



Telecom Order CRTC 2005-177

Ottawa, 13 May 2005

Bell Canada

Reference: Tariff Notice 6866

3-1-1 Service

1. The Commission received an application by Bell Canada, dated 15 April 2005, to add General Tariff item 6001, 3-1-1 Service, in order to allow citizens within a municipality to dial 3-1-1 for non-emergency municipal government services.
2. Bell Canada noted that it was proposing to provide this service pursuant to the Commission's directives in *Assignment of 311 for non-emergency municipal government services*, Telecom Decision CRTC 2004-71, 5 November 2004 (Decision 2004-71).
3. Bell Canada proposed two configurations for the 3-1-1 service: 3-1-1 Area Code/Exchange routing and 3-1-1 Municipal Boundary routing.
4. Bell Canada noted that the 3-1-1 Area Code/Exchange routing would provide routing of 3-1-1 calls within an exchange and would be offered at no cost to the municipalities.
5. Bell Canada noted that Municipal Boundary routing would be offered as a chargeable feature that would allow municipalities to receive calls from their citizens based on the postal code of the originating calling party. The company stated that the proposed tariff provides that all service and call related charges would be assessed to the municipality receiving the call, with the exception of charges for long distance calls and that volume discounts would be available.
6. Bell Canada filed an imputation test in support of the rates for Municipal Boundary routing.
7. The Commission received comments, dated 3 May 2005, from the city of Calgary, the city of Toronto, Halifax Regional Municipality, the city of Gatineau, the city of Montreal and the Regional Municipality of Halton (the interveners). In their comments, the interveners requested an interim direction to permit municipalities to provide the notice required by Decision 2004-71, and a revised process to allow more time for comments and for interrogatories.
8. The Commission considers the interveners' request for a process acceptable. The Commission further considers that unless Bell Canada's application is granted interim approval municipalities will be delayed in providing 3-1-1 Service to their citizens as they will be unable to provide the notice required by Decision 2004-71.
9. In light of the above, the Commission **approves on an interim basis** Bell Canada's application. The revisions take effect as of 16 May 2005.

10. By letter dated 13 May 2005, the Commission has set out a revised process for this application.

Secretary General

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