



Telecom Decision CRTC 2008-23

Ottawa, 13 March 2008

Elimination of the requirement for Bell Canada to provide competitive local exchange carriers with a service address query tool

Reference: 8657-B2-200800401

In this Decision, the Commission determines that Bell Canada is no longer required to provide competitive local exchange carriers with the electronic service address query tool specified in Telecom Decision 2005-58.

Introduction

1. In Telecom Decision 2005-58, the Commission directed Bell Canada to provide competitive local exchange carriers (CLECs) with an electronic service address query tool that would make it easier to fill out a local service request.¹
2. The Commission received an application from Bell Canada, dated 11 January 2008, in which the company requested that it be excused from the requirement to provide CLECs with this tool.
3. The Commission received comments regarding this application from MTS Allstream Inc. (MTS Allstream) and Quebecor Media Inc., on behalf of Videotron Ltd. (Videotron). The public record of this proceeding is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings."

Positions of parties

4. Bell Canada provided evidence that CLEC use of the service address query tool had been consistently low since its launch. The company noted that it had recently become aware that, as a result of modifications to its service address database, the service address query tool has not worked since October 2006. Bell Canada submitted that since then it has not received any CLEC complaints regarding the broken tool.
5. Bell Canada submitted that it would not be an efficient use of resources to continue to require it to provide the address query tool when the tool appears to have outlived its usefulness.
6. MTS Allstream and Videotron submitted that they did not object to Bell Canada's proposal.

¹ A local service request is required in order to migrate a customer's local service facilities and/or telephone number from an incumbent local exchange carrier to a CLEC.

Commission's analysis and determinations

7. The Commission considers that in light of the fact that CLECs no longer find the electronic service address query tool useful, it would be unreasonable to continue to require Bell Canada to provide the tool.
8. Accordingly, the Commission determines that it is no longer necessary for Bell Canada to provide CLECs with the electronic service address query tool specified in Telecom Decision 2005-58.

Secretary General

Related document

- *Issues related to CLEC Access to ILEC OSS*, Telecom Decision CRTC 2005-58, 6 October 2005

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