

---

**From:** Jensen, Matthew (ISED/ISDE) <[matthew.jensen@ised-isde.gc.ca](mailto:matthew.jensen@ised-isde.gc.ca)>  
**Sent:** Thursday, March 9, 2023 2:07:32 PM  
**To:** Yvon LeBlanc <[district8@munclare.ca](mailto:district8@munclare.ca)>  
**Subject:** Municipality of the District of Clare - Wireless Network Concerns

Good Afternoon Mr. Leblanc,

Thank you for your February 17, 2023 letter to the ISED Nova Scotia District Office regarding cellular coverage in the Clare, NS region.

ISED recognizes that cellular telephones have become an integral part of life for Canadians and is an important factor for the social and economic fabric of our country. Despite the uneven distribution of Canada's population across its vast land mass, the cellular telephone industry has made remarkable progress in enhancing coverage and services where consumer demand provides for economic viability.

Cellular telephone service for the region is presently provided by Bell Mobility, Telus Mobility, Rogers Wireless, and Eastlink Wireless. A review of the coverage maps on their respective web sites indicates that there is cellular coverage across much of the Municipality of the District of Clare. For complaints of insufficient or non-existent coverage in a particular location, or for instances of degraded cellular signal/coverage in areas where it previously existed, I invite residents to contact the respective cellular telephone providers directly to discuss their concerns and to determine if plans exist to improve service conditions in the area.

While it is ultimately the service providers who install and operate the infrastructure required to expand coverage into underserved areas, part of ISEDs commitment to bringing high-speed internet connectivity to all Canadians is providing funding to service providers to expand their service into areas where they otherwise might not. As infrastructure for high-speed connectivity expands into additional areas, cellular coverage tends to follow as the providers can make use of newly-installed towers.

You can find the full details about this initiative on our website at [High-Speed Access for All: Canada's Connectivity Strategy](#), but I will attempt to summarize the main points here:

Since 2015, the Government of Canada has made \$7.6 billion available to build or improve broadband Internet infrastructure from coast to coast to coast, with the goal of connecting 100% of Canadians to high-speed broadband internet (50 Mbps download/10 Mbps upload), up from 79% connectivity in 2014. To that end, ISED launched their \$585 million '[Connect to Innovate](#)' program in 2016 and \$3.22 billion '[Universal Broadband Fund](#)' in 2020, from which many installations have been, and continue to be, deployed. The CRTC has also launched their \$750 million '[Broadband Fund](#)' as another funding stream to improve connectivity for Canadians.

Because of these and other ongoing funding programs, the percentage of Canadians with reliable high-speed internet has increased to 93.5% as of 2022, and we are on track to achieve our goal of connecting 100% of Canadians by 2030.

It is important to note that these funding programs are not limited only to telecommunications service providers; municipalities are able to, and are encouraged to, explore opportunities to install and operate broadband networks for their communities. Calls for applications occur periodically so there are ongoing opportunities to apply for funding.

For updates about the status of ISED's various enhancement projects specific to Nova Scotia, please visit [Connect to Innovate Program – Project status updates \(canada.ca\)](#) and [Selected Universal Broadband Fund projects \(canada.ca\)](#). You can filter for Nova Scotia to get a list of ongoing and approved projects under these initiatives. You can also refer to ISEDs [National Broadband Data Information \(canada.ca\)](#) for an updating map of service areas, and the various telecommunications service providers have their own coverage area maps on their respective websites.

I would also like to address the various options for directing inquiries from residents. I invite you to advise residents about contacting the [Commission for Complaints for Telecom-Television Services \(CCTS\)](#) with concerns, as well as the various telecommunications service providers. You can also direct residents to contact the local ISED office here in Dartmouth – we will provide much of the same information as is stated in this email, but we are happy to address any concerns with them directly. Our office phone number is 902-426-3810, or toll-free at 1-855-465-6307. Additionally, I would direct people to submit complaints and feedback regarding unsatisfactory network coverage via our online form at [Contact Innovation, Science and Economic Development Canada - Innovation, Science and Economic Development Canada](#).

I hope that this helps to provide some direction and insight into ISED's role in providing network coverage to Nova Scotians and to all Canadians. Please don't hesitate to contact me directly if you have any further questions.

Sincerely,

Matthew Jensen

Spectrum Manager, STS-Atlantic and Ontario Regions  
Innovation, Science and Economic Development Canada / Government of Canada  
[matthew.jensen@ised-isde.gc.ca](mailto:matthew.jensen@ised-isde.gc.ca) / Tel: 902-402-7690 / TTY: 1-866-694-8389

Gestionnaire du spectre, SST-Regions de l'Atlantique et de l'Ontario  
Innovation, Sciences et Développement économique Canada / Gouvernement du Canada  
[matthew.jensen@ised-isde.gc.ca](mailto:matthew.jensen@ised-isde.gc.ca) / Tél. : 902-402-7690 / ATS : 1-866-694-8389