



December 7, 2023

Vicky Eatrides
Chairperson & CEO
Canadian Radio-Television & Telecommunications Commission
Ottawa, Ontario
K1A 0N2
Email: info@crtc.gc.ca

Dear Ms. Eatrides,

The Municipality of East Hants in Nova Scotia is concerned with the availability and dependability of cellular phone coverage in our Municipality, as well as, the entire Province of Nova Scotia. As one of the fastest-growing municipalities by population in Nova Scotia and located just north of the city of Halifax; our residents, businesses, health services, and emergency services need dependable cellular coverage.

The Municipality of East Hants is comprised of both urban and rural areas and in many of these areas cellular phone coverage is weak and inconsistent. This includes a number of service gaps when traveling through major provincial transportation corridors. Recently, throughout the Municipality there has been a significant unexplained decrease in cell coverage in rural and highly populated areas. Lack of service and dropped calls are commonly known issues. These have been reported to carriers who have acknowledged that it could be years until it is remedied through investment in new infrastructure.

Reliable cell phone coverage is a critical infrastructure need that impacts the safety and well-being of our residents and businesses. It affects individual households, business operations, and emergency first responders. In addition, cell phone coverage is also a factor in the economic and social prosperity of our region. Businesses, government, and

community organizations depend on cell phone coverage to maintain and grow operations and provide services.

The *Canadian Telecommunications Policy*, 7 (b) outlines the CTRTC's objective "*to render reliable and affordable telecommunications services of high quality accessible to Canadians in both urban and rural areas in all regions of Canada*". This objective falls short in East Hants.

East Hants is bringing forward the concerns in hopes the CTRTC will find and execute solutions within its mandate that can enable the safety, well-being, and continued growth of our community.

On behalf of Municipal Council, I would be happy to meet to discuss this issue further.

Sincerely,



Warden Eleanor Roulston

CC:

Honourable Tim Houston, Premier

John MacDonald, MLA Hants East

Mayor Carolyn Bolivar-Getson, President - NSFM

Honourable John Lohr, Minister - EMO NS