



## Telecom Order CRTC 2010-736

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Ottawa, 5 October 2010

### TELUS Communications Company – Port-out cancellation charge

File numbers: Tariff Notices 392 and 392A

1. The Commission received an application by TELUS Communications Company (TCC), dated 20 July 2010, in which the company proposed to modify item 208 – Number Portability – Access to Service Control Point of its Carrier Access Tariff. Under TCC's proposal, its Carrier Access Tariff would be modified to introduce a new rate element that would apply to cancellations of port-out requests<sup>1</sup> made by local exchange carriers (LECs) or wireless service providers (WSPs) when such cancellations exceed a threshold of ten percent of that service provider's port-out requests in a month.
2. In support of its request, TCC submitted that a charge for port-out cancellations would provide WSPs and LECs with an incentive to minimize cancellations. TCC further submitted that excessive cancellations are likely caused by inefficient WSP and LEC internal processes or abuse of the number porting process for marketing reasons, the end result being that the company is incurring significant costs that are currently unrecoverable.
3. The Commission approved TCC's application on an interim basis in Telecom Order 2010-530.
4. Quebecor Media Inc., on behalf of its affiliate Videotron Ltd. (Videotron), and MTS Allstream Inc. (MTS Allstream) filed comments dated 13 and 19 August 2010, respectively. Videotron and MTS Allstream submitted that the proposed tariff established terms and conditions for TCC's service that did not correspond to the terms and conditions that the Commission had approved for Bell Canada's port-out cancellation service in Telecom Order 2008-184, and that the difference would enable TCC to charge for certain port-out cancellations that are the result of winback or other direct marketing efforts by TCC.
5. In response to the concerns raised by Videotron and MTS Allstream, TCC filed an amended application on 30 August 2010. In its amended application, TCC proposed to add additional terms and conditions to its proposed tariff for port-out cancellations that would render the proposed tariff identical to the tariff approved for Bell Canada's port-out cancellation service.

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<sup>1</sup> A port-out request is a request to change the assignment of a telephone number from one local exchange carrier to another.

6. The Commission approved TCC's amended application, on an interim basis, in Telecom Order 2010-677.
7. No additional comments were received from Videotron or MTS Allstream. The public record of this proceeding, which closed on 30 August 2010, 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 numbers provided above.
8. The Commission notes that TCC's proposed amendments to item 208 of its Carrier Access Tariff have addressed the concerns of Videotron and MTS Allstream in that the company's proposed tariff for port-out cancellation service would now mirror that of Bell Canada.
9. In light of the above, the Commission **approves on a final basis** TCC's amended application, effective the date of this order.

Secretary General

#### **Related documents**

- Telecom Order CRTC 2010-677, 9 September 2010
- Telecom Order CRTC 2010-530, 29 July 2010
- Telecom Order CRTC 2008-184, 2 July 2008