



eastlink

JUNE 1, 2018, 2014 Notice #2

SERPENT RIVER FIRST NATION BROAD BAND PROJECT

NOTICE TO RESIDENTS OF SERPENT RIVER FIRST NATION

As a measure of ensuring communication pertaining to the installation of homes during this time, this notice is being provided to communicate various concerns as they arise. Please note the following:

- UNFORTUNATELY A NUMBER OF EAST LINK CUSTOMERS IN SERPENT RIVER FIRST NATION HAVE BEEN BILLED THEIR HST TAX PORTION, DESPITE EDC EFFORTS AND RECEIVING CONFIRMATION FROM EASTLINK IT WAS RESOLVED. EDC IS WORKING ON ENSURING CREDIT IS GRANTED ON THE ACCOUNTS WHO ARE EXPERIENCING THIS ISSUE.
- WE APOLOGIZE FOR SOME GLITCHES IN SERVICE AND ENCOURAGE YOU TO CALL EAST LINK'S TOLL FREE NUMBER 1-888-345-1111 FOR TECHNICAL SUPPORT & REPAIR.
- CONDUITS WERE BEING DUG AT BALLPARK ROAD AREA AND INSTALLATION SHOULD BE AVAILABLE SOON.
- THE GENERAL MANAGER WILL CONTINUE TO UPDATE ADMINISTRATION, CHIEF & COUNCIL ON THE PLAN TO ENSURE ALL OF SERPENT RIVER FIRST NATION HOMES ARE ABLE TO ACCESS THIS NEW BROAD BAND INFRASTRUCTURE.

FOR MORE INFORMATION CONTACT

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UPDATED NOTICES WILL BE ISSUED REGULARLY TO KEEP RESIDENTS INFORMED DURING THIS INTALLATION PROCESS.