



## Telecom Order CRTC 2017-421

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Ottawa, 30 November 2017

*File number: Tariff Notice 344*

### **Saskatchewan Telecommunications – Withdrawal of the Perimeter feature from Centrex Service II**

#### **Application**

1. The Commission received an application from Saskatchewan Telecommunications (SaskTel), dated 31 August 2017, in which the company proposed revisions to its General Tariff item 200.20 – Centrex Service II. Specifically, the company proposed to withdraw the Perimeter feature<sup>1</sup> from its Centrex Service II.
2. SaskTel noted that the Perimeter feature maintenance contract with the vendor expired on 31 October 2016 and that as a result, support for the feature has been significantly reduced. The company further noted that the hardware and software required to provide the Perimeter feature are out of date and could fail at any time.
3. SaskTel provided a copy of the letter it sent to affected customers, in which it stated, among other things, that it would work with them to determine the best option for their business needs. In its application, SaskTel suggested that the Perimeter feature's customers migrate to its Hosted Contact Centre service, which includes a significant number of features that are not available with the Perimeter feature, including the integration of email and chat into the voice queue. The company submitted that customers moving to the Hosted Contact Centre service would maintain all other existing voice services and equipment with Centrex Service II.
4. The Commission received one intervention from SGI, a Perimeter feature customer. The customer submitted that SaskTel's proposed phase-out period to end support for the Perimeter feature was much too short for the customer to come up with a comparable solution for its end-users. SaskTel replied that since this customer uses a premises solution that it owns and maintains, the withdrawal of SaskTel's Perimeter feature would not impact the customer's premises equipment. The customer answered that it no longer opposed SaskTel's proposed withdrawal.
5. The public record of this proceeding, which closed on 30 October 2017, is available on the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca) or by using the file number provided above.

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<sup>1</sup> This feature provides reporting for Automatic Call Distribution (ACD) queues. ACD is a set of features within the central office that automatically distribute large volumes of incoming calls to available agents in order of the calls' arrival and the agent who has been available the longest.

## Commission's analysis and determinations

6. SaskTel's application meets the requirements set out in Telecom Information Bulletin 2010-455-1, in which the Commission set out its procedures for dealing with applications to destandardize and/or withdraw tariffed services.<sup>2</sup> In particular, SaskTel has informed affected customers of its proposal to withdraw the Perimeter feature, has addressed customer concerns, and has identified a reasonable substitute.
7. In light of the above, SaskTel's proposal to withdraw the Perimeter feature is reasonable. Accordingly, the Commission **approves** SaskTel's application, effective the date of this order. The Commission **directs** SaskTel to issue revised tariff pages<sup>3</sup> within **10 days** of the date of this order.

Secretary General

## Related documents

- *Approval processes for tariff applications and intercarrier agreements*, Telecom Information Bulletin CRTC 2010-455-1, 19 February 2016
- *Mandatory customer contract renewal notification and requirements for service destandardization/withdrawal*, Telecom Decision CRTC 2008-22, 6 March 2008

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<sup>2</sup> This bulletin summarizes the Commission's related determinations set out in Telecom Decision 2008-22 and is incorporated by reference in section 59 of the *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*.

<sup>3</sup> Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.