

CRTC RESELLER OBLIGATIONS:

Bell Canada is obligated by the CRTC to impose certain terms and conditions on any customer who uses Bell services to offer and provide telecommunications services (i.e., a non-carrier as per [Telecom Regulatory Policy CRTC 2017-11](#), or reseller). Where Customer is using Bell services to operate as a reseller, the following terms and conditions form part of Customer's Agreement with Bell Canada. Customer also agrees to abide by any subsequent reseller obligation imposed by the CRTC.

1. **Teletypewriter Relay (TTY Relay) and Internet Protocol Relay (IP Relay) Service:**
Resellers of local exchange services or local voice over Internet Protocol (VoIP) must abide by the TTY Relay and IP Relay requirements.
Reference: CRTC [8 April 1999 Letter Decision](#), in which the Commission approved CISC consensus report CTRE006b; paragraph 291 of Telecom Decision [2005-28](#); paragraph 72 of Telecom Decision [2007-109](#); and paragraphs 21, 23 and 70 of Broadcasting and Telecom Regulatory Policy [2009-430](#).

2. **Alternative Formats:**
Resellers of telecommunication services must make available, within a reasonable time period, the requisite information in Braille, large print, computer diskette, or such other format as is mutually agreed upon by the parties.
Reference: paragraph 15 of Order [2001-690](#) and paragraphs 22 and 24 of Telecom Decision [2002-13](#).

Resellers must make available information on dialing plan changes in alternative formats for persons with visual impairments, upon request, in a manner consistent with the dialing plan changes information requirement.

Reference: paragraph 21 of Telecom Regulatory Policy CRTC [2010-132](#).

3. **End-Customer Privacy:**
Resellers must comply with the authorization and dispute procedures set out in CISC consensus report CTRE002a as well as the consumer safeguard obligations concerning the provision of information to consumers prior to service installation and upon request.
Reference: paragraph 292-293 of Telecom Decision [97-8](#).

Resellers, including resellers of Internet services and local VoIP services, must abide by confidentiality provisions to the extent technically feasible, and at a minimum abide by rules regarding the confidentiality of customer information established in Telecom Decision [86-7](#), as modified from time to time.

Reference: paragraph 10 of the [1 February 2000 Letter Decision](#), in which the Commission approved CISC consensus report [CTRE015a](#); paragraphs 49 and 51 of Telecom Decision [2003-33](#); paragraph 1 of Telecom Decision [2003-33-1](#); paragraphs 22 and 23 of Telecom Decision [2004-27](#); paragraphs 29 and 31 of Telecom Decision [2005-15](#); paragraph 306 of Telecom Decision [2005-28](#); paragraph 78 of Telecom Decision [2007-13](#); paragraphs 75, 76, and 77 of Telecom Decision [2007-109](#); and paragraph 21 of Telecom Regulatory Policy [2009-723](#).

Local VoIP service providers must to obtain, prior to the commencement of service, the end-customer's express acknowledgement of the extent to which the privacy safeguards are not available with their local VoIP services.

Reference: paragraph 308-309 of Telecom Decision [2005-28](#).

Resellers of Internet service are to abide by the requirements set out in Telecom Regulatory Policy [2009-657](#) regarding any Internet traffic management practices they employ. Resellers of Internet service are not to use for other purposes personal information collected for the purpose of traffic management and are not to disclose such information.

Reference: paragraphs 50 and 104 of Telecom Regulatory Policy [2009-657](#).

4. **Customer Transfer Protocol:**

Resellers providing local exchange services are required to release telephone numbers for porting where customers move to other providers, i.e. customers are to be allowed to retain (and port, where required) their numbers in the same manner as customers of local exchange carriers.

Reference: See the Conclusions/Recommendations in CISC consensus report [CTRE006b](#), approved in the CRTC's [8 April 1999 Letter Decision](#).

VoIP service resellers, wireless resellers, and mobile virtual network operators are to support the porting in and out of telephone numbers.

Reference: paragraph 214 of Telecom Decision [2005-28](#) and paragraph 38 of Telecom Decision [2005-72](#).

Resellers of local exchange services are to follow the industry process maps for customer migration involving resale, as set out in CISC's related consensus report.

Reference: CISC consensus report [BPRE006a](#), approved in the CRTC's [16 May 2000 Letter Decision](#).

Any TSPs, ISPs, and resellers are to abide by customer transfer and service cancellation requests from a prospective new service provider acting on behalf of a customer.

Reference: paragraph 28 of Broadcasting and Telecom Regulatory Policy [2011-191](#).

5. **Internet Traffic Management Practices (ITMPs):**

Resellers of Internet services are to disclose to their retail customers, clearly and prominently on their websites, information related to their technical ITMPs. The ISP must also reference its online disclosures in relevant marketing materials, customer contracts, and terms of service. Online disclosure should include the following information:

- why ITMPs are being introduced;
- who is affected by the ITMP;
- when Internet traffic management will occur;
- what type of Internet traffic (e.g. application, class of application, protocol) is subject to management; and
- how the ITMP will affect a user's Internet experience, including specific impact on speeds.

Disclosures on the websites of ISPs are to be made in a manner consistent with the accessibility determinations outlined in Broadcasting and Telecom Regulatory Policy [2009-430](#), such that the information disclosed is made accessible for persons with disabilities to the point of providing a reasonable accommodation.

The ITMP policy framework set out in Telecom Regulatory Policy [2009-657](#) applies to the use of mobile wireless data services to provide Internet access.

Reference: paragraphs 50, 66, 67, and 104 of Telecom Regulatory Policy [2009-657](#) (disclosure requirements are set out in section III); and paragraphs 10 and 11 of Telecom Decision [2010-445](#).

6. **Wireless Code:**

Resellers of wireless services are to adhere to the rules set out in the Wireless Code.

Reference: paragraph 395 and Appendix 1 of Telecom Regulatory Policy [2013-271](#).

7. **Prohibition of 30-Day Cancellation Policies:**

Resellers of retail local voice services, including VoIP, and/or Internet services, are to abide by the following requirement:

Cancellation date

- Customers may cancel their contract at any time by notifying their service provider.

- Cancellation takes effect on the day that the service provider receives notice of the cancellation.

Pursuant to Broadcasting and Telecom Regulatory Policy [2011-191](#), Canadian carriers must accept a customer cancellation request from a prospective new service provider on behalf of a customer.

Reference: paragraph 41 of Broadcasting and Telecom Regulatory Policy [2014-576](#).

8. **National Do Not Call List:**

Resellers are required to disconnect the telecommunications service of a telemarketer that has violated the Unsolicited Telecommunications Rules (UTRs) upon direction from the Commission.

A reseller of Centrex service shall make all reasonable efforts to ensure that subscribers and end-users of the Centrex service do not employ the Centrex call transfer feature to transmit telemarketing telecommunications.

Reference: paragraphs 548 and 550 of the UTRs framework set out in Telecom Decision [2007-48](#), as well as Part III, section 7 of the [UTRs](#).

9. **Registration Obligations:**

Resellers are to register with the Commission prior to receiving service.

Reference: Telecom Decision [92-12](#).

All local VoIP service providers that are not operating as Canadian carriers are to register with the Commission as resellers, as a condition of obtaining services from a Canadian carrier or another TSP.

Reference: paragraph 204 of Telecom Decision [2005-28](#).