



## Telecom Order CRTC 2014-27

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Ottawa, 29 January 2014

### **Bell Aliant Regional Communications, Limited Partnership and Bell Canada – Home Phone Choice Package**

File numbers: Bell Aliant Tariff Notice 471  
Bell Canada Tariff Notice 7417

1. The Commission received applications from Bell Aliant Regional Communications, Limited Partnership and Bell Canada (collectively, the Bell companies), dated 3 December 2013, in which the Bell companies proposed revisions to item 2233, Home Phone Choice Package, of their respective General Tariffs.
2. The Bell companies proposed to enhance the Home Phone Choice Package, a residential local exchange service, by increasing the number of calling features included in the service from five to eight, with no increase in rates. They noted that they had begun offering the modified service initially as a trial in areas that had been forborne from the regulation of residential local exchange service. They also noted that they had since discovered that the modified service had been provided in error, beginning 22 September 2013, to some customers in areas where residential local exchange service was still regulated. As a result, the Bell companies requested that the Commission ratify the provision of the modified service at no additional charge, for the period from 22 September 2013 to the effective date of the proposed tariff changes.
3. In Telecom Order CRTC 2013-702, 16 December 2013, the Commission approved the aforementioned applications on an interim basis.
4. The Commission received no interventions with respect to these applications. The public record of this proceeding, which closed on 15 January 2014, is available on the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca) under "Public Proceedings" or by using the file numbers provided above.
5. The Commission notes that, pursuant to subsection 25(4) of the *Telecommunications 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 the Bell companies provided, in error, the modified Home Phone Choice Package to the benefit of some customers in areas where residential local exchange service was still regulated. Under the circumstances, the Commission considers that the Bell companies' request for the ratification of rates is reasonable.

7. Accordingly, the Commission **approves on a final basis** the Bell companies' applications. The Commission also ratifies the rates charged by the Bell companies for the Home Phone Choice Package, in areas where residential local exchange services were still regulated, from 22 September to 15 December 2013.

Secretary General