



Telecom Order CRTC 2010-895

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Ottawa, 30 November 2010

Saskatchewan Telecommunications – Withdrawal of Charge-A-Call Plus Service

File number: Tariff Notice 241

1. The Commission received an application by Saskatchewan Telecommunications (SaskTel), dated 27 August 2010 and revised 3 November 2010, proposing to withdraw General Tariff item 110.20 – Charge-A-Call Plus Service,¹ effective 1 November 2010. SaskTel also filed modifications to its General Tariff item 110.18 – Public Telephone Service to remove references to Charge-A-Call Plus Service.
2. SaskTel submitted that this service has been destandardized and is no longer being offered to new customers. It also submitted that the service has reached the end of its product life cycle. SaskTel further submitted that customers who currently have Charge-A-Call Plus Service have other viable options to replace this service, such as migrating to SaskTel's Single Line Business Local Access service combined with a Business Toll Restrictor. SaskTel indicated that it would waive any associated service connection charges to customers who migrate to this service.
3. SaskTel indicated that it has identified two Charge-A-Call Plus customers in locations where the Charge-A-Call Plus Service would be removed along with the last pay telephone in the community.² SaskTel submitted that it has contacted these customers to inform them about the withdrawal of the service and to review alternatives with them. To inform the public about the removal of the service, SaskTel indicated that it intends to comply with the notification requirements set out in Telecom Decision 2004-47, which are as follows:
 - provide in writing a 60-day notification to the location provider and to the local government;
 - post a notice on the pay telephone scheduled for removal at least 60 days prior to removal; and
 - place a notice in the local newspaper at least 60 days prior to removal.

¹ Charge-A-Call Plus Service is provided through a coinless pay telephone and enables both the customer and the general public to make local and message toll (long distance) calls.

² These communities are St. Benedict and Fillmore.

4. The Commission received no comments regarding SaskTel's application. The public record of this proceeding, which closed on 3 November 2010, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file number provided above.

Should the Commission permit SaskTel to withdraw its Charge-A-Call Plus Service and modify its General Tariff with respect to its Public Telephone Service?

5. The Commission considers that SaskTel has complied with the requirements set out in Telecom Decision 2008-22, which revised the procedures for applications dealing with destandardization and/or withdrawal of tariffed services. Specifically, SaskTel has notified its Charge-A-Call Plus Service customers of its intention to withdraw this service and has identified service alternatives. In addition, the Commission notes that SaskTel will waive any associated service connection charges for those customers who choose to migrate to SaskTel's Single Line Business Local Access service combined with a Business Toll Restrictor. The Commission is of the view that these services provide a comparable level of service at comparable prices.
6. The Commission also considers that SaskTel has complied with the requirements set out in Telecom Decision 2004-47 by notifying the communities where it would be removing the last pay telephone. In addition, the Commission notes that no customers objected to the withdrawal of Charge-A-Call Plus Service.
7. Accordingly, the Commission considers that SaskTel's proposals to (a) withdraw its Charge-A-Call Plus Service and (b) modify its General Tariff with respect to its Public Telephone Service to remove references to Charge-A-Call Plus Service are acceptable.
8. In light of the above, the Commission **approves** SaskTel's application, effective seven days after the date of this order.

Secretary General

Related documents

- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008
- *Access to pay telephone service*, Telecom Decision CRTC 2004-47, 15 July 2004