



**Municipal Affairs and Housing
Office of the Minister**

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February 3, 2023

Yvon LeBlanc, Warden
Municipality of Clare
1185 Highway 1
Little Brook, NS B0W 1Z0
Via email: district8@munclare.ca

Dear Yvon LeBlanc:

Thank you for your letter outlining your concerns regarding the quality of cellular service in the Municipality of Clare.

I can assure you that the Province shares your concern about the service issues that exist in your area of Digby County and in other rural areas of Nova Scotia. We recognize the critical role of telecommunications, especially for emergency call processing and emergency response.

Premier Houston has reached out to the federal Minister of Innovation, Science and Industry, and the Minister responsible for telecommunications, calling on the federal government to take action and ensure telecommunications companies provide information about service outages and to be more accountable to their customers.

All decisions and inquiries regarding cellular towers in Canada are regulated by Innovation, Science and Economic Development (ISED) Canada, a federal government department. I encourage you to contact ISED to make them aware of your concerns with cellular coverage in your area. ISED's Nova Scotia office can be contacted by calling 1-855-385-8848.

Another option for resolution to your issue is to contact the Commission for Complaints for Telecom-television Services (CCTS). For more information on the CCTS' role and how to submit a concern, please visit [Commission for Complaints for Telecom-television Services \(CCTS\) | CRTC](#).

Sincerely,

A handwritten signature in blue ink, appearing to read 'John A. Lohr'.

Honourable John A. Lohr
Minister of Municipal Affairs and Housing

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