



Telecom Public Notice CRTC 2008-16-1

Ottawa, 27 November 2008

Notice of consultation

Review of various customer account management regulatory measures

Reference: 8663-C12-200814740

Erratum

1. In Telecom Public Notice 2008-16, the Commission initiated a proceeding to review various customer account management regulations, in light of the Policy Direction,¹ pursuant to the action plan developed in Telecom Decision 2008-34. In paragraph 6 of that public notice, the Commission incorrectly indicated that the obligation to provide toll restrict service was not retained in forborne markets.
2. The corrected paragraph 6 reads as follows, with changes highlighted in bold:

In **Telecom** Decision 2006-15, the Commission considered that there would be exceptions where market forces may not be sufficient to protect the interests of all users in forborne markets. As a result, the Commission retained the regulatory obligations associated with the disconnection process, deposit policies, **and toll restrict service** in forborne markets. The Commission also imposed a price ceiling on the charges and limits associated with late payment and dishonoured payment charges, inasmuch as they apply to stand-alone primary exchange service.

Secretary General

Related documents

- *Review of various customer account management regulatory measures*, Telecom Public Notice CRTC 2008-16, 3 November 2008
- *Forbearance from the regulation of retail local exchange services*, Telecom Decision CRTC 2006-15, 6 April 2006, as amended by Order in Council P.C. 2007-532, 4 April 2007

¹ *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives*, P.C. 2006-1534, 14 December 2006 (the Policy Direction)

- *Action plan for reviewing social and other non-economic regulatory measures in light of Order in Council P.C. 2006-1534, Telecom Decision CRTC 2008-34, 17 April 2008*

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