

CARP's Letter to Bell Canada:

Mr. Andrew Wright
Vice President, Residential Services
Bell Canada

Dear Mr. Wright:

Several members of CARP - A New Vision of Aging for Canada (formerly Canadian Association for Retired Persons), have contacted us with concerns about the recently announced policy of charging \$2 for monthly statements.

One person forwarded to us a copy of your letter, dated May 3, 2012, which states as follows: *As part of our ongoing effort to be environmentally friendly and to improve the level of billing information you have access to, we are pleased to let you know that as of June 2012, Bill is moving to ebill as our standard method of delivering invoices to our Bell Internet clients."*

However, the member in question no longer uses the Internet. Therefore, she does not have access to ebilling. The notice implies that the new billing arrangement is for those *who do have such access*. Logic would dictate, therefore, that those who do not have access, should be able to receive their bills by regular mail, without any extra charge. However, she was informed that even those who do not have email, and therefore do not have a choice, would be billed. It hardly seems fair that customers - through no fault of their own - are being charged two dollars extra for the privilege of paying their bill.

If, as one CARP member was informed, a senior could have the fee waived under "hardship" circumstances, then this information should be made known when information notices are sent out to Bell customers, whether they have access to the Internet, or not.

I would welcome your response. Thank you.

Yours truly,

Carol Libman, Advocacy Consultant
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Bell Canada's Response to CARP:

Dear members of the advocacy committee,

Further to our recent contact regarding the paper bill charges, I would like to confirm the following:

- I have voiced your concerns on your behalf.
- A paper bill fee of \$2/month will apply unless you register for e-bill and cancel your paper bill.
- Only the visually impaired are not required to pay two dollars for a copy of a paper bill.

Bell strives to offer the best customer service and thank you for bringing your concern to our attention.

It was a pleasure speaking with you, and I'm pleased that we were able to resolve your concerns to your satisfaction.

Sincerely,

Lisa Huhn
Customer Relations Associate - Bell Executive Office