



Telecom Order CRTC 2007-134

Ottawa, 20 April 2007

TELUS Communications Company

Reference: Tariff Notices 439 and 439A

Destandardization of Mini Voice Messaging service

1. The Commission received an application by TELUS Communications Company (TCC), dated 15 December 2006, in which the company proposed a revision to former TELUS Communications (Québec) Inc. General Tariff item 2.20.03, in order to destandardize and withdraw its Mini Voice Messaging service. On 23 February 2007, TCC filed a revised application requesting to delay the schedule it had originally proposed.
2. TCC provided all the information required by the Commission in *New procedures for disposition of applications dealing with the destandardization and/or withdrawal of tariffed services*, Telecom Circular CRTC 2005-7, 30 May 2005. TCC submitted that the platform on which its Mini Voice Messaging service was based was no longer supported by the supplier, and that it should therefore destandardize and withdraw the service. TCC also indicated that it would soon migrate its other voice messaging services to an Internet Protocol technology platform.
3. The Commission received comments, dated between 22 December 2006 and 1 February 2007, from five subscribers who opposed the withdrawal of the Mini Voice Messaging service for various reasons.
4. The Commission notes that TCC proposed to destandardize the Mini Voice Messaging service effective 23 April 2007. The Commission also notes that new installations, address changes, moves, and additions to the Mini Voice Messaging service would no longer be allowed after that date, but that existing customers would continue to receive the service. The Commission considers that the impact of the destandardization of the Mini Voice Messaging service on existing customers would be minimal. Therefore, the Commission considers that TCC's proposal to destandardize the service is reasonable.
5. Consequently, the Commission **approves** TCC's proposition to destandardize the Mini Voice Messaging service effective 23 April 2007.
6. The Commission expects to render a decision shortly regarding TCC's request to withdraw the Mini Voice Messaging service between 9 October 2007 and 26 October 2007.

Secretary General

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