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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 301, Voice Mail Service.

ITEM

235 **Calling Features – Continued**

ITEM

235.2 **Definitions – Continued**

“*Message Send*” is a voice mail message feature of Call Answer, Bronze or Silver Voice Mailboxes which enables a Customer to compose and send a message. The message can be sent to one or more individuals, group distribution lists or combinations of individuals and group distribution lists within the Customer’s Local Calling Area at no charge to other Customers who also subscribe to the Messaging Services. C |

“*New Message*” is a voice mail message that has not been listened to by the Call Answer, Bronze or Silver Mailbox Customer. |

“*Save Message*” is a voice mail message that has been listened to and saved for future use by the Call Answer, Bronze or Silver Mailbox Customer. |

“*Spoken Name*” is a feature of Call Answer, Bronze or Silver Mailboxes which enables Customers to record their name or telephone number in their own voice. The Customer’s Spoken Name will be announced to callers upon entering the Mailbox number for Message Deposit, Message Forward, Message Reply and Message Send. |

“*Stuttered Dial Tone Message Waiting Indication*” a feature of Call Answer, Bronze or Silver Mailboxes, is a unique dial tone to indicate the presence of a New Message to Customers. The dial tone is delivered, in short bursts, as soon as the Customer’s telephone set is in an off-hook state. |

“*Visual Message Waiting Indication*” a feature of Call Answer, Bronze or Silver Mailboxes, is the capability of the Central Office to turn on or off a visual indicator on specially equipped telephones and devices when a New Message is deposited into a Customer’s Mailbox. This indication is delivered as soon as the Customer’s telephone set is in an off-hook state. |

ITEM

235 **Calling Features – Continued**

ITEM

235.3 **Feature Descriptions**

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2. “*Alternate Number Delivery (AND)*” enables a Customer to select the delivery of an alternate telephone number to the called party other than the telephone number of the line from which the Customer originates the outgoing call.
3. “*Call Answer*” is a Central Office based integrated voice messaging and Mailbox facility which allows a Customer to automatically forward unanswered incoming calls to a Mailbox. A greeting is provided to the calling party along with a pre-recorded message followed by prompts that instruct callers on how to leave a message for the Customer. Included in Call Answer are Message Send capabilities.
4. “*Bronze Voice Mailbox*” is the same as Call Answer except with less message storage and capacity and includes Message Monitor as defined in b. below.
5. “*Silver Voice Mailbox*” is the same as Call Answer Elite except with slightly less message storage. It also includes Family/Extension Mailbox and Message Monitor at no additional charge.
6. “*Message Monitor*” allows Bronze or Silver Mailboxes subscribers to monitor a call which has been forwarded to their mailbox and, if desired, to connect with the caller.

ITEM

235 **Calling Features - Continued**

ITEM

235.3 **Feature Descriptions - Continued**

Call Answer Optional Features:

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- a. “*Combined Voice Mail*” is an optional feature that provides the capability to receive unanswered calls from two telephone numbers, associated with TCI access service, when incoming calls to either of those numbers go unanswered or encounter a busy condition. Combined Voice Mail provides a single point from which the Customer can retrieve all of their voice mail messages. Message notification will be included as part of this optional feature. TCI access services include access services offered by TCI and TCI Mobility.
- b. “*Family/Extension Mailbox*”, or “*Family Mailbox*” or “*Extension Mailbox*”, is an optional feature that allows a Customer to establish a total of up to four (4) sub-Mailboxes, each having separate personal greetings messages and unique passwords. The caller will be prompted on how to reach the sub-Mailbox of his choice.
- c. “*Message Ring Back*” is the capability of the Central Office to provide a short ring signal to a Call Answer Customer, who has just received a New Message while off-hook, immediately after that Customer returns his telephone receiver to an on-hook state, on all DMS switches through-out the province. This capability is not available on GTD-5 switches.
- d. “*Outcall Notification*” is an optional feature that will automatically page a Customer’s paging receiver unit, or outcall to another telephone, to indicate the presence of a voice message in his Mailbox.
- e. “*Transfer Mailbox*” is an optional feature that allows Customers with multiple access lines the ability to transfer incoming calls to a Mailbox.

Enhanced Call Answer Configurations:

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- e. “*Call Answer Elite*” is an optional feature for Customers who require additional features beyond those available with Call Answer. Call Answer Elite, includes a Mailbox, different and/or longer greetings, more message storage, free Outcall Notification, and certain ease of use features. Call Answer Elite is not available in City of Edmonton.

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ITEM
235 **Calling Features – Continued**

ITEM
235.3 **Feature Descriptions - Continued**

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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 300, Call Management Services.

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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 300, Call Management Services.

ITEM
235 **Calling Features - Continued**

ITEM
235.4 **Conditions of Service - Continued**

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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 300, Call Management Services.

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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 300, Call Management Services.

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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 300, Call Management Services.

ITEM
235 **Calling Features – Continued**

ITEM
235.4 **Conditions of Service - Continued**

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Item 235 – Calling Features – Revised and transferred to CRTC 21461 - Item 300, Call Management Services.

ITEM

235 **Calling Features - Continued**

ITEM

235.5 **Rates - Continued**

Note 1: There is no charge for this feature except when the alternate telephone number chosen to be delivered is a 1-800 telephone number, for which there is a charge of \$2.00 per line, per 1-800 telephone number.

Note 2: The rate shown is levied on the basic Mailbox only, no additional charges for sub Mailboxes.

Note 3: The rate applies to each Transfer Mailbox required.

Note 4: An order-processing fee will apply to Call Answer Announcement and Call Answer Reach Me.

Note 5: A one-time service charge of \$10.00 will be assessed, per request to have a password reset.

Note 6: This feature is not available for new installations or for moves, rearrangements or additions to existing installations.

Note 7: Combined Voicemail, OutCall Notification and Family/Extension Mailbox are not allowed with the Bronze Voice Mailbox.

Note 8: For those Anonymous Caller ID subscribers who also subscribe to a YAK PAK Package in Item 690 or the Residence Service Package in Item 675, a reduced monthly rate of \$3.00 applies.

Note 9: A one-time service activation charge of \$5.00 per Anonymous Caller ID feature applies. This charge is to be waived if a new Anonymous Caller ID Customer also subscribes to one of the packages identified in Note 8.

Note 10: Only available for Business Customers.

Note 11: New and existing residential ICD Customers who subscribe to YAK PAK Packages or Residence Service Package are eligible to receive a \$1.00 per month discount off the current approved ICD tariff rate of \$4.95 per month as contained in the Calling Features Tariff, Item 235.

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