



Telecom Order CRTC 2017-400

PDF version

Ottawa, 8 November 2017

File number: Tariff Notice 1000

Northwestel Inc. – Revisions to Internet and Residential Primary Exchange Service Bundle Discount

Application

1. The Commission received an application from Northwestel Inc. (Northwestel), dated 8 September 2017, in which the company proposed revisions to its General Tariff item 1732 – Internet and Residential PES [Primary Exchange Service] Bundle Discount (the Bundle Discount). The Bundle Discount offers a monthly discount of \$8 to Northwestel customers who subscribe to both single-line residential PES and one of the company’s residential cable Internet services. The Commission approved the Bundle Discount in Telecom Order 2016-321.
2. Specifically, the company proposed to reflect, in the tariff page for the Bundle Discount, revised residential cable Internet package names for the Internet 5, Internet 10, and Internet 20 service packages that were not previously reflected due to an oversight. Northwestel requested that the Commission approve these revisions, and ratify the charging of the associated rates accordingly, retroactive to the effective dates set out in the relevant final Commission orders (i.e. Telecom Orders 2017-64, 2017-13, and 2017-220, respectively).
3. Northwestel also requested to add to the Bundle Discount Internet 250 service, which the Commission approved on an interim basis in Telecom Order 2017-324.
4. The Commission approved Northwestel’s Tariff Notice 1000 on an interim basis in Telecom Order 2017-350, effective 2 October 2017.
5. The Commission received no interventions with respect to the application. The public record of this proceeding, which closed on 10 October 2017, is available on the Commission’s website at www.crtc.gc.ca or by using the file number provided above.

Commission’s analysis and determinations

6. The Commission considers that Northwestel’s requests to add (i) the revised package names mentioned above to the Bundle Discount, and (ii) Internet 250 service, are reasonable.

7. With respect to Northwestel's rate ratification request, pursuant to subsection 25(4) of the *Telecommunications Act*, 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 it is satisfied that the rate was charged because of an error or other circumstance that warrants the ratification.
8. The Commission is satisfied that Northwestel charged the rates in question without an approved tariff due to an administrative error. In the circumstances, the Commission finds it appropriate to ratify the charging of the Bundle Discount package rates as requested by the company.
9. Accordingly, the Commission ratifies the charging of the rates by Northwestel for the following periods: from 28 February 2017 to 2 October 2017 for Internet 5 service, from 13 December 2016 to 2 October 2017 for Internet 10 service, and from 27 June 2017 to 2 October 2017 for Internet 20 service.
10. The Commission **approves on a final basis** Northwestel's application, effective the date of this order. Northwestel is to issue revised tariff pages within **10 days** of the date of this order.¹

Secretary General

Related documents

- Telecom Order CRTC 2017-350, 2 October 2017
- Telecom Order CRTC 2017-324, 5 September 2017
- Telecom Order CRTC 2017-220, 27 June 2017
- Telecom Order CRTC 2017-64, 8 March 2017
- Telecom Order CRTC 2017-13, 18 January 2017
- Telecom Order CRTC 2016-321, 10 August 2016

¹ Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.