December 3, 2024

Isabelle Boulet
Senior Manager, Government Affairs (Atlantic)
Bell Canada (Bell Aliant)
64 Allison Boulevard
Fredericton, NB
E3C 1N2

Ryan Dunn
Vice President, Government Affairs
Rogers Canada
333 Bloor Street East
Toronto, ON
M4W 1G9

Re: Cellular Coverage, Town of Salisbury

Dear Ms. Boulet & Mr. Dunn:

I am writing on behalf of the Town of Salisbury. In recent years, cellphone coverage, even in the core of our community, has deteriorated significantly. We are writing to request your prompt attention to this matter to ensure not only reasonable service, but to ensure public safety.

The Town hears regularly from residents that cellphone service is nearly non-existent – even in populated areas – in our community. On occasion, some residents have advised that when reported, they allege the telecommunications company state that they are unaware of service and/or coverage issues in the area. In addition to becoming an increasingly worsening situation in the core of our community, the Town continues to have weak signals in several rural locations throughout our 330+ square kilometres of municipal boundaries.

As you would know, cellular service in today's day and age is a matter of public safety, and not a luxury. Like other communities across the country, our community is not immune to matters of public safety where residents reasonably expect a reliable connection to receive updates and news. For example, on September 16 of this year, an Emergency Alert was issued by the

RCMP for a person carrying a weapon with dangerous intent in Salisbury, the exact area in which is amongst those prone to being without reliable service.

The Town is aware of the intent of Rogers Canada to erect a cellphone tower on Main Street in Salisbury. This is based on a receipt of application related to the proposed tower in the Summer of 2023. We are, however, unaware of further details on timeline(s) for its completion. As such, we would request that this project be expedited to ensure that residents receive a deserved increase in cellular reception. Further to this, the Town is seeking reasonable assurances that once constructed, our primary telecommunications companies will co-utilize the tower's services to ensure effective service that residents expect (and deserve), regardless of provider that they choose.

In light of the ongoing issue of unacceptable cellphone coverage, the Town requests a formal update on the anticipated construction timeline for the proposed tower, and assurances from telecommunications providers that all residents will benefit from its construction. Should there be items that the Municipality could undertake to facilitate increased cellphone coverage, we remain available to discuss this at your convenience.

We trust that you will understand our concerns and will consider the urgency of this matter.

Should you have further questions, please do not hesitate to reach out to the undersigned.

Sincerely,

Robert Campbell
Mayor

cc: Salisbury Town Council
Austin Henderson, Chief Administrative Officer (CAO)
Dianne Ayles, Clerk/Treasurer