

Customer Notification of changes to Wholesale GAS Residential services

Bell/Bell Aliant is filing a tariff with the CRTC on 7 May 2012 requesting approval for the de-standardization of certain Gas Residential services. At the same time, we are re-structuring of the remaining wholesale GAS Residential services in order to match the speeds offered by Bell/Bell Aliant's retail residential Internet services.

De-standardization

On May 7 2012, Bell/Bell Aliant will file for CRTC approval of revisions to General Tariff Item 5410 – Gateway Access Service and Item 5440 – Gateway Access Service - Fibre to the Node (GAS-FTTN). In this application, Bell/Bell Aliant are proposing to destandardize (i.e., stop selling) three residential GAS access speeds (namely 640 Kbps, 2 Mbps and 16 Mbps) as of 9 August 2012. After that date (if the CRTC approves) these speeds will no longer be available to new residential GAS end-users. We will grandfather all existing customers subscribing to these speeds (i.e., existing customers can continue to use these services after the 9 August 2012 date.

Why is this necessary at this time?

This proposal to destandardize residential GAS access speeds of 640 Kbps, 2 Mbps and 16 Mbps is consistent with the Companies' obligations under the Commission's speed matching requirements. In Telecom Regulatory Policy 2010-632 *Wholesale high-speed access services proceeding* the Commission concluded that ILECs are to provide wholesale high-speed access services to competitors at speeds that match speed options the ILECs offer to their own retail Internet service customers. Effective 6 May 2012, the Companies have re-structured their retail residential Internet services whereby access speeds of 2 Mbps and 16 Mbps are no longer offered to new retail customers.

However, as described below, Bell/Bell Aliant are still offering a wide variety of speeds and have restructured their wholesale residential GAS services to reflect the ever increasing demand by consumers for higher speed Internet services and simplified choices. In particular, Bell/Bell Aliant note that ISPs are still able to subscribe to the higher speed, 6 Mbps (legacy) access service for \$14.11, which is the same rate ISPs pay for 640 Kbps and 2 Mbps access services. In addition, the destandardization of 640 Kbps and 2 Mbps access speeds does not preclude ISPs from subscribing to the 6 Mbps (legacy) access speed but continuing to limit their own end-users to either 640 Kbps or 2 Mbps, should they so desire.

Reviewing and Commenting on the Destandardization Proposal

Bell Aliant Tariff Notice 410 and Bell Canada Tariff Notice 7355 will be filed with the Commission 7 May 2012 to effect this change. These applications may be found on the Commission's web site <http://www.crtc.gc.ca>.

If you wish to comment on the Companies' proposal, you may do so by sending a letter to the Commission, referencing the Companies' tariff notices, which must be received no later than 15 June 2012. You may send your letter to the Commission as follows.

By mail:

Canadian Radio-television and Telecommunications Commission
Ottawa, Ontario
Canada, K1A 0N2

By fax:

819-994-0218

Detailed information on participating in a Commission proceeding is provided on the Commission's web page at <https://services.crtc.gc.ca/pub/instances-proceedings/Default-Default.aspx?S=O&PA=A&PT=A&PST=A&Lang=eng> . If you have any questions on how to submit your comments, you may contact the Commission by telephone Toll-free at 1-877-249-CRTC (2782).

Restructuring of GAS Residential services

Bell is restructuring its GAS Residential services in order to match speeds offered by Bell Residential Retail market. The following is the revised structure and rates.

Ontario/Quebec Speed	Proposed Rates/month
6 Mbps /800 Kbps (ATM)	\$14.11
7 Mbps / 1 Mbps (FTTN)	\$24.70
10 Mbps / 1 Mbps	\$24.84
15 Mbps / 1 Mbps	\$24.84
25 Mbps / 10 Mbps	\$25.00

With this restructuring, the same GAS Residential services and rates will be offered in both Quebec and Ontario. In addition, existing 6 Mbps and 12 Mbps customers will be upgraded up to to 7 Mbps and up to 15 Mbps, respectively. Migrations will take place as capacity and resource become available.

Optional Upstream Speed Charge

End users of GAS FTTN 10 and GAS FTTN 15 services may choose, where suitable facilities exist, to increase their upstream speed for an additional \$3.75 per month per end user. For instance, FTTN 10 customers may select an optional upstream speed of up to 7 Mbps for an additional charge of \$3.75 per month per end-user. And, FTTN 15 customers may select an optional upstream speed of up to 10 Mbps for an additional charge of \$3.75 per month per end-user.

A VDSL modem is required for the FTTN 25 Mbps offering, or when the optional upstream speed of up to 7 Mbps or 10 Mbps is selected