



Telecom Order CRTC 2011-171

PDF version

Ottawa, 10 March 2011

TELUS Communications Company – Local network interconnection and component unbundling tariffs

File numbers: TCBC Tariff Notice 4344 and TCI Tariff Notice 632

1. The Commission received applications from TELUS Communications Company (TCC), dated 7 February 2011, proposing changes to TELUS Communications (B.C.) Inc. Carrier Access Tariff item 105 – Local network interconnection and component unbundling (TCBC item 105) and TELUS Communications Inc. Carrier Access Tariff item 215 – Local network interconnection and network component unbundling (TCI item 215), effective 11 March 2011.
2. Specifically, TCC proposed to modify its tariffs to include IP Relay service, in accordance with the Commission’s determinations in *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009. TCC submitted that IP Relay service would be provided at the same rate it currently charges for message relay service.
3. The Commission did not receive any comments regarding the applications. The public record of this proceeding, which closed on 9 March 2011, is available on the Commission’s website at www.crtc.gc.ca under “Public Proceedings” or by using the file numbers provided above.
4. The Commission notes that other incumbent local exchange carriers (ILECs) have filed similar wholesale tariffs and that those tariffs have generally provided additional information regarding the terms and conditions for the provision of IP Relay service. The Commission considers that TCC should include additional information about its IP Relay service, similar to what other ILECs have provided.
5. Accordingly, the Commission **approves** TCC’s applications, effective 11 March 2011, subject to the modifications and additions outlined below.
 - i) Modify TCI item 215.4.2.a.iii to incorporate the following changes indicated in bold:

Relay Service, as offered by TCI, provides a **deaf, hard of hearing or speech-impaired** customer with the ability to communicate with other customers through the use of a Teletypewriter (**TTY**) or a personal computer (IP Relay service). A separate rate per Network Access Service (NAS) or per Working Telephone Number (WTN) will be assessed to the CLEC for access to TCI’s Relay Service.

- ii) Add the following paragraphs to TCI item 215.4.2.a.iii and TCBC item 105.D.2(b)

[TCI's/the Company's] IP Relay service enables a person using an Internet-enabled device (e.g. personal computer) to communicate with another person (or vice-versa) over the telephone network. A specially trained operator transmits messages via Internet Protocol (IP)-based text conversation with a person with a hearing or speech disability and via voice conversation with a person without such a disability.

All references to Relay Service include both TTY-based Relay service and IP Relay service.

- 6. The Commission directs TCC to issue amended tariff pages to reflect the above changes within **10 calendar days** of the date of this order.

Secretary General