



Telecom Order CRTC 2009-351

Ottawa, 16 June 2009

Bell Aliant Regional Communications, Limited Partnership and Bell Canada – Withdrawal of SimplyOne Service

File number: Bell Aliant Tariff Notice 246
Bell Canada Tariff Notice 7186

1. The Commission received applications from Bell Aliant Regional Communications, Limited Partnership and Bell Canada (collectively, the Bell companies), dated 26 March 2009, proposing to withdraw General Tariff item 2210, SimplyOne Service.
2. In support of their applications to withdraw SimplyOne Service, the Bell companies noted that
 - their SimplyOne Service had been destandardized in Order 2001-599,
 - since the issuance of Order 2001-599, customers of this service had been encouraged to migrate to a functionally equivalent service, JustOne, offered by Bell Mobility, and
 - Bell Mobility had decommissioned its analogue wireless service platform on 16 November 2008.
3. The Bell companies submitted that they had not been advised in advance by Bell Mobility of the decommissioning of its analogue wireless service platform. They noted that, as a result, their SimplyOne customers were not notified in advance that their analogue wireless service would cease to function as of 16 November 2008. As part of their proposals, the Bell companies indicated that all affected customers would be offered a full credit for their SimplyOne Service retroactive to 16 November 2008.
4. Coincident with these applications, the Bell companies issued a letter to their SimplyOne Service customers notifying them of the withdrawal of this service. The Bell companies indicated that since the analogue wireless platform could not be reactivated, this letter did not provide information regarding how customers could comment on their applications to the Commission. The Bell companies, however, noted that their customer service representatives were prepared to advise dissatisfied customers on how to provide comments to the Commission.
5. The Commission received one comment opposing the withdrawal of this service. The public record of this proceeding, which closed on 7 April 2009, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings".
6. The Commission notes that the Bell companies did not fulfil certain requirements set out in Telecom Decision 2008-22 for applications dealing with the withdrawal of a tariffed service. While the Bell companies did provide affected customers with notification, they were unable to provide it to each affected customer prior to the withdrawal of the analogue wireless component of SimplyOne Service. In addition, the letter did not provide information as to how

an affected customer could participate in the Commission's process. However, under the circumstances, the Commission considers that the notification provided to the affected customers coincident with these applications is adequate.

7. The Commission notes that, since SimplyOne Service was destandardized by the Bell companies in 2001, customers have been encouraged to migrate to alternative services. Further, the Commission notes that, since the analogue wireless service component of SimplyOne Service is no longer available, the Bell companies are no longer capable of providing the tariffed SimplyOne Service in its entirety.
8. Accordingly, in view of the circumstances, the Commission considers that the Bell companies' proposals to withdraw SimplyOne Service are reasonable.
9. The Commission also agrees that it is appropriate for the Bell companies to provide affected customers with a credit for the SimplyOne Service retroactive to 16 November 2008.
10. In light of the above, the Commission **approves** the Bell companies' applications, effective the date of this order.

Secretary General

Related documents

- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008
- *Bell Canada – SimplyOne and JustOne services*, Order CRTC 2001-599, 27 July 2001

This document is available in alternative format upon request, and may also be examined in PDF format or in HTML at the following Internet site: <http://www.crtc.gc.ca>