



Telecom Order CRTC 2008-136

Ottawa, 12 May 2008

TELUS Communications Company

Reference: Tariff Notices 287 and 287A

Withdrawal of Call Director Package

1. The Commission received an application by TELUS Communications Company (TCC), dated 28 February 2008 and amended 28 April 2008, in which it proposed revisions to its General Tariff item 300.4B – Call Director Package,¹ in order to withdraw this service package for residential customers in British Columbia, effective 30 May 2008.
2. TCC submitted that its proposal to withdraw the residential portion of Call Director Package was due to the cost of migrating the services to TCC's new billing system, declining demand, and increased availability of comparatively priced and technologically superior substitutes. TCC also submitted that all of the features offered with Call Director Package are readily available on a stand-alone basis, or in current package or bundled service offerings that offer greater flexibility for feature choices.
3. In support of its application to withdraw the residential portion of Call Director Package, TCC provided the information required by the Commission in Telecom Circular 2005-7, which set out the procedures for the destandardization and/or withdrawal of tariffed services. TCC also provided a copy of the notice sent to affected residential customers regarding the withdrawal of the service package.
4. TCC also proposed modifications to item 300.5 – Grandfathered Services, to reflect a rate increase for Call Return and Three-way Calling from \$6.95 to \$7.95 per month.
5. TCC requested that the Commission ratify the charging of this rate for Call Return and Three-Way Calling, pursuant to subsection 25(4) of the *Telecommunications Act* (the Act). TCC noted that in Tariff Notice 283, which was granted interim approval effective 25 January 2008 in Telecom Order 2008-2, it had reflected the proposed rate of \$7.95 for Call Return and Three-Way Calling in a note, but had inadvertently not filed the tariff page reflecting the same change in the associated rate table. The company indicated that it had begun charging \$7.95 for Call Return and Three-Way Calling as of 25 January 2008.
6. The Commission received no comments regarding this application.

¹ Call Director Package provides TCC's eligible subscribed residential and business customers in British Columbia with a package of the following five Call Management Services for a single monthly rate: Call Display, Call Waiting, Call Director, Call Return, and Three-Way Calling.

Commission's analysis and determination

7. In Telecom Decision 2008-22, the Commission revised its procedures for the disposition of applications dealing with destandardization and/or withdrawal of tariffed services. In that Decision, the Commission eliminated the requirements to provide an analysis of available substitutes and a transition plan, but retained the requirement to provide notice to each customer affected by the application.
8. The Commission notes that TCC has met the criteria for withdrawal as set out in Telecom Circular 2005-7. Furthermore, the Commission is satisfied that TCC has fulfilled the requirements of Telecom Decision 2008-22.
9. Accordingly, the Commission considers that TCC's proposal to withdraw the residential portion of Call Director Package is reasonable.
10. In regard to TCC's request for ratification, the Commission notes that paragraph 25(4)(a) of the Act stipulates that the Commission may ratify the charging of a rate by a Canadian carrier otherwise than in accordance with a tariff approved by the Commission if it is satisfied that the rate was charged because of an error or other circumstance that warrants the ratification.
11. The Commission considers that the circumstances of this case warrant the ratification of the rates for Call Return and Three-Way Calling retroactive to 25 January 2008 because (i) the company continued to provide these services, (ii) it provided them without an approved tariff as a result of an administrative error, and (iii) the customers continued to use them.
12. In light of all of the above, the Commission **approves on an interim basis** TCC's
 - i) application to withdraw the residential portion of Call Director Package, effective 30 May 2008; and
 - ii) request for ratification, and ratifies the charging of the rates for Call Return and Three-Way Calling since 25 January 2008, effective the date of this Order.

Secretary General

Related documents

- Telecom Order CRTC 2008-2, 9 January 2008, as amended by Telecom Order CRTC 2008-2-1, 14 January 2008
- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008

- *New procedures for disposition of applications dealing with the destandardization and/or withdrawal of tariffed services, Telecom Circular CRTC 2005-7, 30 May 2005*

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