

ITEM  
 213            **Centrex Service**

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 213.1        **Service Description**

Centrex Service is a hosted and managed voice communications service that emulates key and PABX system operation through switching hardware and software at a Company Central Office, and local access facilities extending from the Company Central Office to the customer location.

**Note: Effective September 20, 2022, Centrex Service is no longer available to new Customers.**

**Centrex Service** consists of the following:

- Centrex Access Line(s);
- One bi-directional PSTN access for each Centrex line;
- Toll-free calling for calls placed to the PSTN within the Extended Area Service boundaries of the Exchange Area in which the Centrex line terminates;
- Directory listings as provided for under General Tariff (CRTC 21461) Item 129, Directory Primary Listings;
- Access to 9-1-1 Service;
- Access to 611 Service provided by the Company;
- Access to Message Relay Service;
- Call Intercept as provided under General Tariff (CRTC 21461) Item 122.2, *Terms of Service*, General Tariff (CRTC 21461), Item 1000, *Call Intercept Service* or under this tariff.

**A Centrex Access Line** consists of a local access loop from the demarcation point on the Customer’s premises to a Company switching office, and includes:

- one telephone number (Primary Directory Number (PDN) for each Centrex Line subscription from the switch on which the line is terminated;
- the Centrex Standard Features Package; and
- on an optional basis, all other optional Centrex features listed in this tariff.

A Centrex Access Line may be a Provincial Centrex Service Line or a Centrex Multiline Service Line, as described under this tariff.

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**The Centrex Standard Features Package** includes the following basic service features. The features implemented for a Customer will depend on the Customer's service configuration, and not all features are compatible with each other. Feature names may vary by switching software manufacturer. Under the features included in the Standard Features Package, the reference to a "user", "station", or "console attendant" is also intended to mean a Centrex Service subscriber.

- *Abbreviated Dialing Intra-Customer Group* – allows a user to place intra-customer group calls by dialing 2 to 7 digits.
- *Access to Code Calling Equipment* – allows a user to access Customer-provided code-calling equipment by dialing an access code and a called party code. Facilities required to connect the code calling-recording equipment to the customer group shall be separately chargeable.
- *Access to Dictation Equipment (DTMF Only)* – provides for user access to Customer-provided dictation-recording equipment by dialing an access code. Facilities required to connect the dictation-recording equipment to the customer group shall be separately chargeable.
- *Access to Loudspeaker and Paging Equipment* – allows for user access to Customer-provided-loudspeaker paging equipment in order to summon a party over speakers located on the Customer's premises. Facilities required to connect the loudspeaker paging equipment to the customer group shall be separately chargeable.
- *Auto Answer Back* – allows a user to answer an incoming call to the Primary Directory Number after 4 seconds without lifting the handset; conversation takes place through telephone set's speakerphone and microphone.
- *Automatic Dial/Autodial* – allows a user to place a call to a frequently dialed number by pressing an assigned feature key that has been programmed with that particular number.
- *Automatic Line* – provides for an automatic connection between a user that goes off-hook (without dialing) and a predetermined location.
- *Automatic Route Selection (ARS)* - enables trunk route lists associated with a Customer's private network to be searched for an idle trunk.

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- *Blind Transfer Recall* – allows a call to be transferred to another station without waiting for an answer from that station, and sends the call back to the set which transferred the call if the call isn't answered in a specified period of time.
- *Business Set Busy Indicator* – enables groups of up to 128 Business Sets to query the busy/idle status of one designated station in a group.
- *Busy Override* – allows a user to gain access to a busy station by pressing the Busy Override key.
- *Call Forward* – allows an incoming call to be automatically forwarded to a user-predetermined telephone number; includes the functionality of call forward busy, call forward no-answer, call forward all calls, call forward per key, and includes capability for multiple simultaneous call forward internal and external to the customer group.
- *Call Hold* – allows a user to place an incoming call on hold.
- *Call Park* – enables a user to park a call against their telephone number, and for any station in the customer group to retrieve the call.
- *Call Pickup* – allows a user to answer an incoming call to another station within a defined call pickup group.
- *Call Trace* – permits a Customer to initiate a request to investigate the identity of the last incoming call by dialing a code after receiving the call, or by using a specific Call Trace key on a Meridian Business Set during the call.
- *Call Transfer* – allows a user to transfer a call within the customer group, and includes capability for multiple call transfers external to the customer group.
- *Call Waiting* – provides an audible indication to a busy user of a second call coming in.

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- *Camp-On* – allows a user to place a call on hold against a busy station. Once the busy station becomes free, the call is directed to that station.
- *Class of Service Restrictions* – each Centrex Line can be assigned a Class of Service allowing control of the types of calls that can be initiated or received on that Line (e.g. no restriction, restricted from calling stations on the PSTN, outbound toll call restriction, etc.).
- *Conference 3* – permits a user to add on two additional parties in a three-way discussion.
- *Conference 6* – permits a user to establish a maximum six port conference call. One shared six-port bridge is provided per customer group as part of the Centrex Line rate.
- *Customer Group Transparency* – for selected features, allows transparency of feature operation across several Customer group boundaries for Customer groups in the same switch.
- *Data Call Protection* – Prevents the connection of test or busy verification circuits to the line while the line is busy. This option protects a data call on the line from interruption.
- *Denied Incoming/Termination* – allows for outbound calling only from a line.
- *Display Called Numbers* – on suitably equipped Business Sets, this feature provides for a display of the called number during the origination of an outbound call.
- *Denied Origination* – prevents calls from being originated (termination of calls only).
- *Direct Inward Dialing (DID)* – allows calls from the PSTN to a Centrex station to ring at the station without console attendant assistance in routing the call.
- *Direct Inward System Access (DISA)* – permits authorized callers access to the Customer's private network facilities from the PSTN by dialing directly into the Customer Group without going through the Centrex console attendant.

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- *Direct Outward Dialing (DOD)* – allows a Centrex station to place a call to a station on the PSTN without console attendant assistance. Except for Abbreviated Dialing inter-customer group calls, all calls to PSTN stations require a PSTN access code to be dialed.
- *Distinctive Ring* – allows for distinguishing of incoming calls by applying different ringing cadences to each call type. Types to which distinctive ringing can be applied are intra-customer group calls, inter-customer group calls, DID calls, recall calls, UCD calls, ACD calls, and Group Intercom calls.
- *End to End Signalling* – enables a Centrex user, while in talk mode, to send DTMF digits by using the dial pad of the telephone set or the personal computer.
- *Feature Code Access* – allows for the use of feature activation codes or telephone set feature keys to access Centrex features.
- *Flexible Call Intercept* – allows for the automatic rerouting of calls that cannot be completed because of imposed restrictions, equipment, or dialing irregularities. Calls are routed to the attendant, tone, or announcement.
- *Hunting* – allows for incoming calls to a busy user to be routed to another non-busy user using one of five types of hunting: Circular Hunting, Directory Number Hunting, Multiline Hunting, Distributed Line Hunting, or Preferential Hunting.
- *Intercom* – Allows a user to call a specific set by depressing the intercom key on the business set.
- *Key Short Hunt* – permits incoming calls to hunt over a group of user directory number appearances in search of an idle directory number to terminate on.
- *Last Number Redial* – enables a user to redial the last number called by pressing a single key.
- *Line Music On Hold* – Enables multiple sources of music to be played to separate parts of a Customer Group.
- *Loop Extension* – Extends the reachable limits of business sets.

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- *Make Set Busy* – allows a user the option of making the line busy or available to incoming calls.
  
- *Music On Hold* – enables Company-provided background music to be played for callers on hold or in a queue.
- *Name and Number Delivery* – Delivery of name and number associated with the Centrex subscriber to destinations on the PSTN who subscribe to Call Display.
- *Network Class Of Service* – Each Centrex line can be assigned a Class of Service allowing control of the types of calls that can be initiated or received on that line (e.g. no restriction, restricted from calling stations on the PSTN, toll call restriction, etc.).
- *Night Service* – provides for the handling of calls when the console attendant is absent.
- *On Hook Dialing* – permits the user to originate calls without lifting the handset.
- *Per Call Blocking* - allows for the blocking on a per-call basis using a feature activation code, of the delivery of name and number on an outbound call from a Centrex line.
- *Query Busy Station* – enables groups of up to 128 business set users to query the busy/idle status of one designated station within the group.
- *Query Date & Time* – enables the current time and date to be displayed by pressing the QTD function key on a business set.
- *Repeated Alert* – generates a series of up to 7 warning tones on an active set to alert the user of an incoming call.
- *Ring Again* – allows for the monitoring of the status of a busy called number in the customer group and for an alert to be provided to the business set user when the called station becomes free.

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- *Simplified Dialing* - allows a Customer to adopt a destination code-based dialing plan for their private voice communications network.
- *Speed Call 10* – provides for individual user speed call lists with a maximum of 10 numbers in the list.
- *Station Message Detail Recording (SMDR)* - enables raw AMA format records of long distance and private network calls originated from each Customer Group to be generated.
- *Station Message Waiting* - Permits a station to dial a code to access the user or attendant who has activated Message Waiting, and to activate Message Waiting on another station.
- *Three Way Calling* – allows a user to add a third member to a call in progress, or to transfer the call to a third member. The third member may be inside or outside of the Centrex customer group.
- *Uniform Call Distribution* – enables incoming calls to a listed directory number to be queued and distributed evenly to answering stations in the UCD group.

**Optional Centrex Features** include any of the following features that are provided at a Customer's request, where the optional feature is available. Some features may be available only in Alberta or British Columbia, and only in some switches in both provinces.

- “*Additional Directory Number (ADN)*” is defined as any telephone number other than the Primary Directory Number for a Centrex line, or an ACD Directory Number. ADNs from a rating point of view include UCD Directory Numbers, Secondary Directory Numbers, and Multiple Appearance Directory Numbers (MADN).
- “*Alternate Number Delivery*” enables the selection by the customer of an alternate number to be delivered and displayed to a called party.

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- “*Audio Input on Hold (AIOH) Port*” allows Customers to connect their Centrex customer group to a Music or information source of their own selection, for playing to customers who are on hold.
- “*Automatic Blocking*” provides for the continuous prevention of display of a calling party’s telephone number and name to subscribers of Call Display. All calls placed from the calling party’s Centrex line will have the calling party’s name and telephone number blocked to Call Display subscribers without the need for the calling party to enter a Call Display blocking feature activation code.
- “*Automatic Call Distribution (ACD) Service*” consists of a number of service options to enable a Centrex customer to equally distribute incoming calls to a pre-designated set of call answering positions, and to monitor and manage the incoming calls as the number of calls or agents change. Options include:
  - “*ACD Group*” – provides basic ACD functionality, and includes a call queue and announcements for night operation and “agent busy”.
  - “*ACD Service Bureau*” - provides ACD Customers with several types of reports to help them understand how their ACD service is functioning.
  - “*ACD Service Bureau RTA*” - enables a Centrex ACD subscriber to interconnect to the Company’s ACD Service Bureau via a customer-owned personal computer loaded with Perimeter VU-ACD/100 software to access, in near real-time, data regarding the operation of their ACD application.
  - “*ACD MIS Data Port*” - allows Centrex ACD customers to monitor and manage, on a real-time basis, the activities and configuration of their ACD application by connecting directly into the Company’s Central Office on which the customer ACD lines are terminating.
  - “*ACD Usage Report*” – provides basic ACD operation statistics on offered calls, answered calls, abandoned calls, and average call time.
- “*Call Again*” permits the Customer to perform an activation procedure that will automatically dial the last PSTN outgoing number called, or permits the Customer, when encountering a PSTN station busy signal, to perform an activation procedure to have call setup performed automatically when the called station is idle.



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- “*Call Display*” permits a Customer with a display telephone to view the telephone number and name (where available) of the calling party.
- “*Call Forward – Remote Activation*” allows subscribers who are away from their Centrex sets to activate, change or deactivate their call forward service on that set from wherever they are.
- “*Call Return*” permits a Customer to perform an activation procedure which will automatically dial the telephone number of the most recent incoming call from the PSTN, or permits the Customer when encountering a PSTN station busy signal to perform an activation procedure to have the call set-up performed automatically when the called station is idle.
- “*Centrex Dynamic Change (CDC)*” allows a Customer to assign or change the directory number of their Centrex telephone sets, and to add, change or delete Centrex features. The Customer initiates the changes, through direct interface with the Centrex serving switch in the Company’s Central Office on a real-time basis, using a Customer-owned terminal located on the Customer’s premises.
- “*Centrex Voice Dialing (CVD)*” service enables Centrex users to place a call by speaking into the telephone handset or the telephone set microphone the name or the number of the person they wish to call.

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- *Enhanced Call Processing (ECP) Mailbox – provides for Central Office-based call handling and enhanced messaging for applications such as auto-attendant, caller menu, information mailbox, bulletin mailbox, voice forms, etc. on an aggregated basis.*

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- “*Custom Announcement*” provides for 30 seconds of recording time for Centrex Customers who wish to play an announcement while their customers are in a hold queue.
- “*CVM Usage Reports*” provides operational statistics on a Customer’s ECP application.
- “*Digital Recorded Announcement Machine (DRAM)*” allows Customers to record a message for playing while their customers are on hold.
- “*E-Line Card Visual Message Waiting Indication*” provides for a lamp on the telephone set to be lit when a message is left for the user of the set. This option applies only to sets whose lamps require a voltage interface.
- “*Electronic Transfer of SMDR Information Service (ET/SMDR)*” allows for the electronic transmission of the SMDR data to a customer server.
- “*Enhanced Answering Position*” provides Busy Lamp Field/ Direct Station Selection (BLF/DSS) and Transfer on Release Key functionality for the answering and transferring of incoming telephone calls.
- “*Extended Call Management (ECM)*” provides an intelligent link between a customer’s computer system and the Centrex switch, allowing the computer system to coordinate information in its database to provide voice and data call redirection, agent transfer features and preview outbound dialing.
- “*External Abbreviated Dialing*” provides for a dial plan that enables Abbreviated Dialing to be used in communicating outside of the Centrex Customer Group.
- “*Intercept for Line Not Directory Listed*” provides for an audio intercept on a non-listed Centrex directory number advising that the number is no longer in service.
- “*Message Service*” uses business set and software functionality to provide full message center functionality to smaller organizations that do not require an attendant console.

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- “*Network Speed Call*” allows a customer to define a list of up to 1000 Network Speed Calling (NSC) numbers, and to call a number on that list using a feature access code and a 2 or 3 digit number.
- “*Number Retention*” enables customers to retain their telephone number when moving from one switch serving area to another in the same Exchange Area.
- “*Packaged Centrex Service*” includes the following Standard Features and, at Centrex tariff rates, the following Optional Centrex Features:
  - Packaged Centrex Service Standard Features:
    - Automatic Dial/Autodial
    - Call Forward
    - Call Hold
    - Call Transfer
    - Last Number Redial
    - Per Call Blocking
    - Query Date & Time
    - Ring Again
    - Speed Call 10
  - Packaged Centrex Service Optional Features:
    - Additional Directory Number
    - Call Display
- “*Remote Feature Access Port*” allows a customer to activate/deactivate and use the Simultaneous Ring (SimRing) and Call Forward – Remote Activation features.
- “*Seasonal Disconnect*” allows for the temporary disconnection of a non-contracted Centrex line, and retention of telephone number, access loop, and line equipment for reconnection of service at a later date.
- “*Simplified Message Desk Interface (SMDI)*” allows for the connection of a customer owned voice processing system to a Company Centrex Customer Group.

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- “*Simultaneous Ring (SimRing)*” provides for ringing on telephone sets associated with a pre-determined group of up to five directory numbers when a specific directory number in this group is called.
- “*Smart Ring*” permits a Customer to have two listed telephone numbers (a primary and an alternate listing), each with a distinctive ring pattern, assigned to a Centrex line.
- “*Speed Call 30*” enables end user to dial a two digit number preceded by a feature activation code to place calls to any one of a maximum of 30 frequently called numbers.
- “*Speed Call 50*” enables end user to dial a two digit number preceded by a feature activation code to place calls to any one of a maximum of 50 frequently called numbers.
- “*Speed Call 70*” enables end user to dial a two digit number preceded by a feature activation code to place calls to any one of a maximum of 70 frequently called numbers.
- “*Telephone Number Reservation*” provides for the reservation by the Company of eligible telephone numbers for a Centrex customer for a period equal to the time that the reserved number telephone tariff rate is paid.
- “*Trunk Terminations*” allows for connection of tie trunks, foreign exchange trunks, 800/900 service trunks, and other trunking facilities to the Centrex Customer Group.
- “*Virtual Network Link*” provides for Customer control of the number of simultaneous calls that may be passed to the Customer’s network.

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**Definitions**

For the purposes of this Tariff item:

“*Aggregated Counts*” are defined as the quantities shown on a Centrex Agreement relative to any of the following separate aggregations of Lines:

- Under a single Centrex Provincial Centrex Service Agreement covering both Alberta and British Columbia:
  - the inter-provincial aggregation of all contracted Centrex Lines and eligible Centrex Multilines.
  
- Under a single Centrex Service Agreement covering either Alberta or British Columbia:
  - the provincial aggregation of all contracted Centrex Lines and eligible Centrex Multilines.
  
- Under a single Centrex Service Agreement in either Alberta or British Columbia and a single IP-Evolution Service Agreement:
  - the combined count of contracted Centrex Lines, eligible Centrex Multilines, and IP-Evolution Access Ports.
  
- Under a single Centrex Service Agreement and a single IP-Evolution Service Agreement for a single Customer covering Alberta and British Columbia combined:
  - the combined count of contracted Centrex Lines, eligible Centrex Multilines, and IP-Evolution Access Ports.

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**Definitions - Continued**

“*Agreement Commitment Values*” are the quantity of Centrex Lines shown on the Customer’s Centrex Service Agreement.

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“*Allowable Downward Float Point*” is defined as the lowest point to which the billed levels may drop before termination charges become applicable:

- For Provincial Centrex Service and Centrex Multiline Service:
  - 50% of the Aggregated Counts for Customers contracting to Line Volume Range 1,
  - the minimum of the Volume Range for Customers contracting to Line Volume Ranges 2 to 9; or
  - for Customers contracting to Volume Range 10 for Lines, the greater of either 75% of the Aggregated Counts; or the minimum of Volume Range 10.

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“*Customer*” is as defined by Telecom Decision CRTC 97-4 (February 26, 1997), and amended by Telecom Order CRTC 97-1176 (August 27, 1997).

“*Customer Group*” consists of the assignment of switch resources and Centrex options within one Company Central Office.

“*Demarcation Point*” for Centrex Service is as defined by the General Terms of Service Item 104, General Tariff Item 100.10, 100.10a, and 100.10b, and the Definition Tariff in Tariff Book 1005 in British Columbia.

“*Early Termination Charge*” is defined as the charge that is applicable if all or part of a Centrex Service Agreement is terminated prior to the natural expiration date of the Agreement.

“*Initial Value*” of a new Centrex Service Agreement shall be determined by multiplying the Agreement Commitment Values for Centrex Lines less the Allowable Floats, by the Centrex Line rates that would be applicable at the start of the Agreement term, and the length of the Agreement.

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**Definitions - Continued**

“*Line Volume Range*” – is the range designation to which the Aggregated Count of Centrex Lines and IP-Evolution Access Ports (if applicable) applies. Ten such ranges exist, as described below:

<b>Line Volume Range Designation</b>	<b>Line Volume Range</b>
1	1 to 22
2	23 to 49
3	50 to 149
4	150 to 500
5	501 to 1,500
6	1,501 to 2,500
7	2,501 to 5,000
8	5,001 to 7,500
9	7,501 to 10,000
10	10,001+

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“*Multiline Devices*” are defined as terminal equipment which enables Centrex lines to be used in concentrating, multiplexing or hunting arrangements. Multiline Devices are considered to include key systems, PABX systems, modem pools, voice processing systems, multimedia systems, and standalone ACD systems, but exclude Centrex single line telephone sets or multiline business telephone sets.



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“*Remaining Value*” of a Centrex Service Agreement shall be determined by multiplying the Agreement Commitment Values for Centrex Lines less the Allowable Floats, by the rates applicable to the Lines at the time of calculation of remaining value, and the amount of time remaining in the Centrex Service Agreement.

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ITEM  
 213.2 **Conditions of Service**

1. This Centrex tariff replaces and supersedes the conditions and rates of the following tariffs (collectively, the “Former Centrex Service Tariffs”) in Alberta and British Columbia:
  - a. Centrex Service (CRTC 18001, Item 585)
  - b. Electronic Transfer Capability for Centrex (CRTC 18001, Item 530)
  - c. Centrex (CRTC 1005, Item 43)
  - d. Centrex Call Processing Service (CRTC 1005, Item 43-A)
  - e. Electronic Transfer Capability for Centrex (CRTC 1005, Item 43-B);
  - f. Call Information Service (CRTC 1005, Item 154);
  - g. Private Branch Exchanges Service – Centrex Multiple Call Transfer (CMCT) / Centrex Multiple Call Forward (CMCF) (B.C. Only) (CRTC 21463, Item 510).
  
2. All existing Centrex Service Agreements in effect under the Former Centrex Service Tariffs in Alberta and British Columbia prior to the effective date of this Centrex tariff shall be considered to be Centrex Service Agreements subject to the terms, conditions, and rates specified in Centrex Tariff Item 213. All non-contracted Centrex Service in operation at the time of approval of this Tariff item shall be subject to the terms, conditions, and rates specified therein.
  
3. All Centrex Service conditions, rates and charges, including contracted Line rates, are subject to change with prior CRTC approval. In the event of conflict between this Centrex tariff and a Centrex Service Agreement, the Centrex tariff conditions in effect at the time of conflict shall supersede any conditions shown in the Centrex Service Agreement.

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4. Centrex Service and Centrex Optional Features are only available in Company exchanges in Alberta and British Columbia where the necessary Central Office equipment and network facilities have been made available. Not all features listed in either the Standard Features Package or under Centrex Optional Features may be available in all Company switching locations. Should the Company decide to provide service in locations where Centrex Service facilities do not currently exist, the following conditions will apply.
  - a. In Alberta, Centrex Lines provisioned outside the Base Rate Area (BRA) or Operating Exchange Boundary (OEB) in Alberta shall be subject to the rates and conditions outlined in the Individual Line Service Tariff (21461 Item 202).
  - b. In British Columbia, the provisioning of Centrex lines shall be subject to the Construction Tariffs (1005, Items 95, 97, and 98).
  - c. In all other situations, when it is necessary to install special equipment or to incur an unusual expense to meet specific Customer requirements, the Customer shall pay an additional charge based on the equipment installed or the unusual expense incurred. Labor rates in Alberta shall be based on those specified in the Network Diagnostic and Maintenance Services tariff (18002, Item 1820). Labor rates in BC shall be based on those specified in the Service Charges tariff (1005, Item 111).
5. If the Customer wishes to have dial tone provided on a Centrex Line from a Central Office other than the one that normally serves the Customer's location, the conditions and rates specified in Analog Private Line Tariff (21461, Item 522) will apply.
6. The provisioning of facilities for extensions to single line sets, or the provisioning of access facilities to extend ringing to a telephone number at a different location than the one to which the number normally terminates shall be subject to the rates and conditions specified in the Analog Private Line Tariff (Item 21461, Item 522).
7. To qualify for subscription to any Centrex chargeable or non-chargeable Optional Feature listed in this tariff, a minimum of one (1) Centrex line must also be subscribed to for the same Customer service location at which the specific Centrex Optional Feature is desired, for as long as the Optional Feature subscription occurs.
8. The Customer is responsible for ensuring that the Centrex station equipment is appropriately equipped and configured for Centrex Service.
9. Where the length and makeup of the local access loop approaches or exceeds the limits specified for certain Centrex terminal equipment, no guarantee of proper Centrex service functioning is provided.

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10. Centrex Lines may be aggregated with IP-Evolution Access Ports (CRTC 21461, Item 210) under the following conditions:

- IP-Evolution is subscribed to by the customer on a contracted basis.
- The customer's name that appears on the PCS Agreement is the same as the name that appears on the IP-Evolution Service Agreement.
- The IP-Evolution Service Agreement has the same term and end date as the PCS Agreement with which it is being aggregated.

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11. When the Company must expend significant capital to install new facilities to meet Customer specified line quantity requirements, the Agreement Commitment Values must be amended to include these specified line requirements.

12. The Company may, at any time, limit the use of any services provided to a Customer in order to ensure that fair and proportionate use is available to all Customers.

13. Feature operations may vary due to switch manufacturer hardware and software design.

14. When Multiline Devices are connected to Centrex Lines, the Centrex Multiline rates will be charged against all lines that are connected to this equipment.

15. Customers with Multiline Device connection to Centrex lines in British Columbia under an LBCO contract that was signed prior to the effective date of this tariff shall be permitted to retain LBCO aggregation benefits until their LBCO contract expires. At the time their LBCO contract expires, the Customer will be required to subscribe to Centrex Multiline Service under a Centrex Service Agreement, change to non-contracted Centrex Multiline Service, convert their Centrex access service to another Company network service, or terminate their service.

16. Contracted Centrex Multilines may be included in PCS Aggregation Counts, where permitted by this Centrex tariff.

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17. If a Customer is in default of its Centrex Service Agreement, the Company may, at its option, terminate the Customer's Centrex Service after providing thirty (30) days prior notice, in writing, to the Customer. The Customer shall pay to the Company all outstanding charges up to the date of termination plus the Early Termination Charge.
18. At any time during a Centrex Service Agreement term or after the expiration of a Centrex Service Agreement, the Company may terminate service to the Customer after providing one hundred and eighty (180) days of prior notice, in writing, to the Customer.
19. The Rate Band to which a Centrex Line is assigned is based on the former TCI Carrier Access Tariff (CRTC 18008), Item 215.4 – *Local Network Interconnection and Network Component Unbundling* (pages 46 to 46C) and TCBC Carrier Access Tariff (CRTC 1005), Item 105.D.3 – *Local Network Interconnection and Network Component Unbundling* (page 157A) which describe the seven (7) band structures approved in Telecom Decision CRTC 2001-238. The Rate Band for a particular Centrex line is determined by the Company wire center on which the line is directly terminated. All Provincial Centrex Service Lines and Centrex Multilines are subject to Rate Banding.
20. A reseller of Centrex Service shall make all reasonable efforts to ensure that subscribers and end-users of the Centrex Service do not employ the Centrex Call Transfer feature to transmit telemarketing telecommunications.

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213.2 **Conditions of Service – Continued**

**Alberta Rate Bands** and the locations in each band are described below.

Rate Band A Calgary Main, Edmonton Main

Rate Band B Abbeydale, Airport (Calgary), Airways, Beverly, Bonavista, Bonnie Doon, Bowness, Burns Industrial Park, Cannell, Canyon Meadows, Capitol Hill, Castle Downs, Chestermere Lake, Clover Bar, Coalhurst (Lethbridge), Crescent Heights, Crowchild, Deer Run, Douglasdale, Eastgate, Edgepoint Village (Edgemont), Elbow Park, ELLerslie, Evergreen, Foothills, Forest Lawn, Fort McMurray (Main), Fort McMurray Gregoire, Fort McMurray Timberlea, Grande Prairie, Harvest Hills, Highfield, Hillhurst, Huntington Hills, Jasper Place, Kaskitayo, Killarney, Kingsland, Lendrum, Lethbridge (Main), Lethbridge Battle Heights, Lethbridge Fairview, Lethbridge Lakeview, Lethbridge Uplands, Lewis Farms, Lloydminster, Londonderry, MacEwan Centre, Mayland Heights, Meadows, Medicine Hat (Main), Medicine Hat Brier Park, Medicine Hat Ross Glen, Millwoods, Mount Royal, Mountain Park (McKenzie), North East Annex, Norwood, Oakridge, Ogden, Oliver, Pilot Sound, Priddis, Prominence Point, Red Deer (Main), Red Deer Blindman Industrial Park, Red Deer Deer Park, Red Deer Golden West, Red Deer Kentwood, Red Deer Petrolia, Redcliff, Richmond Hill, Riverbend, Roper, Shawnessy, Sherwood Park (Main), Sherwood Park Bremner, Sherwood Park Industrial Estate, Sherwood Park Knights Bridge Industrial Park, South East Industrial, St. Albert (Main), St. Albert Campbell Park, St. Albert Lacombe Park East, Stone, Strathcona, Temple, Terwillegar, Twin Brooks, West Edmonton, West Jasper Place, Westmount, Winterburn, Woodbend (Edmonton)

Rate Band C Airdrie, Brooks, Camrose, Edmonton International Airport, Fort Saskatchewan, Leduc, Spruce Grove, Stony Plain, Wetaskiwin

Rate Band D Banff, Beaumont, Blairmore, Canmore, Cardston, Claresholm, Coaldale, Cochrane, Cold Lake, Devon, Drumheller, Fox Creek, Grand Centre (Main), Grande Cache, Grimshaw, Hanna, High Level, High River, Innisfail, Jasper, Nanton, Nisku, Okotoks, Raymond, Slave Lake, Strathmore, Sylvan Lake, Three Hills, Turner Valley, Vegreville, Vulcan, Wainwright, Whitecourt

Rate Band E Acadia Valley, Acme, Alberta Beach, Alder Flats, Alix, Alliance, Altario, Andrew, Arrowwood, Ashmont, Barons, Bashaw, Bassano, Bawlf, Bear Canyon, Beiseker, Bellevue, Berwyn, Big Valley, Bindloss, Blackie, Blue Ridge, Bon Accord, Bonanza, Bow Island, Bowden, Breton, Brocket, Brownvale, Bruderheim, Burdett, Byemoor, Cadomin, Carbon, Carmangay, Caroline, Carseland, Castor, Cayley, Cereal, Cessford, Champion, Chauvin, Chipman, Clairmont, Clive, Clyde, Coleman, Consort, Coronation, Coutts, Cowley, Craigmyle, Cremona, Czar, Daysland, Debolt, Delburne, Delia, Derwent, Dixonville, Donalda, Donnelly, Duchess, Eaglesham, East Coulee,

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.2 **Conditions of Service – Continued**

**Alberta Rate Bands - continued**

- Rate Band E (cont'd) Edgerton, Elkwater, Elnora, Empress, Enchant, Etzikom, Evan Thomas (Kananskis Lakes), Exshaw, Falher, Faust, Ferintosh, Flatbush, Foremost, Forestburg, Fort Assiniboine, Fort Vermilion, Gadsby, Galahad, Gibbons, Gift Lake, Girouxville, Glendon, Glenwood, Grand Centre (Medley), Granum, Grassland, Grassy Lake, Grouard, Hairy Hill, Halkirk, Hardisty, Hay Lakes, Hays, Heinsburg, Heisler, Hilda, Hines Creek, Holden, Hughenden, Hussar, Hythe, Innisfree, Irma, Iron Springs, Irricana, Irvine, Islay, Jarvie, Jasper East, Jenner, Jousard, Keephills, Killam, Kinuso, Kitscoty, Lake Louise, Lamont, Langdon, Lavoy, Legal, Leslieville, Lodgepole, Lomond, Longview, Lougheed, Magrath, Ma-Me-O Beach, Mannville, Manyberries, Marlboro, Marwayne, McLennan, Milk River, Milo, Minburn, Mirror, Morley, Morrin, Mulhurst, Mundare, Myrnam, Nampa, New Dayton, New Norway, New Sarepta, Newbrook, Niton Junction, Nobleford, Nordegg, Oyen, Paradise Valley, Peerless Lake, Peers, Picture Butte, Plamondon, Radway, Rainbow Lake, Ralston, Red Earth, Robb, Rochester, Rockyford, Rolling Hills, Rosalind, Rosebud, Rumsey, Rycroft, Ryley, Sangudo, Saskatchewan River Crossing, Schuler, Seba Beach, Sedgewick, Seven Persons, Sibbald, Silver Valley, Smith, Smoky Lake, Spirit River, Spruce View, St. Michael, Stand Off, Standard, Stavelly, Stirling, Strome, Sunchild O'Chiese, Swan Hills, Thorhild, Thorsby, Tilley, Tomahawk, Torrington, Trochu, Two Hills, Vauxhall, Veteran, Viking, Vilna, Walsh, Wandering River, Wanham, Warburg, Warner, Warspite, Waskatenau, Waterton Park, Wembley, Whitelaw, Widewater, Wildwood, Willingdon, Winfield, Woking, Worsley, Wrentham, Youngstown
- Rate Band F Ardrossan, Athabasca, Barrhead, Beaverlodge, Bentley, Blackfalds, Bonnyville, Boyle, Bragg Creek, Calmar, Carstairs, Crossfield, Didsbury, Drayton Valley, Eckville, Edson, Elk Point, Evansburg, Fairview, Fort MacLeod, Gleichen, Halfmoon Lake, High Prairie, Hinton, Hobbema, La Crete, Lac La Biche, Lacombe, Manning, Mayerthorpe, Millet, Morinville, Namao, Olds, Onoway, Peace River (Main), Peace River, Westhill, Penhold, Pincher Creek, Ponoka, Provost, Redwater, Rimbey, Rocky Mountain House, Sexsmith, St. Paul, Stettler, Sundre, Taber, Tofield, Valleyview, Vermilion, Wabamun, Wabasca, Westlock
- Rate Band G Anzac, Assumption, Calling Lake, Chipewyan Lake, Conklin, Fort Chipewyan, Fort MacKay, Fox Lake, Jean D'or Prairie, Keg River, Little Buffalo Lake, Meander River, Zama

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.2 **Conditions of Service – Continued**

**British Columbia Rate Bands** and locations in each band are described below.

Rate Band A Vancouver Mutual, Vancouver Regent, Vancouver Trinity

Rate Band B Abbotsford, Aldergrove, Cloverdale, Fort Langley, Haney, Kelowna, Langley, Ladner, Nanaimo, New Westminster, Newton, North Vancouver, Pitt Meadows, Port Coquitlam, Port Moody, Prince George, Prince Rupert, Richmond, Saanich, Sooke, South Kamloops, Victoria, Vancouver Alpine, Vancouver Amherst, Vancouver Castle, Vancouver Cypress, Vancouver Fairfax, Vancouver Hemlock, Vancouver Lake City, West Vancouver, Whalley, White Rock, Whonnock

Rate Band C Cedar, Chilliwack, Courtenay, Dallas, Hartway, Lantzville, North Kamloops, Rutland, Vanway, Wellington, Westbank, Westsyde

Rate Band D 100 Mile House, Agassiz, Barriere, Burns Lake, Campbell River, Castlegar, Cobble Hill, Comox, Cranbrook, Cumberland, Dawson Creek, Duncan, Elkford, Fernie, Fruitvale, Ft St James, Ft St John, Gibsons, Golden, Grand Forks, Hope, Kimberley, Kitimat, Lake Cowichan, Mackenzie, Masset, Mission, Nelson, Osoyoos, Parksville, Peachland, Pender Harbour, Penticton, Port Alberni, Port McNeill, Powell River, Qualicum, Queen Charlotte, Quesnel, Revelstoke, Rossland, Salmon Arm, Sardis, Sechelt, Sparwood, Squamish, Summerland, Terrace, Tofino, Trail, Ucluelet, Vernon, Westview, Whistler, Williams Lake, Willow Point

Rate Band E 108 Mile House, 150 Mile House, Ashcroft, Balfour, Bear Lake, Beaverdell, Bella Coola, Black Point, Boston Bar, Boswell, Bouchie Lake, Bridge Lake, Britannia Beach, Cache Creek, Chief Lake, Chilako, Christina Lake, Clearwater, Clinton, Cluculz Lake, Crawford Bay, Decker Lake, Donald, Dunster, East Pine, Elko, Fairmont, Falkland, Forest Grove, Francois Lake, Fraser Lake, Genelle, Giscome, Gold River, Grassy Plains, Greenwood, Hagensborg, Hansard, Hedley, Hixon, Jaffray, Jordan River, Kaslo, Kitsault, Kitwanga, Lac La Hache, Lakelse, Little Fort, Logan Lake, Lytton, McBride, Midway, Montney, Moyie, Naramata, New Denver, North Nelson, Oyama, Parson, Port Alice, Port Clements, Port Mellon, Port Renfrew, Pouce Coupe, Pritchard, Radium, Red Rock, Riondel, Rock Creek, Rolla, Salmo, Salmon Valley, Sayward, Skookumchuck, Slocan, Spences Bridge, Summit Lake, Tappen, Taylor, Telkwa, Thrums, Valemount Vallican, Vavenby, Wells, Westwold, Wildwood, Willowbrook, Woss Lake, Wynndel, Yale, Youbou



ITEM  
 213 **Centrex Service – Continued**

ITEM  
 213.2 **Conditions of Service – Continued**

**British Columbia Rate Bands - continued**

Rate Band F Aspen Park, Chase, Chemainus, Chetwynd, Clearwater, Creston, Dragon Lake, Enderby, Hazelton, Houston, Invermere, Keremeos, Ladysmith, Lakeview Height, Lillooet, Lumby, Merritt, Nakusp, Nanoose, Okanagan Falls, Okanagan Mission, Oliver, Oyster Bay, Pineview, Port Hardy, Princeton, Rosedale, Sicamous, Smithers, Sorrento, South Slokan, Union Bay, Vanderhoof, Winfield, Yarrow

Rate Band G 70 Mile House, Ahousat, Aiyansh, Alert Bay, Alexis Creek, Alkali Lake, Avola, Bamfield, Beaver Cove, Beaver Valley, Bella Bella, Blue River, Bowen Island, Canal Flats, Cortez Island, D’Arcy, Douglas Lake, Fauquier, Field, Flatrock, Ft Fraser, Fulford Harbour, Gabriola Island, Ganges, Gold Bridge, Granisle, Grasmere, Greenville, Gulf Islands, Hartley Bay, Hemlock Valley, Hendrix Lake, Holberg, Horsefly, Hudsons Hope, Kincolith, Kitkatla, Klemtu, Kyuquot, Lasqueti Island, Likely, Loos, Manning Park, Mcleese Lake, Mcleod Lake, Mica Creek, Nimpo Lake, Ocean Falls, Pemberton, Pender Island, Port Edward, Port Simpson, Prespatou, Puntzi, Quadra Island, Riske Creek, Sandspit, Savona, Shalalth, Sointula, Spillimacheen, Stewart, Tachie, Tahsis, Tatla Lake, Topley Trout Lake, Tsay Keh Dene, Tumbler Ridge, Van Anda, Winter Harbour, Yahk,, Zeballos

ITEM  
 213.2A **Provincial Centrex Service (PCS) and Centrex Multiline Service**

In addition to Conditions of Service 213.2, 1-19 inclusive, the following Conditions of Service apply to PCS and Centrex Multiline Service.

1. Centrex Service for Lines is available on a non-contracted basis, or on a 1, 3, or 5 year contracted basis. A Centrex Service Agreement may include Centrex Lines for locations in both Alberta and British Columbia, or locations in either Alberta or British Columbia. Effective December 19, 2024, 5-year contract term is no longer available for new agreements or renewals. 5-year agreements signed prior to December 19, 2024 will remain valid until contract expiry.
2. Aggregation of Lines in Alberta, or British Columbia, or both provinces shall only be provided if the Customer signs a single Centrex Agreement for all lines in either province, or for all lines combined for both provinces. Aggregation of Lines among multiple Centrex Service Agreements is not permitted. Aggregation of Centrex Lines and with IP-Evolution Access Ports is only permitted if:
  - a. the Customer names on both the Centrex Service Agreement and the IP-Evolution Service Agreement are identical, and
  - b. the effective date is the same on both the Centrex Agreement and the IP-Evolution Agreement.

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Local Switched Access Services

Section II

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213

**Centrex Service – Continued**

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213.2

**Conditions of Service – Continued**

ITEM  
213.2A

**Provincial Centrex Service (PCS) and Centrex Multiline Service – Continued**

3. The Aggregated Count shall be used to determine the Line Volume Ranges for the Centrex Service Agreement. Contracted Centrex Line pricing shall be determined by the Volume Ranges shown in the Centrex Service Agreement, and by the term of the Centrex Service Agreement. C |
4. At the time of its creation, a Centrex Service Agreement must specify Centrex Line commitments that are equal to the maximum number of Lines expected to be in service at contracted rates within one month of the starting point of the Centrex Service Agreement term. |
5. Non-contracted Centrex Lines and non-contracted IP-Evolution Access Ports may not be included in the Aggregated Counts. |
6. If a customer is subscribing to Centrex Service pursuant to more than one Centrex Service Agreement in either Alberta or British Columbia, only one of the Centrex Service Agreements may be used in determining the Aggregate Count in conjunction with an IP-Evolution Service Agreement. |
7. A Customer may obtain additional contracted Centrex Lines at any time during the Centrex Service Agreement service period. The term for these additional Centrex Lines shall be of such duration as required to terminate on the same date as the Agreement service period and shall be provided at the rates currently applicable in the Agreement service period. |

ITEM  
213      **Centrex Service – Continued**

ITEM  
213.2      **Conditions of Service – Continued**

ITEM  
213.2A      **Provincial Centrex Service (PCS) and Centrex Multiline Service – Continued**

8. If the billed levels at contracted rates for Lines exceed the maximums of the Volume Ranges indicated on the Centrex Service Agreement, the Customer will continue to be charged Line rates that are consistent with the Volume Range commitment shown in the Agreement. A Customer may elect to amend the Agreement to reflect commitment to a higher Volume Range. For such amendments, Line rates will be changed to align with the higher Volume Range commitment, the rates being effective on the date that the amendment becomes effective. C |
9. For all Volume Range commitments, a Customer may decrease their Line billed subscription levels in accordance with the Allowable Downward Float Point specified in this tariff. Reductions beyond the allowable limits will require implementation of either of the following options: |
  - a. Termination of the current Centrex Service Agreement with Early Termination Charges. Early Termination Charges may be waived if a new Centrex Service Agreement is established for a value that is equal to or greater than the remaining value of the current Centrex Service Agreement, or
  - b. Payment at the current contracted rate for the number of non-working Centrex Lines required to reach and maintain the minimum subscription level provided for by the Allowable Float. |
10. Unless waived as provided for by conditions of service specified in this tariff, Early Termination Charges shall be applicable when: |
  - a. the Customer terminates the entire Centrex Service Agreement prior to the natural expiration date of the Centrex Service Agreement; or
  - b. the Allowable Downward Float Point is exceeded, and the Customer has chosen not to pay for non-working Centrex Lines. |
11. The Early Termination Charge shall be calculated as 100% of the Remaining Value of the Centrex Service Agreement.

ITEM

213 **Centrex Service – Continued**

ITEM

213.2 **Conditions of Service – Continued**

ITEM

213.2A **Provincial Centrex Service (PCS) and Centrex Multiline Service – Continued**

12. The Early Termination Charge shall be waived if all or part of a current Centrex Service Agreement is replaced with one or more Service Agreements for replacement Company network access services when the total combined value of the new Service Agreement(s) equals or exceeds the remaining value of the current Centrex Service Agreement. When the total combined value of the new Service Agreement(s) is less than the remaining value of the current Centrex Service Agreement, the Early Termination Charge shall be equal to the difference between the remaining value of the current Centrex Service Agreement and the combined value of the new Service Agreement(s).
13. In the event of the splitting of a single contracted Centrex Service Customer into two or more separate legal entities, and the subsequent establishment of new separate Centrex Service Agreements for each, the Early Termination Charge on the original Centrex Service Agreement will be waived if the combined Centrex Service Agreements for the separate legal entities are of a value that is equal to or greater than the remaining value of the original Centrex Service Agreement.
14. Upon expiration of the Centrex Service Agreement period (except for 5-year agreements) and subject to the following condition, the Customer will be deemed to have agreed to commit to another immediately succeeding Service Agreement period of equal duration, and for an equal Volume Range commitment level unless the Customer has agreed to a Service Agreement period of a different duration and/or commitment level, or the service subscription has been terminated.
  - a. All Centrex Service 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 Centrex Service Agreement, as to when automatic renewal will take place, absent any indication by the Customer to the contrary.
15. Upon expiration of a Centrex Service Agreement, if the Customer has chosen not to enter into a new Centrex Service Agreement, or has not agreed to the auto-renewal of its current Service Agreement, all contracted Centrex Service elements will revert to non-contracted rates, effective on the date of expiration.

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## Local Switched Access Services

## Section II

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213 **Centrex Service – Continued**

ITEM

213.2 **Conditions of Service – Continued**

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213.2B **Reserved for future use.**

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## Local Switched Access Services

## Section II

ITEM

213 **Centrex Service – Continued**

ITEM

213.2 **Conditions of Service – Continued**

ITEM

213.2B **Reserved for future use.**

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ITEM

213 **Centrex Service – Continued**

ITEM

213.2 **Conditions of Service – Continued**

ITEM

213.2C **Centrex Standard Features Package****Direct Inward System Access**

1. A maximum of one DISA authorization code is provided for each Centrex line subscription paid.

**Name and Number Delivery**

1. A Customer may request the Company to change the name that is displayed from its line, providing the Customer owns the alternate name and it uniquely identifies them. Alternately, Customers may request the Company to substitute “private name” for display in place of their actual name or business name. The Company will substitute “private name”, at any time upon request by the Customer, without charge.
2. Notwithstanding any other provisions of the Company’s tariffs and as an exception to Item 119.4, Confidentiality of Customer Records, of the General Terms of Service, any unlisted telephone number from which a call originates is provided, as facilities permit, on a call-by-call basis to customers who subscribe to Call Display, and to the Company for Call Trace.

ITEM

213.2D **Reserved for future use**C  
D



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213 **Centrex Service – Continued**

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213.2 **Conditions of Service – Continued**

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213.2D **Reserved for future use – Continued**

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ITEM  
213      **Centrex Service – Continued**

ITEM  
213.2E      **Conditions of Service – Specific Service/Feature**

ITEM  
213.2E.1      **Alternate Number Delivery**

1. A Centrex Customer may have an alternate telephone number transmitted in lieu of the originating number, provided that the alternate number belongs to the Customer making the request for Alternate Number Delivery.

ITEM  
213.2E.2      **Audio Input on Hold (AIOH) Port**

1. AIOH Ports are available only on host switches only (not available on remotes).
2. The Customer is responsible for the audio source to which the AIOH Port will be connected.
3. An AIOH Port Customer must also subscribe to a private line circuit to connect the audio source to the AIOH port on the Centrex switch. Applicable Company private line tariffs will apply.
4. Subscription to one Custom Music AIOH port provides for only 12 simultaneous connections to the music source. If additional connections are required, an extra charge per connection is applicable.

ITEM  
213.2E.3      **Automatic Blocking**

1. Automatic Blocking shall be available to all Customers at rates contained in this tariff. Automatic Blocking will be offered at no monthly charge only to the following Customers:
  - shelters for victims of domestic violence,
  - crisis centers,
  - Customers identifying themselves as victims or potential victims of violence,
  - law enforcement agencies, and
  - community health clinics.



ITEM  
213        **Centrex Service – Continued**

ITEM  
213.2E    **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.4    **Automatic Call Distribution (ACD) Service**

ITEM  
213.2E.4a    **ACD Group**

1. All lines used in the provision of ACD Service shall be charged at the Centrex line rates in this tariff.
2. ACD Group queue size cannot be greater than twice the number of ACD Agents.

ITEM  
213.2E.4b    **ACD Service Bureau**

1. To subscribe to ACD Service Bureau, the Customer must also subscribe to ACD Group for as long as subscription to ACD Service Bureau is maintained. The ACD Agent charge is in addition to the per agent ACD Service Bureau charge.
2. The charge for ACD Service Bureau is based on the number of agents for which the ACD reports are produced.
3. The Company does not guarantee the receipt of reports by the customer, and an additional charge will be applicable based on Time and Charges if resending is required.
4. The customer is responsible for providing either a fax machine or a PC and a dial up line to receive ACD Service Bureau report information via fax.
5. Service Bureau reports can be made available for multiple ACD groups in one or more Customer Groups on a single switch for a single customer. Service Bureau reports for a single customer with ACD Groups on different switches require a separate Service Bureau charge for each switch.

ITEM  
213      **Centrex Service – Continued**

ITEM  
213.2E      **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.4c      **ACD Service Bureau RTA (Remote Terminal Access)**

1. To subscribe to ACD Service Bureau RTA, the Customer must also subscribe to ACD Group and a 4-wire private line data facility between the Customer provided personal computer and the ACD Service Bureau location. The ACD Agent charge is in addition to the per agent ACD Service Bureau RTA charge.
2. The Customer must provide an appropriate personal computer and personal computer upgrades to be compatible with ACD Service Bureau RTA software.
3. The charge for ACD Service Bureau RTA is based on the total number of ACD agents in all ACD Groups in a single Company switch.

ITEM  
213.2E.4d      **ACD MIS Data Port**

1. To subscribe to ACD MIS Data Port, the Customer must also subscribe to ACD Group, a 4 wire private line data facility from the customer's premises to the Company's switch location, and a Centrex line from the customer's premises to the Company's switch location for remote maintenance access purposes.
2. The Customer must provide its own Perimeter system (or equivalent) and VU-ACD/100 MIS software (or equivalent) capable of interfacing with the Company's ACD switch, a 4 wire private line data modem, and a two wire 9600 baud modem for the maintenance line.

ITEM  
213.2E.5      **Call Again**

1. A Call Again feature cannot be activated when the called party's line is:
  - a. call forwarded,
  - b. within a trunk group, or
  - c. within a Rotary Service.
2. Call Again is available only in Alberta.

ITEM  
213        **Centrex Service – Continued**

ITEM  
213.2E    **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.6    **Call Display**

1. Display on Centrex terminal equipment of the calling party's number and name (where applicable) shall occur after the first ring and before the call is answered. Display is provided only where appropriate network and network signaling facilities exist, and where the calling party's name or telephone number has not been blocked. Calls that are blocked will be displayed as "private" or "private name, private number".
2. The Customer must identify each line to be equipped with the Call Display.
3. Customers who subscribe to Call Display shall provide at their own cost a telephone capable of displaying incoming call information.
4. The called party's name will not be displayed on the caller's Centrex telephone set.

ITEM  
213.2E.7    **Call Forwarding – Remote Activation**

1. Subscription to Call Forwarding – Remote Activation also requires subscription to Centrex Remote Feature Access Port.

ITEM  
213.2E.8    **Call Return**

1. The Call Return feature cannot be activated when the incoming call is originating from:
  - a. a line that is call forwarded,
  - b. a trunk group,
  - c. a line or trunk with Rotary Service, or
  - d. a line or trunk that has Call Blocking activated.
2. Call Return is available only in Alberta.

ITEM  
213        **Centrex Service – Continued**

ITEM  
213.2E    **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.9    **Call Trace**

1. Notwithstanding any other provisions of the Company's tariffs and as an exception to Item 19.4, Confidentiality of Customer Records, of the General Terms of Service, any unlisted telephone number from which a call originates is furnished, as facilities permit, on a call-by-call basis to the Company for Call Trace response.
2. Call Trace capability shall be provided automatically on all Centrex lines, and enabled upon the activation of Call Trace by Centrex Customer. The results of a Call Trace are provided to the Company's Security Office, and the Customer shall be instructed to contact the local law enforcement agency.
3. A Customer receiving an incoming call to his or her telephone number can activate the Call Trace feature, even if the display of the calling party's number and name has been blocked.
4. No service charge, activation charge or monthly rate applies.

ITEM  
213.2E.10    **Centrex Voice Dialing (CVD) Service**

1. CVD Service is available only on the Company's Edmonton and Calgary Centrex overlay networks. CVD Service is not available in British Columbia.
2. There is a maximum of one CVD directory per telephone set.
3. Aggregation of the number of directories in separate customer groups belonging to the same customer for the purposes of obtaining a better CVD Directory rate is permitted.

ITEM

213 **Centrex Service – Continued**

ITEM

213.2E **Conditions of Service – Specific Service/Feature - Continued**

ITEM

213.2E.11 **Digital Recorded Announcement Machine (DRAM)**

1. Access to DRAM recordings is subject to the availability of suitable facilities.
2. Access to DRAM recordings is provided at a P.01 grade of service. The Company reserves the right to limit access to this service level.
3. A DRAM Message is limited to a maximum of 17 seconds of recording time.
4. Each DRAM Card is limited to 4 messages and 31 seconds.
5. This feature is available only in British Columbia.

ITEM

213.2E.12 **Centrex Dynamic Change (CDC)**

1. Centrex Dynamic Change shall be available only to Customers served by Central Offices equipped with the CDC software.
2. The Customer shall provide, at its own expense, the terminal, modem and access line required for the CDC feature.
3. In using the CDC feature, the Customer shall be responsible, and accountable, for the data integrity of its Centrex service. In the event the Customer requests the Company to rectify data inaccuracies attributable to the Customer's own actions, the Customer shall pay the Company for the remedial work involved, at the rates and charges provided for in the Company's Tariffs.
4. The CDC feature shall be available to Customers on a 24-hour basis, except during periodic switch maintenance intervals.
5. The Customer shall notify the Company, prior to, or immediately upon, Customer initiated changes that affect the current relationship between telephone number and physical location of the set. The Company will not be liable for damages arising from the Customer's failure to fulfil its obligations under this tariff item, including damages arising directly or indirectly from claims relating to the provision of the Company's Provincial E911 Service and similar services or any similar service provided by the Company. The Customer shall defend and indemnify the Company from all damages, losses and expenses, and from any and all claims, law suits or actions brought by any person arising from the Customer's failure to fulfil its obligations under this tariff item.

ITEM  
213        **Centrex Service – Continued**

ITEM  
213.2E    **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.13    **E-Line Card Message Waiting Indication**

1. Line charges are in addition to the charges for Centrex E-Line Card Message Waiting Indication.
2. This option is applicable to any telephone sets that cannot activate a message waiting light using CMS software.
3. This option is not available for new line installations in British Columbia.

ITEM  
213.2E.14    **Electronic Transfer of SMDR (ET/SMDR) Service**

1. ET/SMDR is provided at the Company's discretion, subject to the availability of suitable facilities.
2. The Customer must provide a suitable server for delivery of the SMDR information using secure FTP.
3. The Customer is responsible for converting the raw AMA formatted data into reports.

ITEM  
213.2E.15    **Extended Call Management (ECM)**

1. The Customer shall pay for 4-wire private line data facilities between the Customer's premises and the ECM interface arrangement in the Company's host central office.
2. ECM rates include a port in the Company's host central office for data facility connection.
3. To qualify for ECM Per Agent service, a minimum of 20 CTI Agents must be subscribed to.

ITEM  
213      **Centrex Service – Continued**

ITEM  
213.2E      **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.16      **Packaged Centrex Service**

1. Access to the PSTN from a Packaged Centrex Service telephone set does not require a PSTN access code to be dialed.
2. Optional Features provided as part of Packaged Centrex Service shall be charged at Centrex tariff rates.
2. Packaged Centrex Service is only available within British Columbia.

ITEM  
213.2E.17      **Seasonal Disconnect**

1. Seasonal Disconnect service is only available to lines installed at non-contract rates.
2. A minimum of 1 month rental will apply.
3. Centrex Seasonal Disconnect is available only in Alberta.

ITEM  
213.2E.18      **Simplified Message Desk Interface (SMDI)**

1. SMDI service includes a data port on the Company's switch, SMDI software, and a modem in the the Company's central office. The Customer shall pay for the data facilities required between the Company's host central office SMDI port and the Customer owned Voice Messaging equipment.
2. SMDI shall be available only to Customers served by the Company's host central offices equipped with the SMDI software.

ITEM  
213.2E.19      **Simultaneous Ring (SimRing)**

1. Subscription to Simultaneous Ring also requires subscription to Centrex Remote Feature Access Port.

ITEM  
213      **Centrex Service – Continued**

ITEM  
213.2E      **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.20      **Smart Ring**

1. All billing associated with Centrex Smart Ring shall be to the Customer's Primary Directory Number.
2. The SMART Ring Customer cannot choose which distinctive ring to apply against its Primary and Alternate Directory Numbers.
3. If the SMART Ring Customer has a listed Primary Directory Number, the Alternate Directory Numbers may be non-published or non-listed. If the Primary Directory Number is non-published or non-listed, the secondary number must be non-published or non-listed.
4. SMART Ring Customers who wish to have both directory numbers either non-listed or non-published shall pay the rates and charges for the non-listed telephone number or non-published telephone number as contained in the General Tariff CRTC 213, Item 200, for both numbers.
5. Centrex Smart Ring is available only in Alberta.

ITEM  
213.2E.21      **Telephone Number Reservation**

1. Customers requesting a reservation of less than 10 telephone numbers may be provided with numbers which are not sequential.
2. The Company may not be able to provide specific numbers or banks of numbers requested by a Customer, and will offer alternatives for Customer selection.
3. Customers requesting a reservation of more than 10 telephone numbers will be provided with blocks of 10 telephone numbers that include the 10 numbers requested or reserved. The blocks may not be sequential, and each number in the block will be chargeable at the rate specified in this tariff.
4. The Company's General Terms of Service Item 113.0, "Company-Initiated Changes in Telephone Numbers or Service Arrangements" shall also apply.



ITEM  
213 **Centrex Service – Continued**

ITEM  
213.2E **Conditions of Service – Specific Service/Feature - Continued**

ITEM  
213.2E.22 **Trunk Termination**

1. Trunk Terminations do not include CCS7 signaling functionality.
2. All Trunk Terminations are provided at the Company's host central offices.
3. The facility to which the analog or digital Trunk Termination is connected is not included in the monthly rate for Trunk Terminations.
4. A digital Trunk Termination cannot be provided at less than a DS1 level, and shall be priced at 24 times the price of a DS0 termination.

ITEM  
213.3 **Rates**

213.3.1 **Provincial Centrex Service (PCS) Lines**

1. For each PCS Line, the Customer shall pay to the Company the rates and charges shown in the following tables. Such rates and charges are in addition to any other rates and charges that may be applicable, including but not limited to optional feature charges and service charges as described in this tariff, and E-9-1-1 charges as specified in the Company's General Tariff 21461 Item 203, *Provincial 9-1-1 Service*.
2. For each PCS Line in Alberta, charges as specified in the Company's General Tariff (CRTC 18001), Item 455, *Message Relay Service* shall apply. For each PCS Line in British Columbia, BC TEL Message Relay Centre charges under General Tariff (CRTC 1005), Item 32, *Exchange Rates*, shall apply.
3. The rate for a contracted PCS Line shall be determined by the Volume Range shown on the Centrex Agreement, the Agreement term, and the Rate Band that the Line is terminated in.
4. In Alberta only, one Conference Bridge access (access to one bridge for every 560 Centrex lines), and one CDC subscription per Customer Group where CDC is available, are included in the PC line rates for Volume Range 10.

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3 **Rates - Continued**

ITEM  
213.3.1 **Provincial Centrex Service (PCS) Lines - Continued**

5. For the installation or move of PCS lines, or for the provisioning or modification of any feature in the Standard Features Package subsequent to the installation of the Customer Group (For Customer Group features) or the Centrex line (for line features) – with the exception of those features for which a Service Charge is applicable regardless of when the feature is provided as indicated in the tariff item – Service Charges will be applied based on Time and Charges in accordance with the following:

<u>Service Item</u>	<u>Alberta</u>	<u>British Columbia</u>
Engineering Staff Per 15 minutes or fraction thereof		
• Regular Hours		\$ 32.50
• Other/Overtime Hours		\$ 45.00
Non-Engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	TCBC General Tariff CRTC 1005 Item 111

**Provincial Centrex Service (PCS) Rates  
Non-Contracted PCS Lines – Alberta**

<b>Rate Band</b>	<b>Non-Contract PCS Line Rate (monthly/per line)</b>
A	N/A (Note 1)
B	\$76.80 (Note 1)
C	\$80.35 (Note 1)
D	\$82.70 (Note 1)
E	\$83.30
F	\$84.45 (Note 1)
G	\$86.25

Note 1: The rates shown in this tariff do not apply to Sub-Rate Bands A1, A2, B1, B3, C1, C3, D5 and F7 in Alberta as the exchanges in these sub-rate bands, listed in Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3 **Rates - Continued**

ITEM  
213.3.1 **Provincial Centrex Service (PCS) Lines - Continued**

**Provincial Centrex Service (PCS) Rates  
Contracted PCS Lines – Alberta**

Rate Band	Contract Term (Note 2)	Volume Range									
		1	2	3	4	5	6	7	8	9	10
		1-22	23-49	50-149	150-500	501-1500	1501-2500	2501-5000	5001-7500	7500-10000	10001+
A (Note 1)	1 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	3 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	5 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B (Note 1)	1 Year	\$43.95	\$39.35	\$38.45	\$37.55	\$34.60	\$33.40	\$33.05	\$32.20	\$31.90	\$29.80
	3 Year	\$41.15	\$36.85	\$35.95	\$35.05	\$32.10	\$30.85	\$30.55	\$29.65	\$29.35	\$27.35
	5 Year	\$39.20	\$35.00	\$34.10	\$33.25	\$30.25	\$29.00	\$28.70	\$28.40	\$28.10	\$26.20
C (Note 1)	1 Year	\$45.85	\$41.25	\$40.35	\$39.50	\$36.50	\$35.30	\$34.95	\$34.10	\$33.75	\$31.75
	3 Year	\$43.05	\$38.75	\$37.85	\$37.00	\$34.00	\$32.75	\$32.40	\$31.55	\$31.25	\$29.35
	5 Year	\$41.10	\$36.90	\$36.00	\$35.15	\$32.15	\$30.90	\$30.60	\$30.30	\$30.00	\$28.15
D (Note 1)	1 Year	\$47.70	\$43.05	\$42.15	\$41.25	\$38.30	\$37.10	\$36.75	\$35.90	\$35.55	\$33.60
	3 Year	\$44.85	\$40.55	\$39.65	\$38.75	\$35.80	\$34.55	\$34.20	\$33.35	\$33.00	\$31.20
	5 Year	\$42.90	\$38.70	\$37.80	\$36.90	\$33.95	\$32.70	\$32.35	\$32.10	\$31.80	\$30.00
E	1 Year	\$48.25	\$43.60	\$42.70	\$41.80	\$38.80	\$37.65	\$37.25	\$36.45	\$36.10	\$34.15
	3 Year	\$45.40	\$41.10	\$40.20	\$39.30	\$36.30	\$35.05	\$34.75	\$33.90	\$33.55	\$31.75
	5 Year	\$43.45	\$39.25	\$38.35	\$37.45	\$34.50	\$33.25	\$32.90	\$32.65	\$32.30	\$30.60
F (Note 1)	1 Year	\$49.30	\$44.70	\$43.75	\$42.90	\$39.90	\$38.70	\$38.35	\$37.50	\$37.15	\$35.30
	3 Year	\$46.50	\$42.20	\$41.25	\$40.40	\$37.40	\$36.15	\$35.80	\$34.95	\$34.65	\$32.90
	5 Year	\$44.55	\$40.35	\$39.40	\$38.55	\$35.55	\$34.30	\$34.00	\$33.70	\$33.40	\$31.70
G	1 Year	\$50.95	\$46.30	\$45.40	\$44.55	\$41.55	\$40.35	\$39.95	\$39.15	\$38.80	\$37.00
	3 Year	\$48.15	\$43.80	\$42.90	\$42.05	\$39.05	\$37.80	\$37.45	\$36.60	\$36.25	\$34.55
	5 Year	\$46.20	\$42.00	\$41.05	\$40.20	\$37.20	\$35.95	\$35.60	\$35.35	\$35.00	\$33.40

Note 1: The rates shown in this tariff do not apply to Sub-Rate Bands A1, A2, B1, B3, C1, C3, D5 and F7 in Alberta as the exchanges in these sub-rate bands, listed in Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

Note 2: Effective December 19, 2024, 5-year contract term is no longer available for new agreements or renewals.

ITEM  
213           **Centrex Service – Continued**

ITEM  
213.3       **Rates - Continued**

ITEM  
213.3.1     **Provincial Centrex Service (PCS) Lines - Continued**

**Provincial Centrex Service (PCS) Rates  
Non-Contracted PCS Lines – British Columbia**

Rate Band	Non-Contract PCS Line Rate (monthly/per line)
A	N/A (Note 1)
B	N/A (Note 1)
C	N/A (Note 1)
D	\$89.40
E	\$90.50
F	\$91.60 (Note 1)
G	\$92.70

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Note 1: The rates shown in this tariff do not apply to Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 in British Columbia as the exchanges in these sub-rate bands, listed in Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3 **Rates - Continued**

ITEM  
213.3.1 **Provincial Centrex Service (PCS) Lines - Continued**

**Provincial Centrex Service (PCS) Rates  
Contracted PCS Lines – British Columbia**

Rate Band	Contract Term (Note 2)	Volume Range									
		1	2	3	4	5	6	7	8	9	10
		1-22	23-49	50-149	150-500	501-1500	1501-2500	2501-5000	5001-7500	7500-10000	10001+
A (Note 1)	1 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	3 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	5 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B (Note 1)	1 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	3 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	5 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
C (Note 1)	1 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	3 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	5 Year	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
D	1 Year	\$49.35	\$46.50	\$44.10	\$42.15	\$39.90	\$39.70	\$39.50	\$39.30	\$39.10	\$38.90
	3 Year	\$45.25	\$43.00	\$40.05	\$38.65	\$38.05	\$37.85	\$37.65	\$37.45	\$37.25	\$37.05
	5 Year	\$42.95	\$39.30	\$37.65	\$36.95	\$36.45	\$36.25	\$36.05	\$35.85	\$35.65	\$35.45
E	1 Year	\$50.30	\$47.40	\$45.00	\$43.05	\$40.75	\$40.55	\$40.35	\$40.15	\$39.95	\$39.75
	3 Year	\$46.20	\$43.90	\$40.90	\$39.50	\$38.85	\$38.65	\$38.45	\$38.25	\$38.05	\$37.85
	5 Year	\$43.85	\$40.15	\$38.45	\$37.80	\$37.25	\$37.05	\$36.85	\$36.65	\$36.45	\$36.25
F (Note 1)	1 Year	\$51.25	\$48.30	\$45.85	\$43.90	\$41.60	\$41.40	\$41.20	\$41.00	\$40.80	\$40.60
	3 Year	\$47.10	\$44.75	\$41.75	\$40.35	\$39.70	\$39.50	\$39.30	\$39.10	\$38.90	\$38.70
	5 Year	\$44.70	\$40.95	\$39.30	\$38.60	\$38.10	\$37.90	\$37.70	\$37.50	\$37.30	\$37.10
G	1 Year	\$52.20	\$49.20	\$46.75	\$44.75	\$42.40	\$42.20	\$42.00	\$41.80	\$41.60	\$41.40
	3 Year	\$48.00	\$45.65	\$42.60	\$41.15	\$40.50	\$40.30	\$40.10	\$39.90	\$39.70	\$39.50
	5 Year	\$45.60	\$41.80	\$40.10	\$39.40	\$38.90	\$38.70	\$38.50	\$38.30	\$38.10	\$37.90

Note 1: The rates shown in this tariff do not apply to Sub-Rate Bands A, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 in British Columbia as the exchanges in these sub-rate bands, listed in Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

Note 2: Effective December 19, 2024, 5-year contract term is no longer available for new agreements or renewals.

Local Switched Access Services

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ITEM

213      **Centrex Service – Continued**

ITEM

213.3      **Rates - Continued**

ITEM

213.3.2      **Reserved for future use.**

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213

**Centrex Service – Continued**

ITEM  
213.3

**Rates - Continued**

ITEM  
213.3.3

**Centrex Multiline Service Lines**

1. For each Centrex Multiline Service Line, the Customer shall pay to the Company the rates and charges shown in the following tables. Such rates and charges are in addition to any other rates and charges that may be applicable, including but not limited to optional feature charges and service charges as described in this tariff, and E-9-1-1 charges as specified in, the Company's General Tariff 21461 Item 203, *Provincial 9-1-1 Service*.
2. For each Centrex Multiline Service Line in Alberta, charges as specified in the Former TCI General Tariff (CRTC 18001), Item 455, *Message Relay Service* shall apply. For each PCS Line in British Columbia, the BC TEL Message Relay Centre charge for Exchange Lines under TCBC General Tariff (CRTC 1005), Item 32, *Exchange Rates*, shall apply.
3. The rate for a contracted Centrex Multiline Service Line shall be determined by the Agreement term, and the Rate Band that the Line is terminated in.
4. On the effective date of this tariff, all Centrex Multilines currently provided in British Columbia under an LBCO, and all new Centrex Multilines added shall be rated in accordance with the rates shown in the table below.
5. For the installation or move of Centrex Multiline Service lines, or for the provisioning or modification of any feature in the Standard Features Package subsequent to the installation of the Customer Group (For Customer Group features) or the Centrex line (for line features) – with the exception of those features for which a Service Charge is applicable regardless of when the feature is provided as indicated in the tariff item – Service Charges will be applied based on Time and Charges in accordance with the following:



ITEM 213 **Centrex Service – Continued**

ITEM 213.3 **Rates – Continued**

ITEM 213.3.3 **Centrex Multiline Service Lines – Continued**

<u>Service Item</u>	<u>Alberta</u>	<u>British Columbia</u>
Engineering Staff Per 15 minutes or fraction thereof		
• Regular Hours		\$ 32.50
• Other/Overtime Hours		\$ 45.00
Non-Engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	TCBC General Tariff CRTC 1005 Item 111

**Centrex Multiline Service Line Rates – Alberta (monthly, per line)**  
(Note 1)

Rate Band	Non-Contracted	1 Year Contract	3 Year Contract	5 Year Contract (Note 2)
A	N/A	N/A	N/A	N/A
B	\$79.75	\$52.50	\$49.50	\$46.50
C	\$97.75	\$67.00	\$63.00	\$60.00
D	\$105.75	\$75.00	\$72.00	\$68.00
E	\$106.75	\$76.00	\$73.00	\$69.00
F	\$107.75	\$77.00	\$74.00	\$70.00
G	\$109.75	\$78.00	\$75.00	\$71.00

**Centrex Multiline Service Line Rates – British Columbia (monthly, per line)**  
(Note 1)

Rate Band	Non-Contracted	1 Year Contract	3 Year Contract	5 Year Contract (Note 2)
A	N/A	N/A	N/A	N/A
B	N/A	N/A	N/A	N/A
C	N/A	N/A	N/A	N/A
D	\$102.75	\$75.00	\$73.00	\$70.00
E	\$103.75	\$76.00	\$74.00	\$71.00
F	\$104.75	\$77.00	\$75.00	\$72.00
G	\$105.75	\$78.00	\$76.00	\$73.00

Note 1: The rates shown in this tariff do not apply to Sub-Rate Bands A1, A2, B1, B3, C1, C3, D5 and F7 in Alberta and Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 in British Columbia as the exchanges in these sub-rate bands, listed in Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

Note 2: Effective December 19, 2024, 5-year contract term is no longer available for new agreements or renewals.

ITEM  
 213      **Centrex Service – Continued**

ITEM  
 213.3      **Rates – Continued**

ITEM  
 213.3.4      **Centrex Data Service Lines**

1. For each Centrex Data Line, the Customer shall pay to the Company the rates and charges shown in the following tables. Such rates and charges are in addition to any other rates and charges that may be applicable, including but not limited to optional feature charges and service charges as described in this tariff, and E-9-1-1 charges as specified in the Company’s General Tariff 21461, Item 203, *Provincial 9-1-1 Service*.
2. For each Centrex Data Line in British Columbia, BC TEL Message Relay Centre charges under TCBC General Tariff (CRTC 1005), Item 32, *Exchange Rates*, shall apply.
3. Centrex Data Lines are only available in B.C.

**Centrex Data Lines (British Columbia) – Monthly Rates**

<b>Service Item</b>	<b>Monthly Rate</b>	<b>Service Charges</b>	<b>Notes</b>
Centrex Data Line; each line	\$90.00	Not Applicable	Note 1

Note 1: Centrex Data lines are not available for new installations.

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ITEM  
213            **Centrex Service – Continued**

ITEM  
213.3        **Rates – Continued**

ITEM  
213.3.5      **Enhanced Call Processing (ECP) Mailbox**

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1. For each Centrex ECP Mailbox, the Customer shall pay to the Company the rates and charges shown in the following tables. Such rates and charges are in addition to any other rates and charges that may be applicable, including but not limited to the service charges as described in this tariff.
2. RESERVED FOR FUTURE USE.
3. RESERVED FOR FUTURE USE.
4. For the installation of an ECP Application at any time, Service Charges for the provisioning or modification of the option shall be based on Time and Charges in accordance with the following:

<u>Service Item</u>	<u>Alberta</u>	<u>British Columbia</u>
Engineering Staff Per 15 minutes or fraction thereof		
• Regular Hours		\$ 32.50
• Other/Overtime Hours		\$ 45.00
Non-Engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	TCBC General Tariff CRTC 1005 Item 111

5. RESERVED FOR FUTURE USE.
6. RESERVED FOR FUTURE USE.
7. RESERVED FOR FUTURE USE.

Local Switched Access Services

Section II

ITEM  
213      **Centrex Service – Continued**

ITEM  
213.3.4      **Rates – Continued**

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213.3.5      **Enhanced Call Processing (ECP) Mailbox – Continued**

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ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3.4 **Rates – Continued**

ITEM  
213.3.5 **Enhanced Call Processing (ECP) Mailbox – Continued**

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1. ECP Application on Octel System

The rates below will be in effect until December 31, 2009, and will only apply to existing Customers served off the Company’s Octel Voice Messaging platform. Existing Customers whose service is migrated in 2009 to the Company’s new ECP Application messaging platform and new Customers will pay the rates set out in Item 213.3.5.2.

<b>Other Centrex Voice Messaging Service Options – Octel Based</b>	<b>Non-Contract Rate (per month)</b>	<b>Notes</b>
Enhanced Call Processing (ECP) Mailbox; each mailbox	\$14.00	
Transfer Mailbox, each mailbox	\$6.00	
Combined Voice Mail; each subscription	\$4.50	
CVM Usage Reports <ul style="list-style-type: none"> <li>• up to 100 mailboxes</li> <li>• up to 500 mailboxes</li> <li>• up to 1,000 mailboxes</li> <li>• Over 1,000</li> </ul>	<ul style="list-style-type: none"> <li>\$100.00</li> <li>\$200.00</li> <li>\$300.00</li> <li>(Note 1)</li> </ul>	Notes 1,2

Note 1: Usage reports can only provide details of up to 1,000 mailboxes. Reports for over 1,000 mailboxes will be furnished, and charged for, in multiples of 100, 500, and 1,000 mailboxes as necessary.

Note 2: For non-periodic CVM Usage Report requirements, charges based on Time and Charges labor rates specified above for CVM shall apply.

Local Switched Access Services

Section II

ITEM  
 213 **Centrex Service – Continued**

ITEM  
 213.3.4 **Rates – Continued**

ITEM  
 213.3.5 **Enhanced Call Processing (ECP) Mailbox – Continued**

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2. ECP Application on Non-Octel System

The rates below will apply effective February 2, 2009, to new Customers and existing ECP Application Customers whose service is migrated off of the Company's Octel Voice Messaging platform.

The rates below will not be applied to any individual ECP applications or feature provisioned off of the former Octel Voice Mail platform and which are currently subscribed to by an existing ECP Application customer until such time as that customer has been migrated to the Company's new Voice Mail platform.

<b>Other Centrex Voice Messaging Service Options – Non-Octel Based</b>	<b>Rate (per month)</b>	<b>Service Charge</b>
Combined Voice Mail; per subscription	\$4.50	-
Transfer Mailbox; per mailbox	\$6.00	-
ECP Application		
- Caller Menu; per menu	\$16.00	-
- Information Only Menu; per menu	\$16.00	-
- Information Centre Menu; per menu	\$25.00 (Note 1)	-
- Voice Forms Mailbox; per mailbox	\$25.00 (Note 2)	-
- Bulletin Distribution Mailbox; per mailbox	\$50.00 (Note 3)	-
- Additional Simultaneous ECP Access Charge; per access	\$10.00	\$100.00 (Note 4)
CVM Usage Reports; per report	\$25.00	\$100.00 (Note 5)

Note 1: Price includes Contributor mailbox.

Note 2: Price includes Transcriber mailbox.

Note 3: A usage charge of \$0.05 per message per recipient applies.

Note 4: A service charge of \$100.00 will apply for the set-up of additional simultaneous accesses, independent of quantity of additional simultaneous accesses required.

Note 5: A service charge of \$100.00 will apply for the set-up of a one-time report or monthly generated report for either ECP Application report or Standard Mailbox report.

ITEM  
 213 **Centrex Service – Continued**

ITEM  
 213.3.6 **Automatic Blocking**

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

**Automatic Blocking – Monthly Rates**

<b>Tariff Item</b>	<b>Monthly Rate (per line)</b>
Automatic Blocking – all Customers except: <ul style="list-style-type: none"> <li>• shelters for victims of domestic violence,</li> <li>• crisis centers,</li> <li>• Customers identifying themselves as victims or potential victims of violence,</li> <li>• law enforcement agencies, and</li> <li>• community health clinics.</li> </ul>	\$8.95
Automatic Blocking – all Customers who are: <ul style="list-style-type: none"> <li>• shelters for victims of domestic violence,</li> <li>• crisis centers,</li> <li>• Customers identifying themselves as victims or potential victims of violence,</li> <li>• law enforcement agencies, and</li> <li>• community health clinics.</li> </ul>	\$0.00

2. No service charges are applicable for the provisioning of Automatic Blocking when it is ordered at the same time as the line (for line options) or Customer Group (for Customer Group options). If the option is ordered subsequent to the installation of the Customer Group or the Centrex Line, or if the option requires modification, Service Charges for the provisioning or modification of the option shall be based on Time and Charges in accordance with the following Company tariffs:

<u>Service Item</u>	<u>Alberta</u>	<u>British Columbia</u>
Engineering Staff Per 15 minutes or fraction thereof <ul style="list-style-type: none"> <li>• Regular Hours</li> <li>• Other/Overtime Hours</li> </ul>		\$ 32.50 \$ 45.00
Non-Engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	TCBC General Tariff CRTC 1005 Item 111

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ITEM  
 213 **Centrex Service – Continued**

ITEM  
 213.3.7 **Automatic Call Distribution (ACD) Service**

1. The Customer shall pay to the Company the following rates and charges for ACD Service. Such rates and charges are in addition to any other rates and charges that may be applicable.
2. ACD Group monthly rates include ACD queue positions, and the primary ACD Directory Number.
3. ACD rates do not include the Centrex line rates that would be applicable for each agent or supervisor.
4. Regardless of the when any ACD feature is ordered, Service Charges for the provisioning of the feature shall be based on Time and Charges in accordance with the following:

Service Item	Alberta	B.C.
Engineering Staff Per 15 minutes or fraction thereof		\$ 32.50
- Regular Hours		\$ 45.00
- Other/Overtime Hours		
Non-engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	Tariff CRTC 1005 Item 111

**ACD Service – Monthly Rates**

Service Item	Monthly Rate
ACD Group; each group	\$180.00
Agent/Supervisor Position; each agent or supervisor position	\$11.00
ACD Service Bureau; each agent	\$35.00
ACD Service Bureau RTA; each agent	\$55.00
ACD MIS Data Port; each port	\$250.00
ACD Usage Report; each report	\$75.00



ITEM  
213      **Centrex Service – Continued**

ITEM  
213.3.8      **Call Display**

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

	<b>Monthly Rate (per line)</b>
Call Display per line equipped	\$5.00

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- No service charges are applicable for the provisioning of Call Display when it is ordered at the same time as the line (for line options) or Customer Group (for Customer Group options). If the option is ordered subsequent to the installation of the Customer Group or the Centrex Line, or if the option requires modification, Service Charges for the provisioning or modification of the option shall be based on Time and Charges in accordance with the following Company tariffs:

<u>Service Item</u>	<u>Alberta</u>	<u>British Columbia</u>
Engineering Staff Per 15 minutes or fraction thereof		
• Regular Hours	\$ 32.50	
• Other/Overtime Hours	\$ 45.00	
Non-Engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	TCBC General Tariff CRTC 1005 Item 111

ITEM  
213.3.9      **Centrex Dynamic Change (CDC)**

- The Customer shall pay to the Company the following rates and charges for Centrex Dynamic Change. Such rates and charges are in addition to any other rates and charges that may be applicable. The rates for CDC shall be determined by the number of lines in the Customer Group for which CDC has access. Aggregation of lines within different customer groups for determination of the CDC rate is not permitted.

ITEM  
213            **Centrex Service – Continued**

ITEM  
213.3.8       **Call Display - Continued**

**Centrex Dynamic Change**

Service Item	Monthly Rate	Service Charge	Notes
Primary System, each port			Notes 1, 2 and 3
• 1 – 500 Lines	\$350.00	\$3,000.00	
• 501 – 1500 Lines	\$600.00	\$3,500.00	
• 1501 – 5000 Lines	\$900.00	\$4,000.00	
• 5,001 – 10,000 Lines	\$1,200.00	\$5,000.00	
• 10,000+ Lines	\$1,200.00	\$5,000.00	Note 4
Adjacent System, each port (Note 2)	\$200.00	\$1,000.00	

Note 1: A Primary System is defined as a Customer’s system that occupies one CDC access port on a Company Centrex switch, serving one or more Customer Groups of the same Customer.

Note 2: The Adjacent System charges shown apply to Customers whose Customer Groups are divided between two separate Company Centrex switches within the same local calling area. The Customer’s largest system within the same Customer Group shall be deemed to be a charged as the Primary System.

Note 3: Customers requiring two or more CDC access ports on the same Centrex switch shall pay for each port at the Primary System rates.

Note 4: CDC monthly rates for 10,000+ Lines apply to British Columbia only. CDC is included in the line rates for Volume Range 10 in Alberta only.

ITEM  
 213 **Centrex Service – Continued**

ITEM  
 213.3.9 **Centrex Dynamic Change (CDC) - Continued**

2. Installation Service Charges as described below will apply. If CDC modifications are required, Service Charges for the modification of the feature shall be based on Time and Charges in accordance with the following Company tariffs:

Service Item	Alberta	B.C.
Engineering Staff Per 15 minutes or fraction thereof		
- Regular Hours	\$ 32.50	
- Other/Overtime Hours	\$ 45.00	
Non-engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	Tariff CRTC 1005 Item 111

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3.10 **Centrex Voice Dialing (CVD) Service**

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

**Centrex Voice Dialing Service – Monthly Rates (per Directory)**

Number of Directories	Directory Size			Notes
	35	50	75	Notes 1 and 2
< 500	\$4.95	\$5.95	\$6.95	
501 < 2000	\$4.20	\$5.00	\$5.85	
2001 < 5000	\$3.45	\$4.15	\$4.85	
5001 < 10000	\$2.70	\$3.25	\$3.75	
> 10001	\$1.95	\$2.35	\$2.75	

Note 1: There are no service charges associated with additions, deletions or changes to CVD.

Note 2: Service is available only in Alberta.

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3.11 **Electronic Transfer of SMDR Information (ET/SMDR)**

1. The Customer shall pay to the Company the following rates and charges for Centrex Electronic Transfer of SMDR Information. Such rates and charges are in addition any other rates and charges that may be applicable.

**ET/SMDR Monthly Rates**

ET/SMDR Service Item	Charge	Service Charge
SMDR Call Record; each record retrieved	\$0.0012	N/A
Duplicate Copy to an Additional Recipient; per SMDR record retrieved	\$0.0006	N/A
ET/SMDR initialisation; per node	N/A	\$1040.00
Switch Activation; each Centrex switch arranged to deliver SMDR information to ET Node	N/A	\$315.00
Data Retrieval Site; each customer site activation (initial set-up or change of location)	N/A	\$360.00
Access Protocol Conversion; each conversion	N/A	\$360.00
Change of Access Service; each change	N/A	\$360.00

2. If ET/SMDR modifications are required, Service Charges for the modification of the feature shall be based on Time and Charges in accordance with the following:

Service Item	Alberta	B.C.
Company Engineering Staff Per 15 minutes or fraction thereof		
• Regular Hours		\$32.50
• Other/Overtime Hours		\$45.00
Non-engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	Tariff CRTC 1005 Item 111

Local Switched Access Services

Section II

ITEM  
213 **Centrex Service – Continued**

ITEM  
213.3.12 **Extended Call Management (ECM)**

1. The Customer shall pay to the Company the following rates and charges for Extended Call Management Service. Such rates and charges are in addition to any other rates and charges that may be applicable.

**ECM**

Service Item	Monthly Rate	Service Charge	Notes
Centrex ECM; each ECM subscription	\$1,400.00	\$28,000.00	
Centrex ECM Per Agent; each ECM agent	\$225.00	\$3,500.00	Note 1
• 20 agents	\$225.00	\$6,000.00	
• up to 40 agents	\$225.00	\$8,000.00	
• up to 60 agents	\$225.00	\$9,500.00	
• up to 80 agents			
ECM Agent; each agent	\$17.00	\$300.00	Notes 1,2
ECM Database Update; each update required	\$0.00	\$150.00	Notes 1,2

2. If ECM modifications are required, Service Charges for the modification of the feature shall be based on Time and Charges in accordance with the following:

<u>Service Item</u>	<u>Alberta</u>	<u>B.C.</u>
Engineering Staff Per 15 minutes or fraction thereof		
- Regular Hours		\$ 32.50
- Other/Overtime Hours		\$ 45.00
Non-engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	Tariff CRTC 1005 Item 111

Note 1: Service option is available in British Columbia only, as a per agent priced alternative to subscription on a per ECM service basis.

Note 2: ECM Agent and ECM Database Update charges are in addition to either ECM or ECM Per Agent charges.

ITEM

213 **Centrex Service – Continued**

ITEM

213.3.13 **Other Optional Centrex Features**

1. For the Centrex optional features the rates and charges as shown on the following table apply in addition to the Regional Centrex Service line rates.
2. Unless otherwise noted feature availability includes both Alberta and British Columbia.

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**Other Optional Centrex Feature Rates**

Other Optional Centrex Service Item	Monthly Rate	Service Charge	Other Notes
Additional Directory Number (ADN); each number	\$ 7.00	Note 3	
Alternate Number Delivery (AND); each number	\$ 7.50	Note 3	
Audio Input on Hold (AIOH) Port; <ul style="list-style-type: none"> <li>• each port</li> <li>• simultaneous voice connections in excess of 12; each connection</li> </ul>	\$85.00 \$5.00	Note 4	Note 8
Automatic Route Selection (ARS); each subscription	\$0.00	Note 4	Note 16
Call Again; each line equipped	\$4.00	Note 3	Note 1
Call Forwarding – Remote Activation (CRFA); each subscription	\$3.50	Note 3	Note 13
Call Return; each line equipped	\$5.00	Note 3	Note 1
Call Trace	\$0.00	\$0.00	
Conference 6; each bridge	\$200.00	Note 4	Note 6
Custom Announcement; each 30 seconds	\$60.00	Note 4	Note 1
Digital Recorded Announcement Machine (DRAM) Message; each message <ul style="list-style-type: none"> <li>a. initial 10 seconds</li> <li>b. each additional second to a maximum of 7 seconds</li> </ul>	\$150.00 \$5.00	Note 4	Notes 2,11
Digital Recorded Announcement Machine (DRAM) Card; each card	\$425.00	\$1,000.00	Note 2
E-Line Card Visual Message Waiting Indication; each line	\$1.50	Note 3	Note 10
Enhanced Answering Position (EAP); each EAP subscription	\$25.00	Note 3	
External Abbreviated Dialling	\$0.00	Note 3	Note 15

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213 **Centrex Service – Continued**

ITEM  
213.3.13 **Other Optional Centrex Features - Continued**

**Other Optional Centrex Feature Rates - Continued**

Intercept For Number Not Directory Listed; each number intercepted	\$16.20	Note 3	Notes 1, 12
Message Service	\$100.00	Not applicable	Notes 2, 10
Number Reservation; each number	\$2.00	Note 3	
Network Speed Calling; each line	\$0.35	Note 4	Note 1
Number Retention; each simultaneous voice path	\$45.00	Note 3	Note 1
Remote Feature Access Port; each port	\$14.00	Note 4	Note 14
Seasonal Disconnect; each line	18.50	Note 3	Notes 1, 9
Simplified Message Desk Interface (SMDI); each link	\$325.00	Note 4	
Simultaneous Ring (SimRing); each subscription	\$4.00	Note 3	Note 13
Smart Ring; each subscription	\$6.95	Note 3	Note 1
Speed Call 30; each list	\$6.75	Note 3	
Speed Call 50; each list	\$11.00	Note 3	
Speed Call 70; each list	\$12.75	Note 3	
Speed Call Large; each list			Note 2
<ul style="list-style-type: none"> <li>• 250 numbers</li> <li>• 500 numbers</li> <li>• 1000 numbers</li> </ul>	\$35.00 \$50.00 \$75.00	\$290.00 \$365.00 \$540.00	
Station Message Detail Recording (SMDR); each subscription	\$0.00	Note 3	
Trunk Termination:		Note 4	Note 5
<ul style="list-style-type: none"> <li>• each DS0 termination</li> <li>• each DS1 termination</li> </ul>	\$23.50 \$564.00		
Uniform Call Distribution (UCD); each group	\$0.00	Note 4	
Virtual Network Link; each simultaneous voice path	\$8.00	\$25.00	Note 7

Note 1: Option is available only in Alberta.

Note 2. Option is available only in British Columbia.

Note 3: No service charges are applicable for the provisioning of this option when it is ordered at the same time as the line (for line options) or Customer Group (for Customer Group options). If the option is ordered subsequent to the installation of the Customer Group or the Centrex Line, or if the option requires modification, Service Charges for the provisioning or modification of the option shall be based on Time and Charges in accordance with the following.



Local Switched Access Services

Section II

ITEM

213 **Centrex Service – Continued**

ITEM

213.3.13 **Other Optional Centrex Features - Continued**

<u>Service Item</u>	<u>Alberta</u>	<u>B.C.</u>
Engineering Staff Per 15 minutes or fraction thereof		
- Regular Hours	\$32.50	
- Other/Overtime Hours	\$45.00	
Non-engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	Tariff CRTC 1005 Item 111

Note 4: Regardless of when the feature is ordered, Service Charges for the provisioning of the option shall be based on Time and Charges in accordance with the following Company tariffs:

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<u>Service Item</u>	<u>Alberta</u>	<u>B.C.</u>
Engineering Staff Per 15 minutes or fraction thereof		
• Regular Hours	\$32.50	
• Other/Overtime Hours	\$45.00	
Non-engineering Staff	Tariff CRTC 18002 Item 1820 (Business Rates)	Tariff CRTC 1005 Item 111

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Note 5: Analog or digital facilities at appropriate Company tariff rates are in addition to the termination charges shown.

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Note 6: First 6 or 8 port Conference bridge access for each customer group provided at no charge.

Note 7: The 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.

Note 8: The Customer is required to pay at applicable tariff rates for the dedicated facility between the music or information source of their choosing, and the Centrex customer group located on the host switch.

Note 9: Available only to lines under non-contract rates.

Note 10: Not available for new installations or subscription in British Columbia.

Note 11: The service charge for additional seconds is included in the service charge for the original message.

ITEM

213 **Centrex Service – Continued**

ITEM

213.3.13 **Other Optional Centrex Features - Continued**

- Note 12: Charge applies only to Centrex telephone numbers which have not been listed in the Company's white page directory. F
- Note 13: Subscription to this option also requires subscription to one Centrex Remote Feature Access Port at rates contained in this tariff. |
- Note 14: Only one port per switch is required regardless of the number of subscriptions to Simultaneous Ring or Call Forward – Remote Activation. |
- Note 15: Changes to the dial plan of one Customer Group may impact other Customer Groups. Applicable Service Charges shall include work done on all Customer Groups that are part of the Dial Plan. |
- Note 16: Service charges shall be applicable for all ARS table changes except in cases where ARS table updates are required as a result of Company initiated network changes. |