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Business Local Access Bundle

ITEM
321.1

Service Description

The Business Local Access Bundle (the “Bundle”) provides Business classified individual-line and multi-line Exchanges Service customers with their choice of one or more of the following elements:

a Business classified individual-line or multi-line Exchange Service line and the customer’s choice of one Call Management Service (could include forborne Voice Mail services) (the “Basic Bundle”);

- one additional Call Management Service (could include forborne Voice Mail services) in addition to their Basic Bundle (the “One Feature Option”);
- two additional Call Management features (could include forborne Voice Mail services) in addition to their Basic Bundle (the “Two Features Pack”);
- three or more Call Management Service (could include forborne Voice Mail services) in addition to their Basic Bundle (the “Unlimited Features Pack”); and
- an additional Business classified individual-line or multi-line Exchange Service line.

The Bundle is available on a monthly, non-contracted basis or on a contracted basis for 1, 2, 3, 4 or 5 years.

The Bundle includes Service Charges for existing Business classified individual-line and multi-line Exchanges Service customers who chose to subscribe to the Bundle and for new Business customers subscribing to the Bundle. Service charges associated with new installations are also included for Business classified individual-line and multi-line Exchanges Service lines requested within the initial 30-day period by Customers who chose to subscribe to the Bundle on a contract basis.

The rates for the Bundle and its elements are set from within Rate Ranges made pursuant to the framework established in Telecom Decision 2006-75, *Rate ranges for services other than voice over Internet Protocol Services*, 23 November 2006, and Telecom Decision CRTC 2007-36, *Follow-up to Decision 2006-75 – Range-within-a-range proposal*, 25 May 2007.

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321.1 **Service Description – Continued****Definitions**

“*Call Management Service (‘CMS’)*” are those features defined in General Tariff (CRTC 21461) Item 300, *Call Management Services* and as listed in sections 14 and 15 of this Tariff Item.

“*Committed Lines*” is the number of Business classified individual-line and/or Business classified multi-line Exchange Service lines that a customer who subscribes to the Bundle on a contract basis agrees to at the beginning of their contract period.

“*Service Charges*” are the Data Processing, Field Connection and Office Connection charges applied by the Company, where applicable, for installations, moves and changes as set out in former TCI General Tariff (CRTC 18001) Item 550, *Service Charges* (for Alberta) or TCBC General Tariff (CRTC 1005) Item 110, *Multi-Element Plan (MEP) Service Charges* (for British Columbia).

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Conditions of Service

1. All services and features within the Bundle are provided subject to the availability of suitable facilities and equipment.
2. The Bundle is available only to Business classified individual-line and multi-line Exchange Service customers who have chosen the Company as their Local Exchange Carrier for all of the features associated with Bundle.
3. The Bundle is not available to Residence classified Exchange Service customers.
4. Customers may subscribe to the Bundle using:
 - a. different contracts for different service locations; or
 - b. one contract for different service locations provided that the billing name and billing address is the same for all of the locations listed in the contract.
5. Customers will be billed in advance on a monthly basis.
6. Customers of the Basic Bundle may subscribe to the additional Business classified individual-line or multi-line Exchange Service offered under the Bundle without subscribing to the One Feature Option, Two Features Pack or Unlimited Features Pack.
7. The Bundle for Business classified Individual-Line customers must be assigned to a specific business individual-line. Each assignment to a specific Business individual-line will count as a single subscription to the Bundle.
8. Business Multi-Line customers may:
 - a. subscribe to the Bundle for each line within their multi-line group, with each assignment within a Business classified Multi-Line customer's lines will count as a single subscription to the Bundle; or
 - b. subscribe to the Bundle for one line within their multi-line group and designate other lines in their multi-line group as additional Business classified multi-lines within that same bundle.
9. Business classified multi-line Exchange Service lines include rotary hunt capabilities.
10. The One Feature Option will be billed to all customers who select an additional CMS beyond the one included in the Basic Bundle (could include forborne Voice Mail services).

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321 **Business Local Access Bundle – Continued**

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321.2 **Conditions of Service – Continued**

11. The Two Features Pack will be billed to all customers who select two CMS beyond the one included in the Basic Bundle (could include forborne Voice Mail services).

12. The Unlimited Features Pack will be billed to customers requiring more CMS than is available through the one included in the Basic Bundle and Two Feature Pack and where it represents a better savings to the customer (could include forborne Voice Mail services).

13. A customer may subscribe to the Bundle in different configurations more than once for different phone numbers at the same or different location

14. Business classified individual-line Exchange Service customers who subscribe to the Basic Bundle, the One Feature Option, the Two Features Pack or the Unlimited Features Pack have their choice of the following CMS features (from Item 300) (could include forborne Voice Mail services)

Item 300

- Three-Way Calling
- Call Display
- Call Forwarding Variable
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Busy/No Answer
- Call Forwarding Fixed
- Call Return/Busy Call Return
- Call Screen
- Call Transfer
- Call Waiting
- Smart Ring

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321.3 **Conditions of Service – Continued**

15. Business classified multi-line Exchange Service customers who subscribe to Basic Bundle, the One Feature Option, the Two Features Pack or the Unlimited Features Pack have the choice of the following CMS features (from Item 300) (could include forborne Voice Mail services):

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Item 300

- Three Way Calling
- Call Display
- Call Forwarding Variable
- Call Forwarding Busy
- Call Forwarding Busy/No Answer
- Call Forwarding Fixed
- Call Transfer

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15. Reserved for future use.

17. When Visual Call Waiting service is activated for a customer who has also chosen Call Waiting and Call Display as part of the Bundle, Visual Call Waiting service will not be counted as a feature.

16. Reserved for future use.

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19. The Bundle is available on a monthly, non-contracted basis or on a contracted basis for 1, 2, 3, 4 or 5 years.

20. Customer who subscribe to the Bundle on a contracted basis must specify, at the start of their contract period, the number of Committed Lines they will maintain for the term of their contract.

21. Except as otherwise noted in this Tariff Item, Service Charges will apply when a customer requests, additions or changes to their Business classified individual-lines or multi-lines.

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Business Local Access Bundle – Continued

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Conditions of Service – Continued

- 22. Service Charges do not apply when an existing or new Business classified individual-lines or multi-lines Exchange Service customer subscribes to the Bundle.
- 23. Service charges associated with new installations are also included within the Bundle for Business classified individual-line and multi-line Exchanges Service lines requested within the initial 30-day period by customers who chose to subscribe to the Bundle on a contract basis.
- 24. Service charges do not apply when an existing Business classified individual-line or multi-line Exchange Service customer moves to a new location and requests the Bundle at that new location
- 25. In the event that a customer with a contract for the Bundle chooses to cancel their subscription to the Bundle prior to the end of their contracted term a termination charge equal to the value of the Committed Lines for each month remaining in their contract term will be charged to the customer.
- 26. If the number of Committed Lines is not met after the first 30 days of the contract period, the Company will bill the Customer the contracted rate per line for the shortfall in number of Committed Lines, in addition to the charges for in-service Committed Lines at the applicable contracted rate, for each month that the number of Committed Lines is not met.
- 27. The termination charge is waived if:
 - a. the Bundle is terminated within 30 days of the expiration date of the contract period; or
 - b. the customer subscribes to another service from the Company of equal or greater value than the unexpired portion of their contract for the Bundle.
- 28. Upon expiration of the initial contract period, the customer will be deemed to be a monthly customer on the same rates, terms and conditions with the same number of Committed Lines unless the customer has agreed to a different contract period and/or a different number of Committed Lines on contract. However, the rates, terms and conditions for a monthly customer are subject to change based on changes to the tariff approved by the CRTC.
- 29. All customers of the Bundle will be notified by the Company, either on their monthly bill or by letter, at least thirty (30) days before the end of the current contract, advising of the upcoming contract expiration date and that the contract will not automatically be renewed.

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321 **Business Local Access Bundle - Continued**

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321.3 **Conditions of Service - Continued**

30. Reserved for future use.

31. For non-contracted customers termination charges, in the form of Service Charges that would otherwise have been applicable, will be applied if the Customer terminates service within the first 90 days of the subscription to the Bundle.

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Business Local Access Bundle - Continued

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Rates

The Customer shall pay to the Company the following rates and charges for the Bundle and its components.

1. Bundle Rates for Business Individual-line Service Customers – Alberta

Bundle Option	Rate Band (Note 1)	Monthly		1-Year Contract		2 –Year Contract	
		Min.	Max.	Min.	Max.	Min.	Max.
1. Basic Bundle Local Business Access Line and One CMS Feature	B	#	\$115.00	#	\$115.00	#	\$115.00
	C	#	\$115.00	#	\$115.00	#	\$115.00
	D	#	\$115.00	#	\$115.00	#	\$115.00
	E	#	\$115.00	#	\$115.00	#	\$115.00
	F	#	\$115.00	#	\$115.00	#	\$115.00
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00
	All	#	\$45.00	#	\$45.00	#	\$45.00
	All	#	\$50.00	#	\$50.00	#	\$50.00
	All	#	\$50.00	#	\$50.00	#	\$50.00
	All	#	\$50.00	#	\$50.00	#	\$50.00
5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
	C	#	\$110.00	#	\$110.00	#	\$110.00
	D	#	\$110.00	#	\$110.00	#	\$110.00
	E	#	\$110.00	#	\$110.00	#	\$110.00
	F	#	\$110.00	#	\$110.00	#	\$110.00
5. Additional Business Individual-line	G	#	\$110.00	#	\$110.00	#	\$110.00

Bundle Rates for Business Individual-line Service Customers –Alberta - Continued

Bundle Option	Rate Band (Note 1)	3-Year Contract		4-Year Contract		5 –Year Contract	
		Min.	Max.	Min.	Max.	Min.	Max.
1. Basic Bundle Local Business Access Line and One CMS Feature	B	#	\$115.00	#	\$115.00	#	\$115.00
	C	#	\$115.00	#	\$115.00	#	\$115.00
	D	#	\$115.00	#	\$115.00	#	\$115.00
	E	#	\$115.00	#	\$115.00	#	\$115.00
	F	#	\$115.00	#	\$115.00	#	\$115.00
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00
	All	#	\$45.00	#	\$45.00	#	\$45.00
	All	#	\$50.00	#	\$50.00	#	\$50.00
	All	#	\$50.00	#	\$50.00	#	\$50.00
	All	#	\$50.00	#	\$50.00	#	\$50.00
5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
	C	#	\$110.00	#	\$110.00	#	\$110.00
	D	#	\$110.00	#	\$110.00	#	\$110.00
	E	#	\$110.00	#	\$110.00	#	\$110.00
	F	#	\$110.00	#	\$110.00	#	\$110.00
5. Additional Business Individual-line	G	#	\$110.00	#	\$110.00	#	\$110.00

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Business Local Access Bundle - Continued

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Rates - Continued

2. Bundle Rates for Business Multi-line Exchange Service Customers – Alberta

Bundle Option	Rate Band (Note 1)	Monthly		1-Year Contract		2 –Year Contract	
		Min.	Max.	Min.	Max.	Min.	Max.
1. Basic Bundle Local Business Access Line and One CMS Features	B	#	\$115.00	#	\$115.00	#	\$115.00
	C	#	\$115.00	#	\$115.00	#	\$115.00
	D	#	\$115.00	#	\$115.00	#	\$115.00
	E	#	\$115.00	#	\$115.00	#	\$115.00
	F	#	\$115.00	#	\$115.00	#	\$115.00
	G	#	\$115.00	#	\$115.00	#	\$115.00
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00
3. Two Feature Pack	All	#	\$45.00	#	\$45.00	#	\$45.00
4. Unlimited Feature Pack	All	#	\$50.00	#	\$50.00	#	\$50.00
5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
	C	#	\$110.00	#	\$110.00	#	\$110.00
	D	#	\$110.00	#	\$110.00	#	\$110.00
	E	#	\$110.00	#	\$110.00	#	\$110.00
	F	#	\$110.00	#	\$110.00	#	\$110.00
	G	#	\$110.00	#	\$110.00	#	\$110.00

Bundle Rates for Business Multi-line Exchange Service Customers –Alberta - Continued

Bundle Option	Rate Band (Note 1)	3-Year Contract		4-Year Contract		5 –Year Contract	
		Min.	Max.	Min.	Max.	Min.	Max.
1. Basic Bundle Local Business Access Line and One CMS Features	B	#	\$115.00	#	\$115.00	#	\$115.00
	C	#	\$115.00	#	\$115.00	#	\$115.00
	D	#	\$115.00	#	\$115.00	#	\$115.00
	E	#	\$115.00	#	\$115.00	#	\$115.00
	F	#	\$115.00	#	\$115.00	#	\$115.00
	G	#	\$115.00	#	\$115.00	#	\$115.00
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00
3. Two Feature Pack	All	#	\$45.00	#	\$45.00	#	\$45.00
4. Unlimited Feature Pack	All	#	\$50.00	#	\$50.00	#	\$50.00
5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
	C	#	\$110.00	#	\$110.00	#	\$110.00
	D	#	\$110.00	#	\$110.00	#	\$110.00
	E	#	\$110.00	#	\$110.00	#	\$110.00
	F	#	\$110.00	#	\$110.00	#	\$110.00
	G	#	\$110.00	#	\$110.00	#	\$110.00

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Business Local Access Bundle - Continued

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Rates - Continued

3. Bundle Rates for Business Individual-line Exchange Service Customers –BC

Bundle Option	Rate Band (Note 1)	Monthly		1-Year Contract		2-Year Contract	
		Min.	Max.	Min.	Max.	Min.	Max.
1. Basic Bundle Local Business Access Line and One CMS Feature	B	#	\$115.00	#	\$115.00	#	\$115.00
	C	#	\$115.00	#	\$115.00	#	\$115.00
	D	#	\$115.00	#	\$115.00	#	\$115.00
	E	#	\$115.00	#	\$115.00	#	\$115.00
	F	#	\$115.00	#	\$115.00	#	\$115.00
	G	#	\$115.00	#	\$115.00	#	\$115.00
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00
3. Two Feature Pack	All	#	\$45.00	#	\$45.00	#	\$45.00
4. Unlimited Feature Pack	All	#	\$50.00	#	\$50.00	#	\$50.00
5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
	C	#	\$110.00	#	\$110.00	#	\$110.00
	D	#	\$110.00	#	\$110.00	#	\$110.00
	E	#	\$110.00	#	\$110.00	#	\$110.00
	F	#	\$110.00	#	\$110.00	#	\$110.00
	G	#	\$110.00	#	\$110.00	#	\$110.00

Bundle Rates for Business Individual-line Exchange Service Customers –BC - Continued

Bundle Option	Rate Band (Note 1)	3-Year Contract		4-Year Contract		5-Year Contract	
		Min.	Max.	Min.	Max.	Min.	Max.
1. Basic Bundle Local Business Access Line and One CMS Feature	B	#	\$115.00	#	\$115.00	#	\$115.00
	C	#	\$115.00	#	\$115.00	#	\$115.00
	D	#	\$115.00	#	\$115.00	#	\$115.00
	E	#	\$115.00	#	\$115.00	#	\$115.00
	F	#	\$115.00	#	\$115.00	#	\$115.00
	G	#	\$115.00	#	\$115.00	#	\$115.00
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00
3. Two Feature Pack	All	#	\$45.00	#	\$45.00	#	\$45.00
4. Unlimited Feature Pack	All	#	\$50.00	#	\$50.00	#	\$50.00
5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
	C	#	\$110.00	#	\$110.00	#	\$110.00
	D	#	\$110.00	#	\$110.00	#	\$110.00
	E	#	\$110.00	#	\$110.00	#	\$110.00
	F	#	\$110.00	#	\$110.00	#	\$110.00
	G	#	\$110.00	#	\$110.00	#	\$110.00

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Business Local Access Bundle - Continued

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Rates - Continued

4. Bundle Rates for Business Multi-Line Exchange Service Customers –BC

Bundle Option	Rate Band	Monthly		1-Year Contract		2-Year Contract		
	(Note 1)	Min.	Max.	Min.	Max.	Min.	Max.	
1. Basic Bundle Local Business Access Line and One CMS Feature	B	#	\$115.00	#	\$115.00	#	\$115.00	
	C	#	\$115.00	#	\$115.00	#	\$115.00	
	D	#	\$115.00	#	\$115.00	#	\$115.00	
	E	#	\$115.00	#	\$115.00	#	\$115.00	
	F	#	\$115.00	#	\$115.00	#	\$115.00	
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00	
	All	#	\$45.00	#	\$45.00	#	\$45.00	
	All	#	\$50.00	#	\$50.00	#	\$50.00	
	5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
		C	#	\$110.00	#	\$110.00	#	\$110.00
D		#	\$110.00	#	\$110.00	#	\$110.00	
E		#	\$110.00	#	\$110.00	#	\$110.00	
F		#	\$110.00	#	\$110.00	#	\$110.00	
	G	#	\$110.00	#	\$110.00	#	\$110.00	

Bundle Rates for Business Multi-line Exchange Service Customers –BC - Continued

Bundle Option	Rate Band	3-Year Contract		4-Year Contract		5-Year Contract		
	(Note 1)	Min.	Max.	Min.	Max.	Min.	Max.	
1. Basic Bundle Local Business Access Line and One CMS Feature	B	#	\$115.00	#	\$115.00	#	\$115.00	
	C	#	\$115.00	#	\$115.00	#	\$115.00	
	D	#	\$115.00	#	\$115.00	#	\$115.00	
	E	#	\$115.00	#	\$115.00	#	\$115.00	
	F	#	\$115.00	#	\$115.00	#	\$115.00	
2. One Feature Option	All	#	\$35.00	#	\$35.00	#	\$35.00	
	All	#	\$45.00	#	\$45.00	#	\$45.00	
	All	#	\$50.00	#	\$50.00	#	\$50.00	
	5. Additional Business Individual-line	B	#	\$110.00	#	\$110.00	#	\$110.00
		C	#	\$110.00	#	\$110.00	#	\$110.00
D		#	\$110.00	#	\$110.00	#	\$110.00	
E		#	\$110.00	#	\$110.00	#	\$110.00	
F		#	\$110.00	#	\$110.00	#	\$110.00	
	G	#	\$110.00	#	\$110.00	#	\$110.00	

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321 **Business Local Access Bundle - Continued**

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321.4 **Rates - Continued**

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

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