



## GREATER TORONTO AIRPORTS AUTHORITY

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Attention News/Business Editors:

### Greater Toronto Airports Authority advises of possible reduction of cellular telephone coverage at Pearson Airport

TORONTO, June 17 /CNW/ - Mr. Louis A. Turpen, President and Chief Executive Officer of the Greater Toronto Airports Authority (GTAA) has advised that, beginning July 1, 2002, cellular telephone coverage in the terminals of Pearson Airport may be reduced.

Currently, cellular coverage is poor and provided to only 40% of the airport. Passengers are not provided with adequate coverage levels, a common subject of passenger complaints.

In the interest of customer service, the GTAA had invited the four primary cellular service providers, Bell Mobility, Telus Mobility, Rogers AT&T Wireless and Microcell, to participate in a joint initiative to improve cellular coverage across the airport campus and particularly within the airport terminals. The GTAA has worked with the companies to develop a common infrastructure to be used by all, an approach that would establish service level standards and improve coverage to all areas of the airport. The cellular providers, as a group, have been unwilling to pay for the necessary infrastructure and have been unable to come to an agreement with the GTAA. Negotiations have broken off.

"Over the years, the cellular companies have provided limited service to the airport with little investment," said Turpen. "We have worked with the cellular companies on a joint initiative to provide ubiquitous service to the airport, regrettably they have not seen our approach as necessary nor effective for them. Customer service is important to the GTAA and our attempts to improve it may regrettably result in a reduction in the level of service. Cell phone users, in my experience, find frustrated service worse than no service."

The GTAA advises that there will be no impact on regular pay phone service, airport operational communications or security systems.

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For further information Peter Gregg - GTAA, (416) 6-3709

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