



Telecom Order CRTC 2021-33

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Reference: 2020-372

Ottawa, 21 January 2021

TELUS Communications Inc. – Final approval of a tariff application

1. The Commission **approves on a final basis** the following tariff application:

Applicant	Tariff Notice and description	Date of application	Effective date
TELUS Communications Inc.	TN 556 General Tariff – Revisions to Call Control and housekeeping changes	22 October 2020	10 November 2020

2. The Commission received no interventions with respect to the application.
3. In accordance with subparagraph 1(b)(i) of the 2006 Policy Direction,¹ the Commission considers that the approval of this application will advance the policy objective set out in paragraph 7(f) of the *Telecommunications Act*.²
4. In accordance with the 2019 Policy Direction,³ the Commission considers that this order, which is based on a complete record, can promote competition, affordability, consumer interests, and innovation. Specifically, the final approval of this application will promote affordability and consumer interests, because it will (i) provide an additional option for subscribers to TCI's Voice Mail Service who use Call Control as a means of reducing the number of unsolicited calls, and (ii) ensure that customers have access to high-quality telecommunications services.

¹ *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives*, SOR/2006-355, 14 December 2006

² The cited policy objective is 7(f): to foster increased reliance on market forces for the provision of telecommunications services and to ensure that regulation, where required, is efficient and effective.

³ *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives to Promote Competition, Affordability, Consumer Interests and Innovation*, SOR/2019-227, 17 June 2019

5. Revised tariff pages are to be issued within 10 calendar days of the date of this order. Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.

Secretary General