



September 14, 2023

To Whom It May Concern,

The City of Hamilton is looking to launch 311 for our municipality. 311 is a telecom service that allows constituents to call 311 instead of the city's 10-digit number (905) 546-2489 to reach our municipality's customer contact centre. As part of the launch of 311, the City of Hamilton is required to gain alignment from other municipalities that may be affected.

The City of Hamilton would like to launch 311 for the telecom exchange of 805103 . This exchange also covers part of your municipality.

By launching 311 in this exchange, there is the potential that constituents in your municipality who dial 311 in error would be connected to our customer contact center. The City of Hamilton would develop a process to forward these calls to your municipality.

The Canadian Radio-television and Telecommunications Commission (CRTC) requires expressed alignment from your municipality in writing for the City of Hamilton to proceed with its launch. This could be in any written format of your municipality's choosing. Should you need to discuss this initiative further, or need additional information, please contact me directly.

Thank you,

*Heather Vitucci*

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*Paper mail to follow*