



Telecom Order CRTC 2011-185

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Ottawa, 14 March 2011

TELUS Communications Company – Destandardization of Fractional Digital Network Access service

File numbers: TCBC Tariff Notice 4343 and TCI Tariff Notice 631

1. The Commission received applications from TELUS Communications Company (TCC), dated 10 January 2011, proposing changes to TELUS Communications (B.C.) Inc. (TCBC) General Tariff item 447 – Digital Network Access and to TELUS Communications Inc. (TCI) General Tariff item 500 – Digital Network Access. Specifically, TCC proposed to destandardize its Fractional Digital Network Access (Fractional DNA) service and to withdraw the Minimum Monthly Billing Commitment option for this service in Alberta and British Columbia, effective 14 March 2011.
2. TCC submitted that it has five customers subscribing to Fractional DNA service, all in Alberta. It also submitted that it had last installed the service for a customer in March 2007 and that there is currently little demand for the service. TCC further submitted that the service is based on a discontinued forborne service, Low Speed Frame Relay. TCC proposed to grandfather existing Fractional DNA service customers.
3. TCC also proposed to withdraw the Minimum Monthly Billing Commitment option because there has been no demand for this service option during the last five years and because the systems to support the billing calculations have been discontinued.
4. TCC provided a copy of the notice it had sent to affected customers, in which it identified options available for those customers who wish to migrate from Fractional DNA service.
5. The Commission received no comments regarding TCC's applications. The public record of this proceeding, which closed on 23 February 2011, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file numbers provided above.
6. The Commission considers that TCC has complied with the requirements set out in *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. The Commission notes in particular that TCC has notified its Fractional DNA customers of its intention to destandardize this service and has identified service alternatives.

7. Accordingly, the Commission considers that TCC's proposals to destandardize its Fractional DNA service and to withdraw the Minimum Monthly Billing Commitment option for this service in Alberta and British Columbia are acceptable.
8. In light of the above, the Commission **approves** TCC's applications, effective the date of this order.

Secretary General