

ITEM

217 **Reserved Telephone Number Service**

ITEM

217.1 **Service Description**

Reserved Telephone Number Service will be offered to the Company's retail customers who subscribe to the Company's business services that utilize telephone number blocks for services such as Centrex, Direct-in-Dial (DID), Digital Exchange Access (DEA) and ISDN-PRI. Eligible customers would ensure the right to the reserved telephone numbers for future use, to activate or to port, through payment of a monthly charge.

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217.2 **Conditions of Service**

1. Customers can reserve any remaining non-working numbers in a block of ten, plus additional numbers in blocks of 10, blocks of 25, or in blocks of 100.
2. A telephone number must be reserved for a minimum of three (3) months prior to porting to an alternate service provider or a customer may pay the equivalent of three (3) months charge when requesting porting, i.e., the customer cannot reserve 200 numbers in April and port in May of the same year unless the customer pays three months of reserved number charge.
3. Once a customer ports all of their working numbers, the Reserved Telephone Number Service will no longer be available to them.
4. Notwithstanding the Reserved Telephone Number Service, the Company has the right to offer this service where facilities and resources are available and do not detract the Company to fulfil its current and future service obligations and commitments.

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217 **Reserved Telephone Number Service - Continued**

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217.3A **Rates – Alberta only**

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

Service Item	Monthly Rate	Service Charge
<u>Reserved:</u>		
Direct In Dial – Reserved Number, per Block of 10, each	\$ 12.00	CRTC 18001, Item 550
Direct In Dial - Reserved Number, per Block of 25, each	30.00	CRTC 18001, Item 550
Direct In Dial - Reserved Number, per Block of 100, each	120.00	CRTC 18001, Item 550

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217.3B **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	Monthly Rate (Note)	Service Charge
Reserved Telephone Numbers, per number, each	\$1.20	----

Note: Contract rates for reserved telephone numbers are provisioned as specified in 217.4 below.

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217 **Reserved Telephone Number Service - Continued**

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217.4 **Reserved Telephone Number Contract Rate Option – B.C. Only**

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1. General:

Reserved Telephone Number Contract Rate Option allows the Company's retail customers with a business access service that utilizes telephone number blocks such as Centrex, DID, DEA, and ISDN-PRI to subscribe to Reserved Telephone Number Service at a reduced rate on a contract term basis as specified in 217.4.2 Eligibility and 217.4.3 Conditions.

2. Eligibility:

- a. To be eligible for Reserved Telephone Number 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 217.4.2(e) below, that utilizes telephone number blocks; and
 - iii. agree to a minimum initial commitment of at least 5,000 reserved numbers for a contract period of at least one (1) year.
- b. The monthly rate for Reserved Telephone Number Contract Rate Option shall be based on the initial commitment level and contract period.
- c. To meet the minimum monthly commitment, the customer may aggregate reserved telephone 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. The Company shall commence billing the customer for the full minimum initial commitment at the applicable Reserved Telephone Number Contract Rate Option rate upon the effective date of a contract.
- e. Reserved Telephone Number 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 B.C.);
 - ii. Digital Exchange Access (DEA) (Tariff CRTC 1005, Item 495 in B.C.); or
 - iii. Integrated Service Digital Network – Primary Interface Service (Tariff CRTC 1005, Item 470 in B.C.).

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217 **Reserved Telephone Number Service - Continued**

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217.4 **Reserved Telephone Number Contract Rate Option – B.C. Only - Continued**

3. Conditions of Service:

- a. Reserved Telephone Number Contract Rate Option shall be provisioned as specified in 217.1 and 217.2 above, where applicable. In the event of any conflict or inconsistency between 217.1 (or 217.2) and 217.4, the provisions specified in 217.4. shall prevail for Reserved Telephone Number Contract Rate Option.
- b. A reserved number cannot be in more than one (1) Reserved Telephone Number Contract Rate Option contract at the same time. All reserved numbers under the same billing telephone number must be included in the same contract.
- c. The Company shall allow a customer to convert all or part of the reserved numbers in the contract, during the contract period, to working numbers of only one (1) of the eligible services specified in 217.4.2.(e) above. The customer shall elect the specific service to which the contracted reserved numbers will be converted to working numbers prior to signing a Reserved Telephone Number Contract Rate Option contract. Once a reserved number is converted to a working number, the monthly working number rate applicable to that specific service shall apply immediately. The Reserved Telephone Number Contract Rate Option rate shall continue to apply to all remaining reserved numbers in the contract (the reserved numbers pool). If during the contract period a working number is no longer required, the customer may revert a working number back to the reserved numbers pool from which it originally came and the reserved numbers contracted monthly rate shall apply.
- d. During the contract period, the contracted monthly rate shall apply to the greater of:
 - i. all of the reserved numbers in the reserved numbers pool, even if that volume exceeds the minimum initial commitment of 5,000; and
 - ii. 5,000 reserved numbers less those reserved numbers that have been converted to working numbers pursuant to 217.4.3.(c) above and that remain working numbers.

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217.4 **Reserved Telephone Number Contract Rate Option – B.C. Only - Continued**

3. Conditions of Service:

- e. Upon the expiration of the contract period, and subject to the following (i) to (iii), 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.
 - i. All Reserved Telephone Number Contract Rate Option customers will be notified by the Company, either on their monthly bill or by letter, at least sixty (60) days before the end of the current Reserved Telephone Number Contract Rate Option contract, as to when automatic renewal will take place, absent any indication by the customer to the contrary;
 - ii. Customers will be informed that automatic renewal has occurred, within thirty-five days following renewal; and
 - iii. Customers will be advised by the Company, either on their monthly bill or by letter, that they may cancel automatically renewed contracts without penalty within thirty (30) days of the date of the notice of automatic renewal.
- f. Early termination charges for Reserved Telephone Number Contract Rate Option shall be an immediate payment, upon early termination and on a per contract basis, of 25 percent of the value of the minimum initial commitment volume for the unexpired portion of the contract period.
- g. Early termination charges shall be waived if the termination charge is less than \$250.00; or
 - i. the contract for Reserved Telephone Number 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 217.4.3(e) above; or
 - ii. the contract for Reserved Telephone Number 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 Reserved Telephone Number Service Agreement is replaced with one or more agreements for the Company's network access services (including a new Reserved Telephone Number 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 Reserved Telephone Service Agreement(s). When the total combined value of the new agreements(s) is less than the remaining value of the current Reserved Telephone Number Service Agreement, early termination charges shall apply on the difference between the remaining value of the current Reserved Telephone Number 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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217 **Reserved Telephone Number Contract Rate Option – B.C. Only - Continued**

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217.4 4. Rates – B.C. only

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The Customer shall pay to the Company the following rates and charges for Reserved Telephone Number Contract Rate Option. Such rates and charges are in addition to other rates and charges that may be applicable.

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Service Item	Monthly Rate (Notes 1, 2, 3 & 4)	Service Charge
Minimum initial commitment of reserved numbers for each 1-year contract period: Reserved telephone numbers, per number, 5,000 and over, each	\$0.50	----

Notes:

1. The rate shown for minimum initial commitment also applies to each of the reserved numbers that are over and above the minimum initial commitment subscribed to.
2. If the non-contract reserved telephone numbers rate as specified in 217.3B above is reduced, then subject to CRTC approval, the monthly rate for Reserved Telephone Number Contract Rate Option shall be reduced to less than the applicable non-contract rate as specified in 217.3B above.
3. A customer may include in the Minimum initial commitment reserved numbers which are provided in forborne exchanges.
4. Eligible reserved numbers in forborne exchanges which are provided below the Commission-approved floor price may not be included in the Minimum initial commitment.