



Telecom Order CRTC 2009-642

Ottawa, 9 October 2009

Saskatchewan Telecommunications – Destandardization and withdrawal of Internet Call Waiting service

File number: Tariff Notice 215

1. The Commission received an application by Saskatchewan Telecommunications (SaskTel), dated 6 July 2009, in which the company proposed to destandardize and withdraw its General Tariff Item 580.02 – Internet Call Waiting service, effective 30 September 2009.
2. SaskTel noted that Internet Call Waiting service is a call management service that can be used by Internet dial access customers with one telephone line. The company submitted that the vendor had discontinued development and technical support for this service in 2001 and that, as a result, the service is unable to support customers using versions of Microsoft Windows newer than Windows 98. It also submitted that it does not have the ability to develop or upgrade the software associated with the service. SaskTel further submitted that it had been experiencing a high number of intermittent failures on its servers due to the age of the associated hardware and that a steadily declining number of customers are disconnecting their service on a weekly basis.
3. SaskTel submitted that it had 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.
4. The Commission received no comments regarding SaskTel's application. The public record of this proceeding, which closed on 5 August 2009, 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 approved SaskTel's proposal to destandardize the service on an interim basis in Telecom Order 2009-471.
6. The Commission notes that SaskTel has notified its Internet Call Waiting customers of its proposal to destandardize and withdraw this service, as required by Telecom Decision 2008-22. The Commission further notes that in its letter to customers, SaskTel identified available equipment that provided similar functionality to Internet Call Waiting service for customers using dial-up Internet service.
7. In light of the technical and customer support issues identified by SaskTel in its application, and the fact that no customers have commented, the Commission considers that SaskTel's proposal to withdraw Internet Call Waiting service is reasonable.
8. In light of the above, the Commission **approves on a final basis** the destandardization and withdrawal of SaskTel's Internet Call Waiting service, effective the date of this order.

Secretary General

Related documents

- *Saskatchewan Telecommunications – Destandardization of Internet Call Waiting service*, Telecom Order CRTC 2009-471, 5 August 2009
- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008

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