ABRIDGED

22 November 2005

Office of the Privacy Commissioner of Canada #
112 Kent Street
Ottawa, Ontario
K1A 1H3

Suzanne L. Morin
Assistant General Counsel
Regulatory Law & Policy

Dear #

Re: #

The following initial comments are in response to the letter dated
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Upon being notified of the disclosure of the complainant's telephone records on 10 November 2005, a number of steps were immediately taken to establish the facts, in particular: 1) to determine the integrity of our information technology, and 2) to assess our call centre practices and procedures.

Our review has confirmed that our information technology systems have not been breached. Bell Canada is confident that these systems are completely secure. #
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While a similar review of our call centre practices and procedures revealed that they were designed to verify the identity of callers and were generally consistent with those of the industry, we have nevertheless strengthened our procedures to make them even more robust. This kind of industry response to new or increased threats to the safeguarding of personal information is consistent with principles of fair information practices. To that end, Bell Canada remains committed to reviewing its procedures as necessary and

Bell Canada
110 O'Connor Street
7th Floor
Ottawa, Ontario K1P 1H1
Tel: (613) 785-6282
Fax: (613) 560-0579
E-Mail: suzanne.morin@bell.ca

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working with the industry to ensure appropriate procedures are in place to guard against such fraudulent practices.

Please be advised that all information regarding our customer validation practices are confidential, since greater public knowledge of these practices can only assist information brokers by affording them greater knowledge of the safeguards they need to try to overcome.

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These changes were made with a view to balancing the demands of our customers for legitimate, timely access to their account information with the need to protect that information from unauthorized disclosure. We have been working with our people in the call centres to ensure that they remain vigilant, apply the new procedures and quickly alert their managers to any suspicious inquiries. We are also monitoring the effectiveness of these new procedures in order to gauge the impact on customer service and their effectiveness in protecting the unauthorized disclosure of customer information.

Bell Canada also issued a news release on 14 November 2005 (copy attached).

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Finally, as you are likely aware, the CRTC has also requested that Bell Canada, TELUS and Rogers report on the specific details surrounding this incident and the safeguards in place to protect against unauthorized disclosure of customer information. In an effort to reduce duplication of efforts and ensure a common understanding of facts surrounding this incident, we would like to suggest that the Office of the Privacy Commissioner

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consider the benefits for all concerned of coordinating its investigation into this incident with the CRTC.

Please do not hesitate to contact me directly to discuss this matter further.

Yours truly,

Suzanne Morin
Assistant General Counsel
Regulatory Law & Policy

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Bell Canada statement on the protection of customer information

MONTREAL, Nov. 14 -- Bell Canada today issued the following statement in response to an article in Maclean's Magazine about some customer call information obtained from Bell and other telecommunications companies.

Bell has learned that a journalist working for Maclean's hired a U.S.-based information brokerage company to seek privileged call information records of a few customers of Canada's leading telecommunications providers including the Federal Privacy Commissioner.

Bell wishes to assure its customers that protecting the privacy of customer information is a serious matter for the Company. To this end, Bell has systems and procedures in place that are continually updated to better protect customer information.

In this case, the information was obtained through subterfuge and misrepresentation. Bell, other telecommunications companies and the customers involved were victims of fraudulent and unethical activity. We sincerely regret any embarrassment or inconvenience that has occured.

As soon as the Company was made aware of this incident, it took additional steps to further tighten the safeguards in place to protect customer information. Unfortunately this may cause some inconvenience to customers legitimately requesting their personal information. We ask for their understanding as these procedures are for the protection of their private account information.

This problem has affected others in our industry, both in Canada and the U.S. The Company is continuing to investigate whether there are any legal actions, either criminal or civil, that Bell or others in the industry, or government agencies can take to stop these fraudulent practices and protect consumers.

About Bell Canada

Bell Canada, Canada's national leader in communications, provides connectivity to residential and business customers through wired and wireless voice and data communications, local and long distance phone services, high speed and wireless Internet access, IP-broadband services, e-business solutions and satellite television services. Bell Canada is wholly owned by BCE Inc. For more information please visit www.bell.ca.

For further information: media inquiries: Pierre Leclerc, Bell Canada Media Relations, (514) 391-2007, 1 877-391-2007, pierre.leclerc@bell.ca

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