



## Telecom Order CRTC 2015-20

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Ottawa, 23 January 2015

*File number: Tariff Notice 44*

### **Videotron G.P. – Modification to the rate for local service request rejection charges**

1. The Commission received an application from Quebecor Media Inc., on behalf of its affiliate Videotron G.P. (Videotron), dated 4 December 2014, in which Videotron proposed revisions to items 502.2(c)(1) and (2) of its Access Services Tariff (AST) to correct an error so that it would comply with Telecom Regulatory Policy 2012-523. Specifically, the company stated that due to an error, no threshold had been identified in its AST since 28 September 2014 for Videotron's application of local service request rejection charges.<sup>1</sup>
2. In Telecom Regulatory Policy 2012-523, the Commission approved, among other things, Videotron's Tariff Notice 39 related to the introduction of LSR rejection charges, subject to the modifications set out in that decision. The Commission also set the monthly threshold for LSR rejection rates and the associated charges for local exchange carriers that do not offer access to operational support system service, including Videotron.
3. The company pointed out that despite the error in its AST, the LSR rejection charges that it had billed since 28 September 2014 complied with the threshold values established in Telecom Regulatory Policy 2012-523. Consequently, Videotron requested that the Commission ratify the charging of the amounts it had billed related to LSR rejection charges between 28 September 2014 and the effective date of the corrected tariff page, 19 December 2014.
4. In Telecom Order 2014-657, the Commission approved Videotron's application on an interim basis, effective 19 December 2014.
5. The Commission received no interventions regarding Videotron's application. The public record of this proceeding, which closed on 16 January 2015, is available on the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca) or by using the file number provided above.
6. The Commission has reviewed Videotron's application and finds it to be reasonable.

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<sup>1</sup> When a customer moves from one local exchange carrier (LEC) to another, the "new" LEC sends a completed LSR form to the LEC that has been serving the customer to transfer that customer's services. This form specifies all of the customer information needed to effectively process a service transfer from one LEC to another. LSR forms that contain errors are rejected and returned to the originating LEC.

7. Regarding Videotron's ratification request, 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.
8. The Commission is satisfied that Videotron did not add a threshold for the application of LSR rejection charges in its AST due to an error. The Commission therefore considers that the company's ratification request is reasonable.
9. In light of the above, the Commission **approves on a final basis** Videotron's application, as of the date of this order. The Commission also ratifies the charging of the rates related to the LSR rejection charges billed by Videotron between 28 September and 19 December 2014.
10. Videotron is to issue revised tariff pages<sup>2</sup> within **10 days** of the date of this order.

Secretary General

#### **Related documents**

- Telecom Order CRTC 2014-657, 17 December 2014
- *Review of conditions for approval of a local service request rejection charge*, Telecom Regulatory Policy CRTC 2012-523, 28 September 2012

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<sup>2</sup> Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.