



Office of the Premier
PO Box 2703, Whitehorse, Yukon Y1A 2C6

September 10, 2024

Mr. Tony Staffieri
President and CEO, Rogers Communications
By email: anthony.staffieri@rci.rogers.com; regulatory@rci.rogers.com;
president@rci.rogers.com

Mr. Darren Entwistle
President and CEO, TELUS Corporation
By email: ceo@telus.com; darren.entwistle@telus.com

Dear Mr. Staffieri and Mr. Entwistle,

I am writing to you regarding the ongoing issues of inadequate cell phone service experienced by Yukoners. Recently, Bell Canada has initiated a commendable move by offering compensation to its Yukon-based customers who have been affected by these service disruptions, in addition to committing to fix the problem through investments in our territory's telecommunications infrastructure.

While Yukoners understand and appreciate that most of the telecommunications services they use runs off of Bell infrastructure, I cannot overstate the frustration that Yukoners have expressed about the unreliable cell phone service across the territory. This issue has been a significant source of concern, leading to numerous complaints from residents and businesses alike. The impact on daily life, work, and safety has been profound, and there is a strong demand for accountability and action from all service providers in the region.

I urge your companies—Rogers Communications and TELUS Corporation, and respective subsidiaries—to follow Bell Canada's example. Offering compensation to Yukoners would not only address the frustrations of your customers but also demonstrate your commitment to service quality and customer satisfaction in Canada's North.

I trust that you will give this matter the attention it deserves and take appropriate steps to compensate your customers for the inconvenience they have endured.

Thank you for your attention to this important issue.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Pillai". The signature is fluid and cursive, with a large initial "R" and a distinct "Pillai" following.

Ranj Pillai
Premier of Yukon

Cc: Claire Anderson, Commissioner, British Columbia and Yukon CRTC