

# Wirecomm Newsletter

Dec, 2022



## MESSAGE FROM THE PRESIDENT

As 2022 comes to an end, we have many accomplishments to be proud of as an organization, including being awarded our first large service expansion award, assisting Rogers Cable and the Canadian Governments in bringing reliable hi-speed internet to rural areas over the next 4-5 years.

This initiative was sparked by the pandemic when everyone was working and schooling from home, including medical care from home. This is a large step for Wirecomm, and we are excited to be a part of it. We are approaching almost three years since the pandemic began, however there is a clear light at the end of the tunnel with how 2022 has evolved and advanced.

The last 2.5 years have been a real challenge for everyone, their mental states and families, however we are getting through it together. Certain aspects of our life have changed and mostly for the better. Wirecomm has also changed from an 85% fulfillment organization to roughly 50/50 with construction in 2022. We continue to grow and offer opportunities to our staff as we get ready for 2023, all while offering industry leading wages and job security.

I would like to take this opportunity to thank all our employees for their hard work in 2022, especially our technicians who are out there every day through all kinds of weather and dealing with all kinds of customers and elements of the job. You are what makes us who we are as a company. Thank you for all your continuing efforts as they do not go unrecognized. Keep up the great work as there is no Wirecomm without you all.

As we look forward to a new year and fresh start, I'd like to remind everyone of our safety programs and culture and how important it is to me. Our practices are put into place for your safety, so that you are kept safe and aware, and more importantly, that you return home to your family in a safe manner each day. Failing to practice proper safety can and will lead to life altering accidents. Don't think you are bigger than this and it cannot happen to you, because it will. Please ensure you do your part while you are out there 100% of the time. As the winter approaches, we need to be very careful on ensuring we are not distracted while driving and slow down while following the HWY traffic act, in addition to having proper clothing and completing job assessments before beginning, while working on site.

As we look forward to 2023, lets close off 2022 with positive energy and I'd like to wish everyone a very happy and safe Merry Christmas and Happy Holiday season.

**Domenic Sorbara**  
**President**



# CONSTRUCTION DEPARTMENT

Ivan Novello

Director of Construction



With Covid now behind us and the restrictions that we had to deal with has opened a wealth of opportunities for Wirecomm. The growth rate has been phenomenal for all our departments and has been nothing short of astonishing.

## Preventative Network Maintenance (PNM):

The PNM department continues to grow under the guidance of manager Rick Johnson. We are currently at 42 PNM technicians in the Greater Toronto Area and additional 5 technicians in the nation's capital Ottawa, Ontario. We have established an excellent working relation with the managers and as a result there is a long-term plan to add additional resources in the region.

Again, this is a testament of the quality of the work that we provide our customers PNM and ePNM short for enhanced preventative network maintenance. Our technicians working along with Rogers dispatch are sent out at hotspots in the network to resolve issues before maintenance truck rolls are sent out. These could be noise issues, high modem transmission levels ingress egress, faulty underground cables.

## Underground Department:

I would like to welcome Wayne Foster and Bradley Carmichael to our in-term support team here at Wirecomm. Both come to Wirecomm with a wealth of experience having worked with some of the largest contracting companies in the directional drilling sector. They work closely with our customers on the repair and replacements of their underground network cables. This department manages a current staff of 12 and we will soon be hiring additional staff to handle future workload that we have contracts solidified this year. They will also be instrumental in assisting with the pricing and estimating all new future underground work. It is our expectation that this department will expand more than double in 2023.

## In 2022 we have acquired the following projects and contracts:

Rogers Service Expansion, this is 2,500 kms of fiber to the home. This project is what all our customers call Fiber to The Home better known as FTTH. This includes plowing, drilling, jetting the fiber and slicing all the fibers. This is a 4-year project to complete.

Telecon Inc. This is another large FTTH project like the one currently done for Rogers. This is a 2-year project with options to renew every two years. This work is being done in the city of Toronto.

## Sentrex Communications:

This is another large project of FTTH like the two mentioned above under contract to Bell.

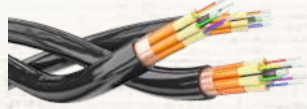


# CONSTRUCTION DEPARTMENT

Ivan Novello

Director of Construction

## Fiber Department:



This is a new addition to our team. Welcome Paolo Novello. Paolo has been in the fiber business for approximately 8 years. Paolo will be responsible for the growth of the department hiring and training for all FTTH, GPON and RFOG, 5G deployments as they come to the forefront of our business. He also has an extensive knowledge of wireless DAS (Distributed Antenna Systems) having completed numerous projects for Rogers and Bell Canada. He is responsible for the fiber department for all the projects that need fiber splicing.

Paolo also has additional responsibilities for the 1.2ghz H-Mod uplift for Roger's new initiative. Currently he has 16 technicians dedicated to this project with projections of adding additional resources in 2023 and beyond.

2023 will be very exciting for our construction department. We are looking to expand and grow all sectors of the department. I have the confidence of our team to succeed and grow to meet the demands of our customers. As I said in my last newsletter, a quote from Ted Rogers "The Best is Yet to Come.

Wishing all the employees of Wirecomm and Unitek Global Services a Very Merry Christmas and Safe and Prosperous New Year.

Happy  
Holidays



# CONSTRUCTION DEPARTMENT

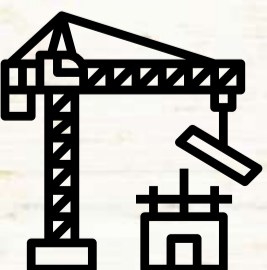
Ivan Novello

Director of Construction

## Feature Employee- Md Toyeb Hossain

Courageous and resilient industry influencer, with a mindset to correlate business with technology in Wireline and Wireless network with over 16 years of multinational telecommunication experience blended in building HFC & HFW network OSP/ISP physical plant, RF mid-split/modernization, OPE cable architecture design, optical network augmentation with fiber capacity repatriation, Critical Data Centre design and construction, and 5G LTE build expansion, forced fiber relocation design and construction, wireless RAN rollout deployment including emergency point to point communication deployment, PPP (public-private-partnership) programs and financial roadmaps. Toyeb, an accomplished electronics engineering professional started his career in telecommunication in 2007, gained experience in disaster recovery management, critical infrastructure engineering & operations, strategically collaborate with multilevel internal engineering teams and established strong vendor-procurement relationships to be able to succeed within fast-speed fiber expansion by value stream mapping and lean production.

**Welcome Toyeb Hossain, Construction General Manager -Wirecomm!!**



# FULFILLMENT DEPARTMENT

Rajbir Singh

Fulfillment Operations Manager

As 2022 approaches its end, we reflect on the many challenges we have had to face and overcome in the past year.

To meet the challenges of the post-pandemic period, businesses around the world have had to pivot quickly with decisive agility and creativity. As we move past this and into the next phase, Wirecomm continues to seek out and embrace opportunities that emerge to recover and build stronger. Our experiences and lessons learned from the pandemic are proving to be invaluable, as we prioritize our actions that will help us to build strategic resilience for the future.

Over the course of the past year, Wirecomm faced and had to overcome many of the stumbling blocks along the way, which were completely beyond our control and unrelated to our capabilities or competence as a company. Unfortunately, the stumbling blocks were greatly due to the several system and codes changes, and glitches within the Rogers' operations network. Despite these field hardships however, Wirecomm once again rose to the many challenges and met with success on several levels – and it's all thanks to our technicians' perseverance, extremely dedicated hard work and commitment to the Wirecomm brand.

With only a few weeks left of the year, we would like everyone to shift into high gear and put every ounce of energy and effort to achieve greater success in the areas that can still benefit greatly in the overall rating, especially towards CSAT and service numbers. For many years running, Wirecomm has been number one among all the contractors regarding our NPS, now known as CSAT performance/numbers and KPI targets. As we entered Q2, we saw a decline in momentum.



We are confident however that we will return and rise to the top in this area. With the CSAT incentive program rolling out effective November 1st, coupled with the quarterly bonuses as achievement rewards, we are certain technicians will strive and go the extra mile to achieve their targets. Going full steam ahead in the final stretch will equip the Wirecomm team with a solid start in the coming year, 2023. A strong footing from the onset will make it much easier to achieve consistent success going forward.



# FULFILLMENT DEPARTMENT

Rajbir Singh

Fulfillment Operations Manager

Wirecomm would like to make an honorable mention of our top ten technicians in installation & service for Q3, all of whom achieved their KPI targets and excelled in these areas.

Installation Top 10

Tech ID	Name	Supervisor	WO RPT	WO CNT	WO RPT%
5956	Jaspreet Singh	OSA	0	177	0.00%
2473	Gurpreet Singh	OSA	0	162	0.00%
2980	Sahjpal Brar	OSA	0	155	0.00%
2033	Tao Liu	KELLY	1	164	0.61%
957	Amripal Singh	DALE	2	258	0.78%
2257	Omar Noble	LEO	2	191	1.05%
6583	Jasmeet Singh	OSA	2	185	1.08%
2352	Qi Jun He	LEO	2	184	1.09%
7319	Gbolahan Awo	LEO	2	175	1.14%
2061	Akash Jindal	OSA	2	159	1.26%

Service Top 10

Tech ID	Name	Supervisor	SO RPT	SO CNT	SO RPT%
8898	Sahibjit Singh	NICK	1	289	0.35%
3727	Satnam Singh	OSA	2	209	0.96%
1199	Tavneet Singh	KELLY	3	248	1.21%
2061	Akash Jindal	OSA	2	158	1.27%
3191	Amandeep Singh	KELLY	5	347	1.44%
4694	Prabhdyal Chahal	OSA	3	188	1.60%
8558	Gurminder Boparai	DENNIS	4	248	1.61%
6625	Sukhpreet Singh	KELLY	4	242	1.65%
1662	Gurpreet Saini	DENNIS	4	223	1.79%
3788	Sureshpal Singh	KELLY	5	274	1.82%

What was newly introduced by Rogers in 2022;

- Pro Install Rescue; a positive for techs – began in Q3, allowing for more time & revenue than techs had in Q2 for “Failed Self Install” (Transfers/moves).
- GPON was added to the Wirecomm skillset. Rogers’ next step of customer experience – began in Q1. This will allow Rogers to provide more bandwidth up to 8G service.

As I reflect on 2022, I would like to take a moment and share my thoughts with you, our valued team of employees. As part of the operations team, I am most grateful for all our talented employees who have painstakingly worked with such unwavering dedication and commitment, for the well-being of our company, Wirecomm. You all are to be commended for your willingness to take on every challenge that has presented itself this past year. Thank you for your discipline, effort, dedication, and determination because of which we are successful today as a company in this industry. Please continue with what you are doing and reach for better every day. I’m certain as we continue along this path, the Wirecomm team will reach great heights in 2023 and well beyond into the future. I wish you and yours a very happy holiday season and a prosperous new year!



# SAFETY DEPARTMENT

Robert Rocha

Manager of Risk and Training



Wirecomm entered 2022 with a fresh new start after 2 years of uncertainty. With the construction division growing, comes more opportunities, which will have new safety concerns and regulations.

The beginning of 2022, the increase of vehicles became ever present and the comparison in vehicle crashes began to rise to previous levels. As we entered Q4, the trend continued with incidents starting to rise.

We are now entering the winter months, where weather will play a big part. Safety not only applies to driving but includes working in harsh conditions. Proper PPE and worksite setup must be followed to ensure all hazards are recognized and controls are put in place. Over the last year there has been a rise in injury related incidences. Did you know that slip, trips and falls, rise during poor weather conditions. We need to continue to follow the many safety topics that are sent out every day.

Ontario has stringent distracted driving laws in place as listed below:

### **Distracted Driving Fines & Penalties in Ontario:**

A first distracted driving offence in Ontario now carries a fine of \$615 to \$1000, 3 demerit points, and a license suspension of 3 days. For a second offence, the fine can be as high as \$2000, along with 6 demerit points, and a license suspension of 7 days. For the third offense, the fines increase to as much as \$3000, with 6 demerit points and a license suspension of 30 days

Our latest statistics compared from 2021 to 2022:

2021 Statistics		2022 Statistics till end of Oct	
T1	37	T1	37
T2	7	T2	5
T3	5	T3	9
MOR	3	MOR	5
Total	52	Total	56

If we all continue to work together during these next few months, we should see a decline going forward. Let's all have a safe holiday and look forward to a prosperous and safe 2022.



# SAFETY DEPARTMENT

Robert Rocha

Manager of Risk and Training

Thank you all for this year's BBQ turn out!





# SAFETY DEPARTMENT

Matthew Melillo  
Training Manager



Did you know?! Rogers is upgrading their network! And its through the concerted efforts of all our techs; residential and maintenance alike, that we will be able to offer our customers Better, Faster, more Secure, and Stable services.

Technology makes the world go round – and its up to our [Rogers] technicians to ensure products and services are running properly. Part in parcel of that is making sure we stay on top of the newest technologies available. When referring to technology, the saying “What was once, will never be” will always hold true. Technology is exponentially growing, and we must grow with it (i.e. updating our network to improve performance and standards), otherwise, we will fail our customers and our commitment to them – The Best is Yet to Come!

You will often hear the term, “Uplift”, “Network Uplift” or possibly “1.2 Gig split” when referring to the changes we are making within the Rogers network. This “uplift” or change will see the removal of old plant components (860mhz/1ghz Nodes, Trunks, Line Extenders, and Taps) and be replaced with newer components capable of a higher spectrum range (up to 1.2Ghz or 1218mhz). With this addition to our spectrum, amongst other service improvements, we will be able to offer more 4k/HD programming for TV services and offer more OFDM(-A) channels which in-turn, will result in much faster internet speeds for both upload and download. And who wouldn’t want that?! Of course, with this change, there will be new forward and return path carriers, as well as pilot channels we use to diagnose our signal properly. Please take the time to properly inform yourselves of these changes.

Return Data Carrier/Upstream – 5mhz to 85mhz

Forward Data Carrier/Downstream – 102mhz to 1218mhz (1.2Ghz)

Pilot Frequencies: 111mhz (ch.98) / 711mhz (ch.110) / 861mhz (ch.135) / 1197mhz (ch.TBD)

## Test Your Knowledge

\*\*\* First person to email me back at [mmelillo@wirecommca.com](mailto:mmelillo@wirecommca.com) or 416-624-8608 with the correct answers to both questions will receive a prize! \*\*\*

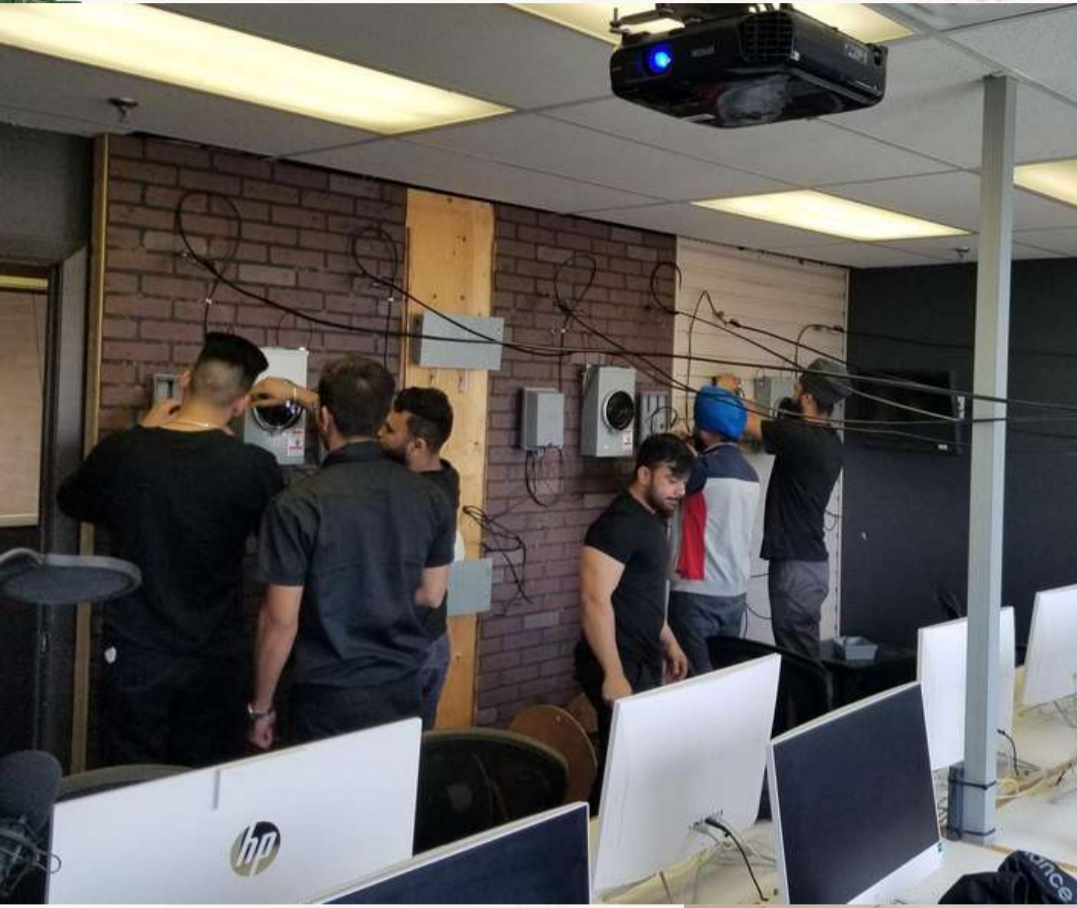
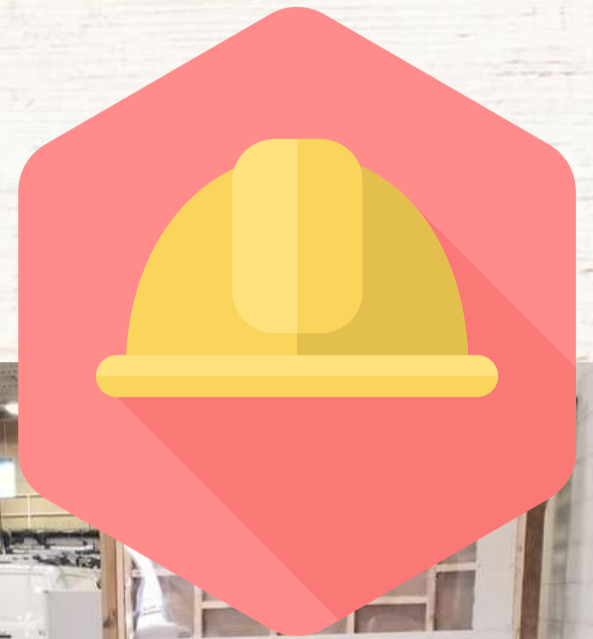
1)What current Pilot channels (or Frequencies) do we currently use on the 860mhz/1ghz plant to diagnose signal?

2)How long has Wirecomm been in business for?



# SAFETY DEPARTMENT

Matthew Melillo  
Training Manager



# HR & PAYROLL DEPARTMENT

Grace Beck

Payroll & HR Manager



## Why Hiring People with Disabilities Is Good for Business

Disabilities can include a wide range of conditions and can be complex. Some people are born with disabilities, some people develop one over time. According to the Ontario Human Rights Commission:

“Disability should be interpreted in broad terms. Although sections of the Code set out various types of conditions, it is clear that they are merely illustrative and not exhaustive.”

## Why People with Disabilities Make Great Employees:

Hiring individuals with disabilities means tapping into an underused labour market of valuable talent. Accessible Employers and Research from Statistics Canada and hold up this fact:

1. 90% performed equal or better than their coworkers without disabilities.
2. 86% of people with disabilities had equivalent or better attendance than their peers.
3. Staff retention rates are 72% higher among people with disabilities.

“I think we tend to focus on perceived weaknesses of people with disabilities rather than all the strengths,” says Laurie Proulx, longtime HR Consultant and Disability Advocate. “People with disabilities and with health conditions have learned to adapt to many things and know how to handle everyday challenges. In a world that’s always changing, they can be a huge resource and benefit to any company.”



# HR & PAYROLL DEPARTMENT

Grace Beck

Payroll & HR Manager

## WIRECOMM: EMPLOYEE WORK ANNIVERSARY

This year we celebrated 19 employees on their respective 5 / 10 / 15 / 20 years with Wirecomm!!

<i>FIRST NAME</i>	<i>LAST NAME</i>	<i>SENIORITY</i>	<i>FIRST NAME</i>	<i>LAST NAME</i>	<i>SENIORITY</i>
Everton	Guy	20 Years	Roary	Whyte	10 Years
Laura	Hayden	20 Years	Ishan	Clare	5 Years
Osazee	Asemota	15 Years	Wayne	Eades	5 Years
Shengyi	Feng	15 Years	Vaughan	Huska	5 Years
Omar	Noble	15 Years	Rickey	Johnson	5 Years
Rajbir	Singh	15 Years	Sourav	Kalia	5 Years
Vladimir	Tsyban	15 Years	Ivan	Novello	5 Years
Mohamed	Abdi	10 Years	Jugraj	Singh	5 Years
Ming	Li	10 Years	Taranpreet	Singh	5 Years
Sheng Fa	Ren	10 Years			



2022	Numbers of employees	Gifts
A- 20 Years	2	Branded Pen & \$500 Gift card
B -15 Years	5	Hugo boss watch
C - 10 Years	4	Spring jacket
D - 5 Years	8	Hoodies

*Congratulations!*



# Happy Work Anniversary!

## RAJ SINGH

Fulfillment Operations Manager

I love the management team, co-workers, and the job itself. The management is very professional and they make you feel like you are part of a family and not simply an employee. I have been working here for 20+ years and thus far no regrets. Every job comes with its challenges and some stress but it's up to you in how to strike a balance between your career and your priorities. There is no doubt that this is my last 'job' and I will retire from here when the time comes.



*20 Years*



*15 Years*

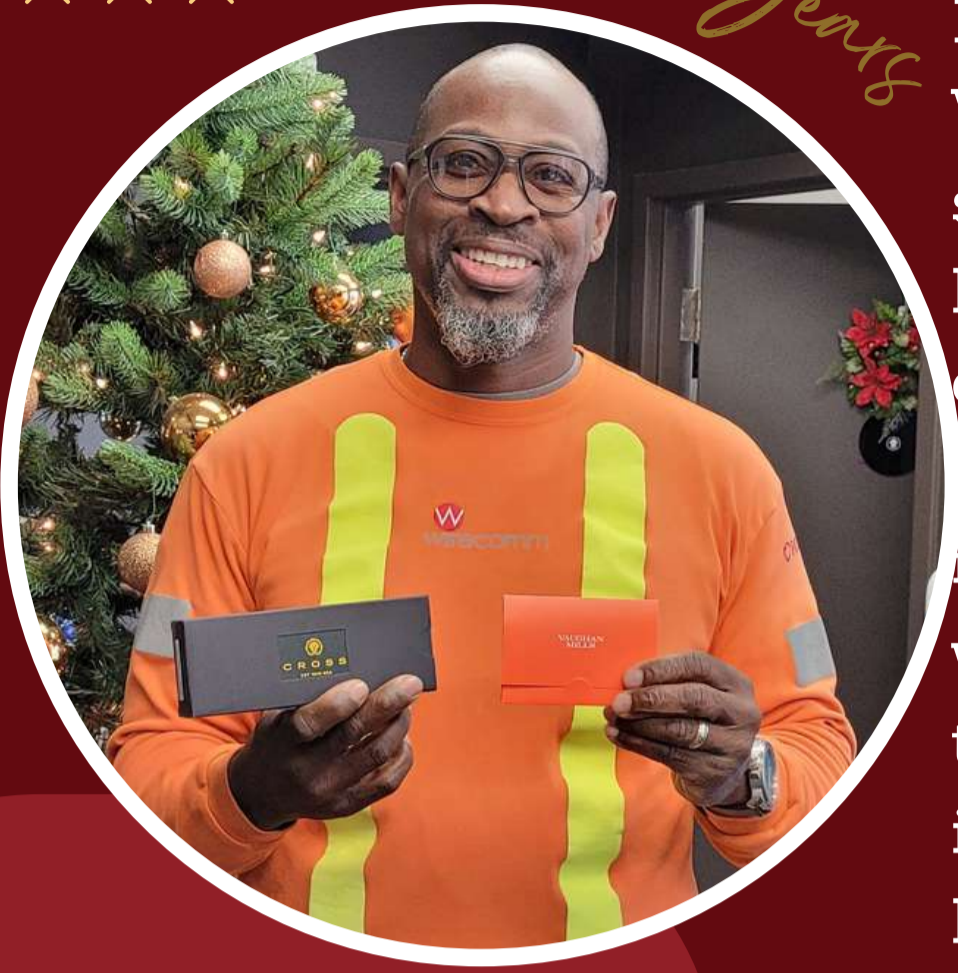
FENG  
SHENGYI  
Technician



Happy Work Anniversary!

20 Years

For the past 20 years, being a tech at Wirecomm has been great, I've met so many techs and management, it's like a family. I've had so many different supervisors throughout the years, so many great times. I would recommend Wirecomm to anyone who would like to get into telecommunications sector because it's a fulfilling experience of a lifetime!!



EVERTON GUY

Construction Technician

VLADIMIR  
TSYBAN

Technician

15 Years



OSAZEE  
ASEMOTA

Technician

15 Years



Happy Work Anniversary!

OMAR  
NOBLE

Technician



15 Years

LAURA HAYDEN

AP Administration

20 Years

My very first day with Wirecomm I felt right at home with the energy of the President, you could feel his passion for the company. I have met some great people while working for Wirecomm over the last 20 years. There are only a few of us in the office, so everyone is close. It's a great atmosphere and the days do go by quickly. Time flies when you're having fun. We have the best team; our technicians, Supervisors, Managers, and warehouse crew are all supportive and encouraging. Working with all these amazing people is what makes this company a wonderful place to work.



# Statutory Holidays, 2023

## DATE

## PUBLIC HOLIDAY

Sunday, 1 January

New Year's Day

Monday, 2 January

New Year's Day  
(observance)

Friday, April 7

Good Friday

Monday, 22 May

Victoria Day

Saturday, 1 July



Canada Day

Monday, 3 July

Canada Day (observance)

Monday, 7 August

Civic Holiday

Monday, 4 September

Labour Day

Saturday, 30 September

National Day for Truth  
and Reconciliation

Monday, 2 October

National Day for Truth  
and Reconciliation  
(observance)

Monday, 9 October

Thanksgiving Day

Monday, 25 December

Christmas

Tuesday, 26 December

Boxing Day





# FINANCE & HR DEPARTMENT

Frank Amato

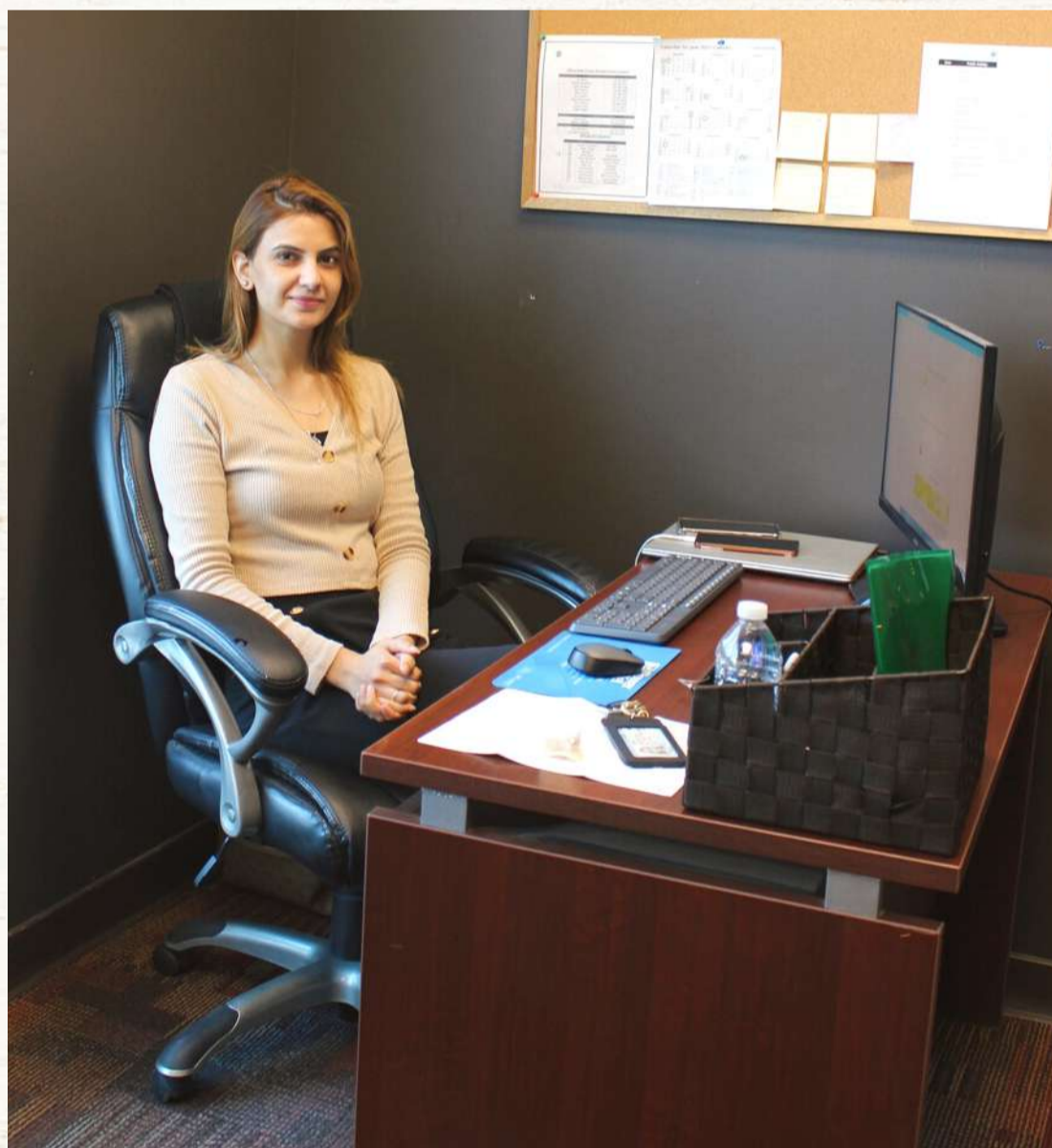
Senior Finance Manager



## Feature Employee- **Manisha Arora**

In this edition, the feature employee is Manisha Arora, Wirecomm's new Human Resource Generalist. Manisha just recently joined the Company on September 12, 2022. In her role as Human Resource Generalist, she plays a very critical part in the HR and Payroll department. She successfully completed her MBA in HR and Marketing and is in the process of obtaining her Certified Human Resources Professional designation (CHRP). Manisha has over 8 years of human resources experience. Please welcome Manisha to the Wirecomm family.

Welcome aboard!





## HUMAN RESOURCES DEPARTMENT

Manisha Arora  
HR Generalist



### Construction Supervisor

**Supervise** field crews and sub-contractors. Ensure projects are following **budget**. Plan and **distribute** work to field **crews**. **Travel** between job sites to follow-up and ensure that **project timelines** are maintained according to client expectations. Adhere to **health** and **safety policies**. Provide ongoing **coaching** and training to team members. **Communicate** and work with clients (internal and external), **Managers, Municipalities** to ensure that any obstacles are removed and **projects** are completed within timeline(s)

### Fiber Optic Technician

**Knowledgeable** in Fiber Optic **Systems** for both **Outside** Plant and **Inside** Plant. Proficient in **Troubleshooting** and **Problem Solving**. Firm grasp of how to utilize test and troubleshoot **tools**. Experience with **Building Splice Enclosures**. Experience with handling **Loose Tube** and **Ribbon Fiber** (Preparation and Splicing) Splice Fiber According customer/business partner provided details and specifications. Completing **Builds** per requirement and keeping detailed **documentation**. Excellent **Communication, Customer Relation** Skills and **Time Management** skills. Ability to deliver projects on **time** by predetermined deadlines. Ability to work in, and adapt to, **varied field environments**.

### Power Supply Coordinator

Knowledge of **aerial** and **burial** power supply **installations**. A skillset to remotely power for the **replacements**. Knowledge of **REN's** and **Continuity**. Navigate through **Mobilenet** to obtain REN's information and **Nika manager**. Able to **coordinate** with a power supply crew on workflow **Dailey** as well as being pro-active with replacements as well.



Contact HR at [hr@wirecommca.com](mailto:hr@wirecommca.com) // 905-760-8018 (ext 234) for Employee Referrals!!





## HUMAN RESOURCES DEPARTMENT

Manisha Arora

HR Generalist



### Hydrovac Operator/ Driver

**Daylighting** and **soft excavating** for telecom, hydro and gas. Ensure **health and safety** is the number one goal by following **policies, CVOR guidelines** and acting in a safe manner at all times. Perform **pre and post trip inspections** by following company policies and procedure for **routine maintenance**, perform **general housekeeping** to ensure **Hydro Vac** is clean and operating properly. Complete all required **paperwork** daily. Set up and inspect **grounding and/or bonding procedures** by Hydrovac operation. **Handle and distribute** construction materials, **loading and unloading vehicles** with supplies, equipment, **remove all debris** from work sites.

### Horizontal Directional Driller/Locator

**Load and unload** directional drill equipment in a manner that is secure and damage-free. **Transport** associated tools, materials, and/or equipment in a safe manner. Complete **Driver's logbook & daily vehicle inspection** (pre-trip, en-route, post-trip), **maintenance** and **repair** reports, **accident** or **incident** reports. Complete a **daily inspection** on equipment prior to commencing work. Prepare the **drilling fluid** based on site conditions prior to boring commencing. In conjunction with the locator, operate the **directional drill** using the **selected bore heads and back reamers** to place cables and/or duct. **Troubleshoot** any equipment issues and relay to a service technician for assistance or resolution. Able to **operate** the drill locater as required.

### Dig and Repair Crew

Experienced underground **dig & repair coax plant repair technicians** .Crew leads as well as **helpers** . Experienced on **locating** underground coax faults, first time right . Digging down to the **coax fault** , **repairing** and **restoring** the civic area .



Contact HR at [hr@wirecommca.com](mailto:hr@wirecommca.com) // 905-760-8018 (ext 234) for Employee Referrals!!





WE WISH YOU AND  
YOUR FAMILY A

*Merry Christmas*

AND  
A HAPPY NEW YEAR

