



Telecom Order CRTC 2008-75

Ottawa, 14 March 2008

TELUS Communications Company

Reference: Tariff Notice 284

Destandardization of Simple Voice Mail optional feature

1. The Commission received an application by TELUS Communications Company (TCC), dated 18 January 2008, in which it proposed revisions to the former TELUS Communications Inc.'s General Tariff item 301 – Voice Mail Service, in order to destandardize the Simple Voice Mail optional feature for residential customers in Alberta and British Columbia.
2. TCC proposed that installations of Simple Voice Mail would no longer be available for new residential customers, but noted existing customers would still be able to request moves, additions, or changes to the service. TCC submitted that destandardizing Simple Voice Mail would encourage existing customers to subscribe to the company's Enhanced Voice Mail, which is a similar service with more capabilities.
3. In support of its application, TCC provided the information required by the Commission in Telecom Circular 2005-7, which established new procedures for the destandardization and/or withdrawal of tariffed services, with one exception. TCC indicated that since no existing customers would be affected by the company's proposal, written notice to existing Simple Voice Mail customers was not required under paragraph 15 of Telecom Circular 2005-7. Accordingly, the company did not provide written notice to its existing Simple Voice Mail customers.
4. The Commission received no comments regarding this application.

Commission's analysis and determinations

5. The Commission notes that, under TCC's proposal, Simple Voice Mail would no longer be available for new residential customers, but existing customers would still be able to request moves, additions, or changes to the service. As existing customers would not be affected, the Commission considers that TCC's proposal not to notify them is acceptable.
6. On 6 March 2008, the Commission published Telecom Decision 2008-22, which revised the Commission's procedures for the disposition of applications dealing with destandardization and/or withdrawal of tariffed services. Applicants are still required to provide notice to each customer affected by their application.
7. The Commission considers that TCC has fulfilled the requirements of Telecom Decision 2008-22. The Commission therefore considers that TCC's proposal to destandardize Simple Voice Mail is reasonable.

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

Secretary General

Related documents

- *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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