



## Telecom Order CRTC 2009-471

Ottawa, 5 August 2009

### **Saskatchewan Telecommunications – Destandardization of Internet Call Waiting service**

File number: Tariff Notice 215

1. The Commission received an application by Saskatchewan Telecommunications (SaskTel), dated 6 July 2009, in which the company proposed to destandardize and withdraw its General Tariff Item 580.02 – Internet Call Waiting service, effective 30 September 2009.
2. SaskTel noted that Internet Call Waiting service is a call management service that can be used by Internet dial access customers with one telephone line. The company submitted that the vendor had discontinued development and technical support for this service in 2001 and that, as a result, the service is unable to support customers using versions of Microsoft Windows newer than Windows 98. It also submitted that it does not have the ability to develop or upgrade the software associated with the service. SaskTel further submitted that it had been experiencing a high number of intermittent failures on its servers due to the age of the associated hardware.
3. SaskTel submitted that it provided all the information required under *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008 (Telecom Decision 2008-22), which revised the procedures for applications dealing with destandardization and/or withdrawal of tariffed services.
4. The public record of this proceeding is available on the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca) under "Public Proceedings" or by using the file number provided above.
5. The Commission is satisfied that SaskTel has notified its Internet Call Waiting customers of its proposal to destandardize and withdraw this service, as required by Telecom Decision 2008-22. Based on the extent of technical and customer support issues identified by SaskTel, the Commission considers that it would not be reasonable to delay approving the destandardization of this service. The Commission therefore considers that it would be appropriate for SaskTel to cease offering Internet Call Waiting service to new customers at this time.

6. In light of the above, the Commission **approves on an interim basis** the destandardization of SaskTel's Internet Call Waiting service, effective the date of this order. The Commission notes that approval of the destandardization of Internet Call Waiting service will not affect existing customers.

Secretary General

*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>*