



Telecom Order CRTC 2023-379

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Ottawa, 20 November 2023

Northwestel Inc. – Interim approval of tariff applications

1. The Commission **approves on an interim basis, with modifications**, the following tariff applications:

Applicant	Tariff Notice and description	Date of application	Effective date
Northwestel Inc.	TN 1191 General Tariff – Addition of Atlin, British Columbia to Residential Services	20 October 2023	23 November 2023
Northwestel Inc.	TN 1192 General Tariff and Private Wire Services Tariff – Addition of Atlin, British Columbia to Enterprise Business Services	20 October 2023	23 November 2023

2. On 6 November 2023, in response to requests for information from Commission staff regarding the above applications, Northwestel Inc. (Northwestel) made several proposals intended to improve customers' experience and mitigate the impact on residential and business primary exchange service (PES) customers when their services are transferred to Northwestel.
3. In relation to residential services, existing and new customers would be charged a monthly rate of \$26.08 for standalone residential PES instead of the higher rates initially proposed. That rate would be in effect until 1 June 2024. The rate would increase annually by \$3.05 plus inflation, until it aligns with the general Band H1 rate on 1 June 2027.
4. In relation to business PES customers taking either single-line or multi-line services, Northwestel has committed to providing a one-time credit of either \$300 or \$800.
5. In view of Northwestel's proposals, and the importance of timely interim approval in order to facilitate the transition of these services from TELUS Communications Inc. to Northwestel, the Commission finds it appropriate to approve the above applications, as modified, on an interim basis. The Commission will continue to assess these applications taking into consideration all interventions and a complete record prior to providing final approval.

6. Revised tariff pages are to be issued within 10 calendar days of the date of this order. Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.

Secretary General