

next day its basically no. It's frustrating especially when its been made public that they'll help with the system, I feel let down."

Telford is not alone, hundreds of families across the province are facing similar issues.

Lack of broadband service is an issue in many rural and remote parts of the country. According to [the most recent statistics from the CRTC](#), 40.8 per cent of rural households had access to high-speed internet as of 2018. For some, such as Telford, when it is available, it's cost prohibitive.

Telford noted that she has been in contact quite often with their school principal but after getting nowhere, she decided to go directly to the Trillium Lakelands District School Board, TLDSB, with an email, explaining her situation but she never received a response.

According to Telford, she received a phone call from their school principal about 20 minutes after she sent the email out to TLDSB.

The school principal has offered to print off the school work for the children, Telford recently picked up the paperwork from the school and was again, let down.

"There is the odd thing in there that my kids are able to do but the majority of it is instructions to go to this website and watch this video before you can do the work," she said. " I almost wanted to throw it in the air Thursday, I felt like giving up."

The school also directed Telford to speak with the local Covid Relief Fund set up by local volunteers. She noted they have been very helpful and are currently working on the situation.

Kawartha411 reached out to TLDSB, but they declined to speak on the issue but provided us with a written statement.

According to Sinead Fegan, Communications Officer for TLDSB, the Board has been focusing on providing devices to students in need while remote learning is taking place.

"We have provided wifi sticks to some students, mainly focusing on secondary students so they can graduate. In saying that, due to equity and the availability of internet in some areas of the Board, we are providing the option of paper materials to these families that are having connectivity problems," she said in the statement.

Fegan also noted that if a family would like to make a request for either a device or paper materials, they are asked to reach out to their child's home school.

"Another option for parents/guardians are the recently announced government grants available to families in need with students over the age of 13, as well as under the age of 13 with special needs," she added.

The province however puts the blame on the school board. According to Caitlin Clark, Deputy Director of Communications for Education Minister Stephen Lecce, school boards are required to make provisions and adaptations for those students who are unable to learn remotely due to connectivity issues to ensure the continuity of learning.

"Our government has invested nearly 1 billion dollars to expand and improve broadband and cellular services right across the province, including in rural and remote areas, in addition to 15 million dollars for online learning devices," she said. "Just last week, we announced an upcoming