



Telecom Order CRTC 2013-412

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Ottawa, 15 August 2013

Bell Aliant Regional Communications, Limited Partnership – Customer Requested Temporary Suspension of Service

File number: Tariff Notice 459 (Aliant Telecom)

1. The Commission received an application from Bell Aliant Regional Communications, Limited Partnership (Bell Aliant), dated 11 July 2013, in which the company proposed to extend the availability of Customer Requested Temporary Suspension of Service (TSS) to regulated customers in Newfoundland and Labrador under the same tariffed terms, conditions, and rates as currently offered to Bell Aliant's customers in the other Atlantic provinces.¹ Bell Aliant proposed an effective date of 26 July 2013.
2. In its application, Bell Aliant noted that it recently became aware that its service representatives had offered TSS to a limited number of regulated customers in Newfoundland and Labrador in error. Bell Aliant requested ratification of the rates charged to these customers prior to the approval of its application, pursuant to subsection 25(4) of the *Telecommunications Act* (the Act).
3. In Telecom Order CRTC 2013-353, 26 July 2013, the Commission approved Bell Aliant's application on an interim basis and noted that it would address the company's request for ratification in a subsequent order.
4. The Commission received no interventions regarding Bell Aliant's application. The public record of this proceeding, which closed on 6 August 2013, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file number provided above.
5. The Commission notes that pursuant to subsection 25(4) of the Act, it may ratify the charging of a rate by a Canadian carrier 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.
6. The Commission is satisfied that Bell Aliant charged the above-referenced customers in Newfoundland and Labrador the rate for TSS without an approved tariff as a result of an error. The Commission therefore considers that the company's request for ratification is reasonable.

¹ Under the company's proposal, a customer in Newfoundland and Labrador on TSS will be billed 50 percent of the regular service access rate per month, except as otherwise noted in the tariff. No service charges will apply.

7. Accordingly, the Commission **approves on a final basis** Bell Aliant's application to extend the availability of TSS to regulated customers in Newfoundland and Labrador and ratifies the TSS rate charged by the company to customers in Newfoundland and Labrador prior to 26 July 2013. Bell Aliant is to issue² revised tariff pages reflecting the determinations set out in this order within 10 days of the date of this order.

Secretary General

² Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.