE

Advice to Minister Beare

MEETING DATE: February 10, 2021

CLIFF#: 114216

ATTENDEES: Jill Tipping, President and CEO, BC Tech Association
Brian Roberts, VP of Strategy and Execution, BC Tech Association

ISSUE: Introductory meeting with BC Tech Association

BACKGROUND:

The BC Tech Association is the leading industry association for technology-based companies in British Columbia. It is a member-funded, not-for-profit organization based in Vancouver. The BC Tech Association was founded in 1993 and, as of February 2021, reports that it has over 400 member organizations. Key initiatives include its annual Technology Impact Awards, an event series, and diverse programming to support the technology sector to scale and access global markets.

Jill Tipping has served as the President and CEO of the BC Tech Association since 2017. Ms. Tipping is a strong advocate for BC's technology sector. She serves as a board member for the Government of Canada-funded and Vancouver-based Digital Technology Supercluster. Ms. Tipping previously held executive roles in the technology industry, including most recently as the Vice President of Operations and Chief Financial Officer of Schneider Electric Solar.

Officials from the Ministry of Citizens' Services meet regularly with staff from the BC Tech Association, particularly with regards to digital government and procurement initiatives. The BC Government's Exchange Lab was a finalist in BC Tech's 2019 Technology Impact Awards based on the opportunities it supports for small tech companies to access government contracts.

DISCUSSION:

The BC Tech Association is an important partner for the Government of BC. The technology industry in BC includes over 10,000 companies involving roughly 114,000 workers. A 2018 KPMG report estimates the size of the industry to be roughly \$17 billion, or 7% of provincial GDP.

Topics that may be of interest to Ms. Tipping include:

- **Digital government** – Ms. Tipping has been briefed in the past on efforts to embrace digital government. A digital government is a government that applies the practices, processes, culture and modern technology of the internet era to deliver services that exceed citizens' expectations and are deserving of their trust.

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- **Women in technology** – Ms. Tipping is a vocal advocate for women in technology. Notably, the BC Tech Association has convened a gathering of leading thinkers, including Government of BC officials, on how best to include more women in the technology industry.

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- **Open Data** – In its 2020 Policy Recommendations report, the BC Tech Association advocated that the BC Government should improve access to government datasets to allow researchers, technologists, and government workers to leverage public data to drive innovation.

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- **Opportunities for tech companies to access government contracts** – Around the world, government procurement of technology is a major enabler for the technology industry. The BC Tech Association has consistently raised that government procurement processes are often lengthy and cumbersome, thereby favouring a small number of large technology companies. In its 2020 Policy Recommendations report, it recommended that BC should establish a \$50M procurement fund for BC companies to strengthen BC's technology procurement and drive innovation.

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- **Government of British Columbia funding** – The BC Tech Association relies on funding from the Provincial and Federal Government. Between 2019 and 2020, the BC Tech Association shut down two of its incubators as well as its Growth Export and Scale programs because of a lack of federal and provincial funding. As a result, it has moved to a fully remote operation. BC Tech is currently advocating for the federal and provincial governments to provide \$31M in funding for a Western Canada Scale-Up program to support high-potential BC-based tech companies, modelled after a similar program in Ontario.

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NEXT STEPS:

- Officials from the Ministry of Citizens' Services would be pleased to continue to engage with the BC Tech Association on priority topics.

Attachment: Appendix A: Jill Tipping Biography

Contact: J-P Fournier, Sr. Director, Exchange Lab, 250-896-4702

Appendix A: Meeting Attendee Biography: Jill Tipping, President & CEO of BC Tech Association

Current Professional and Board Member roles:

- President & CEO of BC Tech
- Board member, Digital Technology Supercluster (BC)
- Board Member, Vancouver Symphony Orchestra
- Council member, BC Climate Solutions Council

Background:

- Jill Tipping has spent her entire career in the tech industry and is a passionate advocate for it.
- Previous work experience includes:
 - Board Chair, BC Tech (3 years)
 - Vice President, Finance, Solar Business; Schneider Electric (5 years)
 - Director, Business Planning; Xantrex Technology, A Schneider Electric Company (3 years)
 - Director, Deloitte (11 years)
- She holds an MA in Economic History, an MSc in Management and a Chartered Professional Accountant (CPA) designation.
- She places emphasis on strengthening connections through collaboration and multi-sector participation for innovation and growth (an ecosystem approach).

Key Points of Mutual Interest or Relationship to Mandate:

- Jill is determined to make BC a top ten start-up ecosystem worldwide, with a vision at BC Tech *"To make BC the best place to grow a tech company."*
- She defines BC Tech's role as "identifying critical gaps and problems in the ecosystem and focusing resources and attention on those."
- Priorities are to:
 - strengthen the ecosystem,
 - increase the number of homegrown anchors,
 - tackle the talent gap, and
 - pay attention to the global context.
- Jill believes the BC economy will become a clean and sustainable global success story, enabled through tech.
- BC Tech Association regularly advocates for procurement reform to provide opportunities for BC-based tech companies to work with government as well as for improved access to open government data to drive innovation.

Other Points of Interest

- Jill has a daughter and is active and engaging on Twitter.

INFORMATION NOTE

Advice to Minister Beare

Date: January 11, 2020

CLIFF#: 114403

ISSUE: BC Broadband Association Introductory Meeting

BACKGROUND:

The BC Broadband Association (BCBA) is a telecommunications industry advocate representing primarily small and medium-sized broadband and wireless services providers, many of which operate in rural and remote areas filling a niche market where revenues are insufficient to attract larger service providers. Many Association members purchase wholesale services from larger providers such as TELUS, Shaw and Rogers.

Key interests are:

- Easier, quicker access to passive infrastructure to minimize cost barriers to serving rural and remote areas (i.e. hydro and utility poles, highway rights of way, local government right-of-ways, etc.)
- Canadian Radio-television and Telecommunications Commission (CRTC) policy impacting small service providers.
- Securing telecommunications supply arrangements with the Province (procurement).

See list of board members, Attachment 1.

DISCUSSION SUMMARY:

BCBA members are benefiting from the Province's \$90M investment in connectivity. Given the focus on recovery, President Bob Allen will likely wish to advise the minister of members' support for connectivity-related COVID-19 recovery efforts.

He may raise the issue of access to passive infrastructure to allow his members to expand services quickly and affordably. He is unlikely to raise other interests at this time.

In areas where ISPs have open and ongoing dialogue with local government representatives, and are involved in local connectivity planning efforts, opportunities for local collaboration increase. The Minister may want to reiterate the importance of the local government planning relationship.

Attachment: Attachment 1 – BCBA Board of Directors

Contact: Colleen McCormick, Director of Connected Communities 250-217-5337

ATTACHMENT 1**BCBA Board of Directors****President, Bob Allen, Owner of ABC Internet**

Bob Allen is the President of ABC Internet and former owner of ABC Communications, the largest regional provider of rural broadband service in the province (purchased by TELUS in 2020). As owner of ABC communications, Allen architected an extensive licensed broadband wireless network throughout the province. ABC Internet provides consulting services to other ISPs.

Secretary & Treasurer, Tim Ryan - Kaslo InfoNet Society

The Kaslo Internet Society is a not-for-profit community-owned Internet Service Provider serving Kaslo and area.

Board Members:

Dave Bradich - President and CEO of ispeed Communications Inc. Dave Bradich is the founder and President of ispeed Communications, a wireless ISP and telephone service provider, serving the BC Interior for over 15 years.

Mike Dahlstedt - CipherTV. Mike Dahlstedt is a VP at CipherKey / CipherTV. He represents over 50 ISP's across Canada, negotiating and accessing sustainable internet access and licensed TV services for his members.

Davin Peterson - Executive Director of Base Wireless. Davin Peterson is the founder and CEO of Base Technology Limited, a division of which provides Internet for rural communities, resorts, First Nations and remote industrial sites.

Robert Richards - Treasurer at Com Com Services

Mike Stock - Vice President of Sales at WiBand Communications Corp. Mike Stock manages the company's major accounts portfolio.

MEETING NOTE

Advice to Deputy Minister

MEETING DATE: January 14, 2021

CLIFF#: 114457

ATTENDEES:

- Dr. Robert Long, City Manager, Prince Rupert and CityWest Board Member
- Stefan Woloszyn, Chief Executive Officer, CityWest Cable and Telephone Corporation
- David Leitch, Chief Administrative Officer, Strathcona Regional District

ISSUE: Introductory Call with CityWest and Strathcona Regional District

BACKGROUND:

- The purpose of this introductory meeting with CityWest Cable & Telephone Corporation (CityWest) and Strathcona Regional District is to receive an update on the Connected Coast Network project
s.16; s.17
s.16; s.17 See ATT-1 for Biographies.
- The Connected Coast Network project is currently in network design with the plan to begin construction in June 2021 to build a new subsea transport network. The project is anticipated to be completed by March 31, 2023. The federal government agreed to extend this project from March 31, 2021 to March 31, 2023.
- Total project investment for the Connected Coast Network is \$45.4 million, with the federal government as lead funder. The project went through an extensive review by the federal government leading to signed funding agreements.
 - \$22.2 million will come from the Connect to Innovate program, administered through Innovation, Science and Economic Development (Innovation Canada).
 - \$12.0 million will come from Indigenous Services Canada.
 - \$11.2 million will come from the Connecting British Columbia program administered by the Northern Development Initiative Trust (Northern Development).
- Both Strathcona Regional District and CityWest wrote to MLA North Coast, Michele Babchuk, with concerns related to the status of funding applications from CityWest to the Connecting British Columbia program for last-mile builds in communities. See ATT-2 for letter to MLA North Coast.

DISCUSSION POINTS:

The letter from Strathcona and CityWest raises many points, some of which are related to how the telecom industry operates as a whole and others which are program specific. A grid analysis has been prepared that segments and responds to each issue raised in the letter.

The following discussion points can be used if specific concerns are raised during the call:

- ***Congratulate both CityWest and Strathcona for leading the Connected Coast Network project and on securing the funding through federal and provincial funding programs.***
 - We look forward to when the project will commence construction of the new subsea network. Ask about the status of the project and how it is tracking towards construction in June 2021.
 - The Connected Coast project is a priority project for the province.
 - The establishment of the Permitting Navigation team has already begun to assist with the first permitting package submitted by SRD and CityWest.

- s.16 The federal deadline is February 15, 2021, and CityWest is encouraged to submit their applications by this deadline.

Contact: Susan Stanford, Assistant Deputy Minister, 778 698-2349

ATT-1
BIOGRAPHIES

- CityWest is an internet service provider and wholly-owned subsidiary of the City of Prince Rupert.
- Serves approximately 15,000 customers across Northwest BC, with 80 staff and offices in Prince Rupert, Terrace and Smithers.
- Provides television, Internet and voice and data services in Prince Rupert, Terrace, Kitimat, Hazelton, Smithers, Houston and surrounding communities.
- In July 2020 CityWest appointed a new Chief Executive Officer, Stefan Woloszyn, and in December announced its intentions to expand its footprint with the acquisition of Evolve Communications, a Vanderhoof-based wireless internet service provider (see ATT-1).

Copyright

Robert Long
City Manager, Prince Rupert and CityWest
Board Member

Robert Long is a board member of CityWest, representing the sole shareholder (The City of Prince Rupert). He has been City Manager for the City of Prince Rupert for seven years and prior to that was employed with the Cariboo Regional District in Williams Lake. His background includes degrees in economics (University of Victoria), public policy analysis (UBC) and a PhD in Business Administration and Management from Antioch University.

Copyright

Stefan Woloszyn
Chief Executive Officer, CityWest Cable and
Telephone Corporation

Stefan Woloszyn was appointed by the Board as new Chief Executive Officer for CityWest on August 17, 2020, replacing Chris Marett. Woloszyn was previously Chief Financial Officer for the BC Pilotage Authority (a federal Crown Corporation), senior manager with the Quickload group in Prince Rupert and operated his own private consulting practice facilitating new business development for multiple companies in the Northwest.

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Dave Leitch

Chief Administrative Officer (CAO) at Strathcona
Regional District

Dave Leitch has more than 20 years of local government experience behind him, in the fields of engineering, administration, public works and utilities. A graduate of the British Columbia Institute of Technology (B.C.I.T), he has a diploma in civil engineering with additional certificates in management, local government administration, and water and waste water management. Leitch has held senior management positions with the Comox Valley Regional District, the Cowichan Valley Regional District and the Regional District of Nanaimo.



MEMO

January 4, 2021

Michelle,

We are writing to provide you with a full picture state of play of the Connected Coast network and request your assistance.

We have had the opportunity over the last few months to meaningfully engage with community leadership in every Regional District, dozens of First Nations and local municipalities and have been overwhelmed with the level of support and need that communities have expressed in the Connected Coast project. There is a huge sense of excitement attached to our project, and this is something we are proud of as project owners and are excited to deliver on behalf of these communities, the Province of B.C., and the Federal government.

s.16; s.17

Secondly, as new public funds have become available (Economic Recovery Intake and the Universal Broadband Fund), wonderful new opportunities have been presented for the development of community infrastructure, including infrastructure to serve s.16; s.17

s.16; s.17

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s.16; s.17

Communities have asked us to develop last mile solutions so that the Connected Coast can connect not just to the doorstep of the community, but to the doorsteps of their homes and businesses. They are so eager to work with us and our different approach to community connectivity, that they are willing to partner with us (both civic and first nations communities) and invest their own funding resources including gas tax, reserves and even debt financing to ensure their connectivity needs are met. There is a huge sense of excitement by leadership about their connectivity future, success here would be celebrated by the people who live and work in these communities.

s.16; s.17

In addition, we have partnered with regional districts, local communities and first nations s.16; s.17 (including the above). These communities are prepared to invest with us in their last mile solutions. s.16; s.17

s.16; s.17

It is also life changing for these communities in terms of social, economic, health and education. We are the ideal custodians of this public funding given our local government ownership structure and unique partnership model with communities, s.16; s.17 We are building connectivity solutions based on community needs, not on maximizing profits for shareholders. The fit is ideal given your connectivity objectives.

This strategy would ensure success with Provincial and community objectives for connectivity s.16; s.17 In addition, it would ensure that healthy competition continues with multiple ISPs/telecom carriers to drive quality solutions for communities in British Columbia.

Best regards,

Dave Leitch & Stefan Woloszyn

Strathcona Regional District

Connected Coast Project

SRD / CW Memo dated January 04, 2021 to MLA B

We have had the opportunity over the last few months to meaningfully engage with community leadership in every Regional District, dozens of First Nations and local municipalities and have been overwhelmed with the level of support and need that communities have expressed in the Connected Coast project. There is a huge sense of excitement attached to our project, and this is something we are proud of as project owners and are excited to deliver on behalf of these communities, the Province of B.C., and the Federal government.

s.16; s.17

Secondly, as new public funds have become available (Economic Recovery Intake and the Universal Broadband Fund), wonderful new opportunities have been presented for the development of community infrastructure, including infrastructure to serve

s.16; s.17

We are excited about these new developments, but

s.16; s.17

s.16; s.17

Communities have asked us to develop last mile solutions (11) so that the Connected Coast can connect not just to the doorstep of the community, but to the doorsteps of their homes and businesses. They are so eager to work with us and our different approach to community connectivity, that they are willing to partner with us (both civic and first nations communities) and invest their own funding resources including gas tax, reserves and even debt financing to ensure their connectivity needs are met. There is a huge sense of excitement by leadership about their connectivity future, success here would be celebrated by the people who live and work in these communities.

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In addition, we have partnered with regional districts, local communities and first nations (including the above). These communities are prepared to invest with us in their last mile solutions. s.16; s.17

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(15) This strategy would ensure success with Provincial and community objectives for connectivity s.16; s.17 (16) In addition, it would ensure that healthy competition continues with multiple ISPs/telecom carriers to drive quality solutions for communities in British Columbia.

	Issue	Comments
1	s.16; s.17	
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	s.16; s.17
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	s.16; s.17	
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11	<p><i>so that the Connected Coast can connect not just to the doorstep of the community, but to the doorsteps of their homes and businesses.</i></p>	<p>The Connected Coast project is a complex undertaking and was conceived and funded as a federal Connect to Innovate program transport project.</p> <p>There are multiple revenue generating opportunities for the proponents, with last mile builds to communities that require this infrastructure is one opportunity.</p>

12	s.16; s.17
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	Governments have invested Total project investment is \$45.4 million, co-shared between the federal and provincial governments. The federal government is lead funder.

	<p><i>This strategy would ensure success with Provincial and community objectives for connectivity</i>s.16; s.17 s.16; s.17</p>	<ul style="list-style-type: none"> • \$22.2 million will come from the Connect to Innovate program, administered through Innovation, Science and Economic Development (Innovation Canada). • \$12.0 million will come from Indigenous Services Canada. • \$11.2 million will come from the Connecting British Columbia program administered by the Northern Development Initiative Trust (Northern Development). • s.16; s.17 <p>The Connected Coast Network when complete will achieve two priorities:</p> <ul style="list-style-type: none"> • Bring unprecedented digital capacity to rural and remote communities and position B.C. to better optimize its coastal advantage. • Create a diverse and reliable path for connectivity to the north to mitigate loss of connectivity should service on the existing routes be interrupted by, for example, extreme weather, wildfire, flooding, slides). <p>s.16; s.17</p> <p>that the procurement phase is complete, the project leads are focused on permitting and stakeholder engagement.</p>
16	<p><i>In addition, it would ensure that healthy competition continues with multiple ISPs/telecom carriers to drive quality solutions for communities in British Columbia.</i></p>	<p>The Connected Coast Network when complete will achieve strategic priorities:</p> <ul style="list-style-type: none"> • Enable internet service companies to offer high-speed connectivity in future. • The Connected Coast creates greater wholesale competition along the route and in CityWest's entire serving area. • Create a diverse and reliable path for connectivity to the north to mitigate loss of connectivity should service on the existing routes be interrupted by, for example, extreme weather, wildfire, flooding, slides) • The Connected Coast Network project will bring unprecedented digital capacity to rural and remote communities and position B.C. to better optimize its coastal advantage.

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Issues Raised by Strathcona Regional District CAO / City West CEO

INFORMATION NOTE

Advice to the Deputy Minister

DATE: January 21, 2021

CLIFF#: 114458

ISSUE: Strategic Telecommunication Services Deal Performance Quarterly Report

ID: FY202021 Q2 Treasury Board Report (ending September 30)

DESCRIPTION:

- The Strategic Telecommunication Services Deal Performance quarterly report (Treasury Board report), as per the Telecommunication Services Master Agreement (TSMA) requirement, provides detailed information on the Strategic Investment Fund, Connectivity, TSMA Service Quality, Onboarding, and TSMA Value for Money, that aligns with the strategic objectives identified in the TSMA Deal.
- The report is completed approximately three months after the end of the reference quarter due to the time required to receive and interpret financial information supplied by TELUS that forms the basis of the quarterly report.

BACKGROUND:

- The Telecommunications Office generates and processes the treasury board report every quarter of the fiscal year, under the term of the deal.
- Financial information entered into this report is obtained from the Quarterly Spend Report (QSR) provided by TELUS to the Telecommunications Office. The QSR is received within 60 days from the end of the quarter that is to be reported. The financial information must be verified and presented in an interpretable format to the Signatories. This requires up to an additional 30 days.
- Each quarterly report is processed approximately one month after receiving a correct QSR by the Telecommunications Office. The report will contractually have information that is approximately 3-4 months past the quarter end. The report is then sent out to the Deputy Minister of Citizens' Services for final approval.
- The treasury board report is approved and distributed via email through the following process:

FROM/APPROVAL:	TO:
Executive Director of Contract Management and Negotiations, OCIO, Information Communication Technologies, Telecommunications Office	Sr. Executive Director, OCIO, Information Communication Technologies
Sr. Executive Director, OCIO, Information Communication Technologies	Associate Deputy Minister and Government Chief Information Officer
Associate Deputy Minister and Government Chief Information Officer	Deputy Minister of Citizens' Services and Chair of The Executive Governance Committee
Deputy Minister of Citizens' Services and Chair of The Executive Governance Committee	Deputy Minister of Finance

Deputy Minister of Citizens' Services and Chair of The Executive Governance Committee	Executive Governance Committee Members
Sr. Executive Director, OCIO, Information Communication Technologies	Signatory Chief Information Officers

Executive Governance Committee Distribution List:

David Wong	BC Hydro
Peter Pokorny	Ministry of Health
Benoit Morin	Provincial Health Services Authority
Scott MacDonald	Ministry of Education
CJ Ritchie	Ministry of Citizens' Services

Telecom Office Deal Reporting:

Report	Final Audience
<u>Treasury Board Report</u> Quarterly (3-4-month processing time)	Deputy Minister of Finance, Executive Governance Committee, Council of Chief Information Officers Signatory Members.
<u>Strategic Investment Fund Report</u> Quarterly (3-4-month processing time)	Executive Governance Committee Members; Council of Chief Information Officers Signatory Members; Deal Entity Leads
<u>Entity Profiles Report</u> Quarterly (3-4-month processing time)	Council of Chief Information Officers Signatory Members; Deal Entity Leads

RECOMMENDATION:

- Approve the FY202021 Q2 Treasury Board Report (ending September 30)

Attachment: DM LTR - FY202021 Q2 Strategic Telecommunications Services Deal Performance Report Letter
 Contact: Michael Rolston, 250-812-6041



January 25, 2021

Ref: 114458

Heather Wood
Deputy Minister, Ministry of Finance
Secretary to Treasury Board
Room 109 - 617 Government Street
Victoria BC V8W 9V1

Dear Heather Wood:

Re: Strategic Telecommunications Services Deal Performance Report for the Quarter ending September 30, 2020.

Please find attached the quarterly performance report regarding the Strategic Telecommunications Services Agreements signed with TELUS on July 29, 2011. The attached report covers Quarter 2 of FY 2020/21 to the end of September 30, 2020.

Performance is reported against strategic objectives identified in the deal, including:

1. Provide demonstrable value for money to Greater Public Sector Entities;
2. Achieve a highly connected British Columbia; and
3. Meet or exceed the obligations set out in the deal.

Highlights for the quarter include:

- Signatories exercised the two-year extension to July 29, 2023.
 - \$14.4M savings from extension negotiations.
 - Additional \$18M in value to the Strategic Investment Fund to end of extended term.
- Deal value continued to increase including the following:
 - Lowered stepped pricing from the Enhanced Price Review.
- Revenue Commitment for the second quarter of fiscal year 2020/21 was met. Aggregate Revenue Commitment has been met in fiscal Q2 of 2020/21.

.../2

- The Deal Office is working closely with the Council of Chief Information Officers planning for next generation telecom services reprocurement project.

I trust you will find this report complete.

Sincerely,



Shauna Brouwer
Deputy Minister

Attachment: FY2020/21 Q2 Treasury Board Report

pc: Ruslan Yarullin, Treasury Board Analyst
Ministry of Finance

CJ Ritchie, Associate Deputy Minister and Government Chief Information Officer,
Ministry of Citizens' Services

James Shypitka, Senior Executive Director, OCIO, ICT Division
Ministry of Citizens' Services

Michael Rolston, Executive Director, OCIO, ICT Division
Ministry of Citizens' Services

Strategic Telecommunications Services Deal

Performance Report

For the Quarter ending September 30, 2020

OCIO - Information Communication Technologies (ICT)
Telecommunications Service Master Agreement - TSMA
Confidential



1. Deal Summary as of September 30, 2020

<i>Vendor</i>	TELUS
<i>Deal Signatories</i>	12 Entities: Government of BC (CITZ), BC Hydro, ICBC, WorkSafeBC, BCLC, and 7 Health Authorities
<i>Term</i>	<ul style="list-style-type: none"> Original term of 10 years: July 29, 2011 to July 28, 2021 Deal renewed for an additional 2-year from July 29, 2021 to July 29, 2023
<i>Contracts</i>	<ul style="list-style-type: none"> Telecommunications Service Master Agreement (TSMA) Strategic Relationship Agreement (SRA) Connecting British Columbia Agreement (CBCA)
<i>Deal Value</i>	<ul style="list-style-type: none"> \$922M at Deal signing \$ 1.6B estimate to the end of the extended term, as of September 30, 2020
<i>Deal Description</i>	TSMA includes long distance, conferencing, cellular, voice and data network services. TSMA spend is used to leverage additional benefits such as increased internet access and cellular coverage (CBCA) and a fund for new, innovative services (SRA).
<i>Deal Audits</i>	<ul style="list-style-type: none"> Audit 1: Financial Audit – Completed 2014 Audit 2: Privacy and Security – Completed 2018 Audit 3a: Cellular Price Review – Completed 2018 Audit 3b: Strategic Investment Fund (SIF) Review – Completed 2019 Audit 4: Strategic Investment Fund (SIF) Audit #2 scheduled for 2022
<i>Savings Achieved since Deal Signing</i>	<ul style="list-style-type: none"> \$317.1M cumulative savings since Deal signing including: <ul style="list-style-type: none"> \$201.7M Deal Signing Benefit \$90.4M Enhanced Price Review \$0.4M Cellular Price In-building Enhancement \$9.7M Progressive Data Discount benefits received \$0.68M Conferencing \$12.4M Cellular Re-Rate \$0.6M End of Term Extension
<i>Estimated Extension Benefits from 2021-2023</i>	<ul style="list-style-type: none"> \$14.4M savings from extension negotiations. Additional \$17.9M in funding for the Strategic Investment Fund.
<i>On-boarding</i>	<ul style="list-style-type: none"> \$64.9M estimated value of TSMA-Lite to end of the extended term \$7.7M estimated spend to end of the extended term for First Nations Health Authority \$116.9M estimated value of 16 new services to end of term
<i>Strategic Investment Fund</i>	<ul style="list-style-type: none"> \$118.6M estimated value of the fund to end of the extended term \$107.0M allocated to 17 SIF projects
<i>Connectivity</i>	<ul style="list-style-type: none"> 1,721 km of highway received cellular coverage – <i>complete</i> 98 communities received high-speed internet – <i>complete</i> 73 communities received bandwidth upgrades – <i>complete</i> 378 schools received fibre upgrades – <i>complete</i>

2. Introduction

On July 29, 2011, the Province entered into a strategic relationship with TELUS, which is described in a series of agreements collectively referred to as “the Deal”. A Deal Office within the Ministry of Citizens’ Services manages the Deal on behalf of 12 Greater Public-Sector organizations (GPS Entities). Over a 10-year period, the Deal Office works to achieve value and benefits beyond the capabilities of a traditional shorter-term, commodity-based contract.

Given the complexity of the Deal and the intent of the strategic relationship, a deal management framework is in place to guide administration. The framework ensures time is invested achieving the strategic objectives for the Deal and delivering on the contractual terms of the underlying agreements. The appendix provides a summary table of the framework as established at Deal signing.

The strategic objectives of the Deal, as summarized from various underlying agreements, are to:

1. Provide demonstrable value for money to GPS Entities;
2. Achieve a highly connected British Columbia; and
3. Meet the obligations set out in the Deal.

3. TSMA Deal Extension

On July 30, 2020, the Signatories finalized the negotiation with TELUS to renew the term of the Telecommunications Master Service Agreement (TSMA) and Strategic Relationship Agreement (SRA) for an additional 2-year period from July 29, 2021 to July 29, 2023.

Through extension negotiations, the additional value achieved for the 2-year period is estimated as:

1. Cellular Savings: \$2.3M
2. Business Internet Savings: \$0.850M
3. Data WAN Savings: \$11.2M
4. Conferencing Savings: \$0.077M
5. Strategic Investment Fund Funding increase: \$17.9M

4. TSMA Value for Money

Revenue commitment is based on the annual aggregate spend of the GPS Entities. As defined in the Participation Agreement, each signatory to the Deal committed to a proportion of the target spend, or Revenue Commitment, over the life of the Deal. The Revenue Commitment is measured annually and cumulatively for the term of the deal, the latter defined as the Aggregate Revenue Commitment. The Aggregate Revenue Commitment has been successfully reached in this quarter which eliminates penalties and all other obligations with respect to the Revenue Commitment. This enables any GPS Entity the ability to cancel a service (including any circuit provided as part of a service) for any reason (including to go to a TELUS competitor) and no Termination Fees will be payable by a GPS Entity in connection with any cancellation. However, some fees may still apply:

- Amortization fees
- Disconnect fees
- Equipment removal/movement costs.

4.1 Revenue Commitment

s.17

4.2 Cumulative Deal Savings

The Deal provides mechanisms to accumulate benefits in the form of savings due to price reductions and through credits when thresholds are achieved.

Progressive Data Discount (PDD)

PDD credit is available to the GPS Entities when their combined spend on Data-WAN exceeds \$60M in a calendar year. The Eligible Spend for PDD benefits is calculated twice; once at the end of June against a midterm \$30M threshold and again at the end of the calendar year against the \$60M annual threshold. Due to the cumulative impact of the negotiated savings (listed below) which lowered the GPS Entities spend, they are not expected to meet the threshold in the remaining years of the Deal.

Enhanced Price Review (EPR)

In December 2016, the Deal Office negotiated incremental data and voice service price reductions, effective August 1, 2016, and reviewed each year to the end of term. The estimated total value of the price reductions is estimated to exceed \$100M to the end of term.

The fiscal year 2020/21 savings from EPR are forecast to be \$34.7M. The cumulative savings from EPR since 2016/17 to the end of fiscal year 2020/21 are forecast to be \$109.8M.

Additional Price Reviews

Cellular price reviews have provided additional benefits and discounts to the GPS Entities including one in 2015 and one in 2017. In 2015 the GPS entities received an additional \$0.4M in-building cellular credit that was

distributed on an as needed basis. The 2017 review resulted in two new cellular plan options for the GPS Entities. Existing subsidized cellular plan offerings were updated, and new unsubsidized plan offerings were introduced. The updated subsidized cellular plans resulted in a \$6.0M retroactive credit for the GPS Entities for the transition period starting from November 2017 to March 2019. Under the new cellular plans, the annual savings are estimated at \$4.24M. In addition, the Deal Office is working with each of the GPS Entities and TELUS to ensure that cellular plans are optimized and are providing the highest value.

End of Term

The Deal office engaged in an end of term analysis that included an evaluation of the deal's outcomes, stakeholder analysis, price benchmark and options analysis. The conclusion of the year long process and governance reviews enabled the Deal office to engage the vendor in a negotiation for additional discounts and a two-year extension to the deal. Significant value was gleaned including over \$14.4M in savings, \$17.9M in additional Strategic Investment Fund value, additional uses for the Strategic Investment Fund and stability for the Signatories. Some of the discounts were effective immediately, others are implemented on August 1, 2021.

Table 2: Cost Reductions and Credits Applied by Fiscal Year (000s)

	2011/12 - 2015/16	2016/17	2017/18	2018/19	2019/20	2020/21 Q2	Total
Cost Reductions:							
Deal Savings	\$60,577	\$22,712	\$29,958	\$32,976	\$36,210	\$9,639	\$201,708
EPR		6,636	14,297	23,486	29,544	8,669	90,410
Cellular			1,768	4,241	4,240	1,060	12,369
Conferencing				69	249	122	679
End of Term						600	600
Sub Total	60,577	29,348	46,023	60,772	70,243	20,090	305,766
Credits:							
PDD		4,999	4,728	-	-	-	9,727
Other ¹		1,200	400	-	-	-	1,600
Total	\$60,577	\$35,547	\$51,151	\$60,772	\$70,243	\$20,090	\$317,093
Cumulative Total	\$60,577	\$96,124	\$147,275	\$208,046	\$278,289	\$317,093	\$317,093

Notes:

- (1) Other includes a one-time EPR signing credit of \$1.2M and Cellular Price In-building Enhancement Credits of \$400K resulting from the Cellular Price Review.

As of September 30, 2020, total savings due to credits and reduced prices since deal signing are estimated to be \$317.1M.

4.3 Deal Office Projects and Initiatives

To ensure the management of the Deal is optimized, the Deal Office is engaged in the following initiatives:

- Implementation of discounts from the extension negotiation;
- Reviewing professional service fees on the Strategic Investment Fund;
- Tracking COVID-19 impacts on the signatories to the Deal and coordinating efforts;
- Implementing new cellular refresh credit mechanisms;
- Optimizing cellular services;
- Improving Deal reporting and transparency;
- Completing billing and service order improvement projects;

- Enhancing performance management reporting; and
- Developing a 3-year plan that will yield maximized value of the Deal and SIF during the extension period.

5. TSMA On-boarding and Service Quality

The value of the Deal is demonstrated in part by demand for new services to support GPS Entity service delivery transformation and emerging government priorities.

For the second quarter ending September 2020, no new services were added to the catalogue of services available to the GPS Entities.

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New services spend continues to fall below projected values.

Service quality is evaluated based on regular and periodic vendor and Deal related surveys and reports. Service quality, issues management, and Entity satisfaction is monitored through multiple levels of governance. Actions are taken to manage emerging issues.

At the end of the second quarter, no service quality issues were open for resolution.

Table 4: Summary of Escalated and Open Service Quality Issues

Issue	Status	Issue date	Target Resolution date
None	-	-	-

6. Deal Management

6.1 Deal Audits

Under the Deal Audit Plan, one audit remains to be completed before the end of term in 2023.

The second part of a two phased audit, 3B, concentrated on the Strategic Investment Fund from a financial, project portfolio and value for money perspective and is now complete. No material misrepresentation was identified by the third-party auditors. The Deal Office is engaged with the project sponsors and the vendor in response to the recommendations under the Deal Audit Plan.

The final audit, 4, was defined and approved by deal governance in 2020 and will focus on the Strategic Investment Fund. This second audit of the fund will allow a broader view of the fund through multiple projects that are in flight and nearing completion. It is scheduled for 2022.

Table 6: Deal Audits – September 30, 2020

Deal Audit	Status	Issue date	Completion date
1. Financial Audit	Closed	2014	2014
2. Privacy and Security Audit	Closed	2015	2018
3. Price Review and SIF Project			
A. Cellular Price Review	Closed	2017	2017
B. SIF Project	Closed	2017	2019
4. SIF Audit #2 has been defined and approved by Deal governance	Open	2022	TBD

6.2 Service Level Agreements / Service Level Objectives:

The Deal Office has completed the Gartner review of the 130 Service Level Agreements (SLAs) and Service Level Objectives (SLOs) included in the TSMA contract. The 41 SLAs and 89 SLOs were compared to industry standard equivalents and Gartner best practices.

The review concluded that the SLAs and SLOs were consistent with industry standards. In the report, Gartner provided guidance on modernizing the SLA and SLO section of each service tower. Recommendation was to reduce the overall number of SLAs to simplify the measurement and management, focus on the business requirements that the service must support, and ensure alignment of service level with the vendor capabilities and solution architecture.

The Deal Office is planning Service Level workshops with the GPS Entities to capture the Service Level Requirements for each of the service towers and to use those findings to drive the evolution of the SLAs and SLOs.

6.3 Deal Obligations

Each year, the Deal Office manages approximately 1,000 contractual obligations to ensure that the contractual terms and the strategic objectives of the TSMA are being met and any risks are being mitigated. To this end, the Deal Office, along with TELUS, monitors these contractual obligations during weekly meetings.

The Deal Office identified nine contractual obligations that required tracking in the period. Of the nine contractual obligations: eight are accepted (or pending acceptance), one is in progress and none have been escalated. The Deal Office does not believe that any of the nine contractual obligations pose a threat to the delivery of TSMA services. Should this opinion change, the TSMA allows for any contractual obligation to be escalated to the relevant governance body.

Overall, the status of the contractual obligations completed at the end of this quarter is acceptable and no contractual obligations have been escalated during this period.

Table 5a: Contractual Obligations

Obligations (approx.)	Total	Accepted	In Progress	Deferred	Escalated
Contract Obligations					
Circumstantial	419	257	19	143	0
Mandatory	551	460	87	4	0
TOTAL	970				

Table 5b: Contractual Obligations Quarterly

Contract Obligations falling due this Quarter (approx.)	
Accepted (or Pending Acceptance)	8
In Progress	1
Escalated	0
TOTAL	9

7. Strategic Investment Fund

The Deal Office manages the Strategic Investment Fund (SIF) as defined in the Strategic Relationship Agreement (SRA). The SRA allows for approved Entity-directed projects, implemented exclusively through TELUS, to access SIF funds, as long as funds exist and the project or its components are eligible for SIF funding. The SIF account is held at TELUS. No monies are transferred to the Deal signatories.

As defined by the SRA, a percentage of Eligible Spend is captured in a fund to invest in new service development between any of the Deal signatories and TELUS. The estimated value of the fund can fluctuate with pricing and entity consumption of services.

Currently, the fund has \$11.6M remaining to be allocated to new projects as a result of the negotiation for the extension. The Deal Office is presenting options to governance committees on allocating the remaining amount.

As of September 30, 2020:

Estimated value of SIF fund to end of term ⁽¹⁾	\$118.6M
Number of projects approved for SIF funding ⁽²⁾	17
Total SIF fund committed ⁽²⁾	\$107.0M

Total SIF spend as of September 30, 2020	\$72.8M
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Note:

- (1) SIF estimates will continue to be adjusted based on eligible spend and the rate of SIF consumption to end of term, and negotiated agreements on newly on-boarded services;
- (2) The North Coast Fibre Connection (NCF) project was approved in 2016 and cancelled in 2019 prior to any spending; NCF is not included in the total number of projects.
- (3) Committed SIF amount of \$107.0M is based on approved concept cases and total approved project funding that will be refined as projects evolve and continue to be evaluated.

7.1 Approved SIF Projects

Strategic Investment Fund Project Descriptions	As at September 30, 2020	
	Approved Allocation*	Amount Consumed
BC Hydro Dam Safety & IoT Lead: BC Hydro Approved Oct 2017 for \$5.2M, budget increased to \$20.35M in Nov 2019. [Type: Product Development] The BCH Dam Safety project develops and deploys cellular technology at remote dam facilities to improve safety monitoring and communication capabilities. The technology supports spillway monitoring and the ability to locate workers, emergency responders and recreational users in emergency situations. In addition to safety benefits, the monitoring and control capabilities also improve asset management through visibility into operations under normal conditions.	\$20.35M	\$4.1M
BCIB Authentication Lead: BC Public Service Agency Approved Jan 2019, the \$1.0M allocation includes a \$0.250M contingency. [Type: Product Development] This project implements an efficient authentication and validation method that grants BCIB employees access to HR and payroll systems using their BC Services Cards (BCSC). Access using the BCSC offers efficiencies, cost savings, and security improvements relative to the issuance of IDIR's for new employees. Once developed, this solution can be readily expanded to new use cases.	\$1.00M	\$0.74M
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ICBC Hazard Perception Awareness Training Lead: Insurance Corporation of BC Approved Dec 2019. [Type: Proof of Concept] Develops video and virtual reality content into an interactive application for training new drivers on hazardous road conditions. A library of 15-20 scenarios will be created and tested, followed by a business case for a future sustainment model. Content will be tailored to the terrain, environment, and road design conditions in British Columbia and will be playable on a Mac- or Windows personal computer, mobile, or VR device.	\$1.0M	\$0.00M

Strategic Investment Fund Project Descriptions	As at September 30, 2020	
	Approved Allocation*	Amount Consumed
Health Innovation Hub Lead: Ministry of Health Approved June 2018. The \$4.9M allocation includes a \$1.0M contingency. [Type: Product Development] Develops and implements efficient digital transmission of patient information across networked health care providers, for making e-referrals and sharing patient records, admission/ discharge notices, and other pertinent patient information. It also enables analytics and data warehousing. Project is being implemented within the South Okanagan Similkameen area, and it contributes to the advancement of a broader province-wide digital health initiative.	\$4.9M	\$2.95M
Home Health Monitoring Lead: Ministry of Health, Vancouver Island Health Authority, Interior Health Authority, Vancouver Coastal Health Authority, Fraser Health Authority, and Provincial Health Services Authority Approved 2012 for \$51.7M, reduced to \$40.0M in Jan 2019. [Type: Product Development] Development of a platform that uses remote patient monitoring technology to monitor a patient's health and shares the information electronically with health care teams. Includes monitoring and tracking patients' vital signs or symptoms on a regular basis, remotely.	\$40.0M	\$39.1M
Integrated Analytics Centre Lead: Ministry of Education Approved March 2018 for \$0.250M, budget increased to \$8.05M in June 2018. [Type: Product Development] A tool to assist in managing the Next Generation Network (NGN). Will assist with forecasting and optimizing bandwidth utilization across BC schools, data and security analytics.	\$8.05M	\$2.1M
ShareEdBC (WonderLab) Lead: Ministry of Education Approved Mar 2017 for \$0.7M, budget increased to \$10.7M in June 2018. [Type: Product Development] An online platform that provides Teachers and Educational Partners across the province with access to contribute and upload content aligned with BC's new curriculum, and in both official languages, French and English.	\$10.7M	\$9.3M
Mobility Solution for Social Sector Lead: Ministry of Children and Family Development (MCFD) Approved Nov 2019. [Type: Proof of Concept]: A mobility solution for MCFD's front-line Child Protection workers. Currently, front-line social workers do not have the ability to access child welfare records and tools contained within MCFD's 'Integrated Case Management' system when they are on site ('in the field'), working with families. Access to ICM from tablets and smartphones improves access to and delivery of child welfare services, especially for indigenous and rural children, youth and their families.	\$0.50M	\$0.00M
All Hazards Comms Investment Roadmap Lead: Emergency Management BC and Ministry of Citizens' Services Approved June 2018. Completed in January 2020 [Type: Report] A catalogue of current IM/IT systems for Emergency Management (EM) to inform development of a roadmap that can be used to guide systems development towards the goal of being able to easily share EM information between stakeholders.	\$0.53M	\$0.53M (COMPLETE)

Strategic Investment Fund Project Descriptions	As at September 30, 2020	
	Approved Allocation*	Amount Consumed
Connected Consultation Lead: Ministry of Energy, Mines and Petroleum Resources Approved Dec 2019. Completed in June 2020. [Type: Report] Develop a business case for a digital public consultation product that will improve the way the Province engages citizens on topics related to natural resource management, industrial development, environmental stewardship and economic sustainability.	\$0.48M	\$0.48M (COMPLETE)
COVID-19 Assistance to Vulnerable Populations Lead: Ministry of Citizens' Services Approved April 2020. Completed in September 2020 [Type: Equipment] Deployed 300 tablets and 150 cell phones available through the SIF to various programs impacted by COVID-19, as identified by the Vulnerable Populations Working Group. Based on an agreement with TELUS, the Signatories received the devices on a dollar for dollar basis providing excellent value.	\$0.19M	\$0.19M (COMPLETE)
ICBC Insights Data Lead: Insurance Corporation of British Columbia Approved Nov 2019. Completed in July 2020. [Type: Proof of Concept] TELUS cellular data leveraged and analyzed to help ICBC gain a better understanding of vehicle usage and distracted driving in the Greater Vancouver area.	\$0.176M	\$0.176M (COMPLETE)
Keeping Young Adults Connected Lead: Ministry of Children and Family Development Approved 2017 at \$2.0M, reduced to \$0.02M in Jan 2019. Completed in June 2018. [Type: Equipment] Provide young adults who were on a Continuing Custody Order (CCO) and those on Youth Agreements that have aged out of government care with mobile phones to increase access to employment resources, employment opportunities potential employers, and services and resources.	\$0.02M	\$0.02M (COMPLETE)
MHSU Virtual Clinic Lead: Ministry of Health Approved Mar 2017 [Type: Product Development] Provides centralized intake and triage of individuals with mental health and substance use (MHSU) concerns through a self-managed patient portal. Solution is a service with centralized intake to gain immediate access to a range of MHSU tools, and to other targeted interventions throughout the province.	\$4.987M	\$4.987M (COMPLETE)
Open Innovation Collider Space Lead: Ministry of Citizens' Services Approved June 2018. Completed in January 2020 [Type: Report] Business case for a co-working space in a downtown Victoria location. Drop a team into the collider when there is a challenging opportunity or problem. Includes Gov/Private sector/Academia.	\$0.47M	\$0.47M (COMPLETE)

Strategic Investment Fund Project Descriptions	As at September 30, 2020	
	Approved Allocation*	Amount Consumed
Provincial Security Operations Centre Lead: Ministry of Citizens' Services Approved June 2018 for \$5.25M, increased to \$9.2M in Jan 2019, final budget update of \$0.87M in Nov 2019. Completed in January 2020 [Type: Report] A business case for a physical operations security center that combines facilities, infrastructure, people, and education for the betterment of public sector organizations throughout the province.	\$0.827M	\$0.827M (COMPLETE)
Total	\$107.0M	\$72.8M

* For completed projects, the approved allocation is matched to the amount consumption at project. Any under-spending is returned to the SIF as "unallocated" funding available for future SIF projects.

Table 6: SIF Contribution and Consumption Forecast (rounded - 000s)

	Forecast →						Total
	2011/12 – 18/19	2019/20	2020/21	2021/22	2022/23	2023/24	
SIF Contribution (Contract Rates)	\$80,004	\$9,035	\$9,237	\$9,097	\$8,982	\$2,239	\$118,595
SIF Project Consumption							
1) Home Health Monitoring	37,646	1,477	617	260	-	-	\$40,000
2) Keeping Young Adults Connected	20	-	-	-	-	-	\$20
3) MHSU Virtual Clinic	1,317	3,088	595	-	-	-	\$5,000
4) ShareEdBC (WonderLab)	2,448	4,732	3,520	-	-	-	\$10,700
5) Hydro Dam Safety	2,158	1,465	4,093	5,289	5,876	1,469	\$20,350
6) Integrated Analytics Centre	1,040	280	1,711	2,230	2,230	558	\$8,050
7) Connected Consultation	-	188	297	-	-	-	\$485
8) Prov. Security Operations Centre	394	434	-	-	-	-	\$827
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10) HLTH Innovation Hub	837	1,220	2,403	440	-	-	\$4,900
11) Open Innovation Collider Space	467	-	-	-	-	-	\$467
12) All Hazards Communications Investment Roadmap	272	253	-	-	-	-	\$525
13) BCIB Authentication Initiative	29	522	373	76	-	-	\$1,000
14) TELUS Insight Data Pilot	-	-	176	-	-	-	\$176
15) ICBC Hazard Perception Awareness Training	-	-	100	400	400	100	\$1,000
16) Mobility Solution for Social Sector	-	-	375	125	-	-	\$500
17) COVID-19 Assistance to Vulnerable Populations	-	-	191	-	-	-	\$191
Total Consumption	\$50,876	\$16,183	\$15,079	\$11,220	\$10,907	\$2,727	\$106,991

Accounting Treatment:

In the fall of 2012, the Office of the Comptroller General deemed, under government accounting rules, SIF to be a pre-paid expense for the Deal Office. From 2012 to 2015, contributions to SIF exceeded consumption by \$22M; however, project spend has improved considerably. In 2019/20, \$16.5M of the pre-paid expense was accessed. SIF consumption in 2019/20 was \$16.2M or \$0.3M less than the amount accessed due to a difference in forecast and actuals, which will be corrected in 2020/21. A request to Treasury Board will be made in 2020/21 to access the \$5.6M balance of the pre-paid expense.

8. Connecting British Columbia Agreement

Most of the 106 connectivity commitments under the Connecting British Columbia Agreement (CBCA) were due for completion in year 6. Overall, achievement toward connectivity milestones remained on track given the overall timeframes for completion of each component. A review of the obligations in the CBCA during the end of term analysis determined that the agreement was complete and was therefore not extended past July 2021.

Table 7: Schools Upgraded

At contract signing 437 school sites were identified as being eligible for service upgrades where TELUS would waive the one-time installation charge as sites were converted to fibre-optic connections. Annual targets were not identified, as this program was demand driven. Upgrades were initiated by schools, which paid for the increased operational costs.

From the original Transition Project the Ministry of Education confirmed 378 of the 437 school sites could benefit from the upgrades as 36 schools have either closed or moved, 16* sites are self-provisioned, 4 are with alternate providers, and 3 were upgraded post Transition Project and were not eligible to have the one-time installation charge waived.

The Ministry of Education identified that there are no remaining sites left to be upgraded. As of September 2020, the one-time charge savings, for schools upgraded, is valued at \$1,124,550 (i.e., calculated at 378 X \$2,975).

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2021 Target
Schools Upgraded	69	119	71	5	93	19	2	0	0	
Cumulative	69	188	259	264	357	376	378	378	378	378

Table 8: New Communities Connected – Completed

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16				2015 Target
						Q1	Q2	Q3	Q4	
New communities connected (#)	1	32	34	10	11	1	3	6	-	
Cumulative	1	33	67	77	88	89	92	98	-	98

This measure pertains to the provision of high-speed internet access in designated communities where it is limited or non-existent. This benefit is funded by TELUS. Annual targets were not identified due to complexities of building infrastructure in these areas. The program was completed in 2015.

Table 9: Services to Communities Improved - Completed

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2021 Target
									Q3	
Communities upgraded (#)	0	14	19	9	9	7	8	3	4	
Cumulative	0	14	33	42	51	58	66	69	73	70

This measure pertains to the provision of increased service capacity through bandwidth upgrades at 70 internet gateways installed by TELUS under a previous provincial agreement. As this program is demand driven, annual targets are not identified. Upgrades are initiated at the request of the internet service providers that receive

services via the gateways. This obligation was met in June 2019 and exceeded the target of 70 internet gateways being upgraded.

Table 10: Cellular Service along Highway Segments – Completed

	2009	2010	2011	2012	2013	2014	2015	2016				Target
								Q1	Q2	Q3	Q4	
Highway connected (km)	132	102	107	274	276	323	305	100	142	36	-	1,716
Cumulative	132	234	340	614	890	1,213	1,518	1,643	1,685	1,721	1,721	

A milestone of 100 per cent completion was achieved against the commitment to increase cellular service along segments of provincial highways in 2016.

9. Budgetary Compliance

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Withheld pursuant to/removed as

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10. Appendix

Objective 1: Achieve and Sustain a Strategic Relationship				
Performance Indicator	Metric & Measure	Cumulative	Target	Target Met
New strategic business opportunities are identified and aligned, and governance is working as intended	Performance of measures for Objectives 2 and 3 are a proxy for Objective 1	See below	See below	On track
Objective 2: Achieve a Highly Connected British Columbia				
Performance Indicator	Metric & Measure	Cumulative	Target	Target Met
Access to telecommunications services increased for people living in rural and remote areas	Number of new communities receiving high-speed connectivity	98	98 by 2015	Complete
	Number of kilometers of highway receiving cellular service coverage	1,721	1,716 by 2016 year end	Complete
	Number of communities receiving bandwidth upgrades	73	70 by 2021	Complete
	Number of schools receiving fibre upgrades	378	437 by 2021	Complete
Objective 3: Provide Demonstrable Value for Money to the Greater Public Sector				
Performance Indicator	Metric & Measure	Cumulative	Target	Target Met
Service cancellation penalties are avoided through meeting the Revenue Commitment	Demonstrate that the Eligible Spend meets or exceeds the Revenue Commitment	\$938.5M	\$922M	Complete
Cumulative cost reductions are realized	Cost reductions continue to accumulate (exclusive of PDD and Cellular Price In-building Enhancement Credits).	\$305.8M	Continues to accumulate	On track
The Strategic Investment Fund (SIF) value is maximized through investment in SIF projects	Contribution dollar value continues to accumulate	\$93.6M	Continues to accumulate	On track
	Expenditures dollar value continues to increase	\$72.9M	Continues to accumulate	On track
Cellular Service pricing remains competitive with the market	Results of periodic pricing reviews in years 3, 5, 7 & 9 demonstrates competitiveness	Yr. 3 review	Yr. 3 review	Complete
		Yr. 5 review	Yr. 5 review	Complete
		Yr. 7 review	Waived as a result of price negotiations	Complete
		Yr. 9 Review	Waived as a result of price negotiations achieved through contract extension	Complete
	New services are under negotiation	1	Continues to accumulate	On track

Service flexibility is realized through new services becoming available	New services are available for purchase through the Deal	16	Continues to accumulate	On track
Objective 4: Meet the Obligations Set Out in the Deal				
Performance Indicator	Metric & Measure	Cumulative	Target	Target Met
Material obligations are met (fiscal year)	Material obligations met continues to increase	On track	100%	On track

MEETING NOTE

Advice to Deputy Minister

MEETING DATE: January 15, 2021

CLIFF#: 114460

ATTENDEES: Joel McKay (pronounced Mc-Eye), CEO, Northern Development Initiative Trust

ISSUE: Introductory call with Northern Development Initiative Trust

BACKGROUND:

- Established in 2004 under the Northern Development Initiative Trust Act as a non-government reporting entity.
- Northern Development was selected to administer \$10 million (M) (Phase 1) starting in 2014/15 when the Connecting British Columbia program was created to leverage funds from the federal Digital 150: Connecting Canadians Program.
 - \$40M (Phase 2) in 2017 to expand the Connecting British Columbia program to leverage the Federal Connect to Innovate program.
 - \$50M (Phase 3) in Supplementary Estimates 2018/2019 to leverage the Canadian Radio-television and Telecommunications Commission Broadband Fund and Innovation, Science and Economic Development's Universal Broadband fund (UBF).
 - \$90M (Phase 4) Economic Recovery Intake as part of StrongerBC for projects to be completed by October 2021
- Operating independently from government, Northern Development provides program and fund management roles. See attached list of roles and responsibilities.
 - Provides business reviews of applications and approves funding through a Grant Committee consisting of at least two voting members of the Trust and one non-voting member of the Province.
 - Manage and distribute funding to approved projects.
 - Provide program and project management to all aspects of the Connecting British Columbia Program life cycle.
 - Conduct negotiations and enter into funding agreements with successful applicants.
 - Review and analyse program effectiveness and prepare executive updates on a quarterly basis.
 - Fee ranges from 1% for ERI to 3% Phase 3 for longer-term projects.
- In the Context of the Connecting British Columbia program, they serve the entire province of British Columbia.

DISCUSSION POINTS:

- ***Acknowledge the speed and flexibility that programs are stood up and changed to meet the governments priorities.***
 - An example of this is the COVID-19 Response Intake under Phase 3. It was launched in April 2020 and projects to upgrade equipment on existing networks were completed by end of June 2020.
 - Northern Development is managing multiple intakes concurrently in a streamlined fashion.

- ***Acknowledge the importance of connectivity to rural communities.***
 - The pandemic has amplified the fact that connectivity is essential for people and businesses and crucial to growing our digital economy and recovery efforts.
 - The Connecting British Columbia program has been well received by internet service providers operating across the province and has enabled them to create a business case to expand their networks in areas of the province that may not otherwise be connected.
- ***Opportunity to reset our shared communications process***
 - With the file coming back to Citizens' Services and with Minister Beare there's an opportunity to raise the profile of connectivity projects with communities.
 - We'd appreciate if you could work with Susan and the Ministry team to look at our communications and see what changes and improvements, we can make that will benefit the overall program.
- ***Reinforce the importance of the Connected Coast Network project and ask from a program administrator's perspective how to ensure success of project.***
 - The Connected Coast Network project once complete will offer immense value to coastal communities
 - The new subsea fibre route and landing sites in proximity to coastal communities will enable service providers, large and small, to purchase wholesale access to the network—as well as opportunity for CityWest to expand its services to homes.
- ***Securing funds for last-mile projects in communities along the coast.***
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 - It's important that we move the provincial funds as quickly as possible.
 - I'd welcome your thoughts on how we balance federal and provincially funded programs with keeping service providers motivated to serve smaller communities and not create application fatigue.

Attachment: ATT-1 NDIT Roles and Responsibilities

Contact: Susan Stanford, Assistant Deputy Minister, 778 698-2349

BIOGRAPHY

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Joel McKay

CEO of Northern Development

Joel McKay is the CEO of Northern Development, a regional development corporation focused on stimulating economic growth in Northern British Columbia. Joel joined Northern Development in June 2012, where he handled the Trust's communications and marketing and research. Prior to that, Joel was assignment editor at Business in Vancouver Newspaper and a journalist specializing in coverage of B.C.'s natural resource industries.

Joel is an award-winning public relations professional and journalist and a proud British Columbian with family roots in the Robson Valley. He currently serves on Destination BC's board of directors, the University of Northern B.C.'s Board of Governors and volunteers with the Rocky Mountain Rangers Regimental Association in Prince George. Joel, his wife Debra and their two daughters call Prince George home.

Connecting British Columbia program

Roles and Responsibilities Matrix

ID #	Roles and Responsibilities - September 2020	Leadership/Support Framework			
	<ul style="list-style-type: none"> ● – prime role ○ – support role 	Northern Development	ND GRANT COMMITTEE	ND OUTSOURCED RESOURCES	JEDC
Fund Management					
1	Trust and investment services * Safeguard the program capital and deposit at a bank in a savings account. * Keep proper accounts and records of all income and expenditures relating to the provision of services. * Provide the Province with access to records, books and accounts.	●			
2	Cash management through program lifecycle * Optimize cash flow and cash forecasting for the program. Monitor payment flow to projects.	●			
3	Funds disbursements * Disburse funds related to agreements entered into under the Connecting British Columbia program. * Provide fund disbursement and commitment schedules as well as account balances on a monthly basis.	●			
4	Enforcing compliance with funding conditions * NDIT to establish a Grant Committee (with the majority or representatives from NDIT and one representative from the Province) which will monitor project activity and compliance with program funding conditions and provide milestone reports to the Province.		●		
5	Annual fund audit * NDIT provides the Province with an Annual Audited Report for the program's fund.	●			
Project Management					
6	Issuing calls for applications * NDIT issues program intake calls and posts relevant information on website.	●		○	
7	Management of enquiries * NDIT receives and responds to all program related enquiries, including all enquiries related to the application process.	●			
8	Project approvals * Approving projects is with the NDIT Grant Committee	●	○		
9	Grant approval * Involves approving the amount for grants and disbursements and holdbacks over time.	●	○		
10	Contract drafting and execution * Involves drafting of all funding agreements and may include liaising with other levels of government in doing so and also managing the execution of funding agreements.	●		○	
11	Project administration (reviewing invoices/payments) * Involves receiving interim and final reports and invoicing from funding recipients, reviewing for program compliance and initiating payments upon acceptance of reports.	●		○	
12	Contract (Project) monitoring * Involves managing the output and outcomes associated with each contract and documenting the milestones, successes and benefits achieved.	●		○	
Program Reporting					
13	Verifying program milestones * NDIT leads in verifying that program milestones have been met.	●		●	○
14	Benchmarking and Economic and mapping and gap analysis * Any work associated with validating gaps in services as well as mapping is led by NDIT.	●		●	
15	Annual TB program performance report * Province leads in reporting back to Treasury Board on benefits achieved by the program.		○		●

MEETING NOTE

Advice to Minister Beare

MEETING DATE: January 20, 2021

CLIFF#: 114465

ATTENDEES:

Meeting with MLA Babchuk:

- Michelle Babchuk, MLA
- David Leitch, CAO, Strathcona Regional District
- Paul Daniel, Strathcona Regional District

Meeting with MLA Rice:

- Jennifer Rice, MLA
- Stefan Woloszyn, CEO, CityWest
- CityWest Colleagues - TBC

ISSUE: Connected Coast Network Project Update

BACKGROUND:

- The purpose of these meetings is to provide an update to MLA Jennifer Rice, North Coast and MLA Michelle Babchuk, North Island on the Connected Coast Network project.
- This meeting builds on previous briefing packages prepared for Minister Beare on the Connected Coast Network project (see ATT-1 and ATT-2).
- The Connected Coast Network project is currently in network design with the plan to begin construction in June 2021 to build a new subsea transport network.
- The project is anticipated to be completed by March 31, 2023. The federal government agreed to extend this project from March 31, 2021, to March 31, 2023.
- Total government investment for the Connected Coast Network is \$45.4 million, with the federal government as a lead funder. The project went through an extensive review by the federal government leading to signed funding agreements.
 - \$22.2 million will come from the Connect to Innovate program, administered through Innovation, Science and Economic Development (Innovation Canada).
 - \$12.0 million will come from Indigenous Services Canada.
 - \$11.2 million will come from the Connecting British Columbia program administered by the Northern Development Initiative Trust (Northern Development).
- On January 4, 2021, Strathcona Regional District and CityWest wrote to MLA Babchuk, with concerns related to the status of funding applications from CityWest to the Connecting British Columbia program for last-mile builds in communities (see ATT-3).

DISCUSSION:

s.16

The letter from Strathcona and CityWest raises many points, some of which are related to how the telecom industry operates as a whole and others which are program specific. A grid analysis has been prepared that segments and responds to each issue raised in the letter (see ATT 4 Part A and B).

The following discussion points can be used if specific concerns are raised during the call:

- ***The Connected Coast project is a priority for the Province***
 - The project is planned to affordably connect virtually all of BC's coastal communities to future proofed internet connectivity where traditional connectivity projects would have been cost prohibitive.
 - Deep recognition that the work that CityWest and particularly Strathcona Regional District have undertaken has been monumental—including the establishment of a new entity to run that piece of the business.
 - Ministry staff have been and will continue to support the project:
 - Established a permitting navigation team to help with the provincial permitting requirements.
- ***As a separate undertaking from the Connected Coast Network project, there is a recognition that CityWest has submitted several applications for last-mile solutions in coastal communities.***
 - The Province and Northern Development Initiative Trust as the program administrator commit to working with all applicants.

s.13; s.16

 - We are committed to working through options to bring more last mile projects and allocate remaining funds
 - We do need to balance the need to get projects approved with our commitments to connect as many communities with available funding as we can—the program has a successful track record of working with service providers to move projects forward.

s.13; s.16
- ***Federal criteria indicate that the Connected Coast Network was supported as an open access network meaning that once the network is built it would be available to other service providers.***
 - There are additional business opportunities for CityWest and Strathcona to provide services to existing suppliers with last-mile infrastructure. The Province is undertaking a review of potential last-mile opportunities.

s.16; s.17

- ***The Province has also committed to assist with the engagement process between internet service providers.***
 - Connected Communities has been working closely with Coastal First Nations to fulfill the BC/CFN MOU (Reconciliation Protocol 2.0) commitments related to the benefits of the Connected Coast.^{s.16}
 - s.16
 - Other Connected Communities engagements to date that promote the importance and value of regional and community-led connectivity planning include Kyuquot, Quadra Island, Zeballos, Sayward, Cortes Island, Tahsis and Gold River. Ongoing dialogues continue with Tahsis, Gold River and Cortes Island, as well as the Gulf Islands.

NEXT STEPS:

The Connected Coast Network project is in progress and the federal and provincial governments look forward to when construction of the subsea fibre build can commence.

Next steps to support rebuilding a positive working relationship:

- s.16
- Deputy Minister and Associate Deputy Minister also met with Joel McKay of NDIT
- s.16
- Commitment that the Assistant Deputy Minister will participate in the regular project meetings with CityWest, SRD and the federal funding program team^{s.16}
- s.16
-

Attachments: ATT-1 Information Briefing Note Packet
 ATT-2 Transition Note Packet
 ATT-3 January 4, 2021 letter from CityWest and Strathcona to MLA North Island
 ATT-4 Grid Analysis of Letter to MLA (Part A and B)

Contact: Susan Stanford, Assistant Deputy Minister, 778 698-2349

INFORMATION NOTE

Advice to Minister Beare

Date: December 15, 2020

CLIFF#: 114199

ISSUE: CityWest funding applications received by Northern Development Initiative Trust

BACKGROUND:

The purpose of this briefing note is to provide an update on efforts to connect coastal communities, how this relates to the Connected Coast Network project, and to address concerns raised by the North Island MLA, Michele Babchuk, related to recent applications submitted by CityWest.

Northern Development Initiative Trust (Trust) is the program administrator for the provincially funded Connecting British Columbia program. In its role, the Trust conducts due diligence and approves projects for funding. Network BC (Ministry of Citizens' Services) provides a technical review of project applications.

Recently, CityWest submitted an initial set of six applications to the \$90 million Connecting British Columbia Economic Recovery Intake. All projects funded by the Economic Recovery Intake must be completed by October 31, 2021, a condition set by the Province. The Trust has provided feedback to CityWest to remediate and resubmit their applications to the appropriate funding program.

- Five applications targeting Bella Coola, Cortes Island, Gold River, Sayward, and Quadra Island are for connectivity to the home, with an intention to utilize the Connected Coast Network project when completed to supply the proposed projects with the required bandwidth. The Trust has suggested that these applications are more likely to be successful and are better suited for co-funding by the federal Universal Broadband Fund and the Connecting British Columbia program Phase 3. Currently these proposals do not meet the criteria of the Economic Recovery Intake.
- One application is for Burns Lake. The Trust has asked CityWest to remove the core area of Burns Lake from their application as it is already served by 50/10 Mbps by TELUS' subsidiary Mascon Communications. NDIT will ask CityWest to remediate and resubmit their application to improve coverage focusing in on areas of need. This application does not have a dependency on the Connected Coast project.

DISCUSSION:

In June 2019, the Strathcona Regional District led a series of seven Connected Coast Network community engagement sessions, promoting the importance and value of regional and community-led planning. These sessions took place at Cortes Island, Gold River, Kyuquot, Quadra Island, Sayward, Tahsis, and Zeballos¹. From the sessions, the Strathcona Regional District produced community broadband plans and options for improving local connectivity.²

Northern Development's Grant Committee had both technical and business concerns with the applications for last mile projects from CityWest. NDIT discussed these concerns directly with the CEO of CityWest by phone.

NDIT's Grant Committee decided that the proposed projects that had a dependency on the Connected Coast were best suited for joint funding through the federal Universal Broadband Fund and the Connecting British Columbia program. This would provide CityWest with additional time to reconsider their network design and technology and align proposed project completion with the Connected Coast Network timelines. Also, it would provide more time to reconcile the proposed projects with the results of the community broadband plans. Projects would not have to be completed by October 31, 2021. The application deadline for the Universal Broadband Fund is February 15, 2021.

As a point of clarification, the bundle of six applications submitted to the Trust were not denied. The Trust has asked CityWest to remediate and resubmit the applications for consideration under the appropriate funding program.

A series of questions and answers have been prepared for the MLA for the North Island to provide additional clarity and address the concerns raised in her correspondence to the Minister of Citizens' Services. Please see ATT-1.

NEXT STEPS:

Meet with the MLA for the North Island to provide clarity and answer any questions that may arise related to federal and provincial funding opportunities for local builds.

The Province is looking forward to hearing from the project leads on progress related to the Connected Coast Network fibre build.

ATTACHMENT: ATT-1 Questions and Answers for MLA North Island

Contact: Susan Stanford, Assistant Deputy Minister, (778) 698-2349

¹ June 1, 2019 SRD Broadband Community Planning Presentations & Workshops: <https://connectedcoast.ca/srd-broadband-community-planning-presentations-workshops/>

² Strathcona Regional District Community Broadband Plans: <https://connectedcoast.ca/srd-community-broadband-plans/>.

Questions and Answers for MLA North Island

	Issue / Question	Response / Answer
1	<i>Have all of the CityWest granting opportunities for last-mile projects through NDIT been denied?</i>	<ul style="list-style-type: none"> • There are currently multiple funding opportunities for connectivity projects • CityWest submitted 5 applications to the Connecting British Columbia Emergency Recovery Intake (\$90M) for last mile infrastructure for 19 communities • Some communities in CityWest's applications do not require last-mile infrastructure and therefore would not be eligible for funding. • CityWest's applications for qualifying communities were unable to meet the criteria for the Economic Recovery Intake and were therefore referred to other funding streams where criteria could be met by their applications with some modification. • NDIT provided feedback to CityWest on their applications. CityWest did not express any concern with the feedback and continues to work with NDIT on submitting their applications to the federal Universal Broadband Fund for eligible communities. CITZ continues to offer technical support.
2	<i>Would these projects be given a priority?</i>	<ul style="list-style-type: none"> • The Connecting British Columbia Economic Recovery Intake (\$90M) was specifically designed to expedite connectivity through last mile projects where transport was available or imminent. The goal of the intake, as part of StrongerBC is to improve connectivity in communities as quickly as possible, being one build summer build season in 2021 with all projects to be completed by October 31, 2021. • Projects submitted to the intake need to realize benefits to the community in this timeframe as part of the established funding criteria. • Given the 'rapid' pace and intent of the Connecting British Columbia Economic Recovery Intake (\$90M), last-mile projects, especially those that leverage provincially funded transport projects that will be completed by October 2021 are a priority. • Projects that require a longer timeline to build, or for when communities will benefit would be referred to other funding streams where the criteria for qualifying was better aligned. • NDIT provided detailed information to CityWest regarding the deficiencies with their 5 applications. NDIT is continuing to support CityWest remediate their applications in time to be submitted to the federal Universal Broadband Fund Rapid Response (\$1.75B) which closes February 15, 2021.

Questions and Answers for MLA North Island

4	<i>What are the next steps for those last-mile projects with a dependency on the Connected Coast project?</i>	<ul style="list-style-type: none"> As CityWest's applications did not meet the Connecting British Columbia Economic Recovery Intake (\$90M) criteria, the Universal Broadband Fund (\$1.75B) provides an opportunity for the applications to be remediated and to align with funding criteria. The Universal Broadband Fund was not the reason for the applications to be denied rather an opportunity for them to be successful.
5	<i>What are the criteria for the various funding programs in the context of CityWest's applications?</i>	<ul style="list-style-type: none"> CityWest is familiar with both the federal and provincial application process—they have been successful grant recipients for multiple projects. NDIT has aligned their application process with the Universal Broadband Fund to simplify the process for proponents that require co-funding. Applications for joint funding use the federal application form with a supplementary form submitted to NDIT for provincial funding. Different from previous intakes, the federal government and NDIT evaluate applications jointly – this will dramatically expedite the process over previous intakes. This intake process has been communicated to applicants, including Strathcona Regional District / CityWest (SRD/CW) in a webinar hosted by NDIT.
6	<i>Federal funding ratios - a 75-25 split</i>	<ul style="list-style-type: none"> To meet the criteria of any funding program, a project must be able to deliver a service by a specified time. CityWest's applications to the Connecting British Columbia Economic Recovery Intake (\$90M) could not demonstrate they could meet the intake criteria, including delivering improved service by October 2021. The regular Connecting British Columbia program intake (Phase3 \$50M) and the Universal Broadband Fund (\$1.75B) has criteria more suited to the CityWest projects By referring CityWest to the Universal Broadband Fund (\$1.75B) and Connecting British Columbia program intake (Phase 3 \$50M), the projects, once remediated to include only eligible communities, would have time to be completed and aligned to the Connected Coast Network build plan so that communities benefit from the full potential of the last-mile builds.
7	<i>Assumption that connectivity is not going to be a priority for the federal government until after the Rapid Response Intake is over</i>	<ul style="list-style-type: none"> Different funding programs have different thresholds for the proportion of eligible expenses they will fund.

Questions and Answers for MLA North Island

		<ul style="list-style-type: none"> Funds also allow for cost sharing, or “stacking” of funds across programs to single projects when a project is submitted to multiple programs such as the streamlined dual intake between NDIT and the federal Universal Broadband Fund (\$1.75B) The concern raised was that the Connecting British Columbia Economic Recovery Intake (\$90M) allowed for up to 90% of eligible costs to be funded through the program, and concern that not being able to access this fund may limited the proportion CityWest may receive for their eligible expenses for their projects. This is not accurate. The regular Connecting British Columbia program (Phase 3 \$50M) and the Universal Broadband Fund (\$1.75B) also allow up to 90% of eligible costs to be funded when the programs are ‘stacked’ for applications The Universal Broadband Fund (\$1.75B) will fund up to 75% of eligible project costs. If a project is co-funded by provincial and federal government programs, “stacking” is allowed up to 90%. Stacking rules have been communicated to applicants by ISED and by webinar hosted by NDIT. Both SRD and CityWest were in attendance. In addition, this information is available directly from NDIT and federal government’s web sites
8	<i>Assumptions that applications will not pass through any approval processes until approximately 2022.</i>	<ul style="list-style-type: none"> At the recent webinar hosted by NDIT where Strathcona Regional District and CityWest attended, the federal program leads presented the Universal Broadband Fund to BC-based applicants The Universal Broadband Fund includes a Rapid Response Stream for \$150M of the total fund amount of \$1.75B. The federal government is intending to process all Rapid Response applications by February 2021 as applications will be evaluated as they are received—a fundamental shift from the stockpiling of submissions approach of their previous program. The near doubling of the federal fund from \$1B originally announced to the now \$1.75B over the same time horizon, and the new federal target of 98% of all Canadians to have access to the CRTC standard by 2026 indicates a more rapid approval and funding process than previous programs
9	<i>This takes the Connected Coast project and puts it back two years.</i>	<ul style="list-style-type: none"> The federal government has agreed to work jointly with NDIT on the evaluation and approval process for BC-based applications The federal government program team have confirmed, the proposal evaluation and approval process are being dramatically accelerated from previous years and project approvals are

Questions and Answers for MLA North Island

		<p>expected to be completed within a matter of months from submission—where previously they were years</p> <ul style="list-style-type: none"> • <i>NB: The last federal government program was called Connect to Innovate. That \$500M program intake seriously underestimated project demand. The program received more than 900 project applications requesting more than \$2B in funding. The federal program team was completely overwhelmed, and it did take substantive time to approve projects as a complete evaluation of the entire intake was required prior to any decisions being made. The current program will not have the same approach seeking to move to approving projects that meet the criteria as quickly as possible.</i>
10	<i>Communities will start to get lit as soon as the last mile issues are taken care of</i>	<ul style="list-style-type: none"> • The concern is that a delay in approving last mile projects, specifically CityWest's 5 applications, will delay benefits of the Connected Coast Network to the 19 coastal communities included in the applications • As mentioned earlier, the 5 CityWest applications could not meet the Connecting British Columbia Economic Recovery Intake (\$90M) program criteria and have been referred to alternate funding streams where the criteria are more likely to be met • However, CityWest will still need to remediate their applications to only eligible communities. For example, one of the applications from CityWest included Sayward. While this community is currently underserved, it already has last-mile infrastructure in place. This means as soon as the Connected Coast Network is available to the community, the community could instantly be upgraded without additional investment for last mile required. • In order to meet the goals of the Connecting British Columbia Economic Recovery Intake (\$90M) and the regular Connecting British Columbia program (Phase 3 \$50M), it is critical that funds go to where infrastructure is required and ensure that public funds are not used to overbuild or duplicate infrastructure already in place.
11	<i>"It is also important to note that this this granting opportunity (the 90 million ERI) was nowhere close to being fully subscribed"</i>	<ul style="list-style-type: none"> • An estimated 115 communities along Connected Coast Network route have some form of last-mile infrastructure that could benefit from the high bandwidth of the project when it's available. These communities are already "lit" with various speeds delivered to the home. • The province, through the Connected Communities team at CITZ works in partnership with UBCM, Regional Districts, Rural Economic Operations (FLNRORD) and others to support communities develop their digital plans and engage and support Service Providers applying to the Connecting British Columbia program (all intakes). For example, Connected Communities

Questions and Answers for MLA North Island

		<p>led a Southern Gulf Islands engagement, funded by the Capital Regional District (CRD) to develop a connectivity plan for the islands. With some remediation, CityWest's applications that includes some of these communities will reflect this plan.</p> <ul style="list-style-type: none"> Of the 19 communities included in CityWest's 5 applications, almost all have existing last-mile infrastructure. In order not to use public funds to overbuild, part of the request to CityWest to remediate their applications includes leveraging existing infrastructure, including their own Connected Coast Network project. (For example, one of CityWest's applications included millions in additional infrastructure that would have negated the need for their Connected Coast Network landing sites.)
12	<i>"Which is similar to the 50 million dollar connecting BC granting opportunity."</i>	<ul style="list-style-type: none"> In order to meet the timelines of the Connecting British Columbia Economic Recovery Intake (\$90M) it is anticipated that funds will be fully allocated by February 2021. NDIT is assessing applications as they are received and making funding decisions on a monthly basis. October applications were evaluated by November 15th, and decisions shortly after. This cycle will be completed monthly until funds are fully allocated. The \$90M is allocated as follows: <ul style="list-style-type: none"> \$75M for improved connectivity to 200 communities. (avg.\$ 375k/community). \$15M for 140Km of new highway connectivity (cellular) including connectivity to 14 Rest Areas and 4 call boxes. The 5 CityWest applications were for 19 communities for \$24M in funding. (\$1.26M/community) The intake opened on October 1, 2020 and as of November 30, 2020, received 29 applications in October for over \$80 million of which nearly \$36 million was conditionally approved. 27 applications were received in November for over \$57 million and are currently being evaluated.
13	<i>"I also have concerns around a completion date imposed by NDIT, which is by the end of October 2021 for the last mile projects to be connected to the backbone fiber."</i>	<ul style="list-style-type: none"> The regular Connecting British Columbia program (Phase 3 \$50M) was launched in parallel with the new CRTC fund (\$750M) The criteria of the CRTC fund deterred many service providers from applying and as a result fewer applications were received than expected. The regular Connecting British Columbia program (Phase 3 \$50M) continues to accept applications and had a streamlined joint intake with the federal Universal Broadband Fund (\$1.75B)

Questions and Answers for MLA North Island

		<ul style="list-style-type: none"> The federal government had originally indicated that they would open the intake for the Universal Broadband Fund in Spring 2020 but delayed until November 2020. As federal programs require matching funds, Service Providers have waited for the federal program to open. The regular Connecting British Columbia program is anticipated to be fully allocated in early 2020 due to accelerated Universal Broadband Fund (\$1.75B) submissions and the intake closing date of February 15, 2020 There is approximately \$35M remaining from the regular Connecting British Columbia program Phase 3 \$50M.
14	<i>"The idea of applying for the UBF will put this project about 2 -3 years behind and will remove any of the good work and great successes that this government has the ability to promote over the next 12 month to 24 months and encumbers the local government leaders to get this project running and be able to deliver on their business case."</i>	<ul style="list-style-type: none"> The October 31, 2021 project completion date was specified by the Province in support of StrongerBC: Economic Recovery Plan as the target for the funds granted to NDIT for the Connecting British Columbia Economic Recovery Intake. As the program administrator, NDIT is advising the applicants of the program criteria which is determined by the Province. Any projects that require additional time to realize community benefits is referred to the Universal Broadband Fund – Connecting British Columbia joint intake process
15	<i>"Hence, it is my understanding that this risk has already been addressed and resolved."</i>	<ul style="list-style-type: none"> The Connected Coast Network project business case was built and funded as a federal Connect to Innovate program transport project. Last mile infrastructure both existing and new will be able to benefit from the improved bandwidth it will deliver. Connections to the Connected Coast Network will provide revenue for the project. Announcement opportunities are not reliant on new funded last-mile projects, particularly when existing last mile projects are underutilized and can deliver 50/10 Mbps when supported by the Connected Coast Network. Of the 159 landing sites, 115 communities currently have last mile infrastructure, such as Sayward, that may benefit from the Connected Coast when complete.
16	<i>"truly believe there is a way to get this project off the ground, still access the Federal Universal"</i>	<ul style="list-style-type: none"> Permitting requirements for the Connected Coast Network project may still be an issue as the project approaches its first build season this spring.

Questions and Answers for MLA North Island

	<p><i>Broadband Fund so we can service the communities of the West Coast of British Columbia.”</i></p>	<ul style="list-style-type: none"> • Strathcona Regional District and CityWest have yet to submit permit requests for the Connected Coast Network project • To support the Connecting British Columbia Economic Recovery Intake (\$90M), and the Connected Coast Network project, CITZ has established a cross-ministry permitting navigation team to expedite the permitting process as possible for these specific projects. However, the ability to effectively support the Connected Coast Network project is dependent on the permitting applications, which is currently unknown.
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INFORMATION NOTE

Advice to Minister Beare

Date: December 9, 2020

CLIFF#: 114262

ISSUE: Connected Coast Network project update

BACKGROUND:

The Connected Coast Network project involves the installation of sub-sea fibre-optic cable, stretching from north of Prince Rupert, to Haida Gwaii (Masset), south to Vancouver and around Vancouver Island.

The project has a goal of bringing landing sites to 159 coastal communities, including 51 Indigenous communities representing 44 First Nations, along BC coast from north of Prince Rupert, to Haida Gwaii, south to Vancouver, and around Vancouver Island. See ATT-1.

The Connected Coast Network does not include last-mile builds, but once the landing sites are complete, the new fibre backbone will enable increased last-mile internet speeds and reliability.

The project leads are CityWest Cable & Telephone Corporation (CityWest) and the Strathcona Regional District (Strathcona). They have partnered on the project to jointly build the network.

Total project investment is \$45.4 million, co-shared between the federal and provincial governments. The federal government is lead funder.

- \$22.2 million will come from the Connect to Innovate program, administered through Innovation, Science and Economic Development (Innovation Canada).
- \$12.0 million will come from Indigenous Services Canada.
- \$11.2 million will come from the Connecting British Columbia program administered by the Northern Development Initiative Trust (Northern Development).
- The total aggregate amounts as committed by the major funders for the CityWest and Strathcona projects is unchanged, apart from the added scope for connecting Tlowitsis First Nation. All Nations Trust Company's Pathways to Technology project and Innovation Canada will each contribute an estimated \$187,600 in new funding.

DISCUSSION:

CityWest and Strathcona have been granted a project completion date extension from March 31, 2021 to March 31, 2023. s.16

s.16

Federal government program received unprecedented applications

s.16; s.17

The Connected Coast Network project was announced by the federal government on January 17, 2018. The federal government then entered into negotiations with the project leads, which successfully ended in federal contribution agreements being issued for proponents' signature in June 2019. Federal agreements were signed by CityWest on October 11, 2019 and Strathcona signed on October 29, 2019. During this time, Strathcona formed the Strathcona Connected Coast Network Corporation, which was incorporated on September 7, 2018, as a wholly owned subsidiary of the regional district. CityWest also established the City West Connected Coast Network Corp.

Resolution over shared fibre section of project

During contract negotiations with Canada a shared ownership section of fibre between Port Hardy and Campbell River was moved to CityWest ownership. s.16; s.17

s.16; s.17

s.16; s.17

Northern Development's

agreements were signed and executed on January 20, 2020 with CityWest and February 21, 2020 with Strathcona.

Project procurement

During the summer 2020, CityWest and Strathcona worked on a procurement for the installation of the subsea fibre. On June 21, 2020, a Request for Information (RFI) was posted on BC Bid, with a closing date of July 28, 2020. The RFI was then followed by a Request for Proposal (RFP) on August 14, 2020, with a closing date of September 1, 2020. The COVID-19 pandemic had caused some delays with the procurement. The RFI sought information from interested parties for the supply and construction of the subsea cable solution and the RFP sought to select a design and construction contractor for the network. The project leads will be issuing a press release shortly announcing the company selected for the subsea fibre installation. On October 9, 2020, Strathcona and CityWest announced that they are proceeding with a joint venture agreement ATT-2

Recipients under Canada's funding program (and co-funded under the Connecting British Columbia program) are required to *"use a fair and competitive or otherwise justifiable and generally accepted sound business process that results in competent and qualified contractors and/or personnel working on the project"*.

Focus is on Network Design followed by Stakeholder Engagement

During the federal due diligence process, some landing sites were removed from scope and land segments were added to reach communities not adjacent to the coast. Project leads will be validating the proposed landing sites through the engineering and environmental assessments and First Nations consultations. A high-level plan for the completion of the project, from announcement to construction is available here: <https://connectedcoast.ca/schedule/>.

The project leads have identified stakeholder engagement as an important aspect of the Connected Coast project. Project leads are currently working on an engagement plan and more details will follow.

The federal Universal Broadband Fund and to the Connecting British Columbia program are an opportunity to support new or upgrades for last-mile projects along the Connected Coast route.

CONCLUSION:

The Connected Coast Network when complete will achieve two priorities:

- Bring unprecedented digital capacity to rural and remote communities and position B.C. to better optimize its coastal advantage.
- Create a diverse and reliable path for connectivity to the north to mitigate loss of connectivity should service on the existing routes be interrupted by, for example, extreme weather, wildfire, flooding, slides).

s.16; s.17

s.16; s.17 Now that the procurement phase is complete, the project leads are focused on permitting and stakeholder engagement.

A list of frequently asked questions on the Connected Coast is in ATT-3.

Attachment(s): ATT-1 Map
ATT-2 SRD and CityWest press release
ATT-3 Frequently Asked Questions

Contact: Susan Stanford, Assistant Deputy Minister, (778) 698-2349

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Connected Coast Network project

June 2020

What is the project scope?

The Connected Coast Network project involves the installation of sub-sea fibre-optic cable, stretching from north of Prince Rupert, to Haida Gwaii (Masset), south to Vancouver and around Vancouver Island.

The Connected Coast Network does not include last-mile builds, but once the landing sites are complete, the new fibre backbone will enable increased last-mile internet speeds and reliability.

Who are the project leads?

The project leads are CityWest Cable & Telephone Corporation (CityWest) and the Strathcona Regional District (Strathcona). They have partnered to own and operate the fibre-optic cable.

How much funding has been allocated to the project and by whom?

Total project investment is \$45.4 million, co-shared between the federal and provincial governments. The federal government is lead funder.

- \$22.2 million will come from the Connect to Innovate program, administered through Innovation, Science and Economic Development (ISED).
- \$12.0 million will come from Indigenous Services Canada.
- \$11.2 million will come from the Connecting British Columbia program administered by the Northern Development Initiative Trust (Northern Development).
- The total aggregate amounts as committed by the major funders for the CityWest and Strathcona projects is unchanged, apart from the added scope for connecting Tlowitsis First Nation. All Nations Trust Company's Pathways to Technology project and ISED will each contribute an estimated \$187,600 in new funding.

How many communities will this project benefit?

During the federal due diligence process, some landing sites were removed from scope and land segments were added to reach communities not adjacent to the coast. Project leads will be validating the landing sites through the engineering and environmental assessments and First Nations consultations. The new number of sites and communities anticipated to benefit from the project: 159 landing sites (revised from the original 154 landing sites). Forty-four Indigenous communities are anticipated to benefit.

What is the status of the project?

- Federal ISED Minister Bains provided final project approval to CityWest in May 2019 and to Strathcona Regional District in July 2019. Northern Development Initiative Trust agreements were signed in January and February 2020.
- Recently CityWest and Strathcona have formally requested an extension, from March 2021 to March 2023, to complete the project.
- The federal government views the Connected Coast Network as one project even though there are two recipients, each responsible for their portion of the project.

When will the project be complete? Is there a delay?

- Recently CityWest and Strathcona have formally requested an extension, from March 2021 to March 2023, to complete the project. Canada has granted this extension.
- The project leads determine the build schedule for the project, which could be impacted by a variety of factors including procurement, permitting, environmental assessments and First Nations consultations.

What is the federal government's role?

The federal government is lead funder. The department of Innovation, Science and Economic Development has allocated over \$22.2 million and the department of Indigenous Services Canada has allocated \$12 million.

What is the provincial government's role?

The provincial government granted funds to the Northern Development Initiative Trust to administer the Connecting British Columbia program. The Trust is responsible for funding a portion of the project.

What is Northern Development Initiative Trust's role?

The Trust administers the Connecting British Columbia program. In its role, they accept applications, conduct their own due diligence, approves projects, negotiates agreements with recipients, and monitors the progress of project.

How much funding has been spent to date on the project?

This enquiry should be referred to Northern Development Initiative Trust as the program administrator.

Why is there a need for this project? What will it resolve?

The Connected Coast Network when complete will achieve strategic priorities:

- Enable internet service companies to offer high-speed connectivity in future.
- Create a diverse and reliable path for connectivity to the north to mitigate loss of connectivity should service on the existing routes be interrupted by, for example, extreme weather, wildfire, flooding, slides)
- The Connected Coast Network project will bring unprecedented digital capacity to rural and remote communities and position B.C. to better optimize its coastal advantage.

<https://srd.ca/srd-citywest-proceed-with-joint-venture-agreement/>

October 9th, 2020

SRD & CityWest Proceed with Joint Venture Agreement

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DECISION NOTE

Advice to Deputy Minister

DATE: January 25, 2021

CLIFF#: 114511

ISSUE: Coastal First Nations

BACKGROUND:

Coastal First Nations (CFN) is a unique alliance of 8 First Nations, including 10-member communities, living on British Columbia's North Coast, Central Coast and Haida Gwaii. CFN is globally renowned for their stewardship principles and practices. Member communities are: Wuikinuxv, Heiltsuk, Nuxalk, Kitasoo, Git'gaat, Gitxaala, Metlakatla and Haida Gwaii (Old Massett, Skidegate, Council of the Haida Nation) – representing approximately 5,000 First Nations people.

Since 2018, the Connected Communities Branch has been working closely with CFN to support the communities take full advantage of the Connected Coast project and regional and community digital readiness.

Joint achievements to date include:

- Initiated a secondment with Coastal First Nations in 2019/20 to support regional/community engagement for the Connected Coast (1 FTE, Gary Wilson)
- Produced two Connected Communities/Connected Coast videos: [Heiltsuk Nation](#) & [Haida Nation](#)
- Strategic inclusion of Connectivity in the BC/CFN Memorandum of Understanding (MoU) given it is a foundational enabler of wellbeing and lever for economic reconciliation.
 - In August 2020, Connected Communities and Coastal First Nations formalized their relationship through the [*Memorandum of Understanding: Coastal First Nations/British Columbia Pathway to Reconciliation Protocol: Long-Term Economic, Social, Governance and Environmental Sustainability*](#) – Appendix 6: Connectivity & Digital Capacity Building, and Workplan. (See Appendix 1)
- Establishment of the Joint Connectivity Working Group to implement MoU Workplan
- Development of the inaugural 7 Generations Partnerships Gathering (October 2019 in Masset, Haida Gwaii), and the 2020/21 7 Generations Partnership launch with Future Cities Canada Summit (November 26, 2020). (See Appendix 2 and 3)
 - 7 Generations Partnerships in development include: Ocean Networks Canada, Hakai Institute, TakingITGlobal/Cisco, CityWest, Vancouver Island University, and Evergreen Canada. NRCAN is a new partner as they rollout their Early Response Earthquake Sensor System in parallel with the Connected Coast.

The Joint Connectivity Working Group established last year continues to support the MoU Workplan and advance CFN's interests in regional telecommunications business leadership, data sovereignty and management, stewardship, ocean IoT, research & analysis, online training, health and cultural wellbeing.

DISCUSSION:

Coastal First Nations are planning for unprecedented digital access and economic opportunities enabled by the Connected Coast Network. Comprehensive Nation-led last mile engagement and community planning is critical to identify needs and priorities, and to develop proposals to access current federal/provincial funding opportunities. To be expected, COVID-19 has created significant capacity challenges for CFN and member communities.

To address the needs of the MoU, advance last mile readiness through planning capacity, and support engagement with service providers to access funding, CFN has requested a reciprocal secondment arrangement starting February 2021, with Colleen McCormick, Director of Connected Communities.

OPTIONS:

Providing targeted support to CFN at their request during this critical last mile planning phase not only demonstrates the Province's commitment to the *United Nations Declaration on the Rights of Indigenous Peoples* (UNDRIP), but the Ministry's leadership on the *Declaration on the Rights of Indigenous Peoples Act* (DRIPA) Action Plan. Connected Communities and CFN have fostered a strong collaborative relationship ensuring coastal First Nation communities are positioned to yield the greatest benefits from the Connected Coast Network investment.

Option 1: Approve Secondment with Coastal First Nations, starting February 15, 2021 to February 14, 2022.

Implications: HR budget impact as Province will continue to pay Seconded's salary, health and benefits as part of the contribution to implement the MoU Connectivity Workplan in support of UNDRIP/DRIPA.

Option 2: Not Approve Secondment with Coastal First Nations

Implications: Potential to diminish relationship and inhibit momentum CFN given a lack of reciprocity, and risk of not fulfilling CITZ's MoU connectivity commitments. Missed opportunity to demonstrate the ministry's leadership on UNDRIP/DRIPA.

RECOMMENDATION: Option 1

(please circle)

APPROVED**NOT APPROVED****OPTION** 1


Shauna Brouwer
Deputy Minister

January 26, 2021

Date

Attachments: Att 1 - MoU – please note Schedule 6
Att 2 - 7 Generations Partnership Gathering
Att 3 - Joint Connectivity Working Group ToR/Workplan

Contact: Susan Stanford ADM, 250-580-7459

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Withheld pursuant to/removed as

s.13 ; s.16

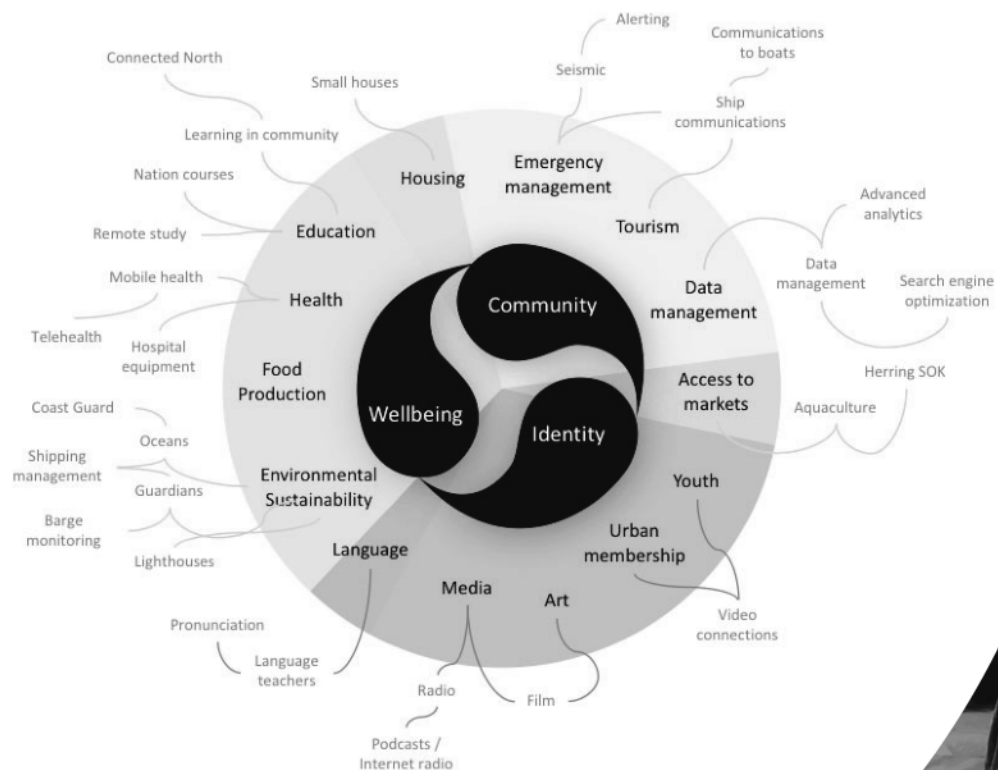


COASTAL
FIRST NATIONS
GREAT BEAR INITIATIVE



Connected
Communities

7 Generations Partnership Gathering Update





**COASTAL
FIRST NATIONS**
GREAT BEAR INITIATIVE

Historic
Reconciliation
Agreements with
BC & Canada
into effect

DIGITAL IMPERATIVE

- 7 Generations responsibility to steward the Great Bear Rainforest and Coastal BC.
 - Critical Role in governance, ocean/GBR research, data sovereignty, analytics, eco-system management, fisheries oversight, Guardian/Watchmen delegated protection responsibilities, decision-making authority, cultural wellbeing priorities.
 - Nation-led dialogues on role of connectivity in enabling self-determination and human wellbeing
- GBR Management Plan – **how is connectivity going to increase & accelerate Indigenous-led stewardship priorities and capabilities?**
- Global Profile, Acknowledgment & Direct Support– **CFN is a model of stewardship excellence** – how can Nation’s educate the world on CFN mandate, stewardship impacts & community cultural practices
- 1000+ Nation–led jobs have been created protecting biodiversity – **this is just the beginning – what next?**
 - Targeted digital training & tech skills for communities, youth & elder-led
 - Traditional roles in communities that can benefit from tech

LEADERSHIP & GATHERING PRINCIPLES

GARY WILSON

VALUES DERIVE FROM NATIONS

7 GENERATIONS FAMILY

NOT THE ONLY BEINGS IN THE PLACE

WE ARE EMBEDDED IN THIS PLACE

GUARDIAN WORK INFORMS POLICY & OTHER WORK

STRUGGLE TO REPAIR LAND

ECOSYSTEMS RESILANT BUT AT A TIPPING POINT

IF LAND ISN'T HEALTHY, THE PEOPLE AREN'T HEALTHY

CLIMATE CHANGE

OUR RESPONSIBILITIES ARE A PART OF OUR BEING

LANGUAGE NEEDS TO BE EMBEDDED

PROTECTING THE PLACE

PEOPLE &

FUTURE GENERATIONS KEEP ECOSYSTEM INTACT

RELATIONSHIPS OF RECIPROCITY

A DUTY TO LOOK AFTER

COPPER IS DEPOSITORY OF WEALTH

YOUNG PEOPLE GOING BACK TO STORIES

YOUTH ARE THE CURRENT LEADERS

THERE WERE ENOUGH PEOPLE ON THE COAST TO ANNIHILATE OUR RESOURCES BUT WE DIDN'T

OUR PEOPLE KNOW SOMETHING AFTER MORE THAN 10,000 YEARS

FRANK BROWN

STEWARDSHIP

ECONOMIC DEVELOPMENT (MONEY NOT AT ALL COST)

LEADERSHIP

CANOE JOURNEYS

FIBER OPTICS { ECONOMIC DEVELOPMENT STEWARDSHIP

"STAYING THE COURSE STAYING ALIVE"

PEOPLE COME & COVET OUR RESOURCES

Started with sea otter pelts

CLAM GARDENS

HERRING ROE ON KEEL

ONLY TAKE ROE USING INDIGENEOUS TECHNOLOGY

CONSERVATION ECONOMY

• DATA • VALUES • KNOWLEDGE

MAINSTREAM CULTURE IS EXTRACTIVE

ROSS WILSON

WHO CAN BE PARTNERS IN CONNECTING COMMUNITIES?

WANT TO SEE NEXT STEP IN THIS GENERATION

A PROBLEM WHEN GUARDIAN COLLECTING DATA CAN'T CONNECT

ENFORCEMENT & COMPLIANCE

7 GENERATIONS

DO THIS WORK NOW!

TRANSFORMATION

INVEST IN HUMAN PART & LEARNING

GUARDIANS IN CLASSROOMS AND STUDENTS OUT ON WATERS

ENGAGE YOUTH WITH TECHNOLOGY

NEED TO UNDERSTAND WHO THEY ARE

NEED TO HAVE BUSINESS CONVERSATION WHO IS GOING TO PAY THE BILLS

COMMUNITIES NEED SUPPORT DEALING WITH ONSLAUGHT OF DEVELOPMENT

URBAN YOUTH

NEED TO UNDERSTAND WHO THEY ARE

NEED TO HAVE BUSINESS CONVERSATION WHO IS GOING TO PAY THE BILLS

7 Generations Partnerships Gathering Year 1 Purpose

GOAL

The goal of the Gathering was to support stewardship, and to address regional connectivity needs to access critical IT support and enhanced stewardship capabilities through partnership-based digital capacity development initiatives.



OCEAN STEWARDSHIP INITIATIVES

KELLY SQUIRES

COASTAL FIRST NATIONS
REGIONAL MONITORING SYSTEM
COORDINATOR



OPPORTUNITIES

- LACK OF REGIONAL CONNECTION BETWEEN INITIATIVES & APPS

- STANDARDS TO DATA COLLECTION

- INDIGENOUS KNOWLEDGE & WELLNESS SYSTEMS

→ HEALERS, OPEN SPACE, ON THE LAND

- DIGITAL GOVERNANCE

→ PRIVACY & OPEN DATA

- BRING TECHNOLOGY BACK TO PEOPLE'S HANDS

LEVEL OF RISK
GOING OUT EVERYDAY

→ HAVE COUNSELLOR AVAILABLE AT ALL TRAININGS

→ CHAPTER ON WELLBEING

• RACE AGAINST TIME TO BUILD CONSERVATION ECONOMY

RYE GREEN

WELCOMED
ARRIVED BY CANOE

HOW TO BE CONNECTED & DEEPLY ENGRAINED IN PLACE

SEAS PROGRAM

Students travel throughout territory for summer

MENTORS & FAST BOAT

Found petroglyphs & burial boxes that were not remembered

Meet ancestor bones

offer tobacco first.

EXCITED ABOUT THEIR TERRITORY

PARTICIPATE IN EXPERIENCE by entering DATA carefully.

- HARVESTING
- MULTIMEDIA
- ARCHAEOLOGY

SHARE · EXPRESS · CREATE RESPONSIBLY

MAKE HIPHOP SONG ABOUT LAND

NEED:

- AUTOMATIVE PROCESSES FOR DATA

- HAVE A GOAL FOR DATA - DECISION MAKING

LAADAA
HAIDA NATION

HAIDA WATCHMEN CREATED TO PROTECT VILLAGE SITES & OCCUPY LAND

1983 SKIDEGATE BAND COUNCIL FOUND PEOPLE TAKING OUR LAND & VILLAGE SITE

6 MONTHS TRAINING PROGRAM

FIRST MANAGER OF WATCHMEN PROGRAM

CREATED PERMITS TO VISIT



HAIDA WORK WITH COASTAL FIRST NATIONS

HELP ALL NATIONS TO RISE UP

REGIONAL MONITORING. but BUILT IN OWN SYSTEM. COMING FROM PLACE OF ANCIENT OWNERSHIP

WELLNESS IS A KEY COMPONENT.

ISSUE:

- CAN'T DOWNLOAD INFO AT REMOTE CAMP
- WANT TO SEND TO OFFICE RIGHT AWAY

CONNECTED COMMUNITIES

ADAPTING TO CHANGE

Gathering Participants

CFN's inaugural 7 Generations Partnerships Gathering was held between October 2-4, 2019 in Old Massett Village, Haida Gwaii with more than 50 participants' attendance, including:

- CFN member First Nations representatives
- Cross-sectoral partner organizations
- Province of BC



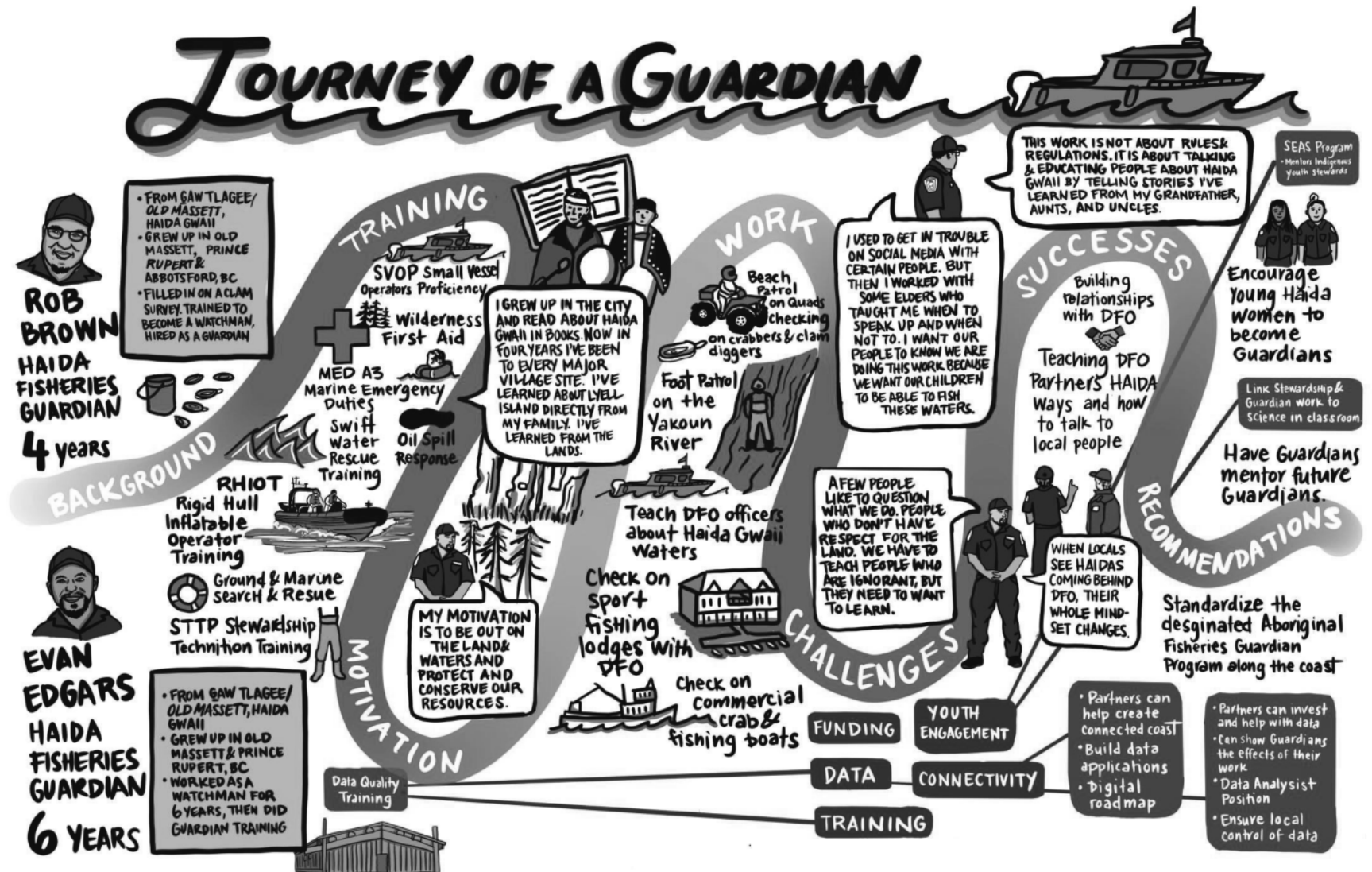
Journey of a Guardian

ROB BROWN
HAIDA FISHERIES GUARDIAN
4 years

- FROM GAW TLAGEE/ OLD MASSETT, HAIDA GWAIH
- GREW UP IN OLD MASSETT, PRINCE RUPERT & ABBOTS FORD, BC
- FILLED IN ON A CLAM SURVEY, TRAINED TO BECOME A WATCHMAN, HIRED AS A GUARDIAN

EVAN EDGARS
HAIDA FISHERIES GUARDIAN
6 YEARS

- FROM GAW TLAGEE/ OLD MASSETT, HAIDA GWAIH
- GREW UP IN OLD MASSETT & PRINCE RUPERT, BC
- WORKED AS A WATCHMAN FOR 6 YEARS, THEN DID GUARDIAN TRAINING



CFN Digital Partnership Interests 2019/2020



EMERGING TECHNOLOGIES TO SUPPORT GUARDIAN TRAINING & YOUTH ATTRACTION (drones, gamification) CHALLENGES

1. Gap in Training Platforms: the ongoing need to train Guardians to keep up with the standards of Information Technology (e.g. advancing software and security needs)
 - Drone training is complex and expensive – requires time and ongoing support
2. Youth Attraction: youth steered away by technology and not involved in Stewardship activities

RESOURCES

- Guardians
- Partnerships
- Elders
- External contractors
- Existing technology access (e.g. smartphones, tablets)

1. Leverage technology that already exists & connect with industry partners in this area of work (such as Augmented/Virtual/Mixed Reality & Gamification)
 - Offer drone training to Guardians to the level they are at (skill assessments to select drone operators)
 - Capture Guardian videos to build in-house training repository

2. Harness interest and involve youth to understand the value of Stewardship
 - Consider input from elders
 - Value of Guardian work is not only about data but also community outreach; hence, involve youth in the work, hands-on, out in the field, using technology and interacting with data

LEARNING & DEVELOPMENT (Capacity Development, virtual meetings, project management & coordination) CHALLENGES

1. Capacity: Soft skills training (such as project management, procurement, tech agnostic for problem solving)
2. Management: Information management capability & access to software to manage 35+ funding sources to run the programs with changing reporting requirements
3. Field: Retention of Guardians, growth opportunities in the role (high turnover rates, finding full-time employment in a defined role, too much work spread thin)

RESOURCES

- Current and Future Partners (Coastal Stewardship Network, DFO, BC Parks, 7 Gen Partnerships)
- Centralized template reports (for project management, time sheets) generated and shared by CFN for Stewardship Offices
- Project and Performance Management solutions (Asana, Air Table, iSFive, To Do List, Slack)

ACTIONS & RECOMMENDATIONS

1. Foster generational knowledge transfer between Guardians with shared tools
 - Network through monthly calls with other Nations' Guardians to discuss emerging issues and troubleshooting
2. Consider having centralized and shared Project Management role to support Guardian programs
3. Revist strategic plan to triage work streams (monitoring, research, enforcement/patrols, emergency response)
4. Adopt "Train the Trainer" and "Coaching" approaches to gain & advance technical and management skills
 - Consider online modules and virtual communications platforms
5. Consider pay-raise (steps in job functions) to promote learning new skillsets and for career growth opportunities

DATA ANALYTICS (Big Data, Cloud, Privacy & Security & Governance) CHALLENGES

1. Information for decision-making requires complex data and different data sources
 - Structured/unstructured data needs to be collected in a way which supports access, analytics and sharing
 - Open data repositories under utilized

2. Investments required for data storage and access

3. Gap in internal staff capacity for analyzing the data

RESOURCES

- Open-source tools and trainings
- Academic partnerships (e.g. MITACS)
- Federal and Provincial Funds & Partnerships
- Innovative data visualization tools on the market to promote exploration of complex data sets

- Data analytics tools to answer questions which may not be asked
- "Known unknowns vs. unknown unknowns"

1. Consider data sharing agreements, policies, procedures to aggregate data (e.g. regional data storage hub)
 - Use data analytics tools to support decision-making and utilization

2. Clarify the purpose for data use and sharing requirements to ensure right data and metadata are collected
 - Link data-hub to economic opportunity

3. Invest in staff training & Skillsets to demonstrate data ownership & interest
 - Develop long-term and integrated training plans

SUSTAINABLE INVESTMENTS (Conservation Economy opportunities) CHALLENGES

1. Unstable funding -
 - reliance on external funding resources
 - Lack of revenue streams

2. Uncertainties in markets -
 - changing economies & ecosystems
 - Transition from exploitative economy towards sustainability

RESOURCES

- International Funding
- Diverse partnerships including small-medium businesses
- Affordability of rural communities

"It's not an asset if you can't monetize it, it's a cost centre."

YEAR 1: GATHERING SUCCESSES

- Values-aligned partners declaring formal interest in supporting **Nation-led stewardship priorities, job creation, local business & community connectivity planning process.**
- Connectivity is now included as a strategic priority in:
 - BC/Coastal First Nations Memorandum of Understanding – Pathway to Reconciliation: Long-Term Economic, Social, Governance and Environmental Sustainability (*Gitga'at, Gitxaala, Haida, Heiltsuk, Kitasoo, Metlakatla, Nuxalk, Wuiknuxv*) - 2020
- **Joint Working Group** has been established to support **regional connectivity planning & advance community-centred partnerships.**
- **Executive endorsed Terms of Reference & Workplan**
- **CFN's Superdigital Cluster proposal moving forward** to support community digital planning, needs & priorities for 7 Gen network.
 - **Seeking \$450k to support Nation-led job creation – mentoring, training & employing community connectivity coordinators in each region.**





Connected
Communities

7 Generations Partnership Gathering 2020/21

YEAR 2 In progress: **First Direct Partnership Benefit**

- 2nd annual 7 Gen Partnership Gathering planning underway with WG
- As a partner, Future Cities/Evergreen has offered to be CFN's 2020/21 digital platform for 7 Gen Partnership Gathering events & feasts.
- Virtual 7 Gen Gathering kick-off event held November 26th, 2020, as part of **Future Cities Canada's National Summit – #UnexpectedSolutions**
 - CFN keynote speakers/community leaders will close Summit - *Reimagining Smart Cities through the Eyes of Coastal First Nations*
 - Community-led panel & breakout session on unlocking the digital potential of a 'Connected' Coast –
 - Future 2020/21 7 Gen Gathering dates are TBD

[HOME](#)[ABOUT](#)[THE SPEAKERS](#)[SCHEDULE](#)[REGISTER](#)[ENGLISH](#) ▾

7 Generations Partnership Gathering 2020/21



**Connected
Communities**

NOVEMBER 26, 1:00 PM | SMART CITIES

7 Generations Partnership Gathering: A Welcome Presentation

Welcome to 7 Generations Partnership Gathering 2020-21! This 2nd Annual 7 Generations Partnership Gathering features Coastal First Nations leaders, knowledge-keepers, and young stewards from across the Great Bear Region, and value-aligned regional partners for a virtual dialogue on community-driven solutions to complex issues, digital connectivity, and legacy-building for the next seven generations. The dialogues will be grounded in Elder teachings and the seven fundamental truths, and enable collaborative and creative learning, sharing, and connecting in support of community-driven leadership initiatives such as digital connectivity, clean energy, and the coastal stewardship network. This keynote presentation will offer a community perspective regarding curated online training to enhance the stewardship and socioeconomic objectives of the Coastal First Nations.



7 Generations Partnership Gathering 2020/21



**Connected
Communities**

[HOME](#)[ABOUT](#)[THE SPEAKERS](#)[SCHEDULE](#)[REGISTER](#)[ENGLISH](#)

NOVEMBER 26, 1:30 PM | SMART CITIES

In Conversation with Haida Elder Kii'iljuus Barbara Wilson and Hailzaqv Elder Hilistis Pauline Waterfall

Haida Elder Kii'iljuus Barbara Wilson and Hailzaqv Elder Hilistis Pauline Waterfall

This 2nd Annual 7 Generations Partnership Gathering features Coastal First Nations leaders, knowledge-keepers, and young stewards from across the Great Bear Region, and value-aligned regional partners for a virtual dialogue on community-driven solutions to complex issues, digital connectivity, and legacy-building for the next seven generations. The dialogues will be grounded in Elder teachings and the seven fundamental truths, and enable collaborative and creative learning, sharing, and connecting in support of community-driven leadership initiatives such as digital connectivity, clean energy, and the coastal stewardship network.

In true potlatch form, respected Indigenous Elders and knowledge keepers Kii'iljuus and Hilistis will gift us with their teachings of the 7 Fundamental Truths and how the on-going practice of these truths are critical to ensuring that we leave a lasting legacy for the next seven generations. This conversation will be moderated by youth stewardship leader Chantal Pronteau.



7 Generations Partnership Gathering 2020/21



**Connected
Communities**

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NOVEMBER 26, 2:30 PM | SMART CITIES

Reimagining Smart Cities: Building Digital Capacity and Intergenerational Legacy

This 2nd Annual 7 Generations Partnership Gathering features Coastal First Nations leaders, knowledge-keepers, and young stewards from across the Great Bear Region, and value-aligned regional partners for a virtual dialogue on community-driven solutions to complex issues, digital connectivity, and legacy-building for the next seven generations. The dialogues will be grounded in Elder teachings and the seven fundamental truths, and enable collaborative and creative learning, sharing, and connecting in support of community-driven leadership initiatives such as digital connectivity, clean energy, and the coastal stewardship network.

This live and interactive panel discussion will center on the question: "Where do you see your organization's biggest opportunities for the digital economies of the future?"; and themes for digital solutions including: Learning & Development, Emerging Technologies, Sustainable Investments, and Data Analytics.

CFN Digital Partnership Interests 2021/22



Gathering Intended Outcomes

Establishing Partnerships

Partnership Protocol established to demonstrate (7 Gen Mindset & 7 Fundamental Truths): - alignment and commitment to CFN values

Endorsing Partnerships

- Access to leading-edge sector solutions
- Partners are invited into CFN opportunity tables
- CFN gains access to sustainable investment sources & targeted capacity

Activating Partners

- Intergenerational Partnerships developed
- Solutions implemented
- Sustainable financing is secured

Indigenous-led & Implemented Coastal Digital Strategy using connectivity as a catalyst for regional stewardship collaboration, job creation, Nation2Nation trade & investment and cultural prosperity.



Using communication technology to support language and legacy in Heiltsuk (Bella Bella)



Leveraging connectivity and digital technologies to realize the benefits of conservation economy

Thank You



**COASTAL
FIRST NATIONS**
GREAT BEAR INITIATIVE



**Connected
Communities**

<https://www2.gov.bc.ca/gov/content/governments/connectivity-in-bc/connected-communities/community-stories>

1. Committee Status

- a. The Joint Connectivity Working Group Committee (the Working Group) is an Ad Hoc Committee of the Great Bear Initiative Society Executive Committee.

Rationale – The Board requires:

- i. Oversight, support, guidance and advice with respect to regional connectivity and last mile solutions, digital infrastructure needs, sources of funding and investments, including planning and capacity building.

2. Committee Type

- a. The Committee is an Ad Hoc Committee of the Executive Committee.

3. Purpose of Committee

- a. The Committee provides oversight, guidance and advice on regional connectivity opportunities and technologies.

4. Board Directive

- a. The Committee will ensure that:
 - i. The organization and member communities are engaged and considered in the digital planning, infrastructure development, and socio-economic opportunities derived from the Connected Coast;
 - ii. Provide capacity building opportunities to CFN and its member communities who seek to identify socio-economic opportunities, including government planning supports and programs for community engagement sessions, and other initiatives, including the annual delivery of the 7 Generation Partnership Gathering;
 - iii. It maintains an up-to-date profile of the progress of the Connected Coast and last mile infrastructure planning and

reports status to each Executive Committee and Board meeting;

- iv. Produces a work plan, reports on progress, and provides advice on financial modeling regarding a Comprehensive Regional Connectivity Plan for CFN as required by the Executive Committee;
- v. The Director of Operations will work with the Committee to acquire the necessary resources to deliver the key activities within the connectivity schedule included in the MoU;

5. Relationship to the Board

- a. The Board mandates the Executive Committee to oversee the working group on its function and activities through a Board approved Terms of Reference.

6. Composition

- a. The Chair of the Committee shall be a member of the CFN Board and shall be appointed by the Executive Committee;
- b. The Chair of the Committee may designate a Vice Chair (Alternate to Chair) with the concurrence of the Committee;
- c. The members of the Committee shall be a total of [#___] members including the Chair with one of the members being CFN, First Nation Community and BC Representatives;
- d. The Director of Operations shall be an ex officio, non-voting member of the Committee.
- e. Committee Members are:

Committee Member Name:	Role:
Paul Kariya, Sr. Policy Advisor, CFN	Executive Champion
Susan Stanford, ADM, Citizen Services	Executive Champion
Duffy Edgars, CFN Director	Committee Chair
Ross Wilson, Stewardship Director	Committee Member
Barry Edgar, Marine Planning Coordinator and KITASOO Connectivity Lead	Committee Member

Colleen McCormick, Director, Connected Communities BC	Committee Member
Gary Wilson, Director of Operations, CFN	Committee Member
Other i.e. Miles Richardson	Ex-Officio, Non-Voting Advisor

7. Staff Support

- a. The Director of Operations will be the key staff position responsible to ensure that the Committee has staff support for its functions with direct support from Connected Communities. The Committee Chair may agree to have other members as ongoing support staff for specific Committee functions as required.

8. Operation

- a. The Committee will meet at least one day per bi-monthly, on the ____ day of each month or more frequently as required, to ensure that projects are on track and the reports are prepared for the next Executive Committee meeting.
- b. The Committee may meet by telephone or other electronic means as decided by the Chair to address urgent matters beyond the regular operating authorities or executive limitations of the Executive Champions.
- c. The Director of Operations will ensure that minutes and other appropriate records are kept.

9. Work Plan and Budget/Expense Rules

- a. The Committee will draft an annual work plan and budget for review by the Finance, Audit and Risk Management Committee prior to sending it for Executive Committee review and approval by the Board
- b. The Committee will adhere to the financial policies and procedures with respect to the Board approved annual budget, or revised budget, which forms the basis for the effective delivery of annual work plan activities.
- c. The Committee may work with the Finance department to produce appropriate financial/variance reports for the Director of Operations

and report on the approved budget - and may recommend a revised budget - for Executive Committee review and consideration.

10. Reporting

- a. The Committee Chair shall provide a written report on its work to the Committee and the Executive Champions, who will be responsible to deliver to the Executive Committee at their regularly scheduled meetings;
- b. The Committee Chair will ensure that the Director of Operations provides the appropriate documentation for any matters that require the consideration and approval of the Executive Committee and or the GBI Board.

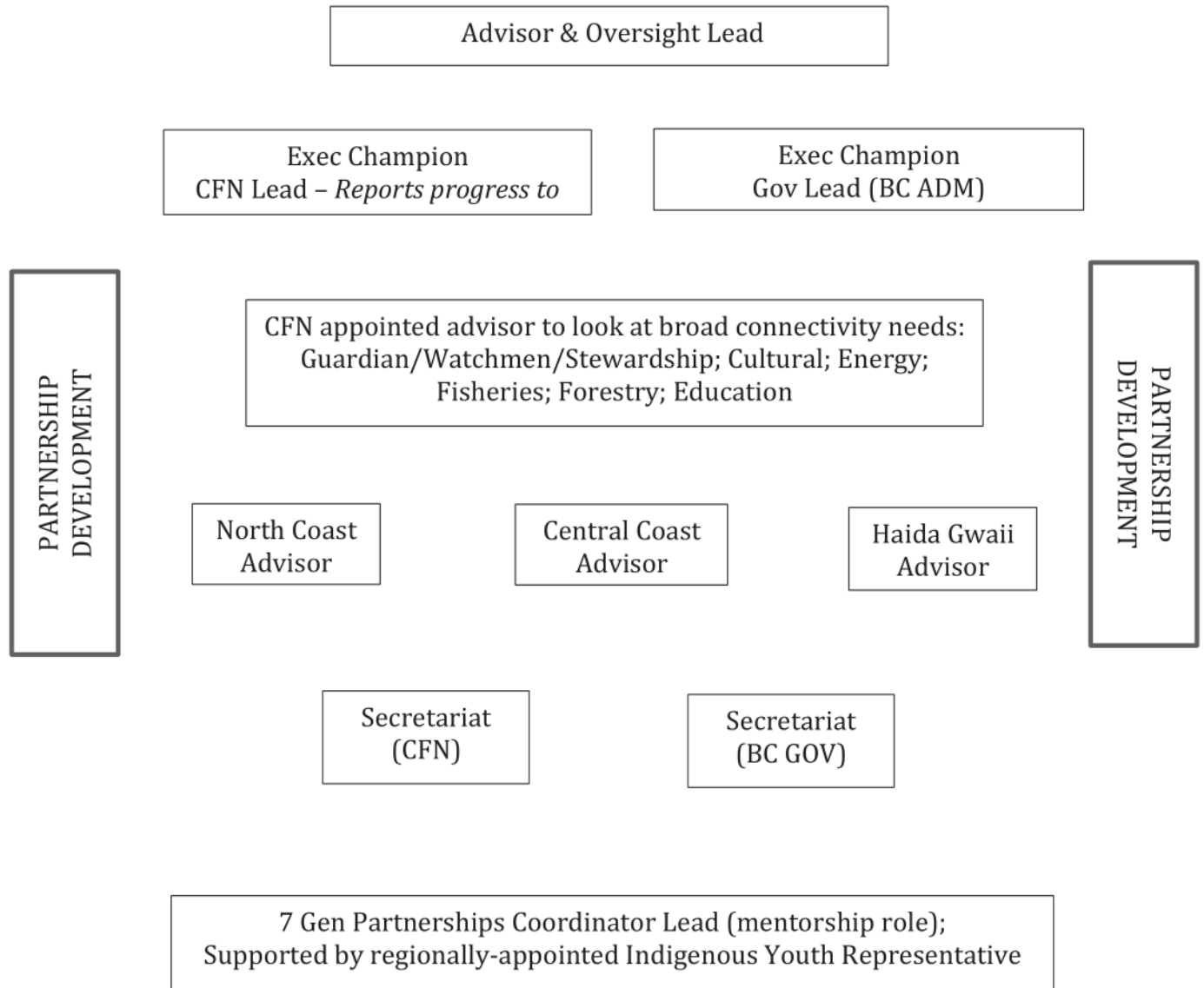
11. Review and Approval

- a. The Executive Committee will review these terms of reference on an annual basis.

Reviewed and Approved: February ____, 2020

Review and Revised: _____, 20

**Proposed collaboration model to support Last Mile & Gathering Planning & Partnership Development Opportunities:*



MEETING NOTE

Advice to Minister Beare

MEETING DATE: February 3, 2021

CLIFF#: 114539

ATTENDEES:

- Katherine Emberly, President, Shaw Business
- Chima Nkemdirim, VP Government Relations
- Dawit Asfaha, VP Strategy Network Architecture and Integration
- Kiersten Enemark, Government Relations Director for B.C.

ISSUE: Introductory meeting with Shaw Communications Inc.

BACKGROUND:

- Shaw has identified agenda items listed below and has prepared a Shaw Briefing Note for the meeting (see ATT-1 for Biographies and ATT-2 for Briefing Note):
 - Introduce Shaw senior executives.
 - Describe the evolution and growth of the company.
 - Provide an update on connectivity expansion efforts in B.C.
 - Discuss the importance of competition and choice in telecommunications services.
 - Update on the regulatory environment and how it impacts connectivity expansion efforts.
- A publicly traded Canadian telecommunications company, headquartered in Calgary, Alberta, providing cable television, internet, telephone, and cellular services for home and business.
 - Competes with TELUS and Rogers in Western Canada.
 - One of two service providers that have a substantive fiber optic footprint in B.C., the other being TELUS.
- Shaw continues to invest in British Columbia and has benefitted from the provincially funded Connecting British Columbia program administered by Northern Development Initiative Trust:
 - Shaw continues to expand its fibre and coaxial cable broadband networks.
 - Freedom Mobile has expanded into new markets in B.C. over the past two years.
- Regulatory challenges exist that could impede progress for Shaw's expansion efforts in B.C.
 - On January 19, 2021, Shaw responded to a Canadian Radio-television and Telecommunications Commission (CRTC) proceeding regarding regulatory measures to make access to poles owned by Canadian carriers more efficient. See ATT-3.
- The following procurement activities are currently underway by the Ministry:
 - Procurement Services Branch has released a Request for Information (RFI) that will inform the next telecom procurement business case. The RFI closed on February 2, 2021¹.
 - Procurement Services Branch has released a Request for Qualifications (RFQ) for Digital Facility Telecommunications Services. The RFQ closes on December 31, 2021.²

DISCUSSION POINTS:

- The Ministry of Citizen' Services interfaces with Shaw on several fronts including Network BC, Procurement Services Branch, Enterprise Services, and Information Communication Technologies.

s.13

¹ RFI-11884 Ministry of Citizens' Services – Delivery of Core Telecommunications Services

² RFQ-NCCS008 Ministry of Citizens' Services – Digital Facility Telecommunications Services

Connectivity (Broadband and Cellular Expansion)

- Shaw has the following fibre network expansion projects in progress:
 - *With funding from federal Connect to Innovate / Connecting British Columbia confirmed*
 - Whistler to Cache Creek Transport Fibre Build
 - Prince George to Dawson Creek Transport Fibre Build
 - *With funding from Connecting British Columbia confirmed*
 - Joint application with Rogers Communications, improving services along Hwy 5 Coquihalla Transport Fibre Build
 - Chetwynd to Fort St. John along Hwy 29 Transport Fibre Build
 - Pender, Mayne and Galiano Island increased bandwidth
- The Province is committed to expediting permits and has a cross-ministry table dedicated to this work. A one window approach has been implemented to assist internet service providers with projects funded through the Economic Recovery Intake.

Regulatory

- Shaw is very interested in passive utility infrastructure³ and believes:
 - BC Hydro should have explicit mandate to facilitate the deployment of telecommunications infrastructure on a cost recovery basis.
 - Highway builds in rural B.C. should always include conduit for fibre.
 - New and existing infrastructure should include connectivity such as integrating small cells on utility poles to facilitate the implementation of 5G⁴ cellular network.
- Shaw has asked Canada to support the establishment of a competitive market for 5G by setting-aside a portion of the 3500 MHz spectrum⁵ for regional competitors. Shaw's position is that the Big 3 (Bell, Rogers, TELUS) spectrum holdings will allow them to compete in 5G, regardless of the results of the 3,500 MHz auction. The spectrum auction is scheduled to begin on June 15, 2021, having been delayed by six months due to the COVID-19 pandemic.

Procurement

- s.13
s.13 Telecom services include internet, cellular, data network, and voice services that the Province (or broader government agencies) might purchase. See ATT-4 for a Procurement Primer Table.

KEY MESSAGES:

Whole Province Approach: The Province is committed to accelerating the expansion of high-speed access to all British Columbians, including First Nations.

- Thank Shaw for their recent investments in British Columbia. Telecommunications plays a significant role in the social and economic lives of British Columbians.
- Encourage Shaw to continue investing in programs and projects to improve high-speed internet and cellular connectivity throughout B.C. This would include working with and supporting smaller providers in the province.

³ Passive Infrastructure refers to the non-electrical elements needed for network deployment. Examples include telephone poles, underground ducts or conduit and towers.

⁴ 5G stands for fifth generation and is the latest advance in cellular technology. 5G will greatly increase the speed and responsiveness of cellular networks and enable hundreds of thousands of connections simultaneously to support: Healthcare by enabling high quality video to help patients and providers achieve a quick, clear connection; Connected vehicles; better coverage for smartphones, i.e., signals will hit previously hard-to-reach places; and faster streaming and immersive entertainment and tourism are a few examples.

⁵ Spectrum are the airwaves used to transmit sounds (voice) and data wirelessly.

Work with Citizens' Services to align their investments with government funding.

- Encourage Shaw to apply to the Universal Broadband Fund and the Connecting British Columbia program to improve internet and cellular across the province.

Thank Shaw for keeping Citizens' Services informed of regulatory matters.

- Ask Shaw to provide insight into its 5G strategy for B.C. and the status of the federal government's spectrum allocation process critical to the rollout of 5G.
- Thank Shaw for sharing its intervention to the CRTC proceeding on pole access. Indicate that the Ministry is following this proceeding closely and looks forward to the CRTC's next steps to remove regulatory barriers that could slow down connectivity investments.

Attachments: ATT-1 Biographies
 ATT-2 Shaw Briefing Note
 ATT-3 Shaw CRTC Intervention to CRTC on Pole Access
 ATT-4 Procurement Primer Table

Contact: Susan Stanford, Assistant Deputy Minister, 778 698-2349



Paul McAleese **President**

Paul McAleese serves as President, Shaw Communications Inc., a position he has held since April 10, 2020. Paul leads both the Wireline and Wireless divisions and is responsible for the development and execution of the annual operating plan.

Paul has been with the Company since February 3, 2017 and previously held the positions of President, Wireless and Chief Operating Officer, Freedom Mobile. Prior to joining the Company, Paul held executive-level positions with leading wireless operators in the United States, Europe, and Canada.

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Katherine Emberly **President, Business**

Katherine Emberly is the President of Business at Shaw Communications and is responsible for leading the Shaw Business team. Katherine has been a leader at Shaw since 2004 and has held a variety of roles across the organization including President, Business, Brand and Communications, Senior Vice President, Marketing, Vice President, Operations, Vice President Focus to Deliver, Vice President, Marketing, Vice President, Communications and Public Relations, Director, Corporate Communications and Manager, Advertising.

Prior to joining Shaw, Katherine worked at several top Advertising Agencies in Canada and holds a Bachelor of Science in Home Economics degree from University of Alberta. In 2012 Katherine completed the Harvard Business School CTAM Executive Leadership program and is a Certified Advertising Agency Professional (CAAP) by the Institute of Canadian Advertising.

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Dawit Asfaha, P.Eng

Vice President Strategy, Architecture & Integration

Dawit Asfaha is current the Vice President of Strategy, Architecture & Integration leading the long-term plans for wireline & wireless networks. This converged approach to network planning has led to shorter time to market leading operators throughout North America. Copyright

Dawit has been at Shaw for several years gaining a broad range of experience in building and maintaining leading networks. This experience has informed the approach taken to guide the organization on optimal investments via a data driven approach. Prior to joining Shaw, Dawit worked on communications systems in the power generation and distribution vertical. Dawit earned a Bachelor of Science in Electrical Engineering from University of Calgary

Chima Nkemdirim, Q.C.,

Vice President of Government Relations

Chima Nkemdirim is the Vice President of Government Relations for Shaw Communications and is responsible for leading Shaw's government relations efforts. Copyright

Chima joins Shaw after more than seven years serving as Chief of Staff to the Mayor of the City of Calgary. Chima earned a Bachelor of Commerce Degree from the University of Calgary and a law degree at the University of Ottawa. Chima practiced law with Denton's LLP for over 13 years where he became partner in securities and corporate law. In 2011, he was appointed as Queen's Council by the Government of Alberta for his work in the legal profession, and received the Queen Elizabeth II Diamond Jubilee Medal for his contributions to Canada in 2012.

Kiersten Enemark

Government Relations Director, British Columbia

Kiersten Enemark is the Government Relations Director for Shaw Communications and is responsible for Shaw's government relations efforts in British Columbia. Kiersten represents Shaw in working with the provincial government, over 100 local governments and First Nation communities in B.C. Kiersten joined Shaw in 2015, after 20 years' experience working in telecommunications, engaging with local governments, government agencies and indigenous communities across Canada. Kiersten has a Bachelor of Arts in Political Science from Concordia University, Montreal and a Certificate in Dialogue and Civic Engagement from SFU. Copyright



Briefing Note - Shaw Communications

1. Overview of Shaw Communications

Shaw is a telecommunications company based in Western Canada that provides high quality internet, video (cable TV), WiFi, satellite, cellular and phone services to over 3 million residential and business subscribers in British Columbia. Shaw also provides data centre and cloud services to B.C. businesses. Shaw employs over 3,500 British Columbians living and working in over 50 communities, including cities like Vancouver as well as small communities like Creston, Grand Forks, Quesnel and Pender Island, and operates major call centres in Victoria and Nanaimo. Shaw's commitment to an exceptional client experience is demonstrated in our year-over-year growth.

Shaw has transitioned from a traditional cable company to a leading connectivity provider with our advanced Fibre+ network. By converging the wireline and wireless networks, Shaw is focused on bringing competition and choice in a variety of broadband services to consumers, businesses, and government. Shaw believes that all British Columbians should have competition and choice which then provides better access to affordable services as well as new services. Shaw is a flexible service provider, providing excellent customer service and continues to be open to partnerships to accelerate connectivity or bring forward new innovative services.

Shaw is committed to investing in British Columbia. Nationally, Shaw invested \$4.1 Billion over the last year in new capital network projects. Major investments in B.C. over the last 2 years include expanding our Wireless LTE cellular and Fibre+ network footprints and increasing internet speeds throughout the province.

Fibre+ Network: Shaw is leading the delivery of gig speed service in Western Canada where 99% of urban, rural and First Nation communities within our network footprint have access to gigabit speed internet service.

- Shaw provides Gig speeds to over 100 small rural or remote communities, like Wasa, Trail and Salt Spring Island, as well as to over 60 First Nation communities and over 100 reserves, like the Kwakiutl First Nation and ʔakisq̓nuk First Nation
- Over 80% of government buildings are serviceable through the Shaw Fibre+ network

Wireless: In the Fall 2019, Shaw expanded the Freedom Mobile LTE network, bringing competition and choice to over 3 million British Columbians. Shaw Wireless is now available in Metro Vancouver, Greater Victoria, Prince Rupert, Prince George, Campbell River, Nanaimo, Cranbrook and throughout the Okanagan.

- Since Shaw entered the wireless sector in 2016, Shaw has improved access to affordable cellular service, where the price of data for consumers has decreased by 81%
- Shaw will continue to invest in wireless network deployment to expand service to Fort St. John, Dawson Creek, Kitimat, Terrace, Castlegar, Nelson, Fernie and Kimberly.
- During the pandemic, Shaw launched Shaw Mobile, which provides Shaw Fibre+ internet customers with cellular service with unlimited plans as low as \$25 month.

2. Connecting British Columbia

Network Expansions - Government Funded Projects

As a leading Western Canadian connectivity provider, Shaw is committed to innovating and investing in British Columbia. With support from Northern Development's *Connecting British Columbia* program, Shaw is currently expanding our network infrastructure to increase overall network resiliency and connect underserved communities, including enhancing access to broadband services to 20 First Nation communities. Connectivity projects include:

- Whistler to Cache Creek fibre transport project
 - Shaw submitted an application to the CRTC for funds and has entered into an agreement with Pathways to Technology to connect ~160 households Sekw'el'was Cayoose Creek Band and T'it'q'et reserve lands
- Prince George to Dawson Creek fibre transport project
- Hope – Merritt – Kamloops – Pinantan Lake fibre transport project (in partnership with Rogers Communications)
- Chetwynd – Fort St. John fibre transport project
- Southern Gulf Islands microwave transport project
 - Increase internet speed to 3,000 households on Galiano, Pender and Mayne
- Shaw is waiting feedback from Northern Development on four (4) applications submitted to the *B.C. Economic Recovery* intake connecting rural neighbourhoods in Regional District of East Kootenays, Cowichan Valley Regional District, Comox Valley Regional District and Chase, BC
- With respect to our above mentioned transport projects, Shaw is in active discussions with local communities and internet service providers about enabling last mile connectivity through these projects.

Network Expansions – Other Partnerships

- **Pathways to Technology:** Shaw and All Nations Trust Company (ANTCO) have agreed to work together to expand the Fibre+ network to connect individual households on Little Shuswap First Nation and Stz'uminus First Nation reserves.
- **Vancouver Island Network Resiliency:** Shaw has extended a high capacity fibre optic line from Parksville to Port Alberni in partnership with a business customer.
- **Connected Coast:** Shaw has been in communication with CityWest and Strathcona Regional District since 2018, offering to find ways to partner to accelerate the delivery of service and/or as a key wholesale customer. With Baylink Networks as the prime contractor, Shaw hopes to resume conversations to explore partnership opportunities.



Shaw's Rural Connectivity Strategy

Connecting communities is important, as well as ensuring that service remains sustainable, with high quality service and competitive pricing.

- **Quality, Affordable Services in Rural B.C.:** Shaw internet speed upgrades are made province wide, benefiting all communities, regardless of size: 108 Mile House and Greenwood have the same level of service as downtown Vancouver and Victoria. Broadband pricing in rural and urban B.C. are the same, and Shaw does not enforce data caps.
- **Open Access Network:** To encourage competition and choice, Shaw has focused on building Open Access networks where other service providers, communities and businesses have access to broadband services at a competitive price.
- **Near Net Underserved Communities:** Shaw continues to target expanding network to underserved communities in proximity to existing Shaw fibre, where teams are available to maintain the network and service customers.
- **Wireless Solutions:** Shaw is exploring sub-licensing spectrum to local service providers, as well as deploying Private LTE solutions to small communities or businesses to enhance connectivity.

Passive Infrastructure

Shaw believes utility infrastructure that are publicly owned assets should be utilized to encourage broadband deployment, not frustrate it. The Shaw Fibre+ network relies heavily on accessing existing utility poles, where most utility poles in B.C. are jointly owned by BC Hydro and Telus. The sharing of this passive infrastructure has been encouraged by British Columbia's 'one pole policy' to reduce the need for multiple pole lines along provincial highways. The CRTC has deemed such support structures as 'public good assets'. In order to expedite connectivity, Shaw has raised awareness with the B.C. government that:

- The joint pole ownership arrangement between Telus and BC Hydro creates some challenges, as a Shaw application to Telus for access to the Telus portion of the joint pole often requires involvement of BC Hydro, which often creates delays in permitting, construction and ultimately network deployment.
- Under our Master Services Agreement, BC Hydro recovers the costs it incurs related to telecom attachments to its structures so that ratepayers are kept whole. However, BC Hydro is proposing to charge Shaw additional fees for deployment of wireless equipment, like small cells and Wi-Fi Equipment on strand (not the pole), which Shaw already pays license fees to BC Hydro. We believe the application of additional rental charges goes beyond cost recovery and discourages investment in new and expanded services, including to rural and more remote locations. This is especially true as small cells will play an important role in the deployment of 5G technology.



Shaw Network and Services during COVID-19

The Shaw network has managed the significant increase in data traffic driven by work and learn at home programs implemented since the beginning of the COVID-19 pandemic.

Shaw operates the largest WiFi network in Canada, with over 110,000 hotspots connecting Shaw internet customers. Since April 2019, Shaw opened the WiFi network to provide free public WiFi, allowing the public to access free internet service and make WiFi enabled calls at over 26,000 hotspot locations across British Columbia. Shaw WiFi was very useful to first responders, community volunteers and evacuees during the 2017 and 2018 Wildfires and Floods.

3. Shaw Business – B.C. Government Telecommunication Services

Shaw is bringing competition and choice in a variety of broadband services to the B.C. government. The Shaw Business team continues to work collaboratively with B.C. government procurement teams to enable the Buyers' Group to take full advantage of the innovative technologies, best in class customer support and competitive pricing that Shaw can offer for the Next Generation Core Telecom Services. Shaw commends the B.C. government for its leadership in moving towards a competitive landscape which is key in the government's mission to deliver value to B.C. citizens.

Shaw appreciates our working relationship with the Information, Communication and Technologies Division, as well as the Enterprise Network Services Network, Communications and Collaboration Services division in exploring Shaw network and services capabilities, including:

- Shaw is a flexible, adaptable service provider, offering services that can be tailored to the unique needs of our customers, from a fully managed solutions to a self-managed solution.
 - Shaw Business has been recognized as a leader in customer service. Ipsos, the third largest market research firm in the world conducting research in over 90,000 markets, ranked Shaw #1 (before Telus, Bell and Rogers) in delivering flexible solutions that can be scaled to meet business' needs, providing easy access to tech support when business needs it and for providing products that advance business needs.
- Shaw's focus on fostering competition for all members of the Buyers' Group and driving better contract pricing for B.C. taxpayers.
- Shaw is currently working with government to provide connectivity and support as part the MAN (Metropolitan Area Network) project.
- Shaw intends to respond to the "Request for Information" by February 2nd highlighting:
 - Technology solutions that offer significant cost-saving as well as flexibility compared to currently used technologies (e.g. MPLS)
 - Shaw has service and operation centres throughout the province to respond quickly to customer needs



Level Playing Field

By continuing to invest in expanding its Fibre+ and LTE network footprint, Shaw is providing competition and choice to businesses and governments across British Columbia. Shaw looks forward to the opportunity to compete to provide the B.C. government telecommunication services. However, Shaw's ability to compete will depend on how the government structures future procurement opportunities and the government's willingness to leverage its relationship with the incumbent to encourage ease of access.

- Procurement based on volume pricing will naturally favour the incumbent provider;
- Access to provincial lands and right of ways, as well as access to existing conduit structures (owned by the incumbent) servicing government buildings may impact the timeliness of the delivery of service

4. Community Initiatives and Partnerships in British Columbia

Shaw supports a number of key events and community initiatives in B.C. to support of youth, education, digital literacy and health. Shaw has partnered with government to further expand free public WiFi.

- Presenting sponsor of the Vancouver Bike Share program, Mobi by Shaw Go
- Partnership with TransLink to deliver system-wide WiFi service on bus, skytrains and stations
- Official partner of the Vancouver Sun Run
- Shaw holds over 60 agreement with local governments to provide WiFi at civic locations, and partnered with the City of Vancouver to provide one of North America's largest public WiFi networks
- Founding partner of the Pathways to Education Downtown Eastside program
- Founding partner of Classroom Champions Surrey school district-wide partnership
- Lead partner of the Minerva BC Learning to Lead program from grade 11 female students
- Founding partner of the BC Hockey League (BCHL)
- Partner of the 2015 Canada Games in Prince George
- Since its inception, Shaw has sponsored the BC TECH Summit, highlighting technology and innovation in British Columbia.



ABRIDGED

January 19, 2021

Mr. Claude Doucet
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa ON K1A 0N2

Filed electronically

Dear Mr. Doucet

Re: Telecom Notice of Consultation CRTC 2020-366-1 – *Call for comments regarding potential regulatory measures to make access to poles owned by Canadian carriers more efficient* – File No. 1011-NOC2020-0366 – Reply

I. INTRODUCTION

1. Shaw Cablesystems G.P. (“**Shaw**”) provides these comments in reply to the interventions filed in response to Telecom Notice of Consultation CRTC 2020-366-1 (the “**Notice**”), *Call for comments regarding potential regulatory measures to make access to poles owned by Canadian carriers more efficient*.
2. In accordance with section 39 of the *Telecommunications Act*, certain information contained in this Reply is being filed in confidence with the Commission. Specifically, the information relates to confidential information shared between Shaw and a third party that is consistently treated as confidential by Shaw and third parties. Release of this information on the public record would provide existing and potential competitors with information that would not otherwise be available to them. This information could be used by such competitors to develop more effective business strategies, which could reasonably be expected to prejudice the competitive positions and/or result in material financial loss to Shaw and the third party. An abridged version of these reply comment are being provided for the public record.
3. Based on the evidence and views expressed by the vast majority of intervenors in this proceeding, the path for the Commission is clear: the regulatory framework for incumbent local exchange carrier (“**ILEC**”) support structures requires immediate, effective reform. This reform must be a priority for the Commission so that competitors can bring all

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Canadians – especially those outside large urban centres – expanded choice of, and access to, affordable and innovative connectivity options. The urgency and priority of this reform stem from certain indisputable facts:

- First, pole access is a fundamental barrier to competitive investment. Without reasonable access to ILEC poles, competitive networks cannot be built, enhanced or expanded to smaller communities.
- Second, ILEC pole infrastructure cannot be duplicated by competitors. Neither the Canadian public, nor our Government or regulator, wants an unnecessary proliferation of poles that will cause public nuisance and a significant drag on affordability.
- Third, efficient access to pole and other passive infrastructure on reasonable terms has never been more important. With COVID-19 and the dramatic acceleration in the digital transformation globally, Canadians and the Canadian economy have never needed robust connectivity alternatives as acutely as they do today. Those alternatives are founded on competitive network investments and innovations, whether in the form of Wi-Fi, next-generation DOCSIS, mobile or – of course – 5G. If ILECs are able to leverage the pole access barrier within their control, and thereby regulate or slow the types of network innovations or investments that can occur, Canadians and the economic recovery will suffer.

4. In our intervention, Shaw proposed constructive solutions that can ground the Commission's reform, grouped into five broad categories:

- a. Make-Ready Work: Licensees face significant delays and costs in the current make-ready work process. To address this, the Commission should allow licensees to choose whether to undertake make-ready work themselves and impose strict timelines on ILECs to complete make-ready work if they choose to have the ILEC undertake the make-ready work.
- b. Spare Capacity: ILEC reservation of spare capacity contributes to delays and inefficient use of poles – a public good. Capacity should be available on a first-come, first-served basis to ensure quick and fair access to poles. If reservations are continued to be permitted, denials of requests of access should be accompanied by detailed documentation providing the reasons for the denial.
- c. Joint-Use Arrangements and Utility-Owned Poles: ILECs with joint-use arrangements have advantages in their role as a manager of the communications space over other licensees. This role should be separated from pole access rights and parties should be required to utilize standardized agreements to ensure no undue preference is being granted to any particular carrier. The government should bring utility-owned poles within the scope of the Commission's jurisdiction to ensure consistent and fair access to all poles, regardless of owner.

- d. Construction Standards: Construction Standards and ancillary documents to support structure tariffs form a significant part of the regulatory landscape and should be revised accordingly to remove unfair restrictions and conform to Commission policies and objectives.
 - e. Dispute Resolution: Current dispute resolution mechanisms are not adequate. The establishment of a quick and effective means to address access disputes is necessary to ensure the timely and cost-effective deployment of networks.
5. The record provides clear evidence in support of – and momentum for – strong reform by the Commission that is consistent with Shaw’s proposals. Many intervenors from across the nation submitted comments that echo the concerns raised by Shaw, demonstrating that there is a dire need to overhaul the regulatory regime for access to support structures on a national scale.
 6. We commend the Commission for launching this proceeding at this critical moment in Canada’s connectivity evolution. While certain ILEC intervenors continue to resist change – and we respond in our comments below to the tangential issues they raise – we encourage the Commission to dismiss these minority views for what they are: self-serving, out of scope and not in the public interest.
 7. While Shaw has responded to all key submissions in these reply comments, out of necessity, we have not replied to all statements or arguments adverse to our interest. Where Shaw does not respond to any submission of an intervenor, this should not be interpreted as acceptance of this submission.

II. PROPOSED CHANGES TO THE CURRENT REGULATORY REGIME

A. Make-Ready Work

8. The current means of provision of make-ready work by ILECs is a significant barrier to network deployment by licensees and the entire make-ready work process – as detailed in our intervention, as well as the interventions of many other intervenors – is fraught with opportunities for delays and unnecessary costs.
9. The fundamental reform that Shaw has proposed to improve the make-ready work process is to empower licensees to undertake make-ready work themselves, at their option. Shaw’s intervention outlines this solution, touching on three key points. First, the Commission should set strict timelines for each step of the make-ready work process to ensure the timely completion of make-ready work and thus the timely deployment of networks. Second, the scope of make-ready work needs to be narrowed, and a clear definition added to the tariff, to ensure that other work, such as routine maintenance and repair and end-of-life replacement, is not disguised as make-ready work, so that such costs are not unfairly imposed on the licensee seeking access. Third, licensees should have the option to complete make-ready work with their own labour force or contractor, allowing them to realize the efficiency of completing both the make-ready work and installation of their network equipment, without waiting through unnecessary approval processes. Together, this would ensure work is completed quickly, efficiently, and cost-effectively.

10. The solutions we have proposed and the concerns we have raised are supported by several intervenors, a more detailed account of such is included below.

Delays in Completion of Make-Ready Work

11. In this proceeding, the Commission asked if there should be a maximum amount of time within which owners of telecommunications poles must complete make-ready work and if so, what that maximum amount of time should be and when that time period should start.¹ Shaw has provided a detailed example of delay issues we have faced in attempting to attach to ILEC owned poles and proposed strict timelines for the completion of make-ready work.²
12. Rogers Communications Canada Inc. (“**Rogers**”) agrees that there should be a maximum time period for the completion of make-ready work, and proposed a maximum time limit. However, this proposal includes the caveat that it is difficult to enforce and without effective enforcement, make-ready will remain a barrier to third party access to poles.³
13. The Canadian Communication Systems Alliance (“**CCSA**”) makes a recommendation that the Commission should ensure that no stages of the permit application, approval and make-ready process are left open without clear deadlines. As needed, specified deadlines should have associated deeming provisions which permit the attacher to proceed where response deadlines are not met by the pole owner or pre-existing attachers.⁴
14. Cogeco Connexion Inc. (“**Cogeco**”), provides statistics of the number of delayed permits in the past three years, showing the magnitude of issue at hand.⁵ Additionally, similar to Shaw and other intervenors, Cogeco proposes a maximum amount of time for the completion of make-ready work and that these maximum amounts of time should be specified in support structure tariffs, support structure license agreements, permit applications, and even pole sharing agreements with electric utility companies.⁶
15. Similar supporting comments are made by other intervenors including, Quebecor Media Inc., on behalf of its subsidiary Videotron Ltd. (“**Quebecor**”)⁷, Bragg Communications Inc. carrying on business as Eastlink (“**Eastlink**”)⁸, Xplornet Communications Inc. (“**Xplornet**”)⁹, Beanfield Technologies Inc. (“**Beanfield**”)¹⁰, the Independent

¹ CRTC 2020-366, Question 2.

² Shaw Intervention, paras. 46-59, and Appendix A, sections 8 and 9.

³ Rogers Intervention, para. 27-33.

⁴ CCSA Intervention, para. 46, Recommendation 4.

⁵ Cogeco Intervention, paras. 17-22.

⁶ Cogeco Intervention, page 17-19, Answer to Question Q2.

⁷ Quebecor Intervention, paras. 30-33.

⁸ Eastlink Intervention, para. 10.

⁹ Xplornet Intervention, paras. 38-41.

¹⁰ Beanfield Intervention, para. 17.

Telecommunications Providers Association (“**ITPA**”)¹¹, and the Federation of Canadian Municipalities (“**FCM**”)¹².

16. It is clear from the collective comments referenced above that delays in the completion of make-ready work is a rampant issue throughout the country, and that a reform of the current regime is necessary.

Excessive Costs

17. Reducing the costs to deploy networks will always help to reduce costs of services to end-users. While there is of course a need for reasonable recovery of costs for pole infrastructure, the current approach to make-ready work is fraught with practices that lead to higher make-ready costs for licensees, cost avoidance by ILECs, and potential duplication of maintenance costs through make-ready work costs and ongoing attachment rates.
18. Under the current regime, all carriers attached to ILEC poles contribute to the cost of maintenance of the poles through the pole attachment rates set by the Commission. The owner’s pole maintenance expenses are included in such rates. Consequently, it should follow that costs are distributed fairly among all carriers attached to the pole. However, this is not the case. The issue of costs as it relates to make-ready work stems from the scope of work owners are classifying as make-ready work. Particularly, carriers seeking to attach to ILEC poles are faced with costs to repair or replace dilapidated poles for which pole owners have neglected to uphold regular maintenance or that have simply reached the end of their useful life. When carriers make an application to attach to these poles, the owner bundles in what would be regular maintenance work with any required make-ready work, resulting in the licensee bearing the cost of such pole maintenance, repair, or replacement.¹³ This notion is supported by various intervenors.
19. Saskatchewan Telecommunications (“**SaskTel**”) stated in their intervention that, generally, costs to upgrade the pole should be borne by the pole owner; costs to increase capacity be borne by the attacher; and costs associated with replacement and maintenance should be borne by both the owner and the attachers and captured in the monthly rental rate.¹⁴
20. Rogers similarly submits that “to prevent abusive make-ready work and third party subsidization of ILEC support structure costs, permissible ILEC make-ready charges need to be defined to exclude work required to correct pre-existing deficiencies or Construction Code violations or to replace a pole that has reached the end of its useful life”. They further state that pole replacement costs should be shared by the pole owner and the attachers,

¹¹ ITPA Intervention, para. 28.

¹² FCM Intervention, para. 8, Q2.

¹³ Shaw Intervention, paras. 62-64.

¹⁴ SaskTel Intervention, paras. 10-11.

except where the pole replacement is required due to the pole having reached the end of its useful life, in which case the pole owner should be solely responsible for such costs.^{15 16}

21. Cogeco outlines its concerns that ILECs have adopted a strategy wherein they have carriers pay the majority of maintenance costs of the support structures through make-ready charges associated with access requests. Elaborating that worn, obsolete, or deficient support structures are left to wait for a licensee to file an access request in order to charge the full cost of replacement as make-ready costs. Cogeco alludes to varying situations where the scope of make-ready work is subject to ILEC determinations, such as requiring the replacement of an existing pole or bringing the support structure up to specification, often which would not have stopped the ILEC from deploying its own broadband-capable network. In their answer to Question Q5, Cogeco states that “the costs of the pole replacement would be shared between the applicant and the owner, taking into account cost causality, the useful life of the pole being removed, and the fact that the owner will be receiving additional rental compensation from the applicant (and the possibility that more licensees will occupy space considering the new pole is “bigger”). In all other cases, regardless of the reason for the work required by the owner, ... all costs should be covered by the owner.”¹⁷
22. Other intervenors share comparable concerns, including Quebecor¹⁸, Xplornet¹⁹, and Iristel Inc. (“**Iristel**”)²⁰.
23. Despite the numerous comments outlined above contrary to the following, Telus Communications Inc. (“**Telus**”) alleges that it has a maintenance program and “does not have prospective licensees fund the routine maintenance of its structures under the pretense of make-ready work.”²¹ However, Telus also describes make-ready work as “non-recurring work associated with reinforcements or pole replacements specifically required to meet the applicant’s requirement for attachments to support structures.”²² There is a clear issue in what criteria Telus is using to determine the necessary work to meet an applicant’s requirements. As discussed in our intervention and those of other parties to this proceeding, there is a great deal of subjectivity that can be applied to what is required to meet an applicant’s capacity requirement. Shaw has tried in its proposals regarding make-ready work to bring more clarity and certainty to the process and the nature of the work involved.
24. Fundamentally, ILECs should not have the discretion to determine what is or isn’t make-ready work and licensees should not be the sole party paying for support structure improvements that give a benefit to the ILEC or other licensees. ILECs should be held accountable for ensuring proper maintenance, repair, and replacement of poles is completed and should not be labeling such work as make-ready work so as to pass those

¹⁵ Rogers Intervention, paras. 24 and 45-46.

¹⁶ Note: Shaw understands Rogers’ use of “Construction Code” is meant to refer to any or all of: ILEC construction standards, CSA standards, and other similar standards that may apply.

¹⁷ Cogeco Intervention, paras. 25-27.

¹⁸ Quebecor Intervention, paras. 35-37, and page 21, Answer to Question Q5.

¹⁹ Xplornet Intervention, paras. 33-37.

²⁰ Iristel Intervention, para. 13.

²¹ Telus Intervention, para. 52.

²² Telus Intervention, para. 53.

costs solely on to their licensees. Costs should be appropriately apportioned to those parties that benefit from the work being done. Particularly, costs associated with work that benefits the ILEC should be borne by the ILEC and costs associated with work that benefits other attachers should be reflected in the support structure rates and shared amongst all attachers.

Ability to Complete Make-Ready Work

25. The concept of permitting a licensee to complete the placement of their own facilities with their own labour force or a contractor was first injected into the current regulatory regime by the Commission in CRTC 95-13. As suggested by Shaw²³, and others as detailed below, the ability for a licensee to complete make-ready work in place of the pole owner is of the same nature and would contribute to faster and less costly deployment of network infrastructure.
26. Several intervenors²⁴ have proposed a One Touch Make Ready (“OTMR”) approach for the completion of make-ready work based on a model endorsed by the Federal Communications Commission (“FCC”) which sees licensees undertake make-ready work.
27. Interestingly, Bell Canada (“Bell”) has also proposed a form of OTMR as a preliminary trial in Quebec, with some exceptions as it still seeks to maintain control by retaining for itself the discretion to undertake make-ready work for its licensees.²⁵ Nonetheless, Bell’s position is in stark contrast to Telus’ position that it must undertake all make-ready work.
28. In addition to proposing the FCC’s OTMR approach, Quebecor and Rogers make additional comments, with Quebecor specifically stating that tariffs must be amended to permit third party attachers to perform their own make-ready work,²⁶ and Rogers echoing this but going further to state “that the most, and arguably *only*, effective means of addressing the make-ready access barrier and enabling timely access to poles, is to allow third party attachers to perform their own make-ready work using approved contractors”.²⁷
29. Beanfield submits that access seekers should be permitted to undertake minor make-ready work themselves and that make-ready work must move from a permission-based regime to an accreditation- and standards-based regime in order to reduce the bottleneck. Further, Beanfield expressly states that this ability should not be conditioned on the owner having missed a deadline.²⁸
30. Notably, Sasktel already permits attaching parties or their contractors to complete make-ready work, recognizing that this option should help to alleviate concerns about timeliness of make-ready work.²⁹

²³ Shaw Intervention, paras. 55 and 58.

²⁴ Rogers Intervention, paras. 20-30; CCSA Intervention, paras. 28-39; Quebecor Intervention, paras. 26-27; Eastlink Intervention, para. 11 and para. 6 in response to Q2.

²⁵ Bell Intervention, paras. 8-9 and 43.

²⁶ Quebecor Intervention, para. 27.

²⁷ Rogers Intervention, paras. 20-23 and 27.

²⁸ Beanfield Intervention, paras. 21-22.

²⁹ Sasktel Intervention, para. 8.

31. Although Shaw has not specifically referenced or advocated for the FCC OTMR model, it's clear that licensees favour, and at least two pole owners see the potential benefit of, the ability for licensees to complete their own make-ready work as a fundamental requirement if the Commission is serious about making access to poles and other support structures more efficient.

B. Spare Capacity

32. There is currently insufficient regulatory control or oversight over an ILEC's determination of "no spare capacity" when rejecting a licensee's application for access to a pole. The Commission, in CRTC 2008-17³⁰, categorized support structures as a public good as they provide important social benefits. As public good assets, the Commission mandated that access by licensees be permitted as the construction of duplicate facilities would be an inefficient use of public and private resources and would be an inconvenience to the public.
33. In order to ensure the efficient use of poles in a manner that best serves the public good, all carriers must be afforded the same opportunity for access to a pole, and should be provided detailed information regarding any reasons for a denial of access, including information related to capacity.

Reservation of Spare Capacity

34. In an effort to ensure the efficient and timely use of poles, Shaw has proposed that pole owners should not be able to reserve any capacity on a pole for their future use. Instead, a first-come, first-served environment should be adopted to encourage investment and timely deployment of network by all carriers.³¹
35. Many other intervenors propose that ILECs not be permitted to reserve capacity for future use. For instance: Rogers states that the tariffs must be revised to remove ILEC reservation of capacity for future use and that allowing such reservation is discriminatory and provides the ILEC with undue preference³²; and Eastlink³³, Xplornet³⁴ and Cogeco³⁵ all state that spare capacity should be "first come first served".
36. Conversely, Telus states that "its practice is to maintain a three to five year planning horizon" and reserves capacity on its support structures on that basis.³⁶ Telus suggests that shorter reservation times will disrupt its deployment of small cells due, in part, to future spectrum licensing issues.

³⁰ Telecom Decision CRTC 2008-17, *Regulatory Policy, Revised regulatory framework for wholesale services and definition of essential service*, 3 March 2008, at paras. 90 and 93.

³¹ Shaw Intervention, paras. 73-76.

³² Rogers Intervention, para. 60.

³³ Eastlink Intervention, para. 9.

³⁴ Xplornet Intervention, paras. 15-21.

³⁵ Cogeco Intervention, page 23, Answer to Question Q7.

³⁶ Telus Intervention, para. 32.

37. The fact is that Telus, licensees and wireless competitors have the same planning issues. If Telus is allowed to reserve capacity on its support structures for three to five years, two of the Big Three wireless carriers (Bell and Telus) will enjoy a huge advantage in their deployment of 5G and small cells while wireless competitors such as Shaw are forced to deal with ILEC delay tactics to frustrate deployment of competitors' 5G.
38. For instance, Telus raised a red-herring issue relating to strand equipment in its intervention, citing that the innovative means of deploying small cells on strand is inconsistent with Telecom Decision 2014-77³⁷. This red-herring issue is addressed in more detail at paragraphs 79-93 below, but in short, Telus is attempting to incorrectly apply the tariff to stymie Shaw's deployment of equipment on strand, effectively aiming to limit access, innovation, and competition. Telus unsuccessfully attempted this tactic on WiFi equipment in 2014 and is again attempting to incorrectly apply the tariff against Shaw's attachment of small cells to strand, raising the issue as a red-herring in these proceedings.
39. These situations serve as examples of situations where Telus has sought to put itself in the position of regulator; determining who can compete, what they can do by way of innovation, and when they are able to do it.
40. As noted above, support structures have been categorized by the Commission as a public good. Public goods provide important social benefits and the provision of support structure facilities as a service is in the public interest. As a public good service, access to support structure has been mandated by the Commission. In conjunction with Section 27(2) of the *Telecommunications Act*, "**No Canadian carrier shall, in relation to the provision of a telecommunications service or the charging of a rate for it, unjustly discriminate or give an undue or unreasonable preference toward any person, including itself, or subject any person to an undue or unreasonable disadvantage**" [emphasis added].
41. By indicating that removing or reducing their ability to reserve spare capacity – something no other licensee has any ability to do – would disrupt its deployment of small cells, Telus has demonstrated that the ability to reserve spare capacity for future use provides them with a benefit. This is a benefit that no other licensee would enjoy, and thus, Telus, through its ability to reserve spare capacity for future use, has enjoyed an undue preference for decades. This is in stark conflict with Section 27(2) of the *Telecommunications Act*.
42. As is clear from the record of this proceeding, support structures are too vital for the connectivity ecosystem – and for Canadian society as a whole – for their spare capacity to be squirreled away for years when it can be used now to bring greater competition and increased service levels to Canadians.³⁸

³⁷ Telecom Decision CRTC 2014-77, *Shaw Communications Inc. – Application concerning the administration of TELUS Communications Company's tariff for support structure service*, 20 February 2014 ("TD 2014-77").

³⁸ Shaw Intervention in the matter of Telecom Notice of Consultation 2019-406, *Call for comments regarding potential barriers to the deployment of broadband-capable networks in underserved areas in Canada*, 7 May 2020, ("TNC 2019-406"), para. 72.

Documentation Surrounding Determinations of No Spare Capacity

43. While Shaw is strongly of the position that pole owners should not be allowed to reserve capacity for future use, if the practice is allowed to continue, any determinations of “No Spare Capacity” should be required to detail the reasons why.³⁹ Any disputes arising from such determinations should be subject to the enhanced dispute resolution process proposed in our intervention.
44. This position is also expressed in the submissions of other intervenors including: Rogers, indicating that detailed, informative reasons should be required as they are essential to ensure compliance with the tariff and non-discriminatory access⁴⁰; Eastlink, indicating that it has become common for pole owners to deny applications for access by claiming no spare capacity without providing any additional explanation or evidence⁴¹; CCSA, noting that rejected applications for access without detailed reasons is a common and significant source of delay⁴²; and Xplornet, stating that better assessments of the actual space available on specific poles in question are necessary⁴³.

C. Joint-Use Arrangements and Utility-Owned Poles

Joint-Use Arrangements

45. Joint-use arrangements and utility-owned poles raise unique issues as described in Shaw’s intervention. Of note is our proposal to utilize standardized agreements, to separate the pole access function from the communications space management function, and file joint-use agreements with the Commission.⁴⁴
46. Standardized agreements would ensure that no carrier is able to secure any advantages or undue preference through contractual means. The separation of the pole access function from the communications space management function would further serve to eliminate the possibility of a carrier benefitting unfairly as a result of having the role of managing the communications space. Finally, requiring the filing of joint-use agreements with the Commission would enable the Commission to ensure compliance with the regulatory regime. Shaw concerns and proposals are supported by a number of intervenors, including Rogers, Cogeco, and Beanfield, as described below.
47. Rogers takes a similar view, proposing several steps to the Commission, particularly requiring all ILECs to file their joint use agreements with the Commission and to make a public version available to third party attachers, and to prohibit ILECs from enforcing any preferential terms of access to joint use poles, including priority access rights.⁴⁵

³⁹ Shaw Intervention, para. 68.

⁴⁰ Rogers Intervention, paras. 57, 59, and 64-66.

⁴¹ Eastlink Intervention, para. 8.

⁴² CCSA Intervention, para. 77, and page 6 of Appendix A, Response to Q6.

⁴³ Xplornet Intervention, para. 28. Xplornet also comments on a need for more detailed information regarding reservations for maintenance at paragraph 29.

⁴⁴ Shaw Intervention, paras. 8 and 77-103.

⁴⁵ Rogers Intervention, para. 80.

48. Cogeco similarly proposes that all facilities-based telecom providers publicly file their joint-use agreements with the Commission and that a standard joint-use agreement be used by all Canadian carriers.⁴⁶
49. Beanfield shares this proposal, stating in their submission that providers subject to the *Telecommunications Act* that enter into joint-use agreements should be required to file these agreements with the Commission and to make portions of them publicly available.⁴⁷

Utility-Owned Poles

50. Access to utility-owned poles brings levels of uncertainty as these do not currently fall within the regulatory jurisdiction of the Commission. Shaw has encouraged the Government to seek to bring access to poles and other support structures of utilities under the jurisdiction of the Commission so that a broad, comprehensive and consistent regime can be established. Presently, the lack of a national access regime for utility company support structures has led to a patchwork of local and regional access arrangements with attachments rates far in excess of Commission-approved rates.⁴⁸
51. Several intervenors raise similar concerns in their interventions. For instance: Xplornet encourages that the Commission undertake measures to facilitate access to poles owned by provincially-regulated entities to the greatest extent possible;⁴⁹ Telus encourages the Commission to work with provinces to harmonize support structure attachment rates;⁵⁰ the First Mile Connectivity Consortium (“FMCC”)⁵¹ and Telus, like Shaw, supports the recommendation of the Broadcasting and Telecommunications Legislative Review Panel that the *Telecommunications Act* “be amended to empower the CRTC to review and vary the terms and conditions of access to support structures of provincially-regulated utilities, to ensure non-discriminatory arrangements”.
52. Sasktel also alludes to a need for regulatory measures to be extended to electric utility power companies.⁵²

D. Construction Standards

53. Construction standards and other ancillary documents to support structure tariffs form a significant part of the overall pole access regime. They should not be tools that ILECs wield to stifle competition or innovation; limiting choice and quality of services for Canadians. These documents and how they have been applied by the ILECs have been another barrier to access and deployment of broadband networks and need to be addressed in concert with the reform of the current regulatory regime.

⁴⁶ Cogeco Intervention, page 25, Answer to Question Q9.

⁴⁷ Beanfield Intervention, para. 39.

⁴⁸ Shaw Intervention, para. 88-93 and 101; and Shaw Intervention in TNC 2019-406, paras. 61-64.

⁴⁹ Xplornet Internet, para. 30.

⁵⁰ Telus Intervention, paras. 23-28.

⁵¹ FMCC Intervention, paras. 61-63.

⁵² Sasktel Intervention, para. 5.

54. Shaw identified in our intervention several examples from Telus’ construction standards, and its application against Shaw’s deployment of equipment on strand, that demonstrate how an ILEC can frustrate a licensee’s network deployment, demonstrating Telus’ attempt to regulate access, innovation, and competition.
55. For example, Telus arbitrarily limits the number of cables that can be attached to a strand, places restrictions on overlying cables on a strand, and a variety of requirements related to wireless equipment attachments that restrict and limit wireless deployment. Shaw has attempted to work with Telus for years to resolve issues related to the construction standards but Telus continually refuses to engage in meaningful discussions, and thus continuing to attempt to delay and impact our ability to deploy our network.
56. In order for a reform of the regulatory regime to be successful, construction standards and other ancillary documents need to be amended in addition to support structure tariffs to ensure any unfair restrictions are removed. The proposed revisions will bring such documents in line with the overall regulatory policies and objectives to ensure and enhance competition, choice, and quality of services for Canadians.
57. Quebecor also expresses their concern relating to construction standards, proposing that the tariff be amended to ensure the impartial and non-discriminatory application of constructions standards.⁵³
58. Bell indicated that it proposed revisions to its construction standards in October 2020⁵⁴ but Shaw has not yet been provided a copy. Telus has remained silent on its construction standards since 2018. Until and unless the Commission intervenes and orders Bell and Telus to engage in meaningful dialogue, with oversight by the Commission, the ILECs will continue to use their construction standards to frustrate innovation and competition by and from their licensees.

E. Dispute Resolution

59. Current dispute resolution mechanisms have proven to be inadequate in ensuring the prompt resolution of support structure access disputes. In our intervention, and alluded to throughout this Reply, Shaw detailed the difficulties it faced when seeking to resolve access disputes with Telus. It was evident that there could be no progress in resolving a dispute unless the Commission was involved or oversaw the process. In recognition of this, Shaw called on the Commission to order Telus back to the table to resolve immediate outstanding issues with their construction standards and proposed a “CRTC Support Structure Access Quick Response Desk” to resolve future disputes, utilizing an independent third-party telecom support structure expert where necessary.⁵⁵ The proposed “Quick Response Desk” would ensure that disputes are resolved quickly and effectively, and would discourage parties from acting in bad faith, drawing out processes, increasing costs, and stunting the innovation of connectivity in Canada.

⁵³ Quebecor Intervention, para. 46.

⁵⁴ Bell Intervention, para. 41 and 42

⁵⁵ Shaw Intervention, paras. 113-131.

60. This need for a new dispute resolution mechanism is echoed by many intervenors proposing their own visions for a solution.
61. CCSA recommends that the Commission establish an expedited dispute resolution mechanism which is capable of resolving telecommunications attachment complaints within a matter of days or weeks, with a maximum of 60 days from the Commission's receipt of a complaint.⁵⁶
62. Quebecor proposes to add specific timelines to the support structure license agreement dispute resolution process, with a maximum of 14 days for each step. They also propose that the Commission create an expedited dispute resolution process with reduced timelines.⁵⁷
63. Xplornet proposes an informal process that would allow the Commission to quickly intervene to resolve disputes where parties are not able to agree to a resolution. The proposed process would be tailored to construction related disputes that are time-sensitive but would be flexible enough to resolve similar disputes such as matters concerning access to public rights of way and other support structures.⁵⁸
64. FCM encourages the Commission to create an independent dispute resolution mechanism that is accessible, impartial, timely, tailored to support structure access issues, and complementary to existing solutions that may exist.⁵⁹
65. Eeyou Communications Network ("**Eeyou**") indicates that it is vital that the processes governing access to support structures be clear and the dispute resolution mechanisms be implemented to enable timely resolution of issues.⁶⁰
66. Eastlink suggests the Commission "consider imposing enforcement mechanisms such as quality of service obligations that are subject to a rate rebate plan⁶¹.
67. In addition to dispute resolution, Rogers and Quebecor both propose supplemental enforcement measures in the form of administrative monetary penalties for non-compliance with tariff obligations.⁶² Shaw agrees that pole owners should have a meaningful deterrent to non-compliance but defer to the Commission on what form that deterrent should take on.
68. Interestingly, Telus uses the red-herring issue of small cells and strand attachments in its intervention to segue to a discussion about "better enforcement" of the existing support structure rules and dispute resolution. Telus repeats its self-serving statement about how the existing support structure regime is working well and suggests that improvements to the enforcement and dispute resolution process should aim to respect the ownership rights

⁵⁶ CCSA Intervention, page 29, Recommendation 14.

⁵⁷ Quebecor Intervention, paras. 79-84.

⁵⁸ Cogeco Intervention, paras. 42-49

⁵⁹ FCM Intervention, para. 6.

⁶⁰ Eeyou Intervention, para. 8.

⁶¹ Eastlink Intervention, response to Q1., item 3.

⁶² Quebecor Intervention, paras. 88-89; and Rogers Intervention, paras. 103-108.

of the pole owner. It then suggests that a follow-up proceeding should be initiated to solicit proposals for improved enforcement and expedited dispute resolution.⁶³

69. As another sign of how the existing support structure access regime benefits the ILECs, Telus wants to further delay addressing issues of expedited dispute resolution to a future proceeding even though the Commission has made clear that dispute resolution was an issue it will address in this proceeding, inviting parties to “submit specific proposals on how the Commission’s current dispute resolution processes can be improved in order to expedite and streamline the resolution of disputes regarding access to telecommunications poles.”⁶⁴
70. As detailed in our intervention⁶⁵, and as demonstrated by raising the red-herring strand attachment issue in this proceeding, Telus is not serious about participating in dispute resolution with its licensees. It only does so when ordered by the Commission. The longer it can keep the existing regime in place, the better it will be for Telus.
71. If Telus was serious about wanting changes to improve dispute settlement with respect to support structure issues, it had every opportunity to do so in its intervention. The fact that it chose not to do so should not be rewarded by the Commission by delaying this important topic to a future proceeding. Other interveners have addressed this matter in their submissions and the Commission can build a sufficient record in this proceeding to make any necessary determinations.

III. THE TELUS POSITION IS INACCURATE AND PROBLEMATIC

72. In paragraph 6 of its intervention, Telus states that the current “support structure regulatory framework is working well and is not in need of significant amendment.” As demonstrated by the comments made by various intervenors, many referenced in this Reply, Telus’ position is far from accurate.
73. In support of its statement, Telus indicates that it meets tariff-mandated response times for 98% of its attachment requests in BC. However, Telus fails to provide the same metric for Alberta generally, or Edmonton specifically. As described at paragraph 90 of our intervention, Telus routinely misses tariff-mandated response times in Edmonton.
74. More generally, and to underscore how ILECs find loopholes in the existing support structure regime, meeting tariff-mandated response times is a poor metric to assess the health of the support structure regime. It simply indicates they responded, which response may simply be that an application is “incomplete”. Inherent in the response times are rejections of applications based on ILEC assessment criteria that is unclear, inconsistent and subjective. It is for that reason that Shaw identified in its intervention at page A-1 of Appendix A that the existing response time provisions in the tariff are inadequate and need to be tied to specific application review activities. For example, Shaw proposed the first step of the application process needs to be an acknowledgement within 2 business days

⁶³ Telus Intervention, para. 70.

⁶⁴ CRTC Notice, para. 24.

⁶⁵ Shaw Intervention, paras. 31-35 and 107-112.

that an application is complete or requires revision. As the tariff stands now, an ILEC can wait 15 days to advise a licensee that an application is incomplete, based on criteria the ILEC itself determines and applies as it deems appropriate. Such a response resets the clock so that a revised application could wait another 15 days before a response is provided. The criteria for determining completeness of an application needs to be clear and mutually agreed to by the ILEC and its licensees.

Application of Regulatory Regime to Support Structures of all TSPs

75. Telus has proposed that all TSP support structure owners should be brought under the regulatory framework as not doing so would be to provide undue preference to all non-ILEC carriers⁶⁶. However, this proposal only looks to the future as if all carriers are currently on equal grounds. It ignores the huge, inherent advantage ILECs enjoy as owners of the vast majority of poles and other support structures that stem from their historic status as regional monopoly telephone service providers and the privileges granted to them in the past that make them the dominant owner of such structures. Their former status as monopoly providers of telephone service and owners of support structures gave the ILECs a very privileged position with respect to a fundamental public input into building networks. ILECs compete fiercely with service providers that do not enjoy privileged ownership of vast amounts of support structure. Furthermore, for decades, licensees have paid millions of dollars annually in rental charges for access to those same support structures, offsetting the ILECs cost of the support structures and their maintenance.
76. The idea that ILECs such as Telus and Bell should now have mandated access to the few support structures that are owned by non-ILEC TSPs – support structures that have been built in a time of fierce competition, often duplicating the route of the support structures of ILECs due largely in part to unsubstantiated determinations by ILECs of no spare capacity being available on their poles and other structures, often built to create limited capacity required for the non-ILEC’s own use – is ludicrous.
77. These historic advantages would continue to live on even if the Commission made significant changes to the current regulatory regime. Telus currently enjoys the advantage of being the incumbent carrier in British Columbia, having its network of support structures well established in public highway rights-of-ways. This is noteworthy because the Province of British Columbia Ministry of Transportation and Infrastructure’s “one pole policy” limits the number of poles that can be built in provincial highway rights-of-ways. Since Telus has had its poles in place in these rights-of-ways for decades, including through their decades-old joint-ownership arrangement with BC Hydro, they will continue to enjoy historic benefits of support structure access that competitive TSPs do not.
78. Shaw submits that the existing support structure access regime as applied to the ILECs, underpinned by the Commission’s determination that support structures are a “public

⁶⁶ Telus Intervention, paras. 15-16.

good”, remains the correct approach to encourage competition and achieve the Commission’s Universal Service Objective Levels.

Small Cells

79. Telus raises its red-herring issue, asking the Commission to clarify that the tariff regime applies to small cells, suggesting that TD 2014-77 applied only to Shaw’s WiFi equipment and that Shaw’s recent deployment of small cells is inconsistent with TD 2014-77. In its comments, Telus argues that TD 2014-77 is subject to misinterpretation and abuse and requires clarification.
80. Shaw believes the Commission’s determinations in TD 2014-77 are clear and a review of Telus’ comments in this regard finds that the only party misinterpreting and abusing the Commission’s determinations in TD 2014-77 is Telus.
81. This decision stemmed from Shaw’s initiative to innovate the way Canadians could connect, deploying WiFi access points on strand. Telus, seeking to restrict and mitigate the disruptive impact of the Shaw Go WiFi network, alleged that WiFi access points could not be attached to strand without undergoing a permit application approval process. In response, Shaw eventually filed a part 1 application with the Commission.
82. The entire basis of Shaw’s application that led to TD 2014-77 was that Shaw’s WiFi access points were no different in terms of size, weight, or means of attachment as compared with other strand-mount equipment that Shaw had been deploying on Telus strands for decades. The Commission considered that the record of the proceeding demonstrated that:
 - a. ILECs had historically not required permit applications for licensee strand equipment, nor had they taken measures to ensure that permits were obtained for such equipment;
 - b. Telus had been able to manage capacity on its support structures without requiring permit applications for strand equipment;
 - c. safety and technical concerns could be addressed through Telus’ construction standards, and Telus’ tariff provided a comprehensive regime to properly manage licensee compliance with established construction standards; and
 - d. requiring permits for every addition, rearrangement, transfer, replacement, or removal of strand equipment would represent a significant administrative burden for both Telus and the licensee, as well as a significant financial burden on the latter.
83. As a result, the Commission found that there was no basis on which to require permits for strand equipment inserted into cabling attached to Telus strand and that the Telus support structure tariff should be modified to provide that a licensee is not required to obtain a permit to attach strand equipment.

84. Shaw notes that in TD 2014-77, the Commission wisely, intentionally, and correctly used broad terminology in referencing “strand equipment”, indicating that the Commission’s determination applied to all equipment attached to strand, not just WiFi access points.
85. In Telecom Decision 2014-389, a show cause proceeding in follow-up to TD 2014-77, the Commission determined that its determinations in TD 2014-77 applies to all ILECs subject to the proceeding and that there is no requirement to submit a request to attach strand equipment to ILEC strand. The Commission ordered all ILECs to file tariff revisions stating that communications-related equipment inserted into licensee cabling located on ILEC strand (i.e. strand equipment) does not require a permit.
86. Subsequently, the Telus support structure tariff was amended to include the following definition for strand equipment:
- “Strand Equipment” means communications-related equipment inserted into cabling located on strand.
87. Telus is now arguing that Shaw equipment attached to Telus strand is not “strand equipment” because it “is attached directly onto the strand”.
88. This is nonsensical as why would equipment be called strand equipment if it was not attached to the strand? This concept put forth by Telus directly conflicts with the definition of “Strand Equipment” contained in their own support structure tariff.
89. To be clear, Shaw’s small cells are inserted into cabling located on strand, meeting the definition of “Strand Equipment”, the same way Shaw’s WiFi access points and other strand equipment has been inserted and attached.
90. Telus alleges that the weight of the small cell # [REDACTED] #⁶⁷⁶⁸ thus is no different than other existing strand equipment from a weight-loading perspective.
91. Telus also suggests that # [REDACTED] #
92. Second, and as detailed in our intervention, we have attempted to engage Telus in discussions regarding its construction standards for years, to no avail. For Telus to now suggest that we are not in compliance with those construction standards demonstrates how Telus is repeatedly gaming the existing support structure regime to frustrate our

⁶⁷ #...# denotes filed in confidence.

⁶⁸ # [REDACTED] #

network deployment, and the requirement for the significant changes to the support structure regime various intervenors, including Shaw, has called for in this proceeding.

93. Ultimately, this proceeding is about access to poles. Telus should not be seeking to effectively appeal a previous Commission decision through this proceeding. If Telus intends to appeal the Commission's TD 2014-77 decision, it should do so through an application to the Commission. If Telus has questions regarding Shaw's equipment, Shaw is open and willing to have that discussion and if a dispute arises, Telus can request the formation of a joint committee under the existing SSLA processes that it deems to be working so well. Telus should not be allowed to hijack the core issues of this proceeding with spurious allegations of unauthorized attachment of equipment that comply with earlier Commission determinations.

IV. CONCLUSION

94. As clearly described above, there are many challenges to overcome when seeking access to poles owned by both Canadian carriers and utilities. The recurring themes that emerge are the necessity and urgency to reduce the time and costs of deploying networks and to ensure the fair treatment of all carriers. Consistent with the principles and objectives outlined in section 7 of the *Telecommunications Act*, Telecom Decision CRTC 97-8, and the 2019 Policy Directive, successfully addressing these key components would result in increased competition, affordability, quality of services, and choice of services.
95. Shaw's overall position, which has substantial support from several intervenors, is that the best means to improve the efficiency of access to support structures is to undertake a significant overhaul of the current regulatory regime. In summary, as outlined above and in more detail in Shaw's intervention:
- a. **Make-ready work:** Set firm timelines for each step of the make-ready work process; prevent maintenance and repair work from being disguised as make-ready work; and allow licensees to complete make-ready work with their own labour force or contractor.
 - b. **Spare Capacity:** Eliminate the ability for ILECs to reserve spare capacity for future use, instead creating a "first-come, first-served" environment; and if the existing ability to reserve spare capacity for future use remains, require that any determinations of "no spare capacity" be accompanied by detailed documentation explaining why there is no spare capacity.
 - c. **Joint-use Arrangements and Utility-owned Poles:** Carriers should be required to enter into standardized joint-use agreements and file such agreements with the Commission; the management of the communications space on the pole should be separated from a carrier's access rights; ensure no unfair treatment of other carriers is possible if a carrier is managing the communications space of a utility-owned pole; and seek amendments to the *Telecommunications Act* to bring utility-owned poles within the regulatory jurisdiction of the Commission.

- d. **Construction Standards:** Ancillary documents to support structure tariffs should be amended to remove any unfair restrictions that currently exist.
 - e. **Dispute Resolution:** Establish a means to quickly and effectively address access disputes. Many intervenors, including Shaw, have proposed potential processes and mechanisms for the Commission's consideration.
96. The Commission must reject Telus' attempts to suggest that changes to the regulatory regime are not required. In fact, as explained in Shaw's intervention, this reply, and several additional interventions, the regulatory framework is clearly in need of significant reform. The challenges currently faced by licensees are abundant and harmful to the public interest. The Commission should stay focused on the core issues at hand, ignoring the distractions raised by Telus.
97. Modernizing the regulatory regime for access to support structures is a complex but necessary task to ensure fair, timely, and cost-effective access to support structures. Achieving such an outcome would increase competition and provide Canadians with more competitive and higher quality service options.
98. Shaw thanks the Commission for the opportunity to submit these reply comments.




Sincerely,



Chris Ewasiuk
Director, Infrastructure Access and Regulatory Affairs

cc. parties to TNC 2020-366-1

***** End of Document *****

Procurement Stages	Prepare	Design	Execute	Operate
	Getting ready to procure	Procurement approach	Posted on BC Bid	Negotiations and contract signing
Overview	<ul style="list-style-type: none"> • Must be fair, open and transparent – Important to ensure there is not an actual or perceived preference for a vendor. • Actual or perceived preferences may result in vendor challenges either through a vendor complaint process or legal action, could lead to judgement against the Province, monetary costs or organizational damage. 		<ul style="list-style-type: none"> • No contact with vendors, only procurement teams are engaging with vendors. • Vendors may try to contact senior and political staff to get information. 	<ul style="list-style-type: none"> • No commenting on the procurement process. • Only ministry staff and procurement staff will do the debriefs on procurements. • Meetings with vendors on outcomes of the process are the responsibility of ministry staff.
Do this 	<ul style="list-style-type: none"> • Share B.C. Procurement Strategy and desired outcomes. • Seek opportunities to drive economic growth and encourage innovation. • Seek opportunities for rural and Indigenous communities. • Engage in cross jurisdictional and sector collaboration. 		<ul style="list-style-type: none"> • Encourage vendors to participate in bid opportunities. • Share how procurement aligns with provincial strategy and priorities. 	<ul style="list-style-type: none"> • Announcement and activities related to agreements once they are signed. • Establish and strengthen relationships.
Don't do this 	<ul style="list-style-type: none"> • Share information that is not public. • Discuss new services with an existing or new vendor in a way that is interpreted as the Province making commitment. 	<ul style="list-style-type: none"> • Host private discussions with vendors about the procurement or how they could deliver the services. • Make statements which may be perceived as showing bias. 	<ul style="list-style-type: none"> • Not exercising the strictest confidentiality regarding information pertaining to a procurement process that is not publicly available. • Make public statements that could be interpreted as a (previously unstated) bias. 	<ul style="list-style-type: none"> • Disclose any procurement, contract or specific proponent information unless the parties have agreed to release under proactive disclosure. • Comment on the procurement process.
Support? 	<p>Email: Tracee.Schmidt@gov.bc.ca (A/ADM, Procurement & Supply Division) for support</p> <p>Key Messages:</p> <ul style="list-style-type: none"> • During Procurement activity – no engagement or meetings with vendors should occur. • Procurement is completed at the staff level, not Minister level. • Okay to meet after procurement is completed, but do not pick and choose which vendors you meet with – there should be no preference shown. • Enquiries related to active procurements should be directed to the Procurement contacts identified on BC Bid. 			