



Telecom Order CRTC 2009-735

Ottawa, 30 November 2009

MTS Allstream Inc. – Destandardization and withdrawal of Wire Watch/Phone Watch Bundle

File number: Tariff Notice 683

1. The Commission received an application by MTS Allstream Inc. (MTS Allstream), dated 10 September 2009, in which the company proposed to destandardize and withdraw its Special Services and Facilities Tariff item 9710 – Wire Watch/Phone Watch Bundle, effective 1 December 2009.
2. MTS Allstream submitted that it would no longer be able to offer its Wire Watch/Phone Watch Bundle to its customers because the vendor that provides the Phone Watch service to MTS Allstream plans to terminate its business arrangement with the company on 1 December 2009. MTS Allstream indicated that the vendor is no longer able to justify a business case to continue to offer the Phone Watch service due to a small and declining customer base for the service. MTS Allstream submitted that, for the same reason, it was unable to secure an alternate service vendor in order to continue to offer the Phone Watch service to its customers.
3. The Commission received no comments regarding MTS Allstream's application. The public record of this proceeding, which closed on 6 November 2009, 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 it approved MTS Allstream's proposal to destandardize the service on an interim basis in Telecom Order 2009-643.
5. The Commission also notes that MTS Allstream provided all the information required under Telecom Decision 2008-22, which revised the procedures for applications dealing with destandardization and/or withdrawal of tariffed services, including notifying its Wire Watch/Phone Watch Bundle customers of its proposal to destandardize and withdraw this service.
6. In light of the fact that the vendor providing Phone Watch services will terminate its business arrangement on 1 December 2009 and no customers have commented, the Commission considers that MTS Allstream's proposal to destandardize and withdraw its Wire Watch/Phone Watch Bundle is reasonable.
7. Accordingly, the Commission **approves on a final basis** the destandardization and withdrawal of MTS Allstream's Wire Watch/Phone Watch Bundle, effective 1 December 2009.

Secretary General

Related documents

- *MTS Allstream Inc. – Destandardization of Wire Watch/Phone Watch Bundle*, Telecom Order CRTC 2009-643, 9 October 2009
- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008

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