

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 11/15/2021 4:07:42 PM
Subject: Bell mobility network issues

Good afternoon Mayor and Council,

As you may be aware, we are currently experiencing significant disruptions in service from Bell, the City's cellular network provider. Bell advises that the issue stems from a major break to their network fibre that was caused by landslides. The service gaps are widespread.

Our Technology Services team is monitoring this issue closely. At this point, Bell has not provided an estimated timeframe for resolution.

If you have any immediate questions or concerns, please let me know.

Best,
Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver
paul.mochrie@vancouver.ca



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x̱məθḵw̱əy̱əm (Musqueam), Sṇwx̱w̱ú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.