

A COMMUNITY CALL FOR RELIABLE CELL SERVICE

ROUND LAKE

THIS IS A SAFETY ISSUE - NOT JUST AN INCONVENIENCE

Dear Campers, Residents, Property Owners and Visitors,

For years, the community at Round Lake has experienced weak, unreliable and, at times, unusable cellular service. Calls drop, text messages are delayed, mobile data fails and some areas have little or no dependable signal.

This is no longer acceptable. Our community includes seasonal residents, permanent residents, families, seniors, visitors, employees and local businesses. We should not have to search for a signal simply to make a call or send a message.

Most importantly, unreliable cellular service creates a serious public-safety concern. During a medical emergency, fire, accident, severe-weather event or other crisis, people must be able to reach 911, receive emergency alerts and communicate with family members and emergency responders.

We are asking everyone connected to Round Lake to contact SaskTel and our MLA. A large number of individual complaints, all identifying the same location and long-standing problem, will demonstrate that this is a community-wide issue requiring action.

What we are asking SaskTel to do

- Conduct a formal wireless coverage and capacity review for the surrounding Round Lake area.
- Provide a written response explaining what improvements are possible and whether any upgrades are planned.
- Prioritize a practical solution, such as tower upgrades, additional equipment, improved capacity or another reliable coverage solution.

PLEASE TAKE 5 MINUTES TO MAKE YOUR VOICE HEARD

Four ways to report the problem to SaskTel

1. Submit the official online concern form

- Go to SaskTel's "How are we doing?" page:
- <https://www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/how-are-we-doing>
- Choose the Residential email form, or the Business email form if you are reporting the issue for a business.
- Enter your contact information and identify the affected location as: Round Lake, Saskatchewan.
- Describe dropped calls, delayed texts, unusable data, dead zones and your personal safety concerns.
- Ask for a written response and request that the complaint be referred to SaskTel's wireless network or engineering team.
- Keep any confirmation or reference number you receive.

2. Call SaskTel and have the concern documented

- Residential: 1-800-SASKTEL (1-800-727-5835)
- Business: 1-844-SASKTEL (1-844-727-5835)
- Tell the representative this is a long-standing wireless coverage and public-safety concern affecting Round Lake.
- Ask for a complaint or trouble-ticket number. If the matter is not addressed, ask to speak with a Customer Services Manager.

3. Email SaskTel President and CEO

- Charlene Gavel, President and Chief Executive Officer
- charlene.gavel@sasktel.com
- Briefly explain how the poor service affects your family, property, business or ability to reach emergency services. Ask for the concern to be referred for a formal wireless engineering review.

4. Send a written letter by mail

- SaskTel Corporate Communications
- 12th Floor, 2121 Saskatchewan Drive
- Regina, Saskatchewan S4P 3Y2

Contact our MLA and request provincial support

MLA	Kevin Weedmark
Constituency	Moosomin-Montmartre
Email	office@kevinweedmark.ca
Phone	306-435-4005
Mailing address	622 Main Street, Box 1038, Moosomin, SK S0G 3N0

UNACCEPTABLE CELL SERVICE FROM SASKTEL FOR ROUND LAKE COMMUNITIES

Important details to include in every complaint

State that the problem has continued for years and affects Westend Resort & Family Campground and the entire Village of Westend. Describe dropped calls, delayed texts, weak signal, dead zones and unreliable data. Emphasize 911 and emergency-alert safety concerns, and request a written reply, complaint number and wireless engineering review.

Copy-and-send complaint template

Suggested subject: Urgent Request for Reliable Cell Service - Westend and Round Lake

To Whom It May Concern,

I am writing to formally express my concern regarding the long-standing poor and unreliable cellular service affecting Westend Resort & Family Campground, the Village of Westend and the surrounding Round Lake area in Saskatchewan.

For years, residents, seasonal campers, visitors and local businesses have experienced dropped calls, delayed text messages, weak or unusable mobile data and areas where dependable cellular service is unavailable. This causes constant inconvenience and makes it difficult to communicate with family, conduct business, work remotely and access everyday services.

More importantly, this is a serious public-safety concern. During a medical emergency, fire, accident, severe-weather event or other crisis, residents and visitors must be able to contact 911, receive emergency alerts and communicate with emergency responders. Reliable access to emergency communication should not depend on finding the right spot to obtain a signal.

This community includes permanent residents, hundreds of seasonal campers, families, seniors, employees, customers and many visitors throughout the year. The current level of service does not reflect the number of people who live, work, own property and vacation in this area.

I respectfully request that SaskTel conduct a formal wireless coverage and capacity review for Westend Resort, the Village of Westend and the surrounding Round Lake area. I also request a written response explaining what steps SaskTel will take, whether infrastructure improvements are planned and what reasonable timeline can be provided.

Please record this as a formal complaint and refer it to the appropriate wireless network or engineering team. I would also appreciate receiving a complaint or reference number for follow-up. Our community has lived with this issue for far too long. We are asking SaskTel and the Government of Saskatchewan to treat reliable cellular coverage in Westend as both an essential service and a public-safety priority.

Thank you for your attention. I look forward to a meaningful response and a practical plan to improve service.

Sincerely,

[Your full name] | [Westend address/site/property] | [Phone] | [Email] | [SaskTel customer, if applicable]