

Chalmers, Jennifer MTIC:EX

From: Chalmers, Jennifer MTIC:EX
Sent: Wednesday, November 19, 2014 7:18 PM
To: Flesh, Cindy MTIC:EX
Subject: Fwd: Monday night DigiBC reception

Begin forwarded message:

From: "Wilkinson, Andrew MTIC:EX" <Andrew.Wilkinson@gov.bc.ca>
Date: November 19, 2014 at 7:16:24 PM PST
To: "Chalmers, Jennifer MTIC:EX" <Jennifer.Chalmers@gov.bc.ca>
Subject: Re: Monday night DigiBC reception

Yes.

Sent from my iPad

On Nov 19, 2014, at 2:17 PM, "Chalmers, Jennifer MTIC:EX" <Jennifer.Chalmers@gov.bc.ca> wrote:

The folks at DigiBC are wondering if you would be interested in speaking at their reception here in Victoria on Monday night. You would go on stage at 7 and speak for 3 minutes.

J

Chalmers, Jennifer MTIC:EX

From: Chalmers, Jennifer MTIC:EX
Sent: Monday, November 17, 2014 2:46 PM
To: OfficeofthePremier, Office PREM:EX
Cc: Minister, MTIC MTIC:EX
Subject: Re: UBCM Visit from District of Clearwater

Will do.

On Nov 17, 2014, at 12:35 PM, "OfficeofthePremier, Office PREM:EX" <Premier@gov.bc.ca> wrote:

I do believe this is a MTIC matter ... will leave it with you for a direct response ... please confirm and then we can close it as 'external', and thank you very much ...

From: Leslie Groulx [<mailto:lgroulx@docbc.ca>]
Sent: Monday, November 10, 2014 8:23 AM
To: OfficeofthePremier, Office PREM:EX
Cc: Mayor Harwood
Subject: UBCM Visit from District of Clearwater
Importance: High

Good Day

Attached is the letter we received as follow up to the Council's meeting with the Premier during 2014 UBCM.

The letter indicates that *"the government will be happy to look at the possibility of a Service BC one-stop-shop for that address as well".....* I would appreciate a contact person that I can follow this up with. Is that possible?

The District is also in discussion with representatives of the Court Services at this time.

I look forward to you providing me with a contact person to discuss the possibility of establishing a "Service BC" desk here at the municipal hall.

Thank you again for your response.

Leslie

Leslie Groulx | Chief Administrative Officer
P: 250.674.2257 | F: 250.674.2173 | E: lgroulx@docbc.ca

<image001.jpg><image002.jpg><image003.jpg> District of Clearwater
Box 157, 209 Dutch Lake Road,
Clearwater, BC
Canada V0E 1N0
www.districtofclearwater.com

Chalmers, Jennifer MTIC:EX

From: Chalmers, Jennifer MTIC:EX
Sent: Wednesday, November 5, 2014 3:04 PM
To: Wilkinson, Andrew MTIC:EX
Subject: FYI

I'm at a CoS meeting from 3:30-4:30 today.

j

Jennifer Chalmers
Chief of Staff to the Honourable Andrew Wilkinson
Minister of Technology, Innovation and Citizens' Services
O: 250.356-5973 | C: 250.889-1363

Chalmers, Jennifer MTIC:EX

From: Chalmers, Jennifer MTIC:EX
Sent: Tuesday, November 4, 2014 5:47 PM
To: 'Kim Logan'
Subject: RE: CCTS report reaffirms TELUS' position as telecom industry's customer service leader

Great work! Thanks for sharing.

j

From: Kim Logan [mailto:Kim.Logan@telus.com]
Sent: Tuesday, November 4, 2014 3:37 PM
To: Chalmers, Jennifer MTIC:EX
Subject: FW: CCTS report reaffirms TELUS' position as telecom industry's customer service leader

Hi Jenn, FYI (and a thank you!) for you and your Minister. Some great news about how TELUS' Customers First strategy is paying off. A similar note is going to MLAs, and I will also share this with Network BC.

The latest Commissioner for Complaints for Telecommunications Services (CCTS) report reaffirms TELUS' position as the telecom industry's customer service leader. The number of complaints attributed to our company was once again dramatically lower than major competitors, with only 653 complaints from our approximately 11 million applicable customer connections across Canada. This is only 5.8 per cent of the total complaints received by the CCTS for all providers. TELUS' results improved sharply for the third consecutive year, with complaints falling another 26 per cent.

Our Customers First journey is definitely not over, and we know we're not perfect, but it's great confirmation that we are on the right track. I want to take this opportunity to extend my gratitude to MLAs and their teams and ministry staff for helping us along this journey. Not only are you a valued customer, you serve as an important facilitator by passing along customer concerns from constituents. I appreciate the opportunity to help resolve an issue or, for more complicated and challenging matters, at least have a chance to assess the situation and see if there's something that can be done.

Below is a link to our news release as well as a copy for your review. Please let me know if you have any comments or questions.

On behalf of more than 8,000 TELUS team members who live and work in BC, as well as the broader TELUS team, thank you!

Kim

<http://tinyurl.com/of6o3a8>

CCTS report reaffirms TELUS' position as telecom industry's customer service leader

TELUS stands apart as customer complaints are once again dramatically lower than major competitors, dropping sharply for third consecutive year

- re-writing its contracts in plain language;
- reducing international roaming rates by 60 to 80 per cent;
- eliminating activation and renewal fees;
- launching education initiatives such as TELUS Learning Centres and TELUS WISE;
- introducing a simple smartphone trade-in program;
- introducing two-hour windows for arrival of technicians at people's homes for installation and service calls; and
- launching TELUS Neighbourhood, an online forum where customers can ask and answer questions about their wireless or home services.

The CCTS is responsible for assisting customers and telecommunications carriers resolve a wide range of complaints about products and services including home phone, long distance services, wireless services, wired and wireless Internet access, white page directories, directory assistance, and operator services.

About TELUS

TELUS (TSX: T, NYSE: TU) is Canada's fastest-growing national telecommunications company, with \$11.7 billion of annual revenue and 13.4 million customer connections, including 7.9 million wireless subscribers, 3.2 million wireline network access lines, 1.4 million Internet subscribers and 865,000 TELUS TV customers. TELUS provides a wide range of communications products and services, including wireless, data, Internet protocol (IP), voice, television, entertainment and video, and is Canada's largest healthcare IT provider.

In support of our philosophy to give where we live, TELUS, our team members and retirees have contributed more than \$350 million to charitable and not-for-profit organizations and volunteered 5.4 million hours of service to local communities since 2000. Created in 2005 by Executive Chairman Darren Entwistle, TELUS' 11 community boards across Canada have lead the company's support of grassroots charities and will have contributed \$47 million in support of 3,700 local charities organizations by the end of 2014, enriching the lives of more than two million Canadian children and youth. TELUS was honoured to be named the most outstanding philanthropic corporation globally for 2010 by the Association of Fundraising Professionals, becoming the first Canadian company to receive this prestigious international recognition.

For more information about TELUS, please visit telus.com.

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For more information, please contact:

Luiza Staniec
TELUS Social and Media Relations

Chalmers, Jennifer MTIC:EX

From: Chalmers, Jennifer MTIC:EX
Sent: Monday, November 3, 2014 9:09 AM
To: Pruden, Christie LASS:EX
Subject: Re: November Birthdays

Thanks! I had no idea!

On Nov 3, 2014, at 9:08 AM, "Pruden, Christie" <Christie.Pruden@leg.bc.ca> wrote:

Hi all:

I thought you might want to know of your MLA/Minister's birthdays coming up. Thanks.

From: Butler, Elishia
Sent: October-31-14 12:18 PM
To: Pruden, Christie
Subject: November Birthdays

November

s 22

November

s 22

Elishia Butler

Receptionist
BC Government Caucus
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