Canadian Network Operators Consortium Inc.   Response to Interrogatory
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INFORMATION REQUESTED BY
THE CANADIAN RADIO-TELEVISION AND
TELECOMMUNICATIONS COMMISSION

Q. REFER TO THE BELL COMPANIES' REPLY COMMENTS REGARDING TELECOM NOTICE OF CONSULTATION 2013-80 DATED 11 APRIL 2013. IN PARAGRAPH 9 THE BELL COMPANIES DESCRIBED A "COMPLETE PROBLEM RESOLUTION PROTOCOL" THAT MUST BE FOLLOWED BY THE BELL COMPANIES AND THE INDEPENDENT SERVICE PROVIDER PRIOR TO THE DISPATCH OF A TECHNICIAN TO AN INDEPENDENT SERVICE PROVIDER'S END-USER PREMISE. PROVIDE CNOC'S VIEW, WITH SUPPORTING RATIONALE, AS TO WHETHER THIS PROTOCOL ALLOWS FOR THE ISOLATION OF KNOWN MODEM-RELATED SUPPORT ISSUES IN ORDER TO LIMIT UNNECESSARY TECHNICIAN DISPATCHES.

A. The only "problem solution protocol" of which CNOC is aware are the processes described in a Bell Companies' document entitled "Wholesale GAS & HSA Service Standards", Customer Version 2.0 dated February 2013. Although various troubleshooting processes are described therein, those processes do not specifically isolate known modem-related support issues in order to limit unnecessary technician dispatches.

Moreover, depending on the DSLAM equipment employed by the Bell Companies for a given end-user, the same test results may have different implications. For example, when a modem only achieves a 6 dB noise margin on a Stinger DSLAM, this is often evidence of a compatibility problem due to the narrow modem type support offered by this type of DSLAM (a problem which does not necessarily imply a defective modem, but may still require the use of a different type of modem). However, if Bell uses another DSLAM type, the same symptom could be perceived as a sign of noise on the line or some other problem. The Bell companies' processes do not distinguish between these types of situations, nor do they identify when modem compatibility problems are a sign of defective modems or compatibility issues caused by the Bell companies' use of Stinger DSLAM equipment.

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