



Telecom Order CRTC 2012-517

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Ottawa, 25 September 2012

TELUS Communications Company – Withdrawal of service charges for residential customers

File numbers: TCBC Tariff Notice 4355
TCC Tariff Notices 437 and 437A
TCI Tariff Notices 642 and 642A

1. The Commission received three applications from TELUS Communications Company (TCC), dated 13 July 2012, two of which were amended on 25 July 2012. In its applications, TCC proposed changes to its General Tariffs (CRTC 21461, CRTC 18001, and CRTC 1005) to eliminate service charges related to the following services to residential customers: Name Display Change; Changing, Adding or Removing Directory Information; Calling Feature Password Reset; Remove Call Guardian / Toll Restriction Services; Call Forwarding / Smart Ring Number Changes; and Special Telephone Number Request.
2. TCC stated that these service charges had initially been introduced to minimize the number of customer requests regarding changes to related services. However, the company indicated that it does not currently receive a significant number of these types of requests and that it does not anticipate a significant increase in them if the service charges are eliminated. TCC also stated that eliminating the service charges would simplify procedures for its call centre agents and improve customer satisfaction.
3. TCC indicated that its monthly rates for the related services include markups that are sufficient to cover the associated service charges.
4. The Commission approved TCC's applications on an interim basis in Telecom Order CRTC 2012-418, 1 August 2012.
5. The Commission received no comments regarding TCC's applications. The public record of this proceeding, which closed on 24 August 2012 for Tariff Notice 4355 and on 6 September 2012 for Tariff Notices 437, 437A, 642, and 642A, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file numbers provided above.
6. The Commission notes that although TCC has proposed to eliminate the above-mentioned service charges, the related services will continue to be available. The Commission considers, based on TCC's submissions, that the elimination of the service charges would benefit both TCC and its residential customers.
7. In light of the above, the Commission **approves on a final basis** TCC's applications, effective the date of this order.

Secretary General