

1320 Rainbow Crescent
Ottawa Ontario
K1J 8E2

Sept 24 - 2001

Sec. General
CRTC
Ottawa Ontario
K1A 0N2

Telephone Service - Lac Profond Sud
Comté de Wright, Gracefield, Quebec.

Since 1993 we have tried to get a telephone line to #62 to #74 at Lac Profond Sud in the Comté de Wright near Gracefield, Quebec.

Basic local telephone service is an absolute necessity in today's world. i.e. 911 service, Internet, E-mail, faxes, etc., medical emergencies and arrangements of medical appointments, etc.

These are no longer "cottages" they are all year round homes with no basic telephone lines in the year 2001!

Our municipality, local and regional
have sent various motions, letters
etc.

We have had no responses!

Both the provincial Member of the Quebec
Legislature and our federal Member
of Parliament in Ottawa, have sent
letters, requests etc.

We have had no responses!

What is the present status of our case
to get basic telephone service at
Lac Profond Sud - Côte de Wright -
Gracefield, Quebec.

Thank you for your attention and we look
forward to a response in the near
future.

C.C. R.F. Farmer

Bell Canada - #11
one.

Sincerely,
Claire M. Barnabé

Mailing address

1320 Rainbow Crescent

Ottawa, Ontario

K1T 8E2 telephone 613-741-9538.

Canadian Industry Facts

Today, Canadians benefit from a world-leading communications industry with some of the most advanced and lowest priced telephone services anywhere.

- Canadian prices for basic local service are lower than comparable services in other major industrialized countries.
- Long distance prices in Canada have fallen more than 40 per cent since the introduction of competition.
- Close to 99 per cent of Canadians have basic telephone service, a higher percentage than in the U.S.
- Canadians benefit from the world's lowest prices for Internet access (both dial-up and high-speed).

For many services, such as long distance, wireless and Internet access, Canada's low prices are a direct result of competition and clearly demonstrate the benefits of reliance on market forces.

Highlights of the Bell proposal

While the prices for many services are subject to market forces alone, local telephone services, such as the basic connection to the home and office and payphone services, are subject to a number of regulatory rules. Bell's proposal, which would come into effect over a four-year period beginning in 2002, does not call for specific price changes for regulated services. Rather, it recommends a framework that would limit any local service price changes, subject to CRTC approval, based on the following:

- Monthly prices for basic local residential and business services in most areas could increase, on average, by no more than the annual rate of inflation;
- Monthly prices for basic service in rural and remote areas - where prices today are far below the cost of providing service - could increase by no more than \$2.00 each year, to a maximum monthly charge of \$29.65 at the end of the four-year period;
- Ongoing monitoring of the effects of price increases on affordability would continue;
- Customers would receive rebates if CRTC-mandated quality of service indicators were not met; and
- The flexibility to increase prices of pay phone service (affecting indoor payphones only, where the price could increase over the four-year period to 50 cents per call). Payphone prices have not changed since 1981.

And with our latest Service Improvement Plan, Bell is proposing to invest \$41 million to connect, over two years, more than 500 remote localities in Ontario and Québec where basic local telephone service is currently unavailable.

Through gradual and moderate increases in basic residential service prices, service would remain affordable, while encouraging greater competition and innovation.

How to Participate in the
CRTC Proceedings

Initiated in March 2001, the **Price Cap Review and Related Issues** proceeding follows up on key regulatory decisions that opened up Canada's telecommunications industry to competition in the 1990s.

If you would like to file written comments, please do so by writing to the Commission with a copy to Bell, by October 15, 2001, at the following addresses:

CRTC

Secretary General
CRTC
Ottawa, Ontario
K1A 0N2
Fax (819) 953-0795
E-mail:
procedure@crtc.gc.ca

BELL

R.F. Farmer
Vice-President -
Regulatory Matters
Bell Canada
Floor 5
105 Hotel de Ville
Hull, Québec
J8X 4H7
Fax: (819) 773-5629
E-mail:
bell.regulatory@bell.ca

A public hearing is scheduled for the first two weeks of October in Hull, Québec. October 1, 2001, is reserved for comments from the public, which may be given in person or by teleconference. To present oral comments, you must register by writing to the CRTC at the above address by September 20, 2001, specifying whether you intend to participate in person or by teleconference.

Please note that more information about the proceeding is available on the CRTC web site (<http://www.crtc.gc.ca/PartVII/Eng/2001/8678/C12-11.htm>) or by calling 1 877 249-CRTC (2782). Bell's proposal is also available for examination on the CRTC web site. If you have questions specific to the Bell proposal, please call 1 866 625 0586



CRTC Reviewing Rules for Local Telephone Service Prices

Regulatory rules regarding local telephone service prices are now under review by the Canadian Radio-television and Telecommunications Commission (CRTC) as part of Public Notice CRTC 2001-37 - **Price Cap Review and Related Issues**. As part of this process, Bell Canada has filed proposals with the CRTC that are intended to:

- Ensure that competition is maintained and encouraged in Canada's healthy, competitive telecommunications market;
- Encourage investment in the communications industry, ensuring continued innovation and leading edge technology;
- Extend and improve local service in many remote areas; and
- Ensure prices for local service remain affordable.



01-08-4412BE