

ITEM

215 **Direct In Dial Service**

ITEM

215.1 **Service Description**

Direct In Dial (DID) Service allows incoming calls to be dialed directly to stations within a Customer's terminal communications system from the public switched telephone network.

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215.2 **Conditions of Service**

1. In Alberta, the Customer shall subscribe to a minimum of 25 Direct In Dial numbers for DID Service. In British Columbia (B.C.), DID Service shall be subject to a minimum of four (4) DID Trunks.
2. Grade of Service – The customer must contract for sufficient DID Trunks to ensure the Company's required traffic grade of service is maintained at a level which will prevent and avoid degradation of the exchange network.
3. DID Service will only be offered at exchanges where the necessary Central Office equipment is available.
4. The Customer shall pay additional rates and charges for DID Service that is obtained from other than the serving Central Office [in Alberta, the former TCI General Tariff – Basic Services (CRTC 18001), Item 280, Foreign Wire Centre Service and in B.C., General Tariff (CRTC 1005), Item 122, Foreign Central Office Service].
5. The Customer shall pay the Company for any unusual expense required to furnish DID Service.
6. The Customer shall pay additional rates and charges to obtain station message toll detail.
7. Business Multi-lines or digital local access channels required for DID Service will be subject to the conditions of service, rates and charges as applicable to Exchange Service [in Alberta, General Tariff (CRTC 18001, Item 425, Exchange Service and in B.C., General Tariff (CRTC 1005), Item 32, Exchange Rates] or ISDN-PRI Service, [in Alberta, General Tariff (CRTC 18001), Item 495, ISDN-PRI Service and in B.C., General Tariff (CRTC 1005), Item 470, ISDN-PRI Service].
8. Directory listings will be provided at the rates and charges for business extra listings pursuant to General Tariff (CRTC 21461), Item 129, Directory Listings.
9. Should the Customer request disconnection of the DID station number, the Company will provide call intercept in accordance with, the service conditions and charges specified in Tariff CRTC 21461, Item 1000.2B – Chargeable Call Intercept (Business numbers only). Should the Customer choose to transfer the vacant number DID calls to another station or to the switchboard attendant, the assigned DID station number monthly rate shall continue to apply (see Rates, Item 215.3.A or 215.3.B below).

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215 **Direct In Dial Service - Continued**

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215.3A **Rates – Alberta only**

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

Service Item (Note 1)	Monthly Rate	Service Charge
<u>Assigned:</u> (Note 2)		
Direct In Dial - Assigned Number, per Block of 10, each	\$26.50	CRTC 18001, Item 550
Direct In Dial - Assigned Number, per Block of 25, each	66.25	CRTC 18001, Item 550
Direct In Dial - Assigned Number, per Block of 100, each	265.00	CRTC 18001, Item 550

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215.3B **Rates – B.C. only**

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

Service Item (Note 1)	Monthly Rate	Service Charge (Notes 4, 5 and 6)
DID Trunk (Note 3)	CRTC 1005, Item 32 A.	CRTC 1005, Item 110
DID seven (7) digit number as assigned to a station (Note 2)	\$2.65	\$50.00

Note 1: Should the Customer order DID Service after terminal communications system service has been established, the Customer shall pay all of the Company's costs and expenses to provide DID Service.

Note 2: Contract rates for DID numbers are provisioned in accordance with Item 215.4 below.

Note 3: The Multi-line Standard rate applies.

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215.3A **Rates – Alberta and B.C. - continued**

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215.3B

Note 4: Service charge applies per request, regardless of the quantity of DID numbers to be processed in the same request. The DID numbers on the request must belong to the same customer i.e. same Billing Telephone Number, and at the same service location. F

Note 5: Service charge is applicable to activation as well as deactivation of DID numbers, including numbers converted from Reserved Telephone Numbers. F

Note 6 Service charge is not applicable if the DID numbers are being installed and/or activated in conjunction with the initial installation of the associated access service where the DID numbers reside. F

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215.4 **DID Numbers Contract Rate Option**

1. General:

DID Numbers Contract Rate Option allows the Company's Customers with a business access service, that utilizes DID numbers, to subscribe to DID working numbers at a reduced rate on a contract term basis pursuant to the terms and conditions specified below.

2. Eligibility:

a. To be eligible for DID Numbers Contract Rate Option, the Customer shall:

- i. use the Company as their primary local service provider;
- ii. subscribe to one of the Company's business access services, as identified in Item 215.4.2(e) below, that utilizes blocks of DID numbers;
- iii. agree to a minimum monthly commitment of at least 100, 500, 1,000, 4,000 or 10,000 DID working numbers, as applicable, for a contract period of one (1) year, three (3) years or five (5) years;
- iv. agree that non-working DID numbers are not eligible for DID Numbers Contract Rate Option ; and
- v. meet the minimum monthly commitment for each month during the contract period.

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215.4 **DID Numbers Contract Rate Option**

2. Eligibility: - Continued

- b. The monthly rate for DID Numbers Contract Rate Option shall be based on the minimum monthly commitment level and contract period.
- c. To meet the minimum monthly commitment, the Customer may aggregate DID working numbers from:
 - i. different Customer service addresses provided in accordance with this tariff item that are billed (including but not limited to, addresses under the same Customer billing name or under the same consolidated bill) to the Customer's Main Telephone Number as identified in the contract; and
 - ii. different Customer service addresses provided in forborne exchanges that are billed (including but not limited to, addresses under the same Customer billing name or under the same consolidated bill) to the Customer's Main Telephone Number as identified in the contract;
- d. If the minimum monthly commitment is not met after the first thirty (30) days of the commencement of a contract, the Company shall nevertheless bill the Customer for the full minimum monthly commitment at the applicable DID Numbers Contract Option rate.
- e. For certainty, DID Numbers Contract Rate Option shall be available for use with any of the following business access services provided by the Company in forborne exchanges or pursuant to the tariff items as indicated:
 - i. DID trunks (as provided for under Tariff CRTC 21461, Item 215 for Alberta and B.C.);
 - ii. Digital Exchange Access (DEA) (Tariff CRTC 18001, Item 165 in Alberta and Tariff CRTC 1005, Item 495 in B.C.); or
 - iii. Integrated Service Digital Network – Primary Interface Service (Tariff CRTC 18001, Item 495 in Alberta and Tariff CRTC 1005, Item 470 in B.C.).

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215.4 **DID Numbers Contract Rate Option - Continued**

3. Conditions of Service:

- a. DID Numbers Contract Rate Option shall be provisioned subject to Items 215.1 and 2 above and the conditions specified in Item 215.4, where applicable. In the event of any conflict or inconsistency between Items 215.1 (or 215.2) and Item 215.4, the provisions specified in Item 215.4 shall prevail for DID Numbers Contract Rate Option.
- b. A DID working number cannot be in more than one DID Numbers Contract Rate Option contract at the same time. All DID working numbers under the same billing telephone number must be included in the same contract.
- c. The contracted monthly rate applies to all DID working numbers in the contract, even if the volume of DID numbers exceeds by any number the minimum commitment level contracted by the Customer.
- d. Upon the expiration of the contract period, and subject to the following, the customer will be deemed to have agreed to commit to another immediately succeeding contract period of equal duration, and for an equal minimum monthly commitment level, unless the customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated. C
- i. All DID Contract Rate Option customers will be notified by the Company, either by the Company, either on their monthly bill or by letter, at least sixty (60) days before the end of the current DID Contract Rate Option contract, as to when automatic renewal will take place, absent any indication by the customer to the contrary. D
- e. Early termination charges for DID Numbers Contract Rate Option shall be an immediate payment, upon early termination and on a per contract basis, of twenty-five percent (25%) of the value of the minimum number of committed volume of DID working numbers for the unexpired portion of the contract period.

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215.4 **DID Numbers Contract Rate Option**

3. Conditions of Service: - Continued

- f. Early termination charges shall be waived if the termination charge is less than \$250.00; or
 - i. the contract for DID Numbers Contract Rate Option is terminated within sixty (60) days after the start of a renewal contract period when the contract has been renewed pursuant to Item 215.4.3(d) above; or
 - ii. the contract for DID Numbers Contract Rate Option is terminated within thirty (30) days prior to the expiry of the contract period; or
 - iii. all or part of the current DID Service Agreement is replaced with one or more agreements for the Company's network access services (including a new DID Service Agreement(s) if the Customer so chooses) when the total combined value of the new agreement(s) equals to or exceeds the remaining value of the current DID Service Agreement(s). When the total combined value of the new agreements(s) is less than the remaining value of the current DID Service Agreement, early termination charges shall apply on the difference between the remaining value of the current DID Service Agreement(s) replaced and the combined value of the new agreement(s); or
 - iv. the Customer goes out of business or declares bankruptcy.

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215 **Direct In Dial Service - Continued**

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215.4 **DID Numbers Contract Rate Option - Continued**

4. Rates

The Customer shall pay to the Company the following rates and charges for DID Service. Such rates and charges are in addition to any other rates and charges that may be applicable. The following rate schedule specifies the monthly rate per DID working number and is based on the minimum monthly commitment of DID working numbers for each contract period.

Rate Per Month Per DID Working Number
(Notes 1, 2 & 3)

<u>Minimum Monthly Commitment</u> (No. of DID Working Numbers) (Notes 4 and 5)	<u>1-year Contract</u>		<u>3-year Contract</u>		<u>5-year Contract</u>	
	AB	B.C.	AB	B.C.	AB	B.C.
100+	\$2.25	\$2.35	\$2.10	\$2.25	\$2.00	\$2.10
500+	\$2.10	\$2.25	\$2.00	\$2.10	\$1.85	\$1.95
1,000+	\$2.00	\$2.10	\$1.85	\$1.95	\$1.75	\$1.85
4,000+	\$1.85	\$1.95	\$1.75	\$1.85	\$1.60	\$1.70
10,000+	\$1.75	\$1.85	\$1.55	\$1.70	\$1.45	\$1.50

Note 1: The rate shown for a specific minimum monthly commitment level also applies to each of the DID working numbers that are over and above the minimum monthly commitment level subscribed to.

Note 2: If the non-contract “Direct In Dial – Assigned Number” rates as specified in Item 215.3A and 215.3B above are reduced, then subject to CRTC approval, the monthly rate for DID Numbers Contract Rate Option shall be reduced to less than the equivalent per DID – Assigned Number applicable non-contract rates as specified in Item 215.3A or 215.3B.

Note 3: Service Charge is \$50.00 per request for customers in B.C. per Item 215.3B, Notes 4-6. In Alberta, the Service Charge applied is pursuant to CRTC 18001, Item 550 per Item 215.3A.

Note 4: A customer may include in the Minimum Monthly Commitment DID Working Numbers which are provided in forborne exchanges.

Note 5: Eligible DID Working Numbers in forborne exchanges which are provided below the Commission-approved floor price may not be included in the Minimum Monthly Commitment.