



Northwestel Inc.  
P.O. Box 2727  
Whitehorse, YT  
Y1A 4Y4

0741-01-2005-0601

15 April 2005

Mr. Leonard Katz  
Executive Director  
Canadian Radio-television and  
Telecommunications Commission  
Ottawa, Ontario  
K1A 0N2

Dear Mr. Katz:

**Re: Northwestel Inc. Tariff Notice 821**

Attached for the Commission's approval is a proposed revision to Northwestel Inc.'s Terms of Service, General Tariff 3001 Item 11.1, Confidentiality of Customer records.

As directed in Telecom Decision 2005-15, the Company proposes to add the following two methods of obtaining customer express consent to Article 11.1(a):

- oral consent, where an audio recording of the consent is retained by the carrier; or
- consent through other methods as long as an objective documented record of customer consent is created by the customer or by an independent third party.

The Company respectfully requests that the changes proposed in this application be approved for an effective date of 15 May 2005.

Yours truly,

A handwritten signature in black ink, appearing to read "Dallas Yeulett". The signature is fluid and cursive, written over a light blue horizontal line.

Dallas Yeulett  
Manager, Regulatory Affairs

Attachments



Northwestel Inc.  
P.O. Box 2727  
Whitehorse, YT  
Y1A 4Y4

15 April 2005

Mr. Leonard Katz  
Executive Director  
Canadian Radio-television and  
Telecommunications Commission  
OTTAWA, ON  
K1A 0N2

Dear Mr. Katz:

**Re: Northwestel Inc. Tariff Notice 821**

In compliance with the provisions of the *Telecommunications Act* and Section 29 of the *CRTC Telecommunications Rules of Procedure*, Northwestel Inc. applies herewith for approval of the following tariff amendments:

<u>Tariff</u>	<u>Proposed Effective Date</u>	<u>Description</u>
CRTC 3001	15 May 2005	3 <sup>rd</sup> Revised Page 34A

Enclosed herewith are copies of the proposed revised tariff pages and a letter of explanation for the changes requested.

Yours truly,

A handwritten signature in black ink, appearing to read 'Dallas Yeulett', written over a horizontal line.

Dallas Yeulett  
Manager, Regulatory Affairs

Attachments



**Item**  
**11**      **Confidentiality of Customer Records**

- Item**  
**11.1**
- an agent retained by Northwestel Inc. to evaluate the customer's creditworthiness or to collect the customer's account, provided the information is required for and is to be used only for, that purpose.
  - a public authority or agent of a public authority, if in the reasonable judgment of Northwestel Inc., it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information.

**Item**  
**11.1(a)** Express consent may be taken to be given by a customer where the customer provides:

- written consent;
- oral confirmation by an independent third party;
- electronic confirmation through the use of toll-free number;
- electronic confirmation via the Internet.
- oral consent, where an audio recording of the consent is retained by the carrier; or
- consent through other methods, as long as an objective documented record of customer consent is created by the customer or by an independent third party.

**Article**  
**11**      **Confidentialité des renseignements sur l'abonné**

- Article**  
**11.1**
- un mandataire de la Norouestel dont les services ont été retenus aux fins d'évaluer la solvabilité de l'abonné ou d'obtenir le règlement de l'état de compte de l'abonné, sous réserve que les renseignements soient requises et ne soient utilisés qu'à cette fin.
  - un autorité public ou son mandataire, si, de l'avis raisonnable de la Norouestel, il paraît y avoir un danger imminent à la propriété qui pourrait être évité ou minimisé par la divulgation des renseignements.

**Article**  
**11.1(a)** Le consentement exprès peut être considéré comme donné par l'abonné lorsque celui-ci donne:

- un consentement écrit;
- une confirmation verbale d'un tiers indépendant;
- une confirmation électronique au moyen d'un numéro sans frais d'interurbain;
- une confirmation électronique par Internet.
- un consentement verbal, lorsqu'un enregistrement audio du consentement est conservé par l'entreprise;
- un consentement obtenu par d'autres méthodes, pourvu qu'une preuve documentaire est créée de manière objective par le client ou par un tiers indépendant.

(C)

(N)