



To: Saugeen First Nation - Community Members

CC: Chief and Council

From: Administration

Date: January 18th, 2023

Re: Fibre Network – Update

Please be advised, Council has approved Phase One of the Fibre Optic Remediation Project (Saugeen Driftwood).

Phase One

The objectives of Phase One include:

- Upgrade the infrastructure to stabilize reliability
- Upgrade and replace existing technology
- Introduce systems management and monitoring
- Staged migration

Pending Attractions – Phase Two (Spring 2023)

- Capacity
- Technical and Field Support
- Security and Billing
- Marketing of new packages (new pricing and additional services)

What to Expect?

A member of the Saugeen First Nation Communications Team will initiate contact with Driftwood customers (at the most up-to-date contact information that we have on account) to confirm account holder information and to ask authorization to share your contact information with the network service and support providers (Infinity and/or EH!tel).

In the event a scheduled visit is required to facilitate infrastructure and/or equipment upgrades, the network service and support providers may need to initiate outreach (as necessary) to coordinate arrangements directly with the account holder.

For General Enquires

Please contact Saugeen Driftwood at: 1 226 284 1068



To: Saugeen First Nation - Community Members

CC: Chief and Council

From: Administration

Date: January 13th, 2023

Re: Residential Fiber Optic Connectivity

To our Driftwood Internet customers and on behalf of Saugeen First Nation, please accept our apologies for the inconvenience and frustration that this disruption continues to cause.

Collaboratively working with our network service and support providers, a sustainable remediation has been identified, and will include a phased approach.

The first phase will initially provide a level of response to upgrade the infrastructure to stabilize reliability, provide hardware support, and introduce systems management and monitoring. The second phase will minimally respond to system capacity challenges and provide technical and field support.

This continues to be a fluid process that involves multiple complex aspects that are correlated and need to also be assessed in consideration of approach, due to the result of our aging infrastructure.

In consultation with the network service and support providers, we are preparing a project management planning schedules which we will broadly share once it has been finalized.

In recognition of the disruption, it is our motivation to review affected accounts which may be eligible for pro-rated account credits.

We consider this a priority consideration and continue to diligently work with our providers on a sustainable approach and contingency to mitigate subsequent outages.