

## EXCHANGE SERVICE

Item  
1980.

CENTREX1. GENERAL

Centrex is a business service similar to Business Communications Service (BCS) but with inward dialing and station number identification provided as standard features.

2. SERVICE AND EQUIPMENT

A. Centrex service is offered subject to the availability of facilities and equipment and at the discretion of the Company.

B. When it is necessary to provide special facilities or equipment or to incur any unusual expense in order to furnish service, an additional charge will be made.

C. Centrex 3 is offered on a monthly basis and on a contract basis with a three-year or five-year initial service period. Upon the expiry of the initial service period of the contract, customers may extend their contracts at the existing rates and terms of service for a minimum period of one year, with the total number of contract extensions not to exceed the initial service period of the original contract. Additional extensions of one year increments beyond a length equal to the initial service period at existing contract terms, conditions and rates are available, subject to the agreement of the Company and the customer. The initial service period contract and extension periods for Centrex service includes terminal apparatus. Centrex Service may be terminated by the customer prior to the expiration of the initial service period of the contract or any extension period upon the conditions specified in Article 21 of Item 200 – Terms of Service. The following exceptions apply:

1) Customers who subscribe to contracted initial service rates may:

a) Add subsequent lines at the rates and terms applicable under their initial service period contract or convert to rates applicable to a larger line size band by signing a new initial service period contract;

b) Reduce the number of lines subscribed for at the commencement of the initial service period or at the commencement of an extension term of the contract by a maximum of 10% during the duration of the initial service period or the extension term without incurring a termination charge. This 10% reduction will not apply in cases of service termination.

2) Customers may convert their contract from three years to five years by signing a new initial service period contract.

3) Customers may convert from Centrex Service to other network access services offered by the Company, without paying any termination charges, provided that the monthly re-occurring charges under the new contract are of equal or greater value to those remaining under the customer's existing unexpired contract for Centrex Service. Eligible alternative contracted tariffed network access services are Individual Line Business or Multiline Business (Item 475), Centrex (Items 1982 and 1985), Hosted IP Telephony Service (Item 1988), Digital Exchange Access Service (Item 1990), Megalink Service (Item 2000), SIP Trunking (Regional) Service (Item 2264), and SIP Trunking Service (Item 2270).

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CENTREX – continued

2. SERVICE AND EQUIPMENT – continued

D. Community Calling and non-optional Urban Unlimited are included as part of the line rate except where otherwise noted.

E. Centrex 3 service provides standard features such as direct outward dialing, station-to-station calling, call transfer, call hold, call pickup, call forwarding, abbreviated dialing, call waiting, and ring again.

Other features may be provided at an additional charge.

F. Centrex 3 service is provided to customers whose main lines are terminated within a serving Central Office area on a switch equipped for Centrex 3 service. C

Centrex 2 provides for main lines throughout a local base rate area without Private Line - Voice charges.

G. One white page directory listing is provided without charge for each Centrex main line. Additional directory listings are provided in accordance with Items 1600.5, 1600.7, 1600.8, and 1600.9.

H. Centrex telephones located outside of a local base rate area, or Centrex 3 telephones located outside the area of the serving Central Office are subject to charges as stated in Items 510.2.B., 715, and 720. C

I. Centrex extension telephones located outside of the building in which the main telephone is located are subject to charges as stated in Items 510.2.B., 715, and 720.

J. Tie trunks are provided on a special assembly basis.

K. A province-wide rate is available for those customers having several locations throughout the province. The customer may aggregate the number of Centrex lines in each location in the province in order to determine the optimum rate for the service and optional features. The province-wide rate is available only with 3 and 5 year contracts.

L. Centrex 3 service is provided to a maximum traffic level of 5.6 CCS (hundred call seconds) per line averaged over all lines in the same customer group during the customer's peak traffic hours.

M. An aggregated count between contracted Centrex Service lines and contracted Hosted IP Telephony Service lines in Item 1988 may be used to determine a customer's line size threshold for establishing the line rates in Item 1980.3.A.1) and the rates for optional features in Item 1980.3.E. that are based on line size.

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CENTREX – continued

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3. RATES AND CHARGES

A. 1) Exchanges:

Monthly Rates for each Centrex Line with a 3 or 5 year contract:

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CENTREX – continued

3. RATES AND CHARGES – continued

A. 1) Exchanges: – continued

Centrex 3

The following monthly rates apply in all Rate Bands (D, E2, F, G2, E1, G1 and GA) for each Centrex Line with a 3 or 5 year contract, as appropriate.

N  
N  
D

Line Size	From: To:	3 25	26 500	501 & over	N N
3 Year	Minimum Rate	#	#	#	N
	Maximum Rate	80.00	79.00	78.00	N
5 Year	Minimum Rate	#	#	#	N
	Maximum Rate	78.00	77.00	76.00	N

**Note:** Community Calling Service and non-optional Urban Unlimited Service rates have been included where they are applicable.

A. 2) Province-Wide Aggregation (Note)

Monthly Rates for each Centrex Line with a 3 or 5-year contract

Line Size	From: To:	3 5	6 25	26 75	76 200	201 500	501 2500	2501 5000	5001 10000	Over 10000
3 Year		\$49.10	\$40.00	\$38.85	\$37.70	\$36.65	\$35.50	\$34.50	\$33.55	\$32.55
5 Year		47.00	38.15	37.05	35.95	34.85	33.75	32.75	31.80	30.70

**Note:** Community Calling and non-optional Urban Unlimited are included as part of the above line rates.

# Filed in confidence with the CRTC.

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RESERVED FOR FUTURE USE

C

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3. RATES AND CHARGES - continued

B. Initial Service Period - Monthly

Centrex 3

	<u>Rate Band</u>	<u>Monthly Rate</u>	
		<u>Minimum</u>	<u>Maximum</u>
	D, E2, E1, F, G2, G1, GA	#	\$88.90 *

Note:

Monthly initial service period rates are only available where facilities exist and equipment is available. Two-line service will be provided at monthly ISP rates. Non-optional Urban Unlimited Service rates have been included where they are applicable.

C. Centrex Trunks (Centrex Lines Connected to a Key System or BCS).

1) Centrex 2 service may terminate on a key system or BCS without premium rates. Multiline rates or equivalent are charged as specified plus the applicable Centrex Trunk premium rate for Centrex 3.

2) Centrex Trunk Premium Rates:

<u>Centrex 3</u>	<u>Monthly Rate</u>
3 or 5 year initial service period	\$2.00
Monthly initial service period	10.00

D. Service Charge

Regular element service charges, Item 510, apply for each line or trunk identified in 3.A., 3.B., and 3.C. above.

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## E. Optional Features

	<u>Monthly Rate</u>	<u>Service Charge</u>
Station Message Detail Recording (Note 1)	<b>C</b>	
1) 200 to 500 lines, each line	\$1.50	At cost
2) 501 to 1250 lines, each line	1.25	At cost
3) 1251 to 2500 lines, each line	1.00	At cost
4) 2501 and over lines, each line	0.75	At cost
Dictation Access, per circuit	\$61.80	\$225.00
Paging Access, per Zone	30.90	225.00
Additional 6, Party Conference (Note 2)	<b>C</b>	500.00
Direct Inward System Access	30.90	See Item 510
Speed Calling/Group		
-10 number	3.10	See Item 510
-50 number	7.20	See Item 510
-70 number	10.20	See Item 510
Software Change	N/A	\$5.00 (Note 3) <b>C</b>
Visual Call Indication	4.30	See Item 510
Additional Directory Number	4.30	See Item 510
Enhanced Answering Position, per position	25.00	See Item 510
Multiple Appearance Directory Number (MADN), Multiple Call Arrangement	4.30	See Item 510
Message Centre – per activation point	25.00	\$90.00
Dynamic Change, per switch per customer group (Note 4)	<b>C</b>	
-100 to 500 lines	\$350.00	\$3,000.00
-501 to 1500 lines	600.00	3,500.00
-1501 to 5000 lines	900.00	4,000.00
-Over 5000 lines	1,200.00	5,000.00

**Note 1:** Applies to all lines. Minimum of 200 lines charged. **D**  
**C**

**Note 2:** Applies only to 6-party conference features subsequent to the initial 6-party Conference feature per customer group. **C**

**Note 3:** Applies to each software change performed by the Company on the same order except the first software change which is charged at line connection (Item 510) rate. **C**

**Note 4:** Only allowed for feature changes where there is no physical work required by the Company. If the Company is required to perform additional work to rectify customer-initiated changes, an additional charge shall apply as provided for in the General Tariff. **C**  
**C**

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## E. Optional Features - continued

		<u>Monthly Rate</u>	<u>Service Charge</u>
Automatic Route Selection, each line (Note 1)	C	\$0.75	At Cost
Voicecom Access		25.00	See Item 510
Tie Trunk Termination		50.00	\$250.00
Virtual Network Link		8.00	25.00 (Note 6) C
Voice Message Integration, per access (Note 2)	C		
- Monthly		325.00	900.00
- 3 Year		250.00	900.00
- 5 Year		185.00	900.00
Automatic Call Distribution (ACD), per queue			
- Monthly		210.00	250.00
- 3 Year		150.00	250.00
- 5 Year		100.00	250.00
ACD, per agent			
- Monthly		15.00	10.00
- 3 Year or 5 Year		8.00	10.00
ACD Management Information System (MIS), port access			
- 3 Year		240.00	700.00
- 5 Year		180.00	700.00
Centrex Corporate Feature Networking (CCFN) (Note 3)	C		
- 2 lines, each line		3.00	5.00 (Note 4) C
- 3 to 29 lines, each line		2.80	5.00 (Note 4) C
- 30 to 100 lines, each line		2.55	5.00 (Note 4) C
- 101 to 500 lines, each line		1.80	5.00 (Note 4) C
- 501 to 1500 lines, each line		1.40	5.00 (Note 4) C
- 1501 to 5000 lines, each line		1.15	5.00 (Note 4) C
- 5001 and over lines, each line		0.90	5.00 (Note 4) C
Extended Call Management (ECM) (Note 5)	C	1400.00	28000.00
- per customer link			

**Note 1:** Applies to all lines. Minimum of 200 lines charged. D  
C

**Note 2:** A Schedule 4 Data Channel is required between the access port in the switch and the voice message system at the customer's premises. Associated modems are required at an additional charge. C

**Note 3:** Applies to all lines of the customer's Centrex system having access to tie trunks that connect two or more Centrex systems together. C

**Note 4:** Applies to each software change on the same order except the first change which is charged at the Line Connection (Tariff Item 510) rate. C

**Note 5:** A Schedule 4 Data Channel is required between the ECM interface arrangement in the switch and the customer's premises. C

**Note 6:** Virtual Network Link is subject to a maximum \$575.00 service charge per customer request for the installation or physical move of any number of links at the same location for the same due date. C



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CENTREX - continued

3. RATES AND CHARGES - continued

E. Optional Features - continued

	<u>Monthly Rate</u>
Call Display (Notes 1, 2 and 3) <span style="float: right;">C</span>	
- 1 to 29 lines, each line	\$7.00
- 30 to 100 lines, each line	5.00
- 101 to 500 lines, each line	3.00
- 501 to 1500 lines, each line	2.00
- 1501 and over lines, each line	1.50
	<u>Per Activation</u> <u>Maximum per month</u>
Call Trace	\$5.00      \$10.00 per line Per directory number

Service Charge for Call Display, Remote Activation and Simultaneous Ring

Service charge of \$5.00 applies for each software change on the same order except the first change which is charged at the Line Connection (Tariff Item 510) rate.

Per Agent Service (Notes 4, 5 and 6) C

<u>Number of Agents</u> <span style="float: right;">C</span> (Note 7) <span style="float: right;">C</span>	<u>Non-Contracted</u>	<u>Monthly Rate</u>		
		<u>1 year</u>	<u>3 year</u>	<u>5 year</u>
3-5	\$65.00	\$60.00	\$55.00	\$50.00
6-25	55.00	45.00	40.00	35.00
26-75	50.00	40.00	35.00	30.00
76-200	45.00	35.00	33.00	25.00
201-500	40.00	30.00	30.00	25.00
over 500	35.00	30.00	30.00	25.00

Monthly Rate

Remote Activation      see Item 2142.3.A.1)

Simultaneous Ring      see Item 2142.3.A.1)

	<u>Monthly Rate</u>	<u>Service Charge</u>
Route Advance (Note 8) <span style="float: right;">C</span>	\$17.95	\$55.00

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3. RATES AND CHARGES - continued

E. Optional Features - continued

**Note 1:** An initial service charge of \$100.00 includes programming for up to five lines if done at the same time as the initial setup of the customer group. **D**  
**C**

**Note 2:** Rates for Call Display on National Centrex are included in Item 1985, National Centrex Service. **C**

**Note 3:** The monthly rate for Call Display includes Name Display. **C**

**Note 4:** The service charge is \$30.00 per agent, up to a maximum of \$2000.00 per order. **C**

**Note 5:** Training is available at \$85.00 per hour. **C**

**Note 6:** A data line is required between the access port in the switch and the customer's remote terminal. Associated modems are required at an additional charge. Additional remote software is available on an outright sale basis. **C**

**Note 7:** A minimum of three agents is required. **C**

**Note 8:** Route Advance provides for the routing of a telephone number to an alternate listed or unlisted (non-published) telephone number that is located in the same local calling area. Where a customer requests Route Advance to route a telephone number to an alternate telephone number that is listed in the current Directory White Pages, only the service charge applies and Route Advance is provided for a period up to the start of the next applicable Directory publication (up to 12 months) at which time the monthly rate will apply in order to continue receiving the service. Where a customer requests Route Advance to route a telephone number to an alternate telephone number that is not listed in the current Directory White Pages, both the monthly rate and the service charge apply at the time Route Advance is installed. **C**