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Residence One Feature or Call Display Plus Bundle

ITEM
317.1

Service Description

The Residence One Feature or Call Display Plus Bundle (the “Bundle”) provides residential customers who have the Company as their Local Exchange Carrier (“LEC”) at the time of billing, with exchange service, plus either any one (1) of the following Call Management Service (could include forborne Voice Mail services) (the “One Feature Bundle”); or Call Display with a choice of either one (1) or two (2) of the following additional features (the “Call Display Plus Bundle”):

- Call Display
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- SMART Ring
- Call Forwarding - Variable
- Call Waiting
- Three-Way Calling
- Call Return
- Call Screen
- Caller Reveal
- Visual Call Waiting*
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The Call Display Plus Bundle also includes any Data Processing, Office Connection or Field Charges (the “Service Charges”) set out in (CRTC 18001) Item 550, *Service Charges* in Alberta and (CRTC 105) Item 110, *Multi-Element Plan (MEP) Service Charges* in British Columbia. The Service Charges are not included with the Residence One Feature Bundle.

See Item 317.4 for any applicable promotions.

(* See Item 317.2.5.)

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317.2**Conditions of Service**

1. The Bundle is available only to residential customers who have the Company as their LEC.
2. The Bundle is available to residential customers in rate bands A, B, C, D, E, F and G in Alberta and British Columbia.
3. The Service Charges will not apply when a Customer:
 - a. first subscribes to the Call Display Plus Bundle;
 - b. changes their choice of feature(s) within the Call Display Plus Bundle; or
 - c. moves between the two Call Display Plus Bundle options.
4. When a Customer changes from the Call Display Plus Bundle with One Feature to the Call Display Plus Bundle with Two Features, or vice versa, the applicable monthly rate specified in Item 317.3 will apply for the new Bundle.
5. Certain features may not be compatible with the use of Rotary Dial equipment.
6. When Visual Call Waiting is activated for a Customer as part of the Call Display Plus Bundle, Visual Call Waiting will not be counted as an additional feature. Visual Call Waiting and is not available to the One Feature Bundle since this feature services are dependent upon having more than one feature: Visual Call Waiting requires Call Display and Call Waiting. C
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7. The minimum commitment period for the Call Display Plus Bundle with two (2) additional features will be between and inclusive of 365 days (12 months) and 540 days (18 months), as determined by the Company.
8. The minimum commitment period for the Call Display Plus Bundle with one (1) additional feature will be between and inclusive of 395 days (13 months) and 540 days (18 months), as determined by the Company.
9. When a Customer subscribing to either of the Call Display Plus Bundles changes their subscription to the other Call Display Plus Bundle, the Customer will be required to maintain their subscription for the balance of the appropriate commitment period for their new Bundle option.

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Conditions of Service – Continued

10. When a Customer subscribing to either the Call Display Plus Bundle with two (2) additional features or the Call Display Plus Bundle with one (1) additional feature terminates their subscription to their Bundle prior to the end of the minimum commitment period in effect at the time of their subscription, that Customer will be billed the full Service Charges.
11. The minimum commitment period in effect at any given time will be determined by the Company and be applied equally to all new Customers of the Call Display Plus Bundles as of the effective date of the new minimum commitment period.
12. The minimum commitment period in effect when a Customer first subscribes to the Call Display Plus Bundle will not change in the event that the Company changes the minimum commitment period at a later date.

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Rates

The Customer shall pay to the Company the following rates and charges for the Residence One Feature or Call Display Plus Bundle. For the Residence One Feature Bundle only, such rates and charges are in addition to other rates and charges that may be applicable, including, but not limited to, charges for Service Charge as contained in CRTC 18001, Item 550 in Alberta and Multi-Element Plan (MEP) Service Charges in CRTC 1005, Item 110 in British Columbia.

Service Item	Monthly Rate			
	Alberta		B.C.	
Rate Bands A to G	Min Rate	Max Rate	Min Rate	Max Rate
One Feature Bundle –				
– Band A (Note 1)	N/A	N/A	N/A	N/A
– Band B (Note 1)	#	\$45.00	#	\$45.00
– Band C	#	\$45.00	#	\$45.00
– Band D	#	\$45.00	#	\$45.00
– Band E	#	\$45.00	#	\$45.00
– Band F	#	\$45.00	#	\$45.00
– Band G	#	\$45.00	#	\$45.00
Call Display Plus Bundle –				
• One (1) additional feature				
– Band A (Note 1)	N/A	N/A	N/A	N/A
– Band B (Note 1)	#	\$45.00	#	\$45.00
– Band C	#	\$45.00	#	\$45.00
– Band D	#	\$45.00	#	\$45.00
– Band E	#	\$45.00	#	\$45.00
– Band F	#	\$45.00	#	\$45.00
– Band G	#	\$45.00	#	\$45.00
Call Display Plus Bundle –				
• Two (2) additional features				
– Band A (Note 1)	N/A	N/A	N/A	N/A
– Band B (Note 1)	#	\$45.00	#	\$45.00
– Band C	#	\$45.00	#	\$45.00
– Band D	#	\$45.00	#	\$45.00
– Band E	#	\$45.00	#	\$45.00
– Band F	#	\$45.00	#	\$45.00
– Band G	#	\$45.00	#	\$45.00

Note 1: The rates shown in this tariff do not apply to exchanges in sub-rate bands A1, B1, B2, B3, B4, B6 and B7 in British Columbia or sub-rate Bands A1, A2, A3, B1 and B3 in Alberta as the exchanges in these Sub-Rate Bands, as listed in CRTC 21461, Item 211, *Forborne Residential Local Exchange Services*, are forborne from regulation.

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Promotions

A. Service Charge Waiver Winback Promotion

1. Between November 1, 2007, and July 31, 2008 (i.e. the “Promotion Period”), the service charges set out in (CRTC 18001) Item 550.4 or (CRTC 1005) Item 110 (the “Service Charges”) will not apply to customers who:
 - a. have the Company as their Local Exchange Carrier;
 - b. have a long distance service calling plan with the Company; and
 - c. subscribe to a high-speed Internet access service offered by the Company (collectively, the “Promotion Conditions”);

at the time of their subscription to the Bundle.

2. Customers must maintain the Promotion Conditions for a 90-day period (i.e. the “Benefit Period”) following their subscription to the Bundle. If a customer no longer maintains all of the Promotion Conditions during their Benefit Period, they will be billed the Service Charges.
3. Customers of the Promotion who terminate their subscription to the Bundle prior to the end of their Benefit Period will be billed the Service Charges.
4. The Service Charges will not be applied if a customer no longer maintains the Promotion Conditions after the end of their Benefit Period.
5. Item 317.2.3 will continue to apply during a customer’s Benefit Period.

B. Free for 30 Days Promotion

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1. The Company may provide to residential customers who have selected the Company as their Local Exchange Carrier (LEC), at no charge, the opportunity to subscribe to the Call Display Plus Bundle (the “Bundle”) for up to a one-month period (the “Free for 30 Days Promotion” or the “Promotion”), subject to the following conditions:

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Promotions - Continued

- a. All residential customers who are subscribing to the Bundle as of April 18, 2008, are not eligible to receive the Promotion.
- b. Customers who select a reseller or sharing group for billing of their local service are not eligible to receive the Promotion.
- c. The Free for 30 Days Promotion shall be provided to all residential customers in all exchanges subject to the availability of suitable facilities.
- d. Eligible customers must place a request with the Company to participate in the Free for 30 Days Promotion.
- e. Customers who choose to retain the Bundle after the 30-day Promotion period shall pay the rates established and in place at that time as determined under Item 317.3.
- f. The Promotion does not apply to the One Feature Bundle.
- g. Customers may only benefit from the 30-day Promotion once.

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