



Telecom Order CRTC 2012-707

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Ottawa, 21 December 2012

TELUS Communications Company – Withdrawal of service bundles

File number: Tariff Notice 446

1. The Commission received an application from TELUS Communications Company (TCC), dated 12 October 2012, in which the company proposed to withdraw its General Tariff items 300.4B – Call Director Package and 318 – Business Value Bundle Plus, effective 30 November 2012.
2. TCC submitted that there are no customers subscribing to these service bundles, noting that all customers have migrated to other services that offer greater flexibility and more attractive rates.
3. The Commission approved TCC’s application on an interim basis in Telecom Order 2012-595.
4. The Commission did not receive any comments regarding TCC’s application. The public record of this proceeding, which closed on 23 November 2012, is available on the Commission’s website at www.crtc.gc.ca under “Public Proceedings” or by using the file number provided above.
5. The Commission notes that since no customers currently subscribe to these service bundles, customer notification was not required. The Commission considers that TCC has complied with the requirements set out in Telecom Decision 2008-22, in which the Commission revised its procedures for dealing with applications to destandardize and/or withdraw tariffed services.
6. Accordingly, the Commission considers that TCC’s proposal to withdraw its Call Director and Business Value Bundle Plus service bundles is acceptable.
7. In light of the above, the Commission **approves on a final basis** TCC’s application.

Secretary General

Related documents

- Telecom Order CRTC 2012-595, 29 October 2012
- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008