



Conseil de la radiodiffusion et des
télécommunications canadiennes

Canadian Radio-television and
Telecommunications Commission

Ottawa, Canada
K1A 0N2

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8480-B54-X

By E-mail

Mr. John Lawford
Counsel for Public Interest Advocacy Centre
and Consumers' Association of Canada
jlawford@piac.ca

Re: Part 1 Application by the Public Interest Advocacy Centre and Consumers' Association of Canada regarding certain Telecommunications Service Provider billing practices (Fees for Paper Bills)

Dear Mr. Lawford:

This letter is with respect to the Public Interest Advocacy Centre and Consumers' Association of Canada (PIAC/CAC) Part 1 application requesting that the CRTC issue certain directives to Telecommunications Service Providers (TSPs) regarding the practice of charging fees for the provision of paper bills.

Prior to receiving PIAC/CAC's application, on July 3, 2013, CRTC staff launched a fact-finding exercise and gathered information from a variety of communications companies. The purpose of this exercise was to obtain a better understanding of the extent of this practice across the Canadian communications sector. The results of the fact-finding exercise have been published today. As you will see, the results demonstrate that there is a wide variation in practices among service providers.

The CRTC has decided to pursue issues relating to fees charged to Canadian consumers for paper bills in an alternative and comprehensive manner, involving both telecommunications service providers and broadcasting distribution undertakings.

Canada

As the CRTC has publically announced that it is pursuing issues related to fees for paper bills charged by TSPs, among others, in an alternative fashion (a copy of the news release is attached), it is closing the PIAC/CAC application related to this matter. By closing the application, the CRTC is not ruling on its merits. It should be noted that the alternative approach to these issues does not preclude the CRTC from taking future regulatory action in this regard. Further, closure of the application does not impact the PIAC/CAC's application for costs.

Sincerely,



John Traversy
Secretary General

Attachment

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