



Telecom Order CRTC 2010-304

Ottawa, 21 May 2010

TELUS Communications Company – Public Emergency Reporting Service

File number: Tariff Notices 534 and 534A (TCQ)

1. The Commission received an application from TELUS Communications Company (TCC), dated 11 March 2010 and amended on 16 March 2010, in which the company requested that the Commission ratify the rates associated with Tariff Notices 529 and 529A for the period of 1 January to 28 February 2010. These notices relate to Item 2.25.01 – Public Emergency Reporting Service of TCC's General Tariff.
2. TCC indicated that on 14 December 2009, it filed Tariff Notice 529 to reduce the monthly rates for its retail 9-1-1 public emergency reporting service by \$0.01. TCC submitted at that time that this amendment was required to ensure compliance with *Télébec, Limited Partnership and TELUS Communications Company – Local network interconnection and network component unbundling*, Telecom Decision CRTC 2007-132, 20 December 2007. In that decision, the Commission directed TCC to file revised retail 9-1-1 rates that were either based on its own costs or set at the level approved for Bell Canada and updated annually to reflect changes in Bell Canada's rates. TCC opted to file retail 9-1-1 rates set at the level approved for Bell Canada.
3. In Tariff Notice 529, TCC also requested that the proposed amendment take effect on 1 January 2010, the date on which the revised rates would also take effect for Bell Canada. However, on 15 December 2009, TCC filed Tariff Notice 529A, in which it requested that the proposed amendment take effect on 1 March 2010 so that it could adjust its billing system and internal procedures.
4. On 22 December 2009, the Commission received comments from Quebecor Media Inc. (QMI) in which QMI submitted that the effective date for TCC's revised retail 9-1-1 rates should be the same as the date approved for Bell Canada, given that TCC had decided to revise its retail 9-1-1 rates based on Bell Canada's rates. QMI asked the Commission to direct TCC to apply a retroactive credit, effective 1 January 2010, for the overpayments TCC collected in January and February 2010.
5. On 29 January 2010, the Commission received reply comments in which TCC indicated that it would credit its customers so that the \$0.01 reduction in its monthly retail 9-1-1 rates would be retroactive to 1 January 2010.
6. Accordingly, on 11 March 2010, TCC filed Tariff Notice 534 requesting that the Commission ratify, for the period of 1 January to 28 February 2010, its monthly retail 9-1-1 rates that took effect 1 March 2010. TCC indicated that, beginning 1 January 2010, it had billed the reduced monthly rates of \$0.18 per access line and \$0.09 per wireless access service, as amended in Tariff Notice 529A.

7. The Commission notes that, pursuant to subsection 25(4) of the *Telecommunications Act*, it may ratify the charging of a rate otherwise than in accordance with a tariff approved by the Commission if it is satisfied that the rate was charged because of an error or other circumstance that warrants the ratification.
8. The Commission finds that, under the circumstances, TCC's application is warranted.
9. Accordingly, the Commission **approves** TCC's application and ratifies the monthly retail 9-1-1 rates that TCC billed for the period of 1 January to 28 February 2010.

Secretary General

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