



Telecom Order CRTC 2006-115

Ottawa, 18 May 2006

Société en commandite Télébec

Reference: Tariff Notice 331

Service improvement plan

1. In Telecom Order CRTC 2006-46, 7 March 2006, the Commission approved on an interim basis an application by Société en commandite Télébec (Télébec), dated 22 February 2006, to revise General Tariff item 4.4, Service Improvement Plan (SIP).
2. In its application, Télébec proposed the addition of terms applicable to customers requesting service, after 31 March 2006, in localities not included in the Commission-approved SIP. Télébec submitted that the proposed terms would allow it to apply the regular construction charges to customers requesting service in localities not included in the Commission-approved SIP.
3. Télébec also proposed the addition of terms applicable to customers requesting service, between 31 December 2006 and 31 December 2009, in localities where the SIP had already been implemented. Télébec submitted that the proposed terms would allow the customer to pay the charges associated with the SIP, rather than paying the regular construction charges.
4. Finally, Télébec proposed to defer the SIP construction scheduled for three localities, namely La Tuque (Lac Cuisy area), Fabre (Baie McAdam area) and Fabre (Baie Dorval area). Télébec stated that the work would require the deployment of a more complex infrastructure than initially expected. Télébec further indicated that it planned to complete the SIP in those localities by 31 December 2007.
5. The Commission received no comments with respect to the application.
6. The Commission considers that Télébec's proposed tariff modifications are reasonable and will ensure a fair and equitable treatment for customers in the areas where the company has rolled-out its SIP. The tariff changes will also provide clarity as to the application of construction charges in non-SIP areas. In addition, the Commission notes that Télébec's proposal is very similar to a proposal made by Bell Canada, which was approved in Telecom Order CRTC 2005-269, 20 July 2005.
7. The Commission finds that Télébec's proposal to defer SIP construction, to 31 December 2007, in the three localities identified above is acceptable in view of the unforeseen complexity of the work required.
8. In light of the above, the Commission **approves on a final basis** Télébec's application.

Secretary General

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