

Technical Assistance Team Fact Sheet



What is the Technical Assistance Team?

The Technical Assistance Team (TAT) has been established to assist stakeholders that need support in carrying out the work required by AHSIP.

The TAT will provide technical and administrative assistance to stakeholders as well as work to improve communications and coordination to support the implementation of designated high-speed internet projects.



What Core Services will the TAT Provide?

The Technical Assistance Team (TAT) has been established to assist stakeholders with the work required for designated broadband projects, including AHSIP, in the following areas:



Permits and Approvals Coordination

Provide technical support to designated broadband project stakeholders that need support to accelerate deployment, by applying leading practice Right of Way (RoW) and/or permitting processes.



Disputes and Resolution Coordination

Provide early and informal facilitation and/or administrative support for the resolution of disputes between any set of stakeholders and escalate any unresolved disputes.



Broadband Stakeholder Support

Provide technical support knowledge through FAQs, fact sheets, and other resources to assist with managing unexpected complexities in design or construction which may arise from the various diverse technologies and architectures.

Support other internal broadband program teams, through information and expertise, to deliver their objectives, make data-driven decisions, and better connect with stakeholders.



How do I request TAT support?

AHSIP stakeholders will be able to request TAT support through the Broadband One Window platform. The BOW will allow stakeholders to input a description of the support required. TAT can also be reached through email at TAT@infrastructureontario.ca.



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Types of Support for Core Services

The TAT will provide its core services in case the stakeholder organizations need support in carrying out the work required by designated broadband projects, including AHSIP.



Permits and Approvals

- Assist with general questions and provide support related to permit applications.
- Provide support to stakeholders with reviewing applications for completeness and general coordination services.
- Provide quality assurance and application support to reduce errors and missing information in applications for authorizations and permits.

Disputes and Coordination

- Provide informal and early dispute resolution support on matters including, right-of-way access, 3rd party pole attachments, coordination of complex make ready work, etc.
- Provide a holistic view on all disputes through BOW and review its potential condition precedent (i.e., referring to previous disputes) on how and where similar challenges were resolved.
- Facilitate communication and coordination, and provide support for Guideline, legislative and regulatory compliance.
- Escalate unresolved technical disputes that require additional expertise beyond capabilities of TAT.



Broadband Stakeholder Support

- Necessary support on design and project plan review to assess tenability.
- Provide stakeholders with support necessary to help interpret legislation and guidelines.
- Advise on BBFA Guideline compliance during the design and delivery phase.
- Provide support on the use and navigation of Broadband One Window and data required to support its full set of capabilities.



Learn more

For questions or feedback, please reach out to the AHSIP team at:

OntarioConnects.Onboarding@infrastructureontario.ca

