
ITEM

216 ***IntelliRoute*TM Service**

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216.1 **Service Description**

IntelliRoute Service (“*IntelliRoute*”) is a group of enhanced service features that utilize the Company’s Advanced Intelligent Network (“AIN”) platform to automatically route or screen incoming or outgoing telephone calls, or to monitor (in aggregate) incoming or outgoing telephone traffic. These enhanced service features can be provided separately or in combinations to form customer specific applications, in order to satisfy the unique needs of *IntelliRoute* Customers.

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216.2 **Definitions**

For the purposes of this Tariff item:

“*Advanced Intelligent Network (AIN)*” is a service independent architecture that enables the Company to create and control custom services for its Customers.

“*Call Redirection*” is a routing capability that allows the Customer to have incoming calls redirected from one Customer Service Location to another, upon encountering a particular condition (e.g. an emergency or an operational condition such as the time of day). Call Redirection is also known as “*IntelliRoute* Service Saver”.

“*Caller*” means the originator of a call to a Customer.

“*Customer Database*” is a database containing a Customer’s service specific information.

“*Customer Service Location*” is a Customer business location to which incoming calls are directed.

“*Existing Number Access*” utilizes an existing Customer telephone number. When this number is dialed, the intelligence built into the Company’s AIN platform provides instructions on how to treat the call.

“*IntelliRoute Access Numbers*” refers to the Customer’s originating or terminating access numbers that trigger the requirement for intelligent processing instructions from the Company’s AIN platform. There are three types of *IntelliRoute* Access Numbers: “Single Number Access Code”, “Virtual Number Access”, and “Existing Number Access”.

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216.2 **Definitions – Continued**

“*IntelliRoute Custom Announcements*” refer to a group of optional service enhancements that provide a customized “Termination Announcement” or “Mid Call Announcement”.

“*IntelliRoute Service Agreement*” is a contract signed by the Customer specifying the *IntelliRoute* Service Application(s) and the mutual obligations of the Company and the Customer.

“*IntelliRoute Service Application*” is the collection of a Customer’s *IntelliRoute* Access Numbers, *IntelliRoute* Service Features, and *IntelliRoute* Custom Announcements into a specific call flow logic. A Customer may have more than one *IntelliRoute* Service Application.

“*IntelliRoute Service Features*” include Routing, Call Redirection, Screening, and Monitoring.

“*Mid Call Announcements*” are customized announcements provided any time prior to the completion of a call.

“*Monitoring*” is the capability to capture, in aggregate, information about calling traffic placed to a Customer.

“*Routing*” is the capability to have all incoming calls to a Customer routed to an alternate Customer Service Location as defined by the Customer.

“*Screening*” is the capability to either accept or reject telephone calls, as defined by the Customer.

“*Service Switching Point (SSP)*” is a Company switch that can recognize intelligent network calls and route and connect them under the direction of an AIN platform.

“*Single Number Access Code (SNAC)*” gives the Customer a new and distinct access code which can be dialed from any Central Office in the Company’s network. When this number is dialed by a Caller, the intelligence built into the Company’s AIN platform provides instructions on how to treat the call. Customers can choose between having their access code working only within a Local Calling Area or having it available in the Company’s service territory.

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216.2 **Definitions - Continued**

“*Termination Announcements*” are customized announcements provided upon completion of a call.

“*Virtual Number Access*” provides the Customer with a new telephone number that can be used to trigger the requirement for intelligent processing instructions from the Company’s AIN platform. Virtual numbers are enabled within the switch software only, with no associated line or trunk appearance.

“*Zones*” refer to a Customer’s defined service area. All calls originating from within a Zone are terminated in the manner specified in the Customer Database.

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216.3 **Conditions of Service**

1. *IntelliRoute* is provided by the Company subject to the availability of suitable equipment and Facilities.
2. All Customers will be required to enter into an *IntelliRoute* Service Agreement. Within this agreement Customers must identify their desired subscription period. If the Customer subscribes to an *IntelliRoute* Service Application(s) for over one year, they will be eligible for lower usage based rates and volume discounts.
3. A Customer requires at least one *IntelliRoute* Access Number and at least one *IntelliRoute* Service Feature. A Customer requires at least one *IntelliRoute* Service Feature before they are eligible to subscribe to *IntelliRoute* Custom Announcements.
4. For Termination Announcements, Customers may use their own equipment or services and equipment provided by the Company or other service providers.

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216.3 **Conditions of Service - Continued**

5. Hourly charges will apply for consulting and development expenses incurred by the Company’s personnel in the design, development, implementation and/or modification of a Customer’s *IntelliRoute* Service Application.
6. For calls to Customers which originate from locations where message toll charges apply, and where the Customer wishes to receive such calls but does not wish for the Caller to be assessed the message toll charge, the Customer must subscribe to the Interexchange or Message Toll Services of the Company or any other Alternate Provider of Long Distance Service (“APLDS”).
7. In the event of termination of all or part of an *IntelliRoute* Service Application prior to the expiration of the subscription period identified in the *IntelliRoute* Service Agreement, the Customer shall pay to the Company all charges due for services furnished plus a termination charge equivalent to the monthly fees and charges payable for the unexpired portion of the Agreement.

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216.4 **Rates**

IntelliRoute consists of the following tariff components. Usage and monthly fees apply per *IntelliRoute* Service Application.

1. *IntelliRoute* Access Number

	<u>Alberta and British Columbia</u>
Local Calling Area (per SNAC)	\$200.00/month
Province Wide (per SNAC)	\$400.00/month

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216.4 **Rates – Continued**

2. *IntelliRoute* Service Features

Where a Customer subscribes to multiple *IntelliRoute* Service Features, the single, highest usage rate will apply for all calls. Other monthly rates or service charges will remain.

A. **Routing**

	<u>Alberta</u>	<u>BC</u>
<u>One year subscription period</u> Usage Fee (per completed call)	\$0.15	\$0.20
<u>Less than one year subscription period</u> Usage Fee (per completed call)	\$0.25	\$0.30

B. **Call Redirection**

	<u>Alberta</u>	<u>BC</u>
<u>One year subscription period</u> Usage Fee (per completed call)	\$0.15	\$0.20
Monthly Fee (Note 1) (per Business Network Access Line or Trunk per Month)		
1 to 20 lines	\$12.00	\$12.00
21-50 lines	10.00	10.00
51-100 lines	8.00	8.00
101+ lines	6.00	6.00
<u>Less than one year subscription period</u> Usage Fee (per completed call)	\$0.25	\$0.30
Monthly Fee (Note 1) (per Business Network Access Line or Trunk per Month)		
1 to 20 lines	\$12.00	\$12.00
21-50 lines	10.00	10.00
51-100 lines	8.00	8.00
101+ lines	6.00	6.00

Note 1: The monthly fee applies to all *IntelliRoute* access numbers, including those that are inactive.

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216.4 **Rates - Continued**

2. *IntelliRoute* Service Features - Continued

C. Screening

	<u>Alberta</u>	<u>BC</u>
<u>One year subscription period</u>		
Usage Fee (per call)	\$ 0.10	\$ 0.12
Monthly Fee (per month)	75.00	75.00
<u>Less than one year subscription period</u>		
Usage Fee (per call)	\$ 0.15	\$ 0.17
Monthly Fee (per month)	75.00	75.00

D. Monitoring

	<u>Alberta</u>	<u>BC</u>
<u>One year subscription period</u>		
Usage Fee (per call)	\$ 0.05	\$ 0.07
Monthly Fee (per month)	75.00	75.00
<u>Less than one year subscription period</u>		
Usage Fee (per call)	\$ 0.07	\$ 0.10
Monthly Fee (per month)	75.00	75.00

E. Feature Activation

	<u>Alberta</u> (Note 2)	<u>BC</u> (Note 2)
Customer Activated (per month)	\$50.00	\$75.00
Company Activated (per activation/deactivation)	75.00	75.00

Note 2: Feature Activation is required for customers subscribing to Call Redirection.

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216.4 **Rates - Continued**

3. *IntelliRoute* Routing Usage Discounts

- a. Per the following table, discounts will apply to the usage rates for the *IntelliRoute* Service Features of Routing and Call Redirection where the Customer subscribes to *IntelliRoute* for at least one year.

Call Volumes (per month)	<u>Alberta</u> Discount on Total Usage (per Customer)	<u>BC</u> Discounted Rate (per Customer)
0 – 27,500	0%	\$0.20
27,501 – 50,000	10%	0.18
50,001 – 70,000	15%	0.17
70,001 – 90,000	20%	0.16
90,001 – 110,000	25%	0.15
110,001 – 130,000	30%	0.14
130,001 – 150,000	35%	0.13
150,001 +	40%	0.12

- b. When calculating the Call Volumes that are eligible for the discounts, the Customer may include calls to or from *Intelliroute* Access Numbers located in forborne and non-forborne exchanges.
- c. Calls in forborne exchanges to or from *Intelliroute* Access Numbers that are charged a usage rate for Routing and Call Redirection that is below the lowest applicable discounted usage rate set out in this Tariff Item may not be included in the calculation of Call Volumes eligible for discount.

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216.4 **Rates - Continued**

4. *IntelliRoute* Custom Announcements

The following rates apply for both Termination and Mid Call Announcements:

	<u>Alberta and British Columbia</u>
Announcement Creation (one-time set up)	\$ 1,150.00
Announcement Installation (per SSP)	225.00
Length of Announcement (per second of announcement per SSP per month)	30.00 (Note 3)

Note 3: For Mid Call Announcements, rates for Length of Announcements are both per second and per simultaneous call.

5. Service Charges

	<u>Alberta and British Columbia</u>
Consulting and Development Fee (per hour)	\$130.00