



## Telecom Order CRTC 2008-333

Ottawa, 12 December 2008

### **Sogetel inc. – Modifications to residential calling features bundles**

Reference: Sogetel inc. Tariff Notice 135

1. The Commission received an application by Sogetel inc. (Sogetel), dated 27 August 2008, in which the company proposed revisions to General Tariff item 2.13.2.5 – *Forfait économique*, a residential calling features bundle. Specifically, Sogetel proposed to add voice mail to the list of features available to customers who subscribe to this bundle. Sogetel submitted that the introduction of the *Forfait économique* bundle had rendered obsolete General Tariff item 2.13.6.3(a) – *Indispensable*, another residential calling features bundle, and, accordingly, proposed to withdraw it.
2. The Commission received no comments regarding this application. The public record of this proceeding, which closed on 13 November 2008, is available on the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca) under "Public Proceedings."

### **Commission's analysis and determinations**

3. The Commission considers that making voice mail available as part of the *Forfait économique* bundle will benefit subscribers and, therefore, that it would be appropriate to approve the proposed revisions to that bundle.
4. In Telecom Decision 2008-22, the Commission revised the procedures for applications dealing with the destandardization and/or withdrawal of tariffed services. Companies proposing to withdraw a tariffed service are required to provide the Commission with, among other things, a proposed date for withdrawal, the number of customers affected, and a copy of the notice to affected customers. The Commission notes that Sogetel's application meets these requirements.
5. The Commission also notes that Telecom Decision 2008-22 encouraged companies to identify any substitute services, where available, to their customers and to manage customer transition to these services. In this regard, the Commission notes that Sogetel proposed to automatically migrate customers from the *Indispensable* bundle to the *Forfait économique* bundle. The *Forfait économique* bundle offers customers the choice of any five calling features, except call trace. Subject to the inclusion of the voice mail option referred to above, this bundle includes all of the functionalities covered by the *Indispensable* bundle and also provides customers with one extra feature at the same monthly rate of \$9.95.
6. Accordingly, the Commission considers that Sogetel has fulfilled the requirements set out in Télécom Decision 2008-22 and that its application to withdraw the *Indispensable* bundle is acceptable.

7. In light of the above, the Commission **approves** Sogetel's application effective the date of this Order.

Secretary General

### **Related document**

- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision 2008-22, 6 March 2008

*This document is available in alternative format upon request, and may also be examined in PDF format or in HTML at the following Internet site: <http://www.crtc.gc.ca>*