



Telecom Order CRTC 2012-124

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Ottawa, 29 February 2012

TELUS Communications Company – Withdrawal of Dual Line Call Manager service

File number: Tariff Notice 419

1. The Commission received an application by TELUS Communications Company (TCC), dated 29 November 2011, proposing to withdraw General Tariff item 311 – Dual Line Call Manager (DLCM) service, effective 31 May 2012. This service enables customers with two telephone lines to answer incoming calls to either line from phones connected to either of the two telephone lines.
2. TCC submitted that this service was only available in Alberta, and proposed to withdraw this item to simplify its service offerings. It also indicated that the customer base for this service has been steadily declining to approximately 600 subscribers since it was grandfathered in 2003. TCC noted that there was also a general decline in residential customers subscribing to second telephone lines.
3. TCC submitted that several options were available to business and residential customers wishing to replicate the functionality of this service, such as the use of a two-line telephone set or call waiting or smart ring service features that permit two calls to be answered and managed on one telephone line. TCC also noted that customers could alternatively replace the second telephone line with a wireless service.
4. The Commission received no comments regarding this application. The public record of this proceeding, which closed on 27 January 2012, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file number provided above.
5. 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 that a customer notice was sent to all current customers of the DLCM service, advising them of the details of the application and advising them of how they could participate in the process.
6. The Commission notes that TCC has suggested alternative services and features that are affordable and provide similar functionality.
7. Accordingly, the Commission considers that TCC's proposal to withdraw its DLCM service is acceptable.
8. In light of the above, the Commission **approves** TCC's application.

Secretary General

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