



## Telecom Order CRTC 2012-479

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Ottawa, 7 September 2012

### **Saskatchewan Telecommunications – Destandardization of Digital Exchange Access service**

File number: Tariff Notice 271

1. The Commission received an application from Saskatchewan Telecommunications (SaskTel), dated 5 July 2012, in which the company proposed to destandardize its General Tariff item 110.40 – Digital Exchange Access (DEA) Service, effective 17 October 2012.
2. SaskTel submitted that DEA is an aging service with declining demand as advances in technology occur. The company indicated that demand for the service has been stagnant since 2009 and that no new customers are anticipated.
3. SaskTel therefore proposed to stop offering its DEA service for new installations, additions to existing installations, or moves or rearrangements on the same or different premises.
4. SaskTel stated that it offers Megalink™ service as an alternative to DEA service and has informed its customers of this. SaskTel also stated that Megalink™ is a more modern service, provides access to more features, and is more widely available than the DEA service.
5. SaskTel submitted that it would continue to support its existing DEA service customers. In response to Commission interrogatories, SaskTel stated that all existing DEA service customers may opt to renew their contracts at the end of the term and continue to subscribe to the DEA service. SaskTel added that it is not currently stated in its tariff that existing DEA service customers may renew their contracts; however, the company indicated that it is prepared to revise its tariff accordingly.
6. The Commission did not receive any comments regarding SaskTel's application. The public record of this proceeding, which closed on 16 August 2012, 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.
7. The Commission considers that SaskTel 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, in which the Commission revised its procedures for dealing with applications to

destandardize and/or withdraw tariffed services. The Commission notes in particular that SaskTel has notified its DEA service customers of its intention to destandardize the service and has identified Megalink™ as a service alternative.

8. The Commission considers that SaskTel's proposal to destandardize its DEA service is reasonable. Accordingly, the Commission **approves** SaskTel's application, effective 17 October 2012, subject to SaskTel revising its tariff to allow existing DEA service customers to renew their contracts at the end of the term.
9. The Commission directs SaskTel to issue revised tariff pages within **15 days** of the date of this order.<sup>1</sup> The revised pages must specify that existing DEA service customers may opt to renew their contracts at the end of the term and continue to subscribe to the DEA service.

Secretary General

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<sup>1</sup> The revised tariff pages can be submitted to the Commission without a description page or an approval request; a tariff application is not required.