



Telecom Order CRTC 2024-131

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Public record: 8740-C41-202401313

CoopTel, coop de télécommunication – Change to General Tariff – Municipal tax increase

Summary

CoopTel, coop de télécommunication (CoopTel), submitted an application to change to its General Tariff. In Telecom Order 2024-78, the Commission approved on an interim basis the proposed tariff page. In this order, the Commission approves on a final basis CoopTel's application.

Application

1. The Commission received an application dated 21 March 2024 from CoopTel, coop de télécommunication (CoopTel), Tariff Notice 89 in which the company proposed a change to its General Tariff 25160, section 2.15, Billing and collection services of 9-1-1 municipal taxes.
2. CoopTel submitted that the Government of Quebec had increased the municipal tax for 9-1-1 service as of 1 January 2024 from \$0.46 to \$0.52 per month.
3. CoopTel argued that it had applied this increase on the date prescribed by the Government of Quebec and had since adjusted the billing to its customers. However, it omitted to correct its tariff pages. Therefore, CoopTel requested to ratify the change caused by the new tax increase for the period between 1 January 2024 and 5 April 2024, the proposed effective date of its application.
4. The Commission approved on an interim basis the tariff page proposed in Telecom Order 2024-78.

Commission's analysis

5. Subsection 25(4) of the *Telecommunications Act* states that the Commission may “ratify the charging of a rate by a Canadian carrier otherwise than in accordance with a tariff approved by the Commission if the Commission is satisfied that the rate (a) was charged because of an error or other circumstance that warrants the ratification; or (b) was imposed in conformity with the laws of a province before the operations of the carrier were regulated under any Act of Parliament.”

6. CoopTel indicated that it omitted to correct its tariff pages by mistake. CoopTel also argued that the increase was caused by a municipal tax increase mandated by the Government of Quebec. Given the circumstances, the Commission considers it appropriate to ratify the increase for the period from 1 January 2024 to 10 April 2024, the date of the interim order.
7. The Commission considers that CoopTel's proposal complies with regulatory obligations. In light of the above, the Commission approves on a final basis CoopTel's application. The Commission also ratifies charging the rate in question, in accordance with subsection 25(4) of the *Telecommunications Act*, from 1 January 2024 to 10 April 2024, the date of the interim order.

Secretary General

Related documents

- *CoopTel, coop de télécommunication – Interim approval of a tariff application*, Telecom Order CRTC 2024-78, 10 April 2024
- *Approval processes for tariff applications and intercarrier agreements*, Telecom Information Bulletin CRTC 2010-455, 5 July 2010; as amended by Telecom Information Bulletin CRTC 2010-455-1, 19 February 2016