



Telecom Order CRTC 2025-114

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Gatineau, 21 May 2025

Public record: Tariff Notice 91

CoopTel, coop de télécommunication – Tariff Notice 91 – Final approval of a tariff application

Summary

On 1 January 2025, the Government of Quebec increased the municipal tax for 9-1-1 service. CoopTel, coop de télécommunication (CoopTel) filed an application with the Commission to increase the amount it charges its customers on behalf of the municipality for 9-1-1 service, as required by the Government of Quebec. In Telecom Order 2025-71, the Commission approved the application on an interim basis. In this order, the Commission approves CoopTel's application on a final basis.

Application

1. On 20 February 2025, the Commission received an application from CoopTel, coop de télécommunication (CoopTel), Tariff Notice 91 (TN 91). The company proposed a change to item 2.15 of its General Tariff, Billing and Collection Service for Municipal 9-1-1 Tax.
2. CoopTel indicated that the Government of Quebec increased the municipal tax for 9-1-1 service from \$0.52 to \$0.54 per month as of 1 January 2025.
3. CoopTel submitted that it applied this increase on the date prescribed by the Government of Quebec, adjusting charges to its customers accordingly. However, it omitted to correct its tariff pages. CoopTel therefore requested to ratify the change caused by the tax increase for the period of 1 January 2025 to 10 March 2025, the proposed effective date of its application.
4. In *CoopTel, coop de télécommunication – Interim approval of a tariff application*, Telecom Order CRTC 2025-71, 6 March 2025, the Commission approved CoopTel's application on an interim basis, with an effective date of 10 March 2025. The Commission stated that it would address the ratification request in a subsequent order.
5. The Commission did not receive any interventions regarding CoopTel's application.

Commission's analysis

6. The Commission finds that it is just and reasonable to pass through the rate established by the Government of Quebec, which is common across 9-1-1 services in many provinces.
7. Pursuant to subsection 25(4) of the *Telecommunications Act*, the Commission may ratify a rate charged by a Canadian carrier that is not 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.
8. CoopTel submitted that the rate change resulted from a municipal tax increase mandated by the Government of Quebec. The Commission considers that CoopTel's proposed rate complies with regulatory requirements.
9. The Commission therefore considers it appropriate to ratify the rate proposed in TN 91 for the period of 1 January 2025 to 10 March 2025, the effective date of the interim order.

Conclusion

10. The Commission approves CoopTel's application on a final basis and ratifies the proposed rate for the above-noted service for the period of 1 January 2025 to 10 March 2025.

Secretary General