

From: ambrose@ambrosemoran.com <ambrose@ambrosemoran.com>

Sent: Sunday, June 19, 2022 6:23 PM

To: 'mirko.bibic@bell.ca' <mirko.bibic@bell.ca>

Subject: Bell Response to May 21 Storm Recovery Jack Lake Peterborough County Ontario

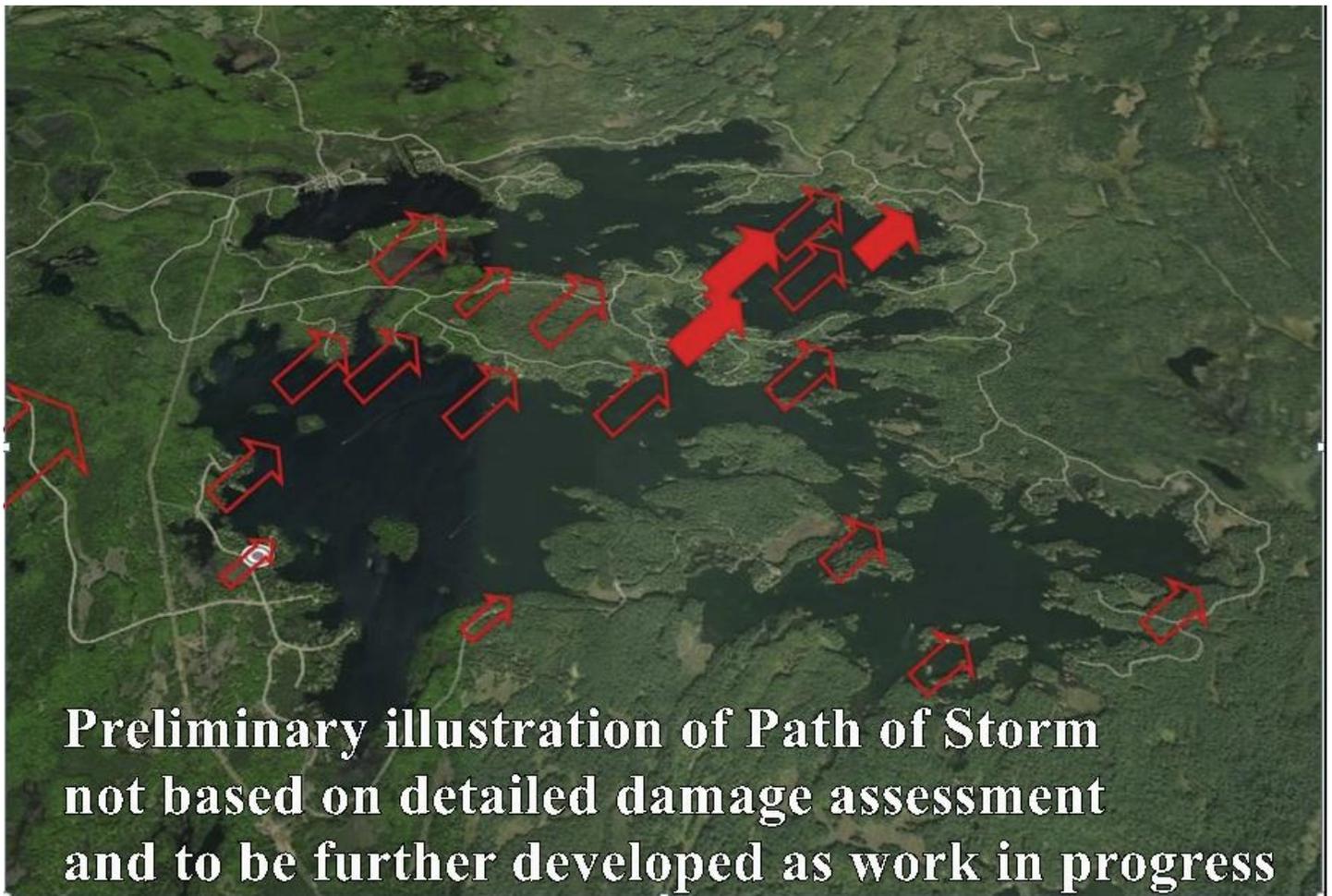
Good afternoon, Mike Bibic

President and Chief Executive Officer at Bell Canada

I am a resident of North Kawartha Township in Peterborough County in Ontario residing on Jack Lake and contacting you in my personal capacity and not representing any organization.

I have been communication with about 500 contacts on Jack Lake and others through e mail and posting on my private web site certain storm recover information in an effort to assist my cottage neighbors/community appreciating the fluid situation as individual property owners and utilities work to get our lives back to enjoying our happy places.

The May 21 storm caused serious structural and tree damage if a significant part of Jack Lake which has received almost no media coverage.



This Lake and area is governed by 2 municipalities being North Kawartha and Havelock Belmont Methuen. The Mayor of North Kawartha declared a State of Emergency on May 22 citing among other things the disruption of the 911 service as communication systems were down leaving an in-effective response program for emergency services. That state of emergency was declared over on June 17 by the same Mayor indicating among other things that telephone services had been restored to most.

It has been 4 weeks ago yesterday that the storm inflicted major damages on your cable distribution system and only a few days ago did we start seeing the arrival of Bell convoys arriving to start repairs. Your customers have, from what I see in social media and in direct discussion, lost patients with the lack of activity and repeatedly broken promises from Call centers as to when phone line and internet services will be restored around Jack Lake. The recent COVID issue as resulted in many folks now using their cottages as permanent residence and with work from home trends, there is a real need for reliable phone and internet services to be able to stay here to work.

Hydro One has a communication system in place with their customers notifying them when service has been interrupted at their properties and a mapping system show affected areas along with status reports and projected service restore dated and times. The system is not perfect but far better that the total lack of a notification systems by Bell and dependence on Bell call centers on the other side of the planet which invariably conflict with rumors of what a local field technician in the area is forecasting to concerned and anxious Bell customers. Hydro advised us when services are disrupted and what they are doing and projected new in-service dates . Bell relies on their customers to advise them that services are disrupted and proceed with arranging meetings with clients to open a ticket for repairs on their property. In this case the task is not related to individual properties and with Ontario Hydro reporting 300 downed poles in North Kawartha..only one ticket was required being to repair Jack Lake.

For you appreciation of the extent of damage in the Jack lake area I am providing this link of pictures

<https://photos.app.goo.gl/BNJdymP34pW2Qow86>

The purpose of this e mail is to bring to you attention the frustration being experienced by many property owners customers around Jack Lake who have been without phone and internet service for a very extended time without any confidence level and to when services will be restored. I understand as of yesterday some received info from Bell that services will be restored June 24. This is a redacted FB posting yesterday and subsequent comments consistently expressed frustration with the enduring situation on Jack Lake with weak response to the May 21 storm by Bell Canada.



1d · 🌐

redacted

Bell has to be the most disorganized company with the poorest customer service. Many of us on Jack's Lake have been without service since the May 21 storm. Personally, we have been given at least 8 different days/times for restoring our service. The latest is now Friday June 24 at 10 PM!!! It would not be so bad if cell service was good and our internet was separate. 🙄

I am sure in your role; customer satisfaction is of major concern, and I want you to be aware of the growing anxiety in our area by those who have waited far too long for action and ask that you use your influence to expedite resolutions and also keep me informed so I can let others know what to expect of the coming days.

Look forward to hearing from you.

Ambrose Moran

Web www.ApsleyWatch.com

Direct # 705 656 2000