



Telecom Order CRTC 2011-178

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Ottawa, 11 March 2011

Bell Canada – Withdrawal of Managed Digital Private Line Service and Enhanced Service Extension Feature

File number: Tariff Notice 910 (NST)

1. The Commission received an application by Bell Canada, dated 15 December 2010, proposing to withdraw National Services Tariff (NST) item 303, Managed Digital Private Line Service,¹ and the associated Enhanced Service Extension Feature of NST item 304, Digital Private Line Solutions Service Extension Features,² effective 30 June 2011.
2. In Telecom Order 2004-228, the Commission approved Bell Canada's application to no longer provide Managed Digital Private Line Service and the associated Enhanced Service Extension Feature to new customers, effective 13 July 2004.
3. Bell Canada submitted that the multiplexing equipment it uses to provide Managed Digital Private Line Service was discontinued by the manufacturer on 20 December 2001. It also submitted that the network it uses to provide the service is increasingly difficult to maintain and operate, and that it has experienced a declining number of subscribers to the service. Bell Canada further submitted that it has agreements with certain other service providers that will expire coincident with the proposed date for service withdrawal, which will jeopardize its ability to provide the service.
4. In a letter dated 13 December 2010, Bell Canada notified current subscribers to its Managed Digital Private Line Service of its application to withdraw the service and the associated Enhanced Service Extension Feature, and of the alternatives available, such as its Digital Private Line Service and Internet Protocol virtual private network (IP VPN) service.

¹ According to the NST, "Managed Digital Private Line Service provides for the transmission of voice, data and image information over digital channels in multiples of 64 Kbps (DS-0) between two points in the same exchange or between exchanges or between an exchange and an international border crossing point."

² According to the NST, "Digital Private Line Solutions Service Extension Features are provided at suitably equipped rate centres to connect Digital Private Line equipment with a Digital Network Access or with other services provided by the Carriers except Digital Channel Services. The connections consist of a Basic Service Extension Feature and an Enhanced Service Extension Feature. ... '*Enhanced Service Extension Feature (ESEF)*' provides for dedicated or shared central office located Managed Digital Private Line Terminating Equipment."

5. The Commission received no comments regarding this application. The public record of this proceeding, which closed on 20 January 2011, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file number provided above.
6. The Commission considers that Bell Canada has complied with the requirements set out in Telecom Decision 2008-22, in which the Commission revised its procedures for dealing with applications to destandardize and/or withdraw tariffed services. The Commission notes in particular that Bell Canada offers other services that are comparable to Managed Digital Private Line Service and that the company has notified service subscribers of its application to withdraw the service and the associated Enhanced Service Extension Feature.
7. Accordingly, the Commission considers that Bell Canada's proposal to withdraw NST item 303, Managed Digital Private Line Service, and the associated Enhanced Service Extension Feature of NST item 304, Digital Private Line Solutions Service Extension Features, is acceptable.
8. In light of the above, the Commission **approves** Bell Canada's application, effective the date of this order.

Secretary General

Related documents

- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008
- *Bell Canada – Digital network services*, Telecom Order CRTC 2004-228, 13 July 2004