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March 3, 2023

Standing Committee on Industry and Technology
Sixth Floor, 131 Queen Street
House of Commons
Ottawa ON K1A 0A6
Canada
(Sent Via Email)

Dear M.P. Joël Lightbound, Committee Chair

Re: Letter of Support for Bill 288

On behalf of the Nova Scotia Federation of Municipalities, I would like to express support for Bill 288 *An Act to Amend the Telecommunications Act*. Bill 288 stands to address a significant lack of transparency in the fixed-broadband service market. By requiring service providers to submit pertinent information, this bill will empower consumers to make more informed purchasing decisions.

Internet connectivity is a long-running concern for Nova Scotian municipalities and their residents. The development of infrastructure and the entrance of new providers has helped to expand connectivity. However, consumers continue to experience intermittent service quality and feelings of being misinformed by advertising.

These amendments will help to inform consumers and keep providers accountable. Ultimately, accurate and transparent information on download and upload speeds during peak periods will incentivize providers to behave more responsibly and competitively.

Bill 288 includes grounds for exemptions that, if used properly, will ensure these requirements are imposed without undue hardship on smaller providers. Further, it is great to see that the Canadian Radio-television and Telecommunications Commission will hold public hearings to ensure that the type of information and the manner in which it is provided is aligned with consumer demands.

These amendments address a significant issue in a well-thought-out way and will help to increase the quality of what has become an essential service for Canadians.

Kind regards,

Brenda Chisholm-B

Brenda Chisholm-Beaton
President, Nova Scotia Federation of Municipalities