



## Telecom Order CRTC 2009-643

Ottawa, 9 October 2009

### MTS Allstream Inc. – Destandardization 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 changes to its Special Services and Facilities Tariff item 9710 – Wire Watch service. Specifically, the company proposed to destandardize and withdraw the 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 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 did not receive any comments regarding MTS Allstream's application. The public record of this proceeding 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.
4. The Commission notes that MTS Allstream provided all the information required under *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008 (Telecom Decision 2008-22), which revised the procedures for applications dealing with destandardization and/or withdrawal of tariffed services.
5. The Commission is satisfied that MTS Allstream has notified its Wire Watch/Phone Watch Bundle customers of its proposal to destandardize and withdraw this bundle, as required by Telecom Decision 2008-22. Given that the vendor of the Phone Watch service will no longer be providing the service as of 1 December 2009, the Commission considers that it would not be reasonable to delay approving the destandardization of this service. The Commission therefore considers that it would be appropriate for MTS Allstream to cease offering Wire Watch/Phone Watch Bundle service to new customers at this time.
6. In light of the above, the Commission **approves on an interim basis** the destandardization of MTS Allstream's Wire Watch/Phone Watch Bundle, effective the date of this order. The Commission notes that approval of the destandardization of Wire Watch/Phone Watch Bundle will not affect existing customers.

7. The Commission will render its determination on MTS Allstream's request to withdraw the Wire Watch/Phone Watch bundle once the comment period, as set out in Telecom Decision 2008-22, has elapsed.

Secretary General

*This document is available in alternative format upon request, and may also be examined in PDF format or in HTML at the following Internet site: <http://www.crtc.gc.ca>*