

From: CRTC DONOTRESPOND/NEPASREPONDRE <crtcdonotrespond@crtc.gc.ca>
To: Jack Locke
date: Tue, Nov 20, 2012 at 12:03 PM
subject: CRTC référence: 598872

Dear Mr. Locke:

This is in response to your correspondence of November 19, 2012 regarding your services with Bell Canada.

It should be noted that the CRTC does not set the rates for phone and Internet services provided by Bell Canada. As such, there is no document available from the CRTC relating to the fees/charges of Bell Canada in Montreal/Westmount. The following decision explains the forbearance from the regulation of residential local exchange services in Montreal: <http://www.crtc.gc.ca/eng/archive/2007/dt2007-65.htm>.

In a competitive marketplace, the CRTC does not interfere with day-to-day operations such as retail rates, equipment, billing and marketing, quality of service and customer relations. These are the very features that may set one competitor apart from the others and factor into a consumer's decision to choose one provider over another for some or all of their communication needs.

If you have a specific concern or a billing error, you should contact the Commissioner for Complaints for Telecommunications Services (CCTS). The CCTS is an independent agency with a mandate to receive, to facilitate the resolution of, and, if necessary, resolve eligible consumer and small business complaints relating to certain retail telecommunications services. Bell Canada is a member of the CCTS.

Should you wish to contact the CCTS, you may do so:

- toll free: [1-888-221-1687](tel:1-888-221-1687)
- online at: <http://www.ccts-cprst.ca>
- by email: response@ccts-cprst.ca
- by mail: P.O. Box, 81088, Ottawa, Ontario K1P 1B1
- by fax: [1-877-782-2924](tel:1-877-782-2924)

I trust this information will assist you.

IMPORTANT NOTE: Please do not reply to this message using the email address indicated above as we cannot receive e-mail at this address. To reply or to add to your submission, please click here and follow the prompts: <http://www.crtc.gc.ca/rapidscm/landing.asp?lang=E&caseid=598872&key=41690.536226929>

Sincerely,

Annie Rocheleau
Client Services | Services à la clientèle
Canadian Radio-television and Telecommunications Commission | Conseil de la radiodiffusion et des
télécommunications canadiennes
Ottawa, Canada K1A 0N2