

# TEMAGAMI LAKES ASSOCIATION

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August 29, 2016

To the Canadian Radio-Television and Telecommunications Commission (CRTC)

The Temagami Lakes Association represents 600 members on Lake Temagami and surrounding area. As most of the residents on Lake Temagami live on islands it is important for many reasons, health and safety for example, to have a reliable phone and internet service.

Until recently this service was provided by ONTERA part of the the Ontario Northland Transportation Commission (ONTC). Ontera was recently purchased by Bell/Alliant. What should have been good news in that the size and scale of the Bell empire seemed to promise upgrades in equipment and service. In fact the opposite occurred. While the Ontera equipment seemed to be old and susceptible to frequent outages at least their service people on the water were quick to respond and the help lines for internet issues were very well staffed and responsive.

This appears to have changed. For example I am told that retiring service technicians are not being replaced resulting in customers on the lake this summer being without phone service for their entire vacation, with wait times for a service call of up to three weeks. Furthermore when my internet did not boot up correctly one recent Saturday morning my call to the tech help desk resulted in a recorded message that I had to call back during business hours which were Monday through Friday. I have never heard of an internet provider not having tech help 7 days a week.

On their website Ontera directs customer to a Bell/Alliant site which you can log in to if you reside in one of four provinces, none of which is Ontario.

It seems appropriate to approach the Commission and seek your support and advice in our efforts to improve telephone and internet service on Lake Temagami. . We believe that the phone and internet provider, if given a license to operate here must have a

responsibility to provide a level of service that they must have promised in order to receive such a license.

Being on islands we really don't expect what the CRTC refers to on its home page as its mandate. "Committed to ensuring that Canadians – as citizens, creators and consumers – have access to a world-class communication system". What we wish to have access to is simply a communication system that works. A system we can count on in an emergency.

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