
ITEM

495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service**

ITEM

495.1 **Service Description**

ISDN-PRI Service provides for multiple 64-Kbps digital local access channels to Customers' ISDN-compatible terminal equipment for integrated switched or dedicated access with TCI's public network services, or private-line services, for voice and non-voice communications. The Service is based on CCITT's ISDN PRI standard. ISDN-PRI Service consists of a minimum of twenty-three (23) 64-Kbps digital information channels (B channels) and one (1) 64-Kbps signaling channel (D channel).

Note: Effective 2005 02 03, Canadian Carriers and registered Resellers see also Competitor Digital Network (CDN) Services in TCI Carrier Access Tariff (CRTC 21462), Item 224, if applicable.

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495.2 **Definitions**

For the purpose of this Tariff :

"Access" or "Access Channel" means the digital DS-1 or DS-0 (B-Channel) local channel facilities between the ISDN-serving Central Office and the Network Interface Demarcation Point at the Customer's premises.

"B-Channel" provides for a 64-Kbps access channel for the Customer's voice or data communications.

"Call Display" is a service feature, which delivers the Customer's Calling Line Identification to a called station, or that of a calling station to the Customer.

"Calling Line Identification" means one of the following which identifies a calling station to the called station:

- a. The billing telephone number of the Customer's ISDN-PRI Service;
- b. Alternate Number Delivery, Call Management Services (General Tariff (CRTC 21461), Item 300); or
- c. A valid Direct In Dial (DID) telephone number (General Tariff Item 170).

"Call Type" means the type of telephony calls as classified by the ISDN-PRI Service for configuring each ISDN-PRI System Group. Telephony calls are classified into:

- a. Exchange* and Message Services (including Local, EAS and various Message Toll calls) to the Customer;
- b. Exchange* and Message Services (including Local, EAS and various Message Toll calls) from the Customer;
- c. Toll-free;
- d. Advantage 900;
- e. Interexchange and Exchange Tie-Trunk Services or equivalent private-line services of other carriers; and
- f. Interexchange Foreign Exchange Service, or equivalent private-line services of other carriers; and

(* Excluding those belonging to another Call Type.)

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

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495.2 **Definitions - Continued**

“CCITT” means the International Telegraph and Telephone Consultative Committee of the International Telecommunication Union (ITU).

“D-Channel” provides for a 64-Kbps data channel, which controls the signaling of the associated B-Channels. ISDN-PRI’s D-Channel does not support the Customer’s data communications.

“DS-0” means a digital channel of 64-Kbps derived from a DS-1 facility.

“DS-1” means a digital transmission facility of 1.544-Mbps, equivalent to twenty-four (24) DS-0 channels.

“ISDN” means Integrated Services Digital Network, a network architecture developed by the CCITT.

“Kilobits Per Second (Kbps) ” is a measure of data transmission speed or the transmission capacity of a digital facility.

“Link” or “Link Connection” means the interconnection within a Central Office to provide the connectivity between a ISDN-PRI B-Channel Access and a service provided by a TCI Network or another carrier.

“Megabits Per Second (Mbps)” is a measure of data transmission speed or the transmission capacity of a digital facility.

“ISDN-PRI Exchange Area ” means a geographical area within which there is a single uniform set of charges for ISDN-PRI Service. The ISDN-PRI Exchange Area may be served by a single ISDN-PRI Central Office or by a number of ISDN-PRI Central Offices. (ISDN-PRI Exchange Area is equivalent to the operating exchange boundary of the ISDN-PRI Serving Central Office(s).)

“ISDN-PRI Gold Plan ” offers an ISDN-PRI Service Customer a specified percentage rebate of eligible ISDN-PRI Service monthly charges, based on a three (3) or a five (5) year contract term renewal of an expiring contract.

“ISDN-PRI System Group” means the Primary Rate Interface facilities and access connections to a Customer’s premises, under the control of one or more D-Channel, operating together as one large system and billed to a single billing telephone number (BTN).

“ISDN-PRI Volume Discount Offer” provides alternative rates for Customers who commit to specific numbers of ISDN-PRI services for at least a 3 or 5 year contract term. The Volume Discount offer 250+ is only available on a 5 year contract term.

“Odd-Lot B-Channels” means the individual B-Channels that are provided in excess of the first 23B+D Access and in quantities less than a 23B+D or 24B Access arrangement.

“Primary Rate Interface (PRI) ”, or “Primary Rate Access (PRA) ”, means an ISDN interface configuration of 23 B-Channels plus 1 D-Channel (i.e. 23B+D), or of 24 B-Channels (i.e. 24B), from a 1.544 Mbps facility.

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

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495.2 **Definitions - Continued**

“PRI Port & Signaling” provides the connecting port between a PRI Access and the switch, plus the required call control, dynamic channel allocation and optional feature delivery to support ISDN PRI technology on both Non Facility and Facility Associated Signaling (NFAS/FAS) configurations of Customer terminal equipment.

“Station Level Billing” use of the Calling Line Identification supplied by the Private Branch Exchange (PBX) for billing purposes.

“Unprotected” means standby facilities are not provided to ensure instant backup during service failure of the Access facility.

“2B Channel Transfer” allows Customer Premise Equipment (CPE) to more efficiently use Primary Rate Interface trunk connections for Integrated Services Digital Network calling traffic.

“Retain DN” or “Retain Directory Number” allows Customers to retain 10-digit directory number(s) migrated from their analogue lines.

“Call Forward Busy (One-Way)” provides one-way call forwarding between the Customer’s two ISDN-PRI service locations. Call Forward Busy (One-Way) is provided in one direction only; when all ISDN-PRI accesses are busy at a pre-defined “From” service location, calls will be forwarded to a pre-defined “To” service location.

“Call Forward Busy (Two-Way)” provides two-way call forwarding between the Customer’s two pre-defined ISDN-PRI service locations. When all ISDN-PRI accesses are busy at either one of the two service locations, calls will be forwarded to the other service location.

“ISDN-PRI Starter Bundle” provides customer with one (1) DS-1 access, one (1) PRI Port & Signaling, ten (10) PSTN Links and ten (10) Direct In Dial (DID) numbers.

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“ISDN-PRI Non-Contracted Option” allows customer to subscribe to ISDN-PRI Service on a short term basis without a contract.

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495.3 **Conditions of Service**

1. ISDN-PRI Service:

- a. Shall be available only from Central Offices equipped with ISDN-PRI Service capability, and shall be subject to the availability of suitable equipment and facilities;
- b. May be provided by TCI, subject to the availability of suitable equipment and facilities, from a ISDN-PRI Service Central Office other than the Customer's normal serving Central Office, based on the rates and charges specified for ISDN-PRI Service Extension (General Tariff Item 495.4.7). ISDN-PRI Service Extension may be provided in cases where:
 - i. ISDN-PRI Service capability is not available from the Customer's normal service Central Office; or
 - ii. ISDN-PRI Service capability is available from the Customer's normal serving Central Office but the Customer wishes to obtain service through an alternate ISDN-PRI Service Central Office.

In these cases, the ISDN-PRI Service and its associated features are provisioned from the alternate ISDN-PRI Service Central Office used. The Customer's ISDN-PRI Service from an alternate ISDN-PRI Service Central Office is distinct from the ISDN-PRI Service that the Customer may have provisioned from the Customer's normal or other serving Central Office.

2. ISDN-PRI Service shall provide local channel facilities, consisting of a minimum of twenty-three (23) B-Channels and one (1) D-Channel, from the Central Office to the Network Interface Demarcation Point at the Customer's premises.
3. TCI shall provide a standard service interface jack located at the Network Interface Demarcation Point at a Customer's premises. TCI shall provision one service interface jack for each PRI installed, or part thereof.
4. The Customer shall execute a contract with TCI for the provision of the ISDN-PRI Access and PRI Port & Signaling.

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

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495.3 **Conditions of Service - Continued**

5. ISDN-PRI Access may be connected to either Customer or TCI-provided Customer premises equipment.
6. The Customer is solely responsible for the installation, operation and maintenance of Customer-provided terminal equipment.
7. Customer premises equipment to be used in conjunction with the ISDN-PRI Service must be connected in accordance with TCI's General Tariff Item 110, Attachments.
8. The Customer shall provide, at its own expense, the power supply required by all Customer premises equipment and devices.
9. The Access Channels offered by the ISDN-PRI Service are provisioned on an Unprotected basis.
10. A D-Channel may support the signaling of up to 479 B-Channels within the same ISDN-PRI System Group, subject to the limitations of the Customer premises equipment.
11. A B-Channel provisioned in excess of a 23B+D Access arrangement may be configured, and charged, as an individual D-Channel. This D-Channel shall be used as a backup signaling channel.
12. Both DS-1 and DS-3 configurations are available, however, DS-3 is only offered with DS-3 channelization. Where no DS-1 Access is used, a DS-1 DNA Link charge will apply as described in Item 500.3.12 to connect to a DS-3 channelizing feature. For purposes of determining contracted DS-1 rates, the ISDN-PRI Accesses cannot be combined with accesses for other services.
13. Maintenance parameters for the Link Services are based on those provided for in the TCI Tariffs of the respective tariffed Services.
14. Customers subscribing to Link Connections shall be subject to the rates, charges, terms and conditions of the Network or Services provisioned.
15. Call Management Services (General Tariff (CRTC 21461), Item 300) may not be available to a Customer of ISDN-PRI Service, subject to the limitations of TCI's facilities.
16. Unless explicitly stated otherwise, each ISDN-PRI B-Channel with PSTN Link Connection is subject to the same conditions of service as Business Multi-line Service, as contained in the General Tariff, Item 425, Exchange Service.
17. ISDN-PRI Service shall provide one (1) directory number for the billing of the service and for the provision of the basic call functions. Additional Directory Numbers may be subscribed to in the same manner as Direct In Dial Service (General Tariff Item 170).

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495.3 **Conditions of Service - Continued**

18. TCI shall segregate the Call Types according to the billing requirements of the Customer, and the TCI Services involved.
19. The maximum number of simultaneous PSTN Connectivities, for which a Customer will be charged, regardless of how they are configured, will be limited to the total number of B-Channels in the ISDN-PRI System Group. Similarly, the chargeable number of links to each service will be subject to the same maximum. The rate for the higher priced Link shall apply first when the quantity of Links exceeds the quantity of B-Channels.
20. When it is necessary for TCI to install special equipment or to incur an unusual expense to establish ISDN-PRI Service or for a Customer service location located beyond the ISDN-PRI Exchange Area of the ISDN-PRI serving Central Office, the Customer shall pay an additional construction charge based on the equipment installed or the unusual expense incurred. For unusual expenses that are not available through the Company's Tariffs and that are regulated by the CRTC, such components shall be provided as Special Facilities and approved by the CRTC on a case-by-case basis.
21. The Customer shall pay, in addition to the regular ISDN-PRI Service Charges, a time and labour charge for installation, or special translation, performed on an overtime basis at the request of the Customer or in excess of the total time limit provided for in the ISDN-PRI Service tariff. The additional labour charge shall be determined based on the hourly rates, terms and conditions set out in the former TELUS Communications Inc.'s Competitive Network Services Tariff Item 1820.
22. The Customer shall pay a time and labour charge for moving or rearranging TCI's access arrangements within a Customer's premises. The labour charge to be paid shall be determined based on the hourly rates, terms and conditions set out in the former TELUS Communications Inc.'s Competitive Network Services Tariff Item 1820.
23. In the event of termination of all or part of a ISDN-PRI Access arrangement prior to the expiry of the contracted service period, the Customer shall pay to TCI all charges due for services furnished plus a termination charge equal to 50% of the ISDN-PRI Access charges applicable to the unexpired portion of the Contract Period.
24. Termination charges are waived if the entire ISDN-PRI contract is migrated to another TCI contracted network access service of equal or greater value than the unexpired portion of the ISDN-PRI contract.
25. A Customer wishing to increase the current Contract Period will not pay termination charges, provided that the number of ISDN-PRI Accesses under the new Contract Period is at least at the current number of ISDN-PRI Accesses, or higher.
26. Upon relocation of the Service, the Customer shall pay all relevant charges applicable to the provision of ISDN-PRI Service at the new location.

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

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495.3 **Conditions of Service - Continued**

27. In the event a Customer wishes to relocate to a new Customer service location and to have temporary concurrent access from both the original and the new locations for a continuous period of more than forty-eight (48) hours, the Customer may request TCI to install, at the new location, the same ISDN-PRI Service as that provisioned at the original location. For the period the concurrent service is in place in excess of forty-eight (48) hours, the Customer shall pay for each ISDN-PRI Access at the new location based on the rates applicable to the original contract, plus any other charges applicable to the provision of ISDN-PRI Service at the new location at the then current rates.
28. Upon the expiry of the contract period for the ISDN-PRI Access arrangement, TCI shall continue to provide the ISDN-PRI Access arrangement pursuant to the Automatic Renewal of ISDN-PRI Service Contracts provision specified in Item 495.3.56.
29. ISDN-PRI Volume Discount Offer (VDO) is restricted to the billed revenues generated by only three (3) ISDN-PRI components, PRI Access, PRI Port & Signaling, and PSTN Links located in forborne or non-forborne exchanges. C |
30. Volume Discount will be dependent on the current and future rate changes in the three (3) eligible ISDN-PRI components, PRI Access, PRI Port & Signaling, and PSTN Link. Eligible ISDN-PRI in forborne exchanges which are provisioned below the Commission-approved floor price may not be included in the Volume Discount. |
31. An eligible ISDN-PRI Service cannot be included in more than one ISDN-PRI VDO.
32. To be eligible for the PIC discount, Customers must select TCI as their long distance service carrier.
33. With the exception of Volume Band 250+, the maximum number of ISDN-PRI accesses qualifying for the ISDN-PRI Volume Discount Offer is 30 per Customer regardless of the contract term. Applicable tariff rates apply to the 31st ISDN-PRI access and beyond. For Volume Band 250+, all ISDN-PRI accesses that belong to the same Customer and on a 5 year term in both Alberta and British Columbia are eligible for inclusion to qualify for the ISDN-PRI Volume Discount Offer. See Notes 36 through 38 under Item 495.4.
34. Station Level Billing and 2B Channel Transfer are provided on a per ISDN-PRI Service and monthly basis, and on a one (1), three (3), or a five (5) year contract term.
35. In the event of termination of all or part of a Station Level Billing and 2B Channel Transfer arrangement prior to the expiry of the contracted period, the Customer shall pay all outstanding charges due for the service plus a termination charge equal to 50% of the feature charges applicable to the unexpired portion of the contract period.
36. In the event of termination of all ISDN-PRI access arrangement prior to the expiry of the contracted service period, the Customer shall pay to TCI a termination charge equal to 50% of the Non PIC'D ISDN-PRI VDO charges applicable to the unexpired portion of the contract period.

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495.3 **Conditions of Service - Continued**

37. A Customer has the option to either subscribe to any Station Level Billing and 2B Channel Transfer contract term or to the term of the existing ISDN-PRI Service contract but must renew the former at the same time when the ISDN-PRI Service contract expires.
38. Termination charges for Station Level Billing and 2B Channel Transfer will be waived when:
- a. The Station Level Billing and 2B Channel Transfer contract and the main ISDN-PRI Service contract are renewed at the same time and are of the same or longer contract term, and the number of ISDN-PRI Services is at least at the current or higher level.
 - b. The Customer chooses to renew the existing contract for a longer term for either or both Station Level Billing and 2B Channel Transfer features.
39. A Customer with an expiring five-year contract may elect to extend the term of his contract for a one-time fixed two-year period beyond the original contract expiration date. Rates continue to be applied based on the applicable ISDN-PRI Service five-year contract rates.
40. ISDN-PRI Starter Bundle is available only from designated ISDN-PRI Serving Areas subject to the availability of suitable equipment and facilities.
41. A customer cannot have more than one ISDN-PRI Starter Bundle at any specific service location.
42. ISDN-PRI Starter Bundle is available on one (1), three (3) and five (5) year contracted term. The Service Charges for the provisioning and installation of DS-1 Access and PRI Port & Signaling apply.
43. With the exception of Other Link Connections, ISDN-PRI Gold Plan and ISDN-PRI Volume Discount Offer, all other ISDN-PRI optional features included in this tariff are available to ISDN-PRI Starter Bundle, subject to the conditions and rates specified in this tariff. C
44. Additional PSTN Links can be installed to an ISDN-PRI Starter Bundle. The monthly rate for additional PSTN Links, in excess of the ten (10) provided as part of the Bundle, is \$28.00 per link regardless of contract term. See Item 495.4.6.c for rate for each Sub-Band including EAS surcharge. |
45. A \$250 one time service charge per bundle is applicable when adding additional PSTN Link to an ISDN-PRI Starter Bundle. This service charge may be waived when the additional PSTN Links are installed at the same time as the ISDN-PRI Starter Bundle.

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495.3	Conditions of Service - Continued		
	46. A \$250 one time service charge per bundle is applicable when customer migrates from an existing regular ISDN-PRI Service to ISDN-PRI Starter Bundle.		
	47. Additional DID numbers for the ISDN-PRI Starter Bundle if required, can be subscribed pursuant to Item 170, Direct-In-Dial (DID) Service.		
	48. ISDN-PRI Starter Bundle is not eligible for ISDN-PRI Gold Plan except when customer migrates from an ISDN-PRI Starter Bundle to regular ISDN-PRI Service; a new contract is required and can be considered a contract renewal.		
	49. ISDN-PRI Starter Bundle is not eligible for ISDN-PRI Volume Discount Offer.		
	50. All conditions in Item 495.3 apply to ISDN-PRI Starter Bundle, where applicable.		
	51. ISDN-PRI Non-Contracted Option has a minimum billing period of 30 days.		
	52. As of 2002 02 12 (per Telecom Decision CRTC 2002-10), all Customers with Special Assembly contracts not yet expired for ISDN-PRI DS-1 channels beyond the former ISDN-PRI Base Rate Area in Alberta (provisioned pursuant to former TCI Special Assembly Tariff, CRTC 18006, Tariff Item E-xxx Provision of DS-1 Access Extension – Specific Customer Only) shall be converted to and replaced by the following:	F	M
	a. All such <u>existing</u> DS-1 channels shall be charged at the applicable monthly rates approved in Item 495;		
	b. Each DS-1 Customer shall be migrated to the Item 495 monthly rate that corresponds to the same contract period that the Customer commits to under the original ISDN-PRI General Tariff offer (within the BRA) that each specific Special Assembly DS-1 channel is associated with;		
	c. All <u>Special Assembly monthly rates</u> that are applicable to DS-1 channels in addition to the ISDN-PRI General Tariff monthly rates shall be void and no longer applicable; and		
	d. All new and additional DS-1 channels beyond the ISDN-PRI Exchange Area shall be provisioned in accordance with Item 495.3.20 above.		

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495.3	Conditions of Service – Continued	
	53. When a call is forwarded through ISDN-PRI Service, an originating number of a location other than the service location of the ISDN-PRI can be designated by the Customer as the Calling Line Identification and delivered into the network.	
	54. In the situation described in Item 495.3.53, the Customer shall pay the Translation Charge, pursuant to Item 495.4.5, for such delivery.	
	55. a. In regard to a call to the emergency telephone number 9-1-1, use of ISDN-PRI Service results in Calling Line Identification being delivered into TCI's network.	
	b. The use of Calling Line Identification in association with ISDN-PRI Service could result in calls originating from a location other than the location associated by TCI with the Calling Line Identification for that number.	
	c. If, in dispatching emergency services in response to a call to 9-1-1, reliance is placed on information associated with the Calling Line Identification received by TCI's network in conjunction with the call to 9-1-1, emergency services may not be routed to the location from which the call to 9-1-1 originated.	
	d. In regard to a call to 9-1-1, the Customer, or any person using ISDN-PRI Service or any services used in conjunction with ISDN-PRI Service, is responsible to provide complete and accurate information relating to the actual location of the emergency situation to the emergency service call operator.	
	e. Without restricting any indemnities in TCI's General Terms of Service, the Customer is responsible and shall indemnify TCI for, and save TCI harmless from and against, all charges, losses, costs, liabilities and damages of any kind whatsoever related to emergency services being dispatched to a location other than the location from which the call to 9-1-1 originated as a result of (a) any use by the Customer of ISDN-PRI Service that results in the location associated by TCI with a Calling Line Identification being a location other than the location from which the call to 9-1-1 originated; and (b) the failure by the Customer or any person using ISDN-PRI Service or any services used in conjunction with ISDN-PRI Service to respond, or provide complete or accurate information, to a 9-1-1 or emergency call operator requesting a response or information in order to properly dispatch emergency services.	

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495.3 **Conditions of Service - Continued**

56. Automatic Renewal of ISDN-PRI Service Contracts:

Upon expiration of the contract period and subject to the following, the Customer will be deemed to have agreed to commit to another immediately succeeding contract period of equal duration, and for an equal minimum monthly commitment level unless the Customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated.

- a. All ISDN-PRI Customers will be notified by TCI, either on their monthly bill or by letter, at least sixty (60) days before the end of the current ISDN-PRI contract, as to when automatic renewal will take place, absent any indication by the Customer to the contrary;

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495.4 **Rates**

The Customer shall pay to TCI the following rates and charges for ISDN-PRI Service. Such rates and charges are in addition to other rates and charges that may be applicable.

1. ISDN-PRI Access Charges per PRI:

		Monthly Rate, per each ISDN-PRI Access			
		Contract Period			
Service Item	Rate Band (Note 13)	Non-Contracted (Note 39)	1-Year	3-Year	5 Year
ISDN-PRI Access	A & B (Note 40)	\$506.00	\$320.00	\$260.00	\$240.00
	C, D, E, F & G	\$693.00	\$500.00	\$460.00	\$430.00

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2. PRI Port & Signaling:

Monthly Rate per each ISDN-PRI Access			
Contract Period			
Service Item	1-Year	3-Year	5-Year
PRI Port & Signaling, each (Note 14)	\$260.00	\$215.00	\$175.00

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495.4 **Rates - Continued**

3. ISDN-PRI Odd-Lot B-Channel Access Charges, per B-Channel - Optional:

Service Item	Monthly Rate
Odd-Lot B-Channel Access	\$75.00

4. ISDN-PRI Backup D-Channel Charges, per D-Channel - Optional:

Service Item	Monthly Rate
Backup D-Channel, each (Note 15)	\$50.00

5. ISDN-PRI Access Service Charges:

Service Item	Service Charge
Data Processing, per order	General Tariff Item 550
DS-1 Access Provisioning Charge, each	\$700.00 (Note 30)
Installation of PRI Port & Signaling, each	250.00 (Notes 1 & 30)
Installation of Odd-Lot B-Channel, each	250.00 (Note 1)
Installation of Backup D-Channel, each	50.00 (Note 1)
Installation of or migration to an ISDN-PRI Service on Non-Contracted Option, each	\$3,400.00 (Note 1)
Translation Change Charge, per ISDN-PRI System Group (or per PRI, B-Channel or D-Channel) per order (Note 2)	250.00

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495.4 **Rates - Continued**

6. Link Charges for connectivity with TCI's Networks and Services - Optional:

- a. Public Switched Telephone Network (PSTN) Link Connection - per B-Channel with PSTN Link Connection.

Service Item	Rate Sub-Band*	Monthly Rate (Note 4)	Service Charge
PSTN Link, each (Note 3)	A1	N/A (Note 40)	-
	A2	N/A (Note 40)	-
	B1	N/A (Note 40)	-
	B2	\$17.00	-
	B3	N/A (Note 40)	-
	C1	N/A (Note 40)	-
	C2	\$21.00	-
	C3	N/A (Note 40)	-
	D1	\$21.00	-
	D2	\$20.00	-
	D3	\$21.00	-
	D4	\$22.50	-
	D5	N/A (Note 40)	-
	D6	\$20.50	-
	E1	\$20.50	-
	E2	\$20.00	-
	E3	\$21.00	-
	E4	\$22.50	-
	E5	\$20.00	-
	F1	\$21.00	-
	F2	\$20.00	-
	F3	\$21.00	-
	F4	\$22.50	-
	F5	\$20.00	-
	F6	\$20.50	-
	F7	N/A (Note 40)	-
	G1	\$22.50	-
	G2	\$20.50	-

* Rate Sub-band classifications are based on those specified in CRTC 18001, Item 435, for Individual/Multi-line Service.

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b. Other Link Connections (for TCI's competitive services or comparable competitive services offered by another carrier) - per Link Connection. M
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Service Item	Monthly Rate	Service Charge
Foreign Exchange Link Connection (General Tariff Item 350 - Interexchange Foreign Exchange Service, or equivalent) (Notes 5 & 6)	\$23.50	\$45.00
Type A Link Connection (Advantage Vnet, or equivalent) (Note 10)	8.00	25.00
Interexchange Link Connection (General Tariff Item 365 - Interexchange Tie Trunk Service, or equivalent) (Notes 5 & 6)	23.50	45.00
Toll-free Services	(Note 7)	25.00
Advantage 900 Service (Stentor National Services Tariff, Item 515)	(Note 7)	25.00

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495.4 **Rates - Continued**

c. Other Optional Features for Access and Link Connections:
(Available only on ISDN-PRI)

Service Item	Rate Band	Monthly Rate	Service Charge (One Time)
PSTN, Toll-free Services, Advantage 900, Type A or Tie Trunk Link Feature:			
Call Display	All Bands	\$ 3.00 per Link	\$250.00(Notes 8, 9, 12)
Name Display (Note 11)	All Bands	\$ 0.00 per Link	\$250.00 (Notes 8, 9, 12)
Retain DN	All Bands	\$0.00 each for first 9 DNs \$26.00 per block of 10 DNs	\$250.00 (Notes 9, 31, 32)
Call Forward Busy (One-Way)	All Bands	\$0.00 per ISDN-PRI System Group per one-way	\$250.00 (Notes 9, 33)
Call Forward Busy (Two-Way)	All Bands	\$150.00 per ISDN-PRI System Group per one-way	\$650.00 (Notes 9, 33, 34, 35)
Automatic Blocking *	All Bands	Per TCI General Tariff (CRTC 21461), Item 300, Call Management Services. Monthly rate applies on a per PSTN Link basis	---
Per Line Blocking *	All Bands	Per TCI General Tariff (CRTC 21461), Item 300, Call Management Services.	---

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* Automatic Blocking and Per Line Blocking are provided subject to the Rates and Conditions of Service of these features as specified in TCI General Tariff (CRTC 21461), Item 300, Call Management Services.

ITEM

495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service – Continued**

ITEM

495.4 **Rates – Continued**

			Monthly Rate per ISDN-PRI – Access (Notes 16-20)			
Service Item	Number of ISDN-PRI's (Note 40)	Rate Bands	Contract Term			
			3 Year PIC'd	3 Year Non- PIC'd	5 Year PIC'd	5 Year Non- PIC'd
Volume Discount Offer	5-9	A,B,C, D,E,F,G	2%	1%	4%	2%
Volume Discount Offer	10-19	A,B,C, D,E,F,G	4%	2%	8%	4%
Volume Discount Offer	20-30	A,B,C, D,E,F,G	6%	3%	13%	6%

			Monthly Rate per ISDN-PRI – Access (Notes 17, 36-38)	
Service Item	Number of ISDN-PRI's	Rate Bands (Note 40)	Contract Term	
			5 year PIC'd	5 Year Non-PIC'd
Volume Discount Offer	250+	A, B,C, D,E,F,G	13%	10%

		Monthly Rate per ISDN-PRI System Group				
Service Item	Rate Band	Contract Term				
		Monthly	1 Year	3 Year	5 Year	Service Charge
Station Level Billing (Note 40)	A,B,C,D, E,F,G	\$150.00	\$65.00	\$55.00	\$45.00	\$250.00 (Note 21)

		Monthly Rate per ISDN-PRI System Group				
Service Item	Rate Band	Contract Term				
		Monthly	1 Year	3 Year	5 Year	Service Charge
2B Channel Transfer (Note 40)	A,B,C,D, E,F,G	\$150.00	\$60.00	\$50.00	\$45.00	\$250.00 (Note 21)

ITEM

495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service – Continued**

ITEM

495.4 **Rates – Continued**

		Monthly Rate per ISDN-PRI Starter Bundle		
		Contract Period		
Service Item	Rate Sub-Band	1-Year (Note 4)	3-Year (Note 4)	5-Year (Note 4)
ISDN-PRI Starter Bundle	A1	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	A2	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	B1	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	B2	\$745.00	\$649.00	\$581.00
	B3	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	C1	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	C2	\$958.00	\$858.00	\$776.00
	C3	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	D1	\$958.00	\$858.00	\$776.00
	D2	\$948.00	\$848.00	\$766.00
	D3	\$958.00	\$858.00	\$776.00
	D4	\$973.00	\$873.00	\$791.00
	D5	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	D6	\$953.00	\$853.00	\$771.00
	E1	\$953.00	\$853.00	\$771.00
	E2	\$948.00	\$848.00	\$766.00
	E3	\$958.00	\$858.00	\$776.00
	E4	\$973.00	\$873.00	\$791.00
	E5	\$948.00	\$848.00	\$766.00
	F1	\$958.00	\$858.00	\$776.00
	F2	\$948.00	\$848.00	\$766.00
	F3	\$958.00	\$858.00	\$776.00
	F4	\$973.00	\$873.00	\$791.00
	F5	\$948.00	\$848.00	\$766.00
	F6	\$953.00	\$853.00	\$771.00
	F7	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)
	G1	\$973.00	\$873.00	\$791.00
	G2	\$953.00	\$853.00	\$771.00

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service – Continued**

ITEM

495.4 **Rates – Continued**

Service Item	Rate Sub-Band	Rate (Note 4)
Additional PSTN Links on ISDN-PRI Starter Bundle, each	A1	N/A (Note 40)
	A2	N/A (Note 40)
	B1	N/A (Note 40)
	B2	\$29.00
	B3	N/A (Note 40)
	C1	N/A (Note 40)
	C2	\$29.00
	C3	N/A (Note 40)
	D1	\$29.00
	D2	\$28.00
	D3	\$29.00
	D4	\$30.50
	D5	N/A (Note 40)
	D6	\$28.50
	E1	\$28.50
	E2	\$28.00
	E3	\$29.00
	E4	\$30.50
	E5	\$28.00
	F1	\$29.00
	F2	\$28.00
	F3	\$29.00
	F4	\$30.50
	F5	\$28.00
	F6	\$28.50
	F7	N/A (Note 40)
	G1	\$30.50
	G2	\$28.50

ITEM

495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

ITEM

495.4 **Rates - Continued**

		Renewal Discount per Month				
Service Item	Rate Band	Contract Term	First Renewal	Second Renewal	Third Renewal	Service Charge
ISDN-PRI Gold Plan (Notes 22 to 29)	All	3-Year	3.00%	6.00%	9.00%	---
	All	5-Year	5.00%	10.00%	10.00%	---

7. ISDN-PRI Service Extension:

- a. For service provided from a ISDN-PRI Service Central Office located in the same Exchange Area as the Customer's normal serving Central Office, the Customer shall pay the sum of the following charges:
 - i. Intra-exchange DS-1 channel facility charges between the Customer's normal serving Central Office and the ISDN-PRI Service Central Office used in provisioning the ISDN-PRI Service, based on the Digital Network Access General Tariff CRTC 21461, Item 500; and
 - ii. ISDN-PRI Service General Tariff CRTC 18001, Item 495.
- b. For service provided from a ISDN-PRI Service Central Office located in an Exchange Area different from that of the Customer's normal serving Central Office, the Customer shall pay the sum of the following charges:
 - i. Inter-exchange DS-1 channel facility between the Rate Centre of the Customer's normal serving Central Office and the Rate Centre of the ISDN-PRI Service Central Office used to provision the ISDN-PRI Service, based on the Inter-Exchange (IX) Digital Channels General Tariff CRTC 21461, Item 503;
 - ii. If the Customer's normal serving Central Office is not the Rate Centre, the Customer shall pay additional charges for the intra-exchange DS-1 channel facility between the Customer's normal serving Central Office and the Rate Centre, based on the Digital Network Access General Tariff CRTC 21461, Item 500; and
 - iii. ISDN-PRI Service (General Tariff CRTC 18001, Item 495).

495.4 Rates - Continued

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| Note 1: | The charge shown includes the provision of a total of fifteen (15) man-hours for all the Accesses installed under the same service order. The man-hours are provisioned based on TCI's normal business hours. |
| Note 2: | The charge shown is applicable only to changes required subsequent to the translation provisioned in an initial installation. |
| Note 3: | The rate shown includes the provision of local PSTN calls. All PSTN calls terminated in or originated from an Exchange Area outside of the Local Calling Area of the ISDN-PRI Service Access shall be subject to TCI's appropriate Message Toll call charges or equivalent charges of other carriers. |
| Note 4: | The rate shown includes an Extended Area Service (EAS) surcharge. |
| Note 5: | Customers using dial-up to access this Non-PSTN Link Connection must subscribe to the PSTN Link Connection and pay all other applicable rates and charges. |
| Note 6: | The charge shown is applicable in addition to the Interexchange Channel Charge of the corresponding Interexchange Foreign Exchange Service (General Tariff Item 350) or Interexchange Tie Trunk Service (General Tariff Item 365), and other applicable rates and charges. |
| Note 7: | Not applicable. |
| Note 8: | Service Charge is not applicable if the feature is being installed in conjunction with the initial installation of each ISDN-PRI System Group. |
| Note 9: | The charge shown applies on a per ISDN-PRI System Group basis. |
| Note 10: | The charge shown is applied in addition to the Virtual Private Network charges of Advantage Vnet or other equivalent private networks similarly connected and equipped with Common Channel Signaling #7. |
| Note 11: | Name Display feature is only available to ISDN-PRI Service Customers subscribing to Call Display feature. |

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

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495.4 **Rates - Continued**

Note 12: Only one service charge is applied if the Name Display feature is being installed in conjunction with the activation of the Call Display feature. Note 8 also applies, if applicable.

Note 13: The Rate Bands have been categorized by TCI based on the Company's Central Office serving areas and Exchanges, as outlined in Tariff Item 425.3.

Note 14: One PRI Port & Signaling is required for each ISDN-PRI Access.

Note 15: Back up D-Channels are available in a single D-Channel controlled multi PRI Access configuration.

Note 16: PIC'd and Non-PIC'd discount rates apply only to three (3) or five (5) year contract term.

Note 17: If the Customer changes his status from Non-PIC'd to PIC'd any time during the length of the contract, the PIC'd discount rates will apply from the date of change in status until contract expiry.

Note 18: A Customer is allowed to aggregate their ISDN-PRI Service from more than one location. If the number of ISDN-PRI Services a Customer is subscribing to drops to below the minimum level of five (5) ISDN-PRI Services, they will no longer qualify for any discount.

Note 19: If the Customer moves up or down from the initial ISDN-PRI group, the discount rate of the new group will apply from the date the group status changes (e.g. moving up from the group 5-9 ISDN-PRIs to 10-19 ISDN-PRIs and vice versa).

Note 20: A Customer is allowed to aggregate the number of ISDN-PRIs provided in accordance with this tariff item.

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Note 20a: A Customer may include in the aggregated number of ISDN-PRIs those which are provided in forborne exchanges. Eligible ISDN-PRIs in forborne locations which are provisioned below the Commission-approved floor price may not be included in the Volume Discount.

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Note 21: The service charge, installation of the feature (Service Level Billing/2B Channel Transfer) on the initial PRI access or a group of PRI accesses is \$250.00. Installation of each or a group of subsequent PRI accesses with the feature is \$250.00. This service charge is not applicable if the feature is being installed in conjunction with the initial installation of each ISDN-PRI System Group.

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

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495.4 **Rates - Continued**

- Note 22:** New ISDN-PRI Service Customers (1st time signing up) will not be eligible for ISDN-PRI Gold Plan as the plan is applicable to renewal of an expiring contract only.
- Note 23:** Customers with a 1-year contract renewing to either ISDN-PRI Gold Plan 3-year or 5-year contract will get 3% or 5% discount, respectively.
- Note 24:** ISDN-PRI Gold Plan is limited to a maximum of three (3) renewals for a 3-year contract and three (3) renewals for a 5-year contract, with 3-year and 5-year renewals counted separately. The First Renewal Discount percentage applies in the event there is a change in the duration of the contract term of a subsequent ISDN-PRI Gold Plan renewal (e.g. change from 3-year to a 5-year contract term).
- Note 25:** Customers will lose their ISDN-PRI Gold Plan status if they downgrade to a 1-year contract, from a 3- or a 5-year contract.
- Note 26:** Customers will lose their ISDN-PRI Gold Plan status if there is a break in the renewal chain, i.e., start all over again after the Customer terminates ISDN-PRI Service with TCI (or return to TCI's service from a service provider other than TCI).
- Note 27:** Early renewal to ISDN-PRI Gold Plan will be permitted if at least two-third length of a 3- or a 5- year contract has elapsed.
- Note 28:** Only monthly charges specific to eligible ISDN-PRI Service components (i.e., PRI Access, PRI Port & Signaling and PSTN Link) will qualify for the ISDN-PRI Gold Plan discount. (ISDN-PRI Gold Plan discounts are not applicable to DS-0 Access in excess of 23B+D or 24B configurations.)
- Note 29:** The ISDN-PRI Gold Plan discount is calculated based on the base rates specified in Item 495 (i.e., independent of the ISDN-PRI Volume Discount Offer, Item 495.3.29, if applicable).

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ITEM

495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

ITEM

495.4 **Rates - Continued**

Note 30 : Service Charge Waiver

a. General

When the following eligibility is met, the DS-1 Access Provisioning Charge, and Installation of PRI Port & Signaling in 495.4 5. preceding on the provision of ISDN-PRI Service may be waived:

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- i. The full applicable service charge may be waived for eligible customers signing a three (3) or five (5) year ISDN-PRI Service contract.
- ii. Fifty per cent of the applicable service charge may be waived for eligible customers signing a one (1) year ISDN-PRI Service contract.

b. Eligibility

- i. Customers subscribing to ISDN-PRI Service the first time.
- ii. Customers migrating from other Company provided services such as Business Multi-lines or Centrex to ISDN-PRI Service are eligible for the Service Charge Waiver.
- iii. Customers migrating to TCI from an alternate provider of local service.

Note 31: There will be no charge for the pilot number (1st number).

Note 32: Service Charge is not applicable if the feature is being installed in conjunction with the initial installation of each ISDN-PRI System Group. For subsequent order(s), \$35.00 per DN (up to a maximum \$250.00 per ISDN-PRI System Group) applies.

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Note 33: The Call Forward Busy “From” and “To” service locations must be served by the same switch.

ITEM

495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service - Continued**

ITEM

495.4 **Rates - Continued**

Note 34: Call Forward Busy (Two-Way) is only available on DMS-100 switches, on limited types of Customer Premise Equipment (CPE) and must be installed according to TCI established standards for this feature.

Note 35: The service charge for the installation of Call Forward Busy (Two-Way) on the initial two ISDN-PRI System Groups is \$650.00. An additional service charge of \$650.00 is also applicable to each and every subsequent installation of Call Forward Busy (Two-Way). If the installation goes beyond 4 hours technician time, the additional labour charge shall be determined based on the hourly rates, terms and conditions set out in the former TCI Competitive Network Services Tariff (CRTC 18002), Item 1820.

Note 36: A Customer is allowed to aggregate their ISDN-PRIs provided in accordance with this tariff item.

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Note 36a: A Customer may include in the aggregated number of ISDN-PRIs those which are provided in forborne exchanges. Eligible ISDN-PRIs in forborne locations which are provisioned below the Commission-approved floor price may not be included in the Volume Discount.

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Note 37: Customer may also include ISDN-PRI Service subscribed under TELUS Communications (B.C.) Inc. ("TCBC") General Tariff (CRTC 1005) Item 470, Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) Service. This aggregation of TCI and TCBC ISDN-PRI Services for the Volume Discount Offer is subject to the condition that the Customer has a minimum monthly commitment of at least 50 ISDN-PRI accesses in TCI's operating territory of either Alberta or British Columbia.

Note 38: If the number of ISDN-PRI Services a Customer is subscribing to drops to below the minimum level of two hundred and fifty (250) ISDN-PRI Services or drops to below the minimum of fifty (50) ISDN-PRI Services in TCI's operating territory of Alberta or British Columbia, the Customer will no longer qualify for this discount.

Note 39: ISDN-PRI Non-Contracted Option has a minimum billing period of 30 days. In addition to the ISDN-PRI Access rates specified in Item 495.4 1. and installation charge specified in Item 495.4 5. above, the monthly rates for all other components for ISDN-PRI Service are those specified for 1-year term monthly rates in Item 495.

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495 **Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service – Continued**

ITEM

495.4 **Rates – Continued**

Note 40: The rates shown in this tariff do not apply to exchanges in Sub-Rate Bands A1, A2, B1, B3, C1, C3, D5 and F7 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

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