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July 3rd, 2026

Municipality of East Ferris
25 Taillefer Road
Corbeil, ON P0H 1K0

Dear Mayor Champagne and Members of Council,

I am writing as a resident and constituent of East Ferris to express my wholehearted support for council's position on Bell Canada's failure to deliver fibre internet to our community, and to add my voice — and my story — to the record.

I want to be very clear about what Bell Canada's failure means to me personally. I am a senior living in East Ferris. My current Bell internet speed is 2.5 Mbps — a speed that is not only woefully inadequate in 2026, but sits at twenty times below the CRTC's own declared minimum basic service standard of 50 Mbps. For this substandard service, I pay approximately \$87.00 per month — over \$1,000 per year. I receive virtually nothing in return. My two sons live on Vancouver Island. Because my connection cannot support video calling, I have not been able to see their faces since 2018. That is eight years of birthdays, holidays, and ordinary moments lost — not because of distance, but because Bell Canada has collected my money while failing to provide a functional service. On Sunday, June 21, 2026, I attempted a video call with my sister in Oshawa. In under 15 minutes, we were cut off four times. We eventually gave up entirely. This is not an isolated incident — it is my daily reality. Bell Canada's own technicians have openly acknowledged that they are providing only minimal, temporary maintenance to the existing copper infrastructure — a deliberate policy of managed neglect, knowing it will eventually be replaced by fibre. In the meantime, paying customers like myself are left with degraded service, chronic outages, and no recourse. Fibre optic cables are installed directly in front of my home. The solution is physically there. The will to act, apparently, is not.

I pay Bell Canada \$87.00 per month — more than \$1,000 per year — for internet service that delivers 2.5 Mbps. This is twenty times below the CRTC's own declared minimum basic service standard of 50 Mbps. Despite \$12 million in public funding committed specifically for East Ferris with a 2025 deadline, not one rural resident has been connected to the fibre infrastructure that sits installed in front of our homes.

I fully support council's call to cancel Bell's contract and reassign it to an alternative provider such as NetSpectrum. I urge council to:

1. Continue pressing our federal MP and provincial MPP with urgency, and provide them with documented testimony from affected residents.
2. Formally compile and submit the human impact of this service failure — including seniors isolated from family, remote workers unable to function, and families separated from loved ones — to the CRTC and relevant ministries.

3. Demand that Bell Canada immediately cease the deliberate degradation of existing copper service to rural customers who are awaiting fibre activation.
4. Explore all available legal and regulatory remedies to recover public funds committed to East Ferris that have not resulted in service delivery.

You have my full support and my gratitude for fighting on behalf of your constituents. Please do not let this matter rest.

Yours sincerely,



Pierrette Villeneuve


Corbeil, ON P0H 1K0

cc: Mr. Mirko Bibic, President and CEO, Bell Canada
Ms. Pauline Rochefort
MP Nipissing-Timiskaming
Mr. Vic Fedeli, MPP Nipissing
Vicky Eatrides, Chairperson, CRTC