



June 1, 2015

Dear Stakeholder of Ontario One Call,

As you may be aware, Ontario One Call currently outsources its contact centre for phone and web requests to a third party.

As of January 1, 2016, Ontario One Call will be moving the contact centre function in-house. This decision by the Board of Directors was made after careful consideration of the future needs of Members, excavators and stakeholders.

The current vendor, Accu-Link Call Centres Inc., will provide service until the end of the current agreement in December 31, 2015.

During the transition, Members and excavators should notice no change in service level. If you do have any questions or concerns, please contact Ben Hamilton, Executive Director of Ontario One Call at 519 265 8006 x 8805 or via email at bhamilton@on1call.com.

Kind regards,

Ben Hamilton
Executive Director, ON1Call