



## Telecom Order CRTC 2011-194

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Ottawa, 18 March 2011

### **NorthernTel, Limited Partnership – Destandardization of Exchange Radio – Telephone Service**

File number: Tariff Notice 314

1. The Commission received an application by NorthernTel, Limited Partnership (NorthernTel), dated 20 January 2011, in which the company proposed revisions to its General Tariff item N400, Exchange Radio – Telephone Service, in order to destandardize this service, effective 15 April 2011. Through Exchange Radio – Telephone Service, remote locations within an exchange area are linked using radio technology. The service is provided to customers in locations where the cost of providing, maintaining, or extending landline service is prohibitive.
2. In support of its application, NorthernTel submitted that Exchange Radio – Telephone Service is outdated and will be very difficult or impossible to maintain in the future. Specifically, NorthernTel submitted that most of the radio equipment it uses to provide this service was discontinued by the manufacturer, that spare parts are not readily available, and that, in many cases, it is not possible to repair the equipment.
3. NorthernTel also submitted that there are substitutes for this service, such as regular mobile phone and satellite mobile phone services, which are more reliable than Exchange Radio – Telephone Service and offer better service quality and a higher data transmission capability. NorthernTel further submitted that demand for its Exchange Radio – Telephone Service is declining and that very few customers still use the service.
4. The Commission received no comments regarding NorthernTel's application. The public record of this proceeding, which closed on 3 March 2011, 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.
5. The Commission considers that NorthernTel 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 NorthernTel has notified its Exchange Radio – Telephone Service customers of its intention to destandardize the service and has identified service alternatives.

6. Accordingly, the Commission considers that NorthernTel's proposal to destandardize its Exchange Radio – Telephone Service is acceptable.
7. In light of the above, the Commission **approves** NorthernTel's application, effective 15 April 2011.

Secretary General