

Cecil Lake B.C.
VOC 160

Aug. 13. 2001

TEL/ 8565-1 / 01

To. Nancy Gauthier

Fax # 819-994-0218.

DOC #

(Concerning Telephone service.

We are owners of a cell phone. Due to changes B.C. Tel made to their system we are unable to use our phone since Fall 1998. We were finally released out of the contract because B.C. Tel knew that our Telephone could not work. In Spring 1999 we put in a request for a land line. The people were not really helpful. And we feel that over 20,000 \$ for app. 3750m Telephone line is not very reasonable. There is Telephone service all the way around us some less than 1600m away, and we would be able to buy a cable by ourselves. I wrote a letter to new Telus at the same time I wrote that letter to CRTC, there was no reply.

I'd like to know: Does it really has to cost that much?
Are there any options?

We are unwilling and unable to pay this amount, and I think it is a shame nowadays. We were not treated friendly, even lied at; this is not an acceptable service.

Yours Sincerely B. Wolf
Bernhard Wolf.