



To: Saugeen First Nation - Community Members

From: Administration

Date: February 18th, 2023

Re: Fibre Network – Service and Support Provider Contact

Please be advised, ***Phase One Migration of Fibre Optic Network*** is in-progress, and includes:

- Upgrade of the infrastructure to stabilize reliability
- Upgrade and replace existing technology
- Introduce systems management and monitoring
- Staged migration of departments, businesses and residential consumers

The following are updates for the week of February 13th, 2023:

- The project experienced unforeseen difficulties with infrastructure configurations, and consequently, additional components had to be ordered for replacement and installation.
- Component replacement work related to configurations is now complete.
- We appreciate that there remain Driftwood customers without internet service and in many instances, we have not been able to secure updated customer contact information and as a result, affected customer's may not be aware of how to initiate contact to indicate that they remain offline.
- The week of February 21st, 2023, **we will have personnel providing door-to-door hand-delivered notification**, in a manner to provide information with who to contact to schedule a service call, and to update your account information.
- The week of February 21st, 2023, EH!tel Networks have scheduled deployment of multiple Service and Support Technicians to the community and are able to restore service for *up to* 100 customers daily; however, **this is dependent on us**

having updated customer account contact information to schedule service calls to initiate restoration of services.

- Restoration of services remains underway and has been successful for customers who we have been able to contact to schedule service calls.
- Once restoration of service has been completed, we will undertake review of customer accounts and **will** issue account credits.
- To schedule a Service Call for Restoration of Services, we encourage you to contact Charlene Saunders at EH!Tel (our Network Provider) at 519-594-0946. When you contact EG!Tel, they will ask you to confirm your contact information (name, 911 address and telephone number).
- For general Driftwood enquiries, please contact: 226-284-1068. Due to the continued work on the system, staff *may* not be readily available to answer your call; however, we would appreciate it if customers could provide their name, address and contact information so that we can follow-up in a timely manner.

Driftwood Internet - Restoration of Services is Underway (Update)

Please Note: Contact information for EH!Tel is long-distance, and there is no toll-free option.

To assist community members, please contact Driftwood at 226-284-1068, and a member of the team will assist to facilitate coordination of a service call with a technician.

Due to the continued work on the system, staff may be assisting another customer and may not be readily available to answer your call. Please leave your name, address, and contact information so that we can follow-up with you in a timely manner to assist with coordinating a service call.

We recognize the inconveniences associated to the prolonged internet outage and we are committed and motivated to assist getting restoration of services to you as quickly as possible.