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**From:** Max Corsi [REDACTED]  
**Sent:** Tuesday, March 09, 2021 2:02 PM  
**To:** Council@vaughan.ca; Clerks@vaughan.ca  
**Cc:** Ciampa, Gina <Gina.Ciampa@vaughan.ca>; lafrate, Marilyn <Marilyn.lafrate@vaughan.ca>; Max Corsi [REDACTED]  
**Subject:** [External] Internet Fibre Installation proposal

Good day all,

I am writing today regarding the proposal for expanding the installation of fibre in our neighbourhoods.

I would like to fully support this proposal for the following reasons:

Our present internet service is horrible, although we pay for top tier services we suffer from extremely slow speeds, unstable service and skyrocketing prices.

We are stuck in a monopoly situation and need to fix this once and for all, obviously the current working from home requirements have exacerbated the situation.

I have repeated service calls that have occurred and the cable provider gives me the runaround and keeps trying to upsell me to even more expensive services.

During the pandemic they raised the prices in March 2020 for internet-tv-phone bundle from \$145 per month to \$248 per month, I have no choice to remain with them as I need the highest speed available, I have 3 people working from home all using the internet and video conferencing.

Without getting too technical, I am paying for 300 mbps download speed and I am barely getting 80-90 Mbps speed.

In January the technician told me there were repairs to be done on the street, however I don't believe they were ever done as there has been no improvement.

I am ready to file a complaint with the CRTC with this provider regarding this issue.

I was happy to see the fibre installation taking place in 2019, however the installation stopped last year on Cunningham Drive, about a half mile from our side of the neighbourhood.

Finally I can attest that this complaint is supported by 6 of my neighbours on my street.

Please approve and expedite this installation so that we may have a choice and be able to free ourselves from this monopoly.

Best regards,

Max Corsi

█ St. Joan of Arc Ave.

Maple, Ont. █

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