



Telecom Order CRTC 2007-419

Ottawa, 13 November 2007

Bell Aliant Regional Communications, Limited Partnership and Bell Canada

Reference: Bell Aliant Tariff Notice 117
Bell Canada Tariff Notice 7064

Withdrawal of Station Message Detail Recording – Manual Delivery service and Electronic Transfer of Centrex Station Message Detail Recording service

1. The Commission received an application by Bell Aliant Regional Communications, Limited Partnership (Bell Aliant) and an application by Bell Canada (collectively, Bell Canada et al.), both dated 14 September 2007, proposing revisions to their respective versions of General Tariff item 675 – Centrex III Service – Rates and Charges in order to withdraw their Station Message Detail Recording – Manual Delivery (SMDR/MD) service. Bell Canada et al. also proposed revisions to their respective versions of General Tariff item 677 – Electronic Transfer Capability for Centrex in order to withdraw their Electronic Transfer of Centrex Station Message Detail Recording (ET) service.¹ Bell Canada et al. requested approval to withdraw these services effective 17 February 2008.
2. In support of these applications, Bell Canada et al. provided the information required by the Commission in Telecom Circular 2005-7, which established new procedures for the destandardization² and/or withdrawal of tariffed services, including a copy of the notice sent to affected customers.
3. Bell Canada et al. indicated that the majority of hardware components used by the SMDR/MD and ET platforms had been manufacturer discontinued and were no longer available. As such, Bell Canada et al. submitted that they would be unable to restore the SMDR/MD and ET services should a failure of either platform occur. Bell Canada et al. proposed to refer their existing SMDR/MD and ET customers to Bell Canada et al.'s SMDR – File Distribution (SMDR/FD)³ service.

¹ SMDR/MD and ET services provide Bell Canada et al.'s customers with details of all long distance and special service calls made by every station in their Centrex systems. Calling details provided by SMDR/MD service are provided to customers via magnetic tape on a monthly basis, and calling details provided by ET service are delivered to a secure, password-protected customer mailbox in Bell Canada et al.'s systems within two business days from the time the records are generated.

² Bell Canada et al.'s SMDR/MD and ET services were destandardized in Telecom Order 2007-51 (see Bell Aliant Tariff Notice 48 and Bell Canada Tariff Notice 6993, both dated 18 October 2006).

³ SMDR/FD is a web-based delivery service used to transmit customer-specific calling details to a secure company website. This service is available in the same geographic areas as SMDR/MD and ET services.

4. In support of this proposal, Bell Canada et al. submitted that
 - there were no differences between the types of calling details provided by the SMDR/MD and ET services and those provided by the SMDR/FD service;
 - SMDR/FD service provided customers with the ability to download only the records they wanted within one day from the time the records were generated; and
 - SMDR/FD service provided a method that would be quick, convenient, and cost-effective for Centrex customers to retrieve their SMDR data.
5. In addition, Bell Canada et al. indicated that
 - they would work with existing SMDR/MD and ET customers that would be transitioned to SMDR/FD as a result of the withdrawal of these services, to ensure a smooth transition to SMDR/FD service;
 - all customer data would be run in parallel on the SMDR/FD system to facilitate a rapid transition to the new service; and
 - there were no costs to customers migrating to the SMDR/FD service.
6. Bell Canada et al. indicated that they would file a promotion, within 10 days of receiving Commission's approval of their withdrawal applications, to provide new SMDR/FD customers with three months of free service. Bell Canada et al. submitted that this would act as an incentive to SMDR/MD and ET customers to migrate, and would compensate affected customers who might incur additional expenses to migrate their existing processes.
7. The Commission received no comments regarding these applications.

Commission's analysis and determinations

8. Based on the information set out in the applications, the Commission considers that Bell Canada et al. have identified a reasonable substitute for SMDR/MD and ET services.⁴ In the Commission's view, SMDR/FD service is a cost-effective alternative for customers who use SMDR/MD or ET services.

⁴ In its application, Bell Aliant indicated that it currently has three customers who subscribe to ET service, with no customers subscribing to SMDR/MD service; of the three ET service customers, two have already begun the process of transitioning to SMDR/FD service. In its application, Bell Canada indicated that it currently has 15 customers who subscribe to ET service, and 10 customers subscribing to SMDR/MD service; of the 25 combined customers, two have already begun the process of transitioning to SMDR/FD service.

9. The Commission considers that Bell Canada et al. have fulfilled the customer notification and evidentiary requirements set out in Telecom Circular 2005-7. As such, the Commission considers that Bell Canada et al.'s applications to withdraw SMDR/MD and ET services are reasonable.
10. In light of the above, the Commission **approves** Bell Aliant's and Bell Canada's applications, effective 17 February 2008.

Secretary General

Related documents

- *Bell Canada and Bell Aliant Regional Communications, Limited Partnership – Destandardization of Station Message Detail Recording – Manual Delivery service and Electronic Transfer of Centrex Station Message Detail Recording service*, Telecom Order CRTC 2007-51, 16 February 2007
- *New procedures for disposition of applications dealing with the destandardization and/or withdrawal of tariffed services*, Telecom Circular CRTC 2005-7, 30 May 2005

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