

Bill and Helen Kempers

8824 Highway 17 East
Box 160
Warren, Ontario P0H 2N0

August 26, 2001

CRTC:
Secretary General
Ottawa, Ontario
K1A 0N2

RE: 705 594 2499

Dear Sir or Madam:

We live between Sudbury and North Bay, Ontario.

Since October , 1997 we have had a request for Bell Canada to put in a private line to be able to handle a fax and internet for our business. This has still not been done.

This past August, we requested a private line at least instead of the party line we have had and they have put in a wireless phone with an antenna. We have a line with copper to our residence but apparently there is a problem with the cost of wire etc. and Bell doesn't want to hook us up so we would have access to the internet or a fax at this time. It seems like a wireless with an antenna is fairly expensive with the line readily available??

Here we are in the year 2001 with the new age technology and we can't have a fax or internet for our business. Is it not profitable for Bell to have prospective customers for their sympatico business.

If Bell Canada intends to raise their rates, we would like to see concrete deadlines as to the exact dates Bell can supply basic telephone service to some regions and upgrade service to others.

Sincerely,



Bill and Helen Kempers
Box 160
Warren, Ontario P0H 2N0

c.c. Bell Canada
Hull, Quebec

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