

30 September 2024

Shelburne Council Members

Good Day my name is Sheree Smith and I am an MFR with the Harbour Fire Dept in North East Harbour.

I am writing to request your help in a problem we have been having for a number of years , BELL ALIANT.

Our fire department phones are still on the antique copper lines and they keep going out of service. I call to report them down and they put us on a priority list to be repaired , but that is a laugh.

The last time the lines we down, Bell did not get them repaired for approximately 2 months. Boy if that's priority I would hate to see regular service.

I spoke with a number of people at Bell and they all promised to help and one employee even told me she was going to get us hooked up to Fiber, but that never happened. It got to the point where she would no longer answer my calls and did not respond to messages I would leave on she phone.

By this time I was so full of anxiety and fear for the residents of our communities we respond to, that I found out the name of the head of Bell and I sent him an email expressing my concerns and disappointment in how we were being treated. Very shortly after receiving my email he replied saying he would have it looked into right way.

Within a day my cell phone was ringing off the hook from managers at Bell, but in the end, all they ending up doing was putting another bandaid on the old copper lines. How long this one will last is anyones guess.

I was wondering if council could try and put some pressure on Bell to fix this problem. We have fiber lines down through here so it would not be a big issue to switch the Fire Department and few remaining businesses over on them.

I know from speaking with Bell's repair men, they would be happy to see us switched over. It would save them from contantly trying to repair lines that are unrepairable and they don't get 100 yards down the road when the lines go out of order again.

I hope you can help with this matter.

Thanks

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