



Telecom Decision CRTC 2007-12

Ottawa, 27 February 2007

Bell Aliant Regional Communications, Limited Partnership and Bell Canada – Application to extend certain time frames to equip pay telephones with teletypewriter units, established in Telecom Decision CRTC 2004-47

Reference: 8662-B2-200614661

In this Decision, the Commission approves a request by Bell Aliant Regional Communications, Limited Partnership and Bell Canada to extend certain time frames to equip pay telephones with teletypewriter units, as established in Decision 2004-47.

Introduction

1. The Commission received an application by Bell Aliant Regional Communications, Limited Partnership (Bell Aliant) and Bell Canada (collectively, the Companies), dated 14 November 2006, pursuant to section 62 of the *Telecommunications Act*, to review and vary parts of *Access to pay telephone service*, Telecom Decision CRTC 2004-47, 15 July 2004 (Decision 2004-47). The Companies requested an extension of the time frames associated with the teletypewriter (TTY)¹ upgrade program for pay telephones established in Decision 2004-47.

Background

2. In Decision 2004-47, the Commission directed Aliant Telecom Inc. (now part of Bell Aliant), Bell Canada, MTS Communications Inc. (now MTS Allstream Inc.), Saskatchewan Telecommunications, and Télébec, Limited Partnership (collectively, Bell Canada et al.); and TELUS Communications Inc. and TELUS Communications (Québec) Inc. (collectively, TCI)² to implement a program to equip their pay telephones with TTY units within specified time frames.
3. At paragraphs 146 and 147 of Decision 2004-47, the Commission directed Bell Canada et al. and TCI to upgrade their pay telephone banks as follows:

146. The Commission directs Bell Canada et al. and TCI to upgrade all of their pay telephone banks of four or more pay telephones by equipping at least one pay telephone with a TTY unit by no later than 31 December 2006.

¹ A teletypewriter, also called a text telephone, is an electronic device with a keyboard and a small screen that enables deaf, deafened, hard of hearing and hearing people to communicate with each other using the telephone.

² Effective 1 March 2006, TCI (or TELUS Communications Inc.) assigned and transferred all of its network assets and substantially all of its other assets and liabilities, including substantially all of its service contracts, to TELUS Communications Company.

147. The Commission directs Bell Canada et al. and TCI to upgrade all of their pay telephone banks of two or three pay telephones by equipping at least one pay telephone with a TTY unit by no later than 31 December 2007.

The application

4. The Companies requested a one-year extension to 31 December 2007 and a six-month extension to 30 June 2008 to paragraphs 146 and 147 respectively in order to upgrade pay telephone banks with Millennium Pay Telephone TTY units.
5. The Companies submitted that they had encountered operational difficulties in upgrading the pay telephones with TTY units during the initial deployment phase. The Companies also submitted that these difficulties had included vandalism, extensive maintenance, and resistance from certain location providers. The Companies further submitted that they had researched and tested alternative TTY solutions and had worked with a vendor to develop a prototype TTY unit for indoor and outdoor deployment. The Companies indicated that they had selected the Millennium Pay Telephone TTY unit as an alternative solution since it balanced the needs of all stakeholders.
6. The Companies submitted that due to production lead times, the Millennium Pay Telephone TTY vendor would not be able to provide the number of units required to meet the time frames identified in paragraphs 146 and 147 of Decision 2004-47. The Companies also submitted that they and their vendor needed additional time to complete the manufacturing and installation process for the Millennium pay telephone TTY units.
7. The Companies noted that Bell Canada had consulted with the Deaf Advisory Committee (DAC) and representatives of the Canadian Association of the Deaf (CAD). They also noted that Bell Canada had demonstrated the Millennium Pay Telephone TTY unit to members of DAC and CAD and had received positive feedback from the deaf community. The Companies attached a letter from CAD, dated 13 November 2006, in which CAD indicated that it supported the extension request.
8. The Companies indicated that they would deploy a traditional sliding-drawer TTY unit at an indoor location upon request if the location had a known concentration of deaf users, such as a school for the deaf. The Companies also indicated that they would continue to work with the CAD and other interested parties in assessing new developments in pay telephone accessibility technologies.
9. The Commission received no comments regarding this application.

Commission's analysis and determinations

10. The Commission notes that the Companies requested an extension of the time frames to comply with the directions in paragraphs 146 and 147 of Decision 2004-47 in order to allow them to employ the Millennium Pay Telephone TTY unit and, specifically, to complete the manufacturing and installation process of those units.

11. The Commission notes that Decision 2004-47 did not specify the type of TTY unit to be installed and, accordingly, the Companies could select various types of TTY units to fulfill the requirements of that Decision. The Commission also notes that an extension of the time frames was requested in order to allow the Companies to install a different type of TTY unit since the original one had proven to be inappropriate.
12. The Commission notes that CAD supported the Companies' request to extend the time frames. The Commission also notes the Companies' commitment to install a traditional sliding-drawer TTY unit upon request at indoor locations with a high level of use and to continue working with CAD and other interested parties to research other possible solutions, products, and services in other jurisdictions.
13. In light of the above, the Commission considers it reasonable to extend the time frames and, therefore, **approves** the Companies' application. The Commission directs the Companies to comply with the requirements set out in paragraphs 146 and 147 of Decision 2004-47 by no later than 31 December 2007 and 30 June 2008 respectively.

Secretary General

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