



Rainbow
Registered
Arc-en-ciel
Officiel

Town of Saugeen Shores
600 Tomlinson Drive, P.O. Box 820
Port Elgin, ON N0H 2C0

Mirko Bibic
President & CEO, BCE Inc. & Bell Canada
1 Carrefour Alexander-Graham-Bell,
Building A-7, Verdun,
Québec, H3E 3B3

Mr. Bibic,

I am writing you to express my deep dissatisfaction and disappointment with the repeated failures of the Bell Cellular system in my community – cellular, internet and landlines -- and how these system failures are not only impacting our municipal infrastructure, but also directly hurting the lives of our residents, business owners and visitors.

In the past few weeks, we have experienced several outages in Bell's system. Because we rely on Bell's network for so many functions, these outages have affected:

- the integrity of the municipal water system,
- the ability of our staff to service the municipality,
- our local business' ability to carry out commerce and,
- the ability for our residents to contact 9-1-1 emergency services.

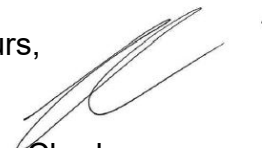
Furthermore, our municipality has received no warning, no information on the causes of the outage, no alternative arrangements for your service, and generally no communication on what you are doing to fix the issue now and in the future.

I don't need to tell you that connectivity is essential to maintaining a fully functioning community. This applies to an even greater extent to a rural location like the Town of Saugeen Shores. I fail to understand how a company with such a large share of this nation's telecommunications infrastructure can not make their system more resilient.

I look forward to hearing from you on:

- How Bell Canada intends to remedy the current outages,
- What processes and changes Bell will implement to stop this from happening again,
- What compensation you will offer the Town, our residents and our local businesses for repeated windows of lost service.

Yours,


Luke Charbonneau
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