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Remote Call Forwarding

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314.1

Service Description

Remote Call Forwarding (RCF) allows a business or residence Customer to subscribe to a telephone number (the RCF number) in a distant exchange Rate Centre (the RCF serving exchange) and all calls placed to the RCF number will automatically be redirected over the long distance public switched telephone network to a telephone number subscribed to by the Customer in the Customer's home exchange (the Call-Forward-to number or CF number).

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Conditions of Service

1. RCF is available only to CF numbers that are served by individual line and multi-line telephone service.
2. RCF shall only be available to Customers where suitable facilities exist.
3. RCF is not provided between exchanges within the same Extended Area Service (EAS) area (former TCI General Tariff (CRTC 18001) Item 240, Extended Area Service (EAS) and Item 435, TCI Exchanges – Rate Band and Extended Area Service (EAS) Classification, and TCBC General Tariff (CRTC 1005), Item 30, Exchanges).
4. The RCF Customer shall pay the Company non-regulated customer-dialed long distance telephone rates for all calls forwarded from the RCF number to the CF number over the Company's public long distance telephone network. (See Item 314.2.6 for CF numbers that are toll-free numbers.)
5. An RCF Customer may select an Alternate Provider of Long Distance Service (APLDS) that has suitable public long distance telephone network interconnection arrangements with the Company to provide the long distance portion of all RCF calls forwarded to a Customer's CF number. In this situation, the RCF Customer shall be billed by the APLDS at the APLDS rates and charges for the APLDS portion of the service. (See Item 314.2.6 for CF numbers that are toll-free numbers.)

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6. In the situation where the CF number is a toll-free telephone number, either provided by the Company or an APLDS, the long distance (toll-free) charges for RCF calls forwarded to the CF number will be billed by the provider of the toll-free number.
7. RCF shall not be available to Customers requesting a CF number that is:
 - a. a public pay telephone number;
 - b. a Direct Inward Dialing (DID) number;
 - c. equipped with a Call Forwarding feature;
 - d. a remote call forwarding number of any service provider; or
 - e. not accessible from the public long distance telephone network.
8. An RCF Customer with a residence CF number shall receive, at no additional charge, one light-faced directory listing of the RCF number in the Company's white page telephone directory published for the RCF serving exchange.
9. An RCF Customer with a business CF number shall receive, at no additional charge, one light-faced directory listing of the RCF number in both the Company's white page and yellow page telephone directories published for the RCF serving exchange.
10. The rates, terms and conditions specified in former TCI General Tariff (CRTC 18001), Item 200, Directory Primary Listings and TCBC General Tariff (CRTC 1005), Item 145, Directory Listings shall apply for:
 - a. Non-listed or non-published RCF number;
 - b. Additional directory listing of the RCF number; or
 - c. Changes to the RCF number published at the request of the Customer.
11. In the Company's British Columbia operating territory, a call intercept may be provided, when service is discontinued, in accordance with Tariff CRTC 21461, Item 1000 – Call Intercept Service, for both residence and business customers.

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Rates

The Customer shall pay to the Company the following rates and charges for the RCF service. Such rates and charges are in addition to any other rates and charges that may be applicable.

Service Item	Monthly Rate (per RCF line per CF number location) (Notes 1, 2 & 3)		Service Charge (Note 4)
	Residential Rate	Business Rate	
First RCF Line	\$ 29.00	\$ 38.50 A	<ul style="list-style-type: none"> - former TCI General Tariff (CRTC 18001) Item 550, Service Charges - TCBC General Tariff (CRTC 1005) Item 110, Multi Element Plan (MEP) Service Charges
Each Additional RCF Line	\$ 29.00	\$ 38.50 A	

Note 1: Each RCF line can only forward one call to the CF number at any one time.

Note 2: Each simultaneous RCF call to the CF number needs an additional RCF line.

Note 3: Lines in a multi-line group at the CF number must subscribe with multiple RCF lines if simultaneous RCF calls are required.

Note 4: Service Charges are levied based on the business or residence classification of the Customer's individual line or multi-line service at the CF number location.