



Telecom Order CRTC 2010-166

Ottawa, 19 March 2010

Saskatchewan Telecommunications – Destandardization and withdrawal of Customer Look Ups: Name and address or Telephone number

File number: Tariff Notice 229

1. The Commission received an application by Saskatchewan Telecommunications (SaskTel), dated 19 January 2010, in which the company proposed modifications to its General Tariff item 110.16, Direct Customer Access and Wiretap Services, in order to discontinue the Customer Look Ups: Name and address or Telephone number feature (the feature)¹ and to change the name of the tariff item to Customer Information Requests and Wiretap Services.
2. SaskTel noted that subscribers to the service are aware of the plan to remove the feature and have expressed no concern in this regard. SaskTel submitted that subscribers have indicated that they seldom use the feature, because it does not provide them with the information they require. SaskTel submitted that the proposed name change would better reflect the service if the Commission approves the removal of the feature.
3. The Commission received no comments regarding SaskTel's application. The public record of this proceeding, which closed on 2 March 2010, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file number provided above.
4. The Commission notes that SaskTel 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, which revised the procedures for applications dealing with destandardization and/or withdrawal of tariffed services. This information included notifying subscribers to its Direct Customer Access and Wiretap Services of its proposal to withdraw the feature.
5. In light of the facts that the feature seldom provides the information required and no subscribers have commented, the Commission finds that SaskTel's proposal to withdraw the feature is reasonable.

¹ The feature provides for direct access by certain subscribers to SaskTel's directory assistance database. If it is removed, SaskTel's personnel would have to provide the requested directory information.

6. In light of the above, the Commission **approves** SaskTel's application to withdraw the feature and rename the tariff item, effective the date of this order.

Secretary General

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