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Press Release (October 31, 2005, Toronto, Ontario)

Class action against Bell Canada concerning wireline installation delays

The law office of Michael J. Munro announced today that it has commenced a class action lawsuit against Bell Canada Inc., BCE Inc., and Bell Mobility in the Ontario Superior Court of Justice.

The lawsuit concerns Bell's general representations to its customers and Bell's overall conduct during and following a service technician labour dispute in 2005. It is alleged that despite Bell's knowledge of severe and widespread installation delays, there was no warning of the expected delays on the Bell web-site, nor did Bell circulate any form of notice of installation delays to its wireline customers with their monthly accounts. Instead, Bell continued to broadcast on its web-site under the "Moving?" section that arrangements for installation of wireline services only needed to be made 1-2 weeks in advance of a moving date, and Bell continued to broadcast over the web that it offered "worry-free services" and that the "#1 reason" for using Bell services was "reliability".

In a press release dated March 31, 2005 Bell advised consumers that it had "immediately implemented contingency plans to ensure continued customer service." The Statement of Claim alleges that this press release, and Bell's general assurances to its customers were false and misleading business practices within the meaning of the new Ontario Consumer Protection Act.

It is alleged that in an effort to preserve its market share and prevent customers from going to competitors, Bell misled the public as to the reliability of service which it could provide during the material period. It is further alleged that all or virtually all customers who had been advised by Bell that wireline service would be installed on an agreed upon date did not receive installation of wireline service on that date (many experienced disruptions of weeks, and in some cases months). By failing to provide customers with advance warning of the expected installation delays, it is alleged that Bell deprived customers of the opportunity to investigate and secure competitive communication services.

The Statement of Claim further alleges that Bell knew its customers relied on their residential telephones for emergency services such as 911, and yet despite this knowledge of clear health and safety issues, Bell failed to warn its customers of the severe and widespread service disruptions expected.

The lawsuit is brought on behalf of all existing and former residential wireline customers of Bell Canada Inc. who, following March 24, 2005, experienced an installation delay and, as a result thereof, experienced increased wireless usage, charges and/or expenses during the period of service disruption.

It is alleged that Bell Mobility was the primary beneficiary and recipient of increased wireless charges paid by existing and former residential wireline customers of Bell Canada Inc.

The Statement of Claim was issued on October 26, 2005. A copy of the Statement of Claim is available at [www.bellclassaction.com](http://www.bellclassaction.com).

For more information contact Michael J. Munro at (416) 410-4505.