



## Telecom Order CRTC 2011-247

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Ottawa, 14 April 2011

### **Télébec, Limited Partnership – Destandardization of Basic Services Provided Outside the Company’s Serving Area**

File number: Tariff Notice 424

1. The Commission received an application from Télébec, Limited Partnership (Télébec), dated 20 January 2011, in which the company proposed revisions to its General Tariff item 2.1.8 – Basic Services Provided Outside the Company’s Serving Area. Specifically, the company proposed to destandardize its Basic Services Provided Outside the Company’s Serving Area using radiotelephone technology (radiotelephone services),<sup>1</sup> as of 15 April 2011.
2. Radiotelephone services link remote locations within an exchange area using radiotelephone technology. These services are provided to customers in locations where the cost of providing, maintaining, or extending landline service is prohibitive.
3. In support of its application, Télébec submitted that, in some cases, the radio equipment it uses to provide these services is no longer manufactured, that the equipment is difficult or impossible to repair, and that spare parts are not readily available. Télébec also submitted that its radiotelephone services could be replaced by satellite telephone services.
4. The Commission received interventions regarding Télébec’s application from Rio Algom Ltd (Rio Algom). The public record of this proceeding, which closed on 25 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.

#### **Should the Commission authorize Télébec to destandardize its radiotelephone services?**

5. Rio Algom opposed Télébec’s application to destandardize its radiotelephone services. Rio Algom indicated that it needs those services in order to comply with its various legal obligations.

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<sup>1</sup> Télébec provides its Basic Services Provided Outside the Company’s Serving Area through cable only, radiotelephone only, or a combination of the two technologies. Clients who receive these services through cable only are not affected by this application for destandardization.

6. In response, Télébec submitted that Rio Algom had been notified by mistake that its radiotelephone services would be destandardized and that the application for destandardization does not apply to the services Télébec provides to Rio Algom. Télébec added that it had notified Rio Algom of the error.
7. The Commission notes that Télébec notified clients of its radiotelephone services that it intends to destandardize those services and that it identified satellite telephone services as a possible substitute. The Commission also notes that it has not received any interventions from clients affected by Télébec's application.<sup>2</sup>
8. The Commission considers that Télébec 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.
9. Accordingly, the Commission considers that Télébec's proposal to destandardize its radiotelephone services is acceptable.
10. In light of the above, the Commission **approves** Télébec's application, effective 15 April 2011.

Secretary General

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<sup>2</sup> Given that Télébec's application for destandardization does not apply to the radiotelephone services Télébec provides to Rio Algom