

Government of  
Northwest Territories

January 31, 2025

RICHARD EDJERICON  
MLA, TU NEDHÉ-WIILIDEH**Oral Question 418-20(1): Cell Service**

This letter is in follow-up to the Oral Question raised on November 1, 2024 regarding the community of Ndilq's difficulty accessing cell service during emergencies and whether the Government of the Northwest Territories (GNWT) works with the Canadian Radio-television Communications Commission (CRTC) to provide cell towers in the community for emergency purposes.

While I appreciate the concerns raised regarding cell service in Ndilq and the inability to access cell service during an emergency, issues with services are between clients and the service provider. To register a complaint regarding wireless service, residents should first try to resolve their complaint with their service provider. If that is unsuccessful, a complaint may be filed directly to the Commission for Complaints for Telecom-television Services (CCTS), an independent organization dedicated to working with customers and their telecommunications service providers to resolve complaints. The CCTS administers the Wireless Code and reports on violations of the Code.

Regarding my commitment to have a conversation with the Minister of Municipal and Community Affairs (MACA) and the Minister of Health and Social Services to develop an emergency backup plan for Ndilq, I am pleased to advise the Department of Infrastructure has contacted MACA's Director of Emergency Management. Under the Northwest Territories *Emergency Management Act*, local authorities are required to have a Community Emergency Plan (CEP), which should include provisions for communications to residents.

I understand that MACA engages with local authorities regularly to offer support in the development of CEPs, as well as emergency preparedness workshops and tabletop exercises. Adrien Barrieau, Director, Emergency Management and Tara Naugler, Regional Superintendent for the North Slave are available to assist the Yellowknives Dene First Nation with their CEPs for Ndilq and Dettah. They can be reached at [Adrien.Barrieau@gov.nt.ca](mailto:Adrien.Barrieau@gov.nt.ca) and [Tara.Naugler@gov.nt.ca](mailto:Tara.Naugler@gov.nt.ca).

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The GNWT also encourages residents to be prepared for emergencies, including having an emergency kit ready. Information on how to prepare for emergencies can be found on the MACA website at <https://www.maca.gov.nt.ca/en/BeReadyNWT>.



Caroline Wawzonek  
Minister, Finance

c. Honourable Vince McKay  
Minister, Municipal and Community Affairs

Honourable Caroline Wawzonek  
Minister, Infrastructure

Clerk of the Legislative Assembly

Director, Legislative Affairs and House Planning