

ITEM
300

Call Management Services

ITEM
300.1

Service Description

Call Management Services are network-based line features that provide residential and business single-line and multi-line customers with improved means of managing incoming calls, returning calls and reaching busy parties. These features are available individually or in feature packages, or as value adds to feature packages.

Definitions

For the purposes of this Tariff item:

“Alternate Number Delivery (AND)” enables a customer to select the delivery of an alternate telephone number to the called party other than the telephone number of the line from which the customer originates the outgoing call. This feature is only available in Alberta.

“Automatic Blocking” prevents display of a customer’s telephone number and/or name, to customers who subscribe to Call Management Services which deliver a telephone number and/or name.

“Call Control” enables a residential customer to manage incoming nuisance calls. Call Control intercepts incoming calls and challenges callers to respond to a voice prompt, thereby filtering out many nuisance calls. Calls failing the challenge are sent to a standard announcement or TELUS Voice Mail.

All incoming calls will be intercepted when the feature is activated, unless:

- the customer (via personal lists) allows calls to bypass the challenge;
- the customer (via personal lists) directs the call to be sent straight to a standard announcement or,
- the caller has recently called and passed the challenge.

Call Control may allow calls from certain numbers to bypass the challenge, such as calls from a recognized emergency management agency that has made suitable prior arrangements with TELUS.

Call Control feature is available with two options, Basic or Premium.

Basic Call Control includes an accepted callers list and a blocked callers list with a maximum of 25 phone numbers per list. It also provides a call log to view the last 10 incoming calls.

Premium Call Control includes an accepted callers list and a blocked callers list with a maximum of 100 phone numbers per list. It also provides a call log to view the last 100 incoming calls.

“Call Display” enables a customer to view the name and the number or the number of the calling party, after the first ring and before the call is answered. Requires a telephone number and name delivery compatible display device. Call Display customers in B.C. and Edmonton will also have the ability to block out calls where the number is marked "Private".

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Call Management Services - Continued

Definitions – Continued

“*Call Forwarding*” enables a customer to transfer incoming calls to another designated telephone number or Mailbox. Message Toll charges for calls forwarded outside the local calling area will be billed to the customer.

The following Call Forwarding options are available:

a. Variable

A call is transferred to another telephone number by the customer dialing a code and then dialing the number to which calls are to be forwarded. When the customer dials a deactivation code, incoming calls will return to the primary telephone number.

b. Busy (Note: Feature grandfathered and not available to new residence customers, effective 2009 05 25.)

A call is automatically forwarded, when it encounters busy, to another telephone number, which has been programmed into the central office switch software by the Company. The customer can activate/deactivate as required. If a business customer requests a subsequent change to the programmed telephone number, a Data Processing Charge, pursuant to former TCI General Tariff (CRTC 18001), Item 550, Service Charges, or TCBC General Tariff (CRTC 1005), Item 110, Multi-Element Plan (MEP) Service Charges, shall apply. Residential customers are not charged for changes to the programmed telephone number.

c. No answer

A call not answered within approximately 2 to 9 rings (as determined by the customer) is transferred to another telephone number which has been programmed into the central office switch software by the Company. The customer can set and reset the number of rings as required. If a business customer requests a subsequent change to the programmed telephone number, a Data Processing Charge, pursuant to former TCI General Tariff (CRTC 18001), Item 550, Service Charges, or TCBC General Tariff (CRTC 1005), Item 110, Multi-Element Plan (MEP) Service Charges, shall apply. The customer can activate/deactivate as required. Residential customers are not charged for changes to the programmed telephone number.

d. Busy/No Answer

Combines the functions of Call Forwarding – Busy and Call Forwarding – No Answer. This feature was formerly known as “*Alternate Answer*” in B.C.

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Call Management Services - Continued

Definitions – Continued

e. Fixed

A call is transferred to another telephone number, which has been programmed into the central office switch and is controlled by the Company. Activation is accomplished by the customer dialing an activation code. When the customer dials a deactivation code, incoming calls will return to the primary number. If a business customer requests a subsequent change to the programmed telephone number, a Data Processing charge, pursuant to former TCI General Tariff (CRTC 18001), Item 550, Service Charges or TCBC General Tariff (CRTC 1005), Item 110, Multi-Element Plan (MEP) Service Charges, shall apply. Residential customers are not charged for changes to the programmed telephone number.

f. Fixed Central Office

Automatically forwards calls to another telephone number, which has been programmed into the central office switch, and is controlled by the Company. The service is only provided between numbers within the same local calling area.

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“*Call Hold*” enables a customer in B.C. to place a call in progress on hold. This feature is no longer available for new installations or for moves, rearrangements or additions to existing installations, since 92 09 28.

“*Call Pick-up*” permits a customer in B.C. to answer a call that has been directed to another party within a specified customer group by dialing a Call Pick-up access code. This feature is no longer available for new installations or for moves, rearrangements or additions to existing installations, since 92 09 28.

“*Call Return*” enables a customer to perform an activation procedure which will automatically announce the telephone number of the most recent incoming call or permits a customer, when encountering a busy signal, to perform an activation to have the call setup performed automatically when the called station is idle. Call Return was available on a flat-rate monthly basis in B.C. to individual and multi-line service prior to 99 03 16 and in Alberta to individual and multi-line service prior to 01 07 01.

“*Call Screen*” enables the customer to have unwanted telephone calls which originate from selected telephone numbers (up to a maximum of 12) to be routed to a standard recorded announcement that says that the called party is not accepting these calls.

ITEM
300**Call Management Services – Continued****Definitions – Continued**

“*Last Number Redial*” permits a customer in B.C. to automatically place a call to the last called number stored. This feature is no longer available.

“*One-Way Outgoing Line Service*” provides an individual residence or business line with outgoing calling capabilities only. Return calls to the telephone number delivered are routed to a recorded announcement. This feature is only available in B.C.

“*Per Call Blocking*” enables a customer placing a call to perform an activation procedure which will block the display of their telephone number and name on a per call basis. No monthly rate, activation charge, or service charge applies. Per Line Blocking will be provided where it is not technically possible to provide Per Call Blocking.

“*Per Line Blocking*” automatically prevents display of a telephone number and/or name on calls to customers who subscribe to Call Management Services, which deliver a telephone number and/or name, on a permanent basis. Only available for calls originating from shelters for victims of domestic violence, crisis lines, community health clinics, law enforcement agencies, victims and potential victims of violence or where it is not technically possible to provide Per Call Blocking. No monthly rate, activation charge or service charge applies. Per Line Blocking is available in name and telephone number delivery-equipped exchanges only, subject to the availability of suitable facilities.

The feature formerly referred to as “*Total Call Blocking*” in Alberta, enabled a customer to block the display of their telephone number and name over all originating calls without the need for an activation procedure. This service was only available in Alberta. All customers who have requested and been provided with Total Call Blocking by the Company prior to the date of Telecom Order CRTC 94-687, 1994 06 20, shall have their Total Call Blocking feature “grandfathered” as long as they maintain their telephone service at their present location. Per Line Blocking or Automatic Blocking will be provided as per the requirements listed under each service description.

“*Saved Number Redial*” permits a customer in B.C. to automatically place a call to a specific number stored even when subsequent calls have been placed to other numbers. This feature is no longer available for new installations or for moves, rearrangements or additions to existing installations, since 92 09 28.

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Call Management Services - Continued**Definitions - Continued**

“*SMART Ring*” enables a customer to have two Directory numbers, each with a distinctive ring pattern, assigned to one Central Office line. A Directory listing for the SMART Ring number is available.

“*Speed Call*” enables a customer to place calls to a list of frequently called numbers by dialing a one or two digit code instead of the Directory number. This feature is not available for new installations or for moves, rearrangements or additions to existing installations.

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“*Three-Way Calling*” enables a customer to add a third party to an already established connection. Three-Way Calling is available to all eligible individual lines, on a pay-per-use basis up to a maximum charge per billing period. Three-Way Calling was available on a flat-rate monthly basis to individual and multi-line service prior to 99 03 16 in B.C. and prior to 01 07 01 in Alberta.

“*Visual Call Waiting*” enables a customer to receive the Call Waiting tone and to view the Call Waiting party’s number and name. The customer must subscribe to Call Display and Call Waiting and have compatible equipment for Visual Call Waiting to work.

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300 **Call Management Services - Continued**

ITEM

300.2 **Conditions of Service**

ITEM

300.2A **Conditions of Service - General**

1. A newly subscribed, paying customer who for any reason is not satisfied with the feature(s) may cancel within the first 30 days of service and receive a rebate of the first month's rental. Not applicable to customers participating in any other free trial, or to requests for cancellation made after the first 30 days of service, or to Call Forwarding - Fixed Central Office, Automatic Blocking or Alternate Number Delivery.
2. Call Management Services and operating specifications offered by each central office are subject to availability and may vary due to differences in the manufacturers' switching equipment. Features are provided where technically possible and subject to the availability of suitable facilities and are primarily furnished with Touch-Tone calling-equipped individual line service, excluding Public and Semi-Public Telephone Service, Business Measured Service in B.C. and Direct-in-Dial Service.
3. Call Management Services are not available for use with Public and Semi-Public Telephone Service.
4. The Company may provide, to residential and business individual-line customers, who have selected the Company as their Local Exchange Carrier (LEC), at no charge, the opportunity to use the Call Management Services for up to a one month period ("Free for 30 Days Trial" or the "Trial"), subject to the following conditions:
 - a. All residential and business individual line customers who do not have the requested Call Management Services at the start of the Trial shall be eligible to take part in the Trial.
 - b. Customers who select a reseller or sharing group for billing of their local service are not eligible to take part in the Trial.
 - c. The Free for 30 Days Trial shall be provided to all 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 Trial.
 - e. Customers who choose to retain any of the Call Management Services after the Trial period shall pay the Call Management Services Rates, as applicable, pursuant to Item 300.
 - f. Not applicable to Call Forwarding - Fixed Central Office, and Automatic Blocking customers.

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300 **Call Management Services - Continued**

ITEM

300.2A **Conditions of Service - General - Continued**

5. The customer shall pay a monthly rate for all Call Management Services except for Call Control, Call Trace, Per Call Blocking, Pay-Per-Use Call Return and Pay-Per-Use Three-Way Calling. Call Control, per Call Blocking and Call Trace will be offered free of charge. Pay-Per-Use Call Return shall be charged on a per activation basis on activations where the number is provided and/or returned or the connection with a busy line is set up. Pay-Per-Use Three-Way Calling shall be charged on a per activation basis when the customer adds a third party to an already established connection. N |
6. The Company shall not be responsible for the compatibility of customer equipment utilized with Call Management Services, and the Company shall reserve the right to restrict or limit Call Management Services where in the Company's opinion:
 - a. The features are not compatible with the customer's equipment; or
 - b. The customer-provided equipment would require the Company to establish new or additional equipment or procedures.
7. Call Return, Call Display, Call Screen, Visual Call Waiting and Call Trace are available under the following conditions:
 - a. When both the calling and called parties are served from the same central office; or
 - b. When both the calling and called parties are served from different central offices which are linked by Common Channel Signalling System Number 7 (CCS 7).
8. A service charge does not apply for the provision of one or more Call Management Services unless other work is being done for which a service charge applies. For business customers, a Data Processing Charge, pursuant to former TCI General Tariff (CRTC 18001), Item 550, Service Charges or TCBC General Tariff (CRTC 1005), Tariff Item 110, Multi-Element Plan (MEP) Service Charges, will apply for subsequent software changes. Residential customers are not charged for changes to their Call Management Services.
9. The Data Processing service charge is waived when a customer requests migration from a 'grandfathered' feature/package/bundle to individual Call Management Services.
10. The Data Processing service charge is waived for a telephone number change, within the same central office, when a business or residence customer who requires a Call Management Service(s) is currently served by a non-equipped switch.

ITEM
 300 **Call Management Services - Continued**

ITEM
 300.2B **Conditions of Service – Feature Specific**

ITEM
 300.2B.1 **Reserved for future use**

ITEM
 300.2B.2 **Alternate Number Delivery**

The alternate telephone number being delivered as part of the Alternate Number Delivery feature and the line (plus the associated telephone number) that is being used to make the outgoing call must belong to the same customer and be within the same local calling area. This feature is only available in Alberta.

ITEM
 300.2B.3 **Reserved for future use**

ITEM
 300.2B.4 **Automatic Blocking**

1. Automatic Blocking is available to individual or multi-line residence or business customers.
2. Automatic Blocking is also available to B.C. Centrex Service subscribers.

ITEM
 300.2B.5 **Call Control**

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|---|------------|
| 1. Call Control is available only to residential customers. | F |
| 2. Call Control provides an online portal for customers to turn this feature on and off, manage allowed and blocked lists, and view their call logs. The service can also be managed by dialling *99 (English) or *88 (French). |
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| 3. Allowed and blocked lists allow customers to permit certain callers to either bypass the voice prompt challenge, or directs them to a recorded announcement. | FC |
| 4. Call Control customers who also subscribe to TELUS Voice Mail may choose to direct calls failing the voice prompt challenge to either a recorded announcement or TELUS Voice Mail. | N

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ITEM

300 **Call Management Services – Continued**

ITEM

300.2B **Conditions of Service – Feature Specific - Continued**

ITEM

300.2B.6 **Call Display**

1. Displayed names are restricted to 15 characters including spaces. Customers may request the Company to change the name that is displayed from their line. For a residential customer, the name displayed must include the family name as contained in the Company's Directory listing. For a business customer, the name displayed must be uniquely identifiable with that business. Alternately, customers may request the Company to substitute "Private Name" for display in place of their actual name or business name.
2. Customers who at any time do not want their name displayed may choose to have "private name" displayed at no charge. Business customers may request to change their displayed name once at no charge. A Data Processing charge, pursuant to former TCI General Tariff (CRTC 18001), Item 550, Service Charges, and TCBC General Tariff (CRTC 1005), Item 110, Multi-Element Plan (MEP) Service Charges, shall apply to each subsequent name change. Residential customers are not charged for changes to their displayed name.
3. Customers who subscribe to the Call Display, and/or Visual Call Waiting feature shall provide at their own cost an appropriate and compatible display device to attach to their exchange access line.
4. The Company shall forward incoming telephone numbers and names to customers who subscribe to the Call Display feature. Calls that are blocked will be displayed as "Private" or "Private Number", depending on the customer's terminal equipment. When numbers are not delivered, such calls may be displayed as "Unknown Number" or "Out of Area" depending on the customer's terminal equipment.
5. 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 furnished, as facilities permit, on a call-by-call basis to customers who subscribe to Call Management Services which deliver a telephone number and to the Company for Call Trace.

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ITEM
300 **Call Management Services - Continued**

ITEM
300.2B **Conditions of Service – Feature Specific - Continued**

ITEM
300.2B.7 **Call Forwarding**

1. Where a customer chooses to have the Call Forwarding – Variable in addition to the Call Forwarding – Busy/No Answer function provided, the customer shall be subject to additional rates, charges, terms and conditions of both features.
2. Multiple Call Forwarding is not available on individual line service, except Call Forwarding – Fixed Central Office in Alberta only.
3. Call Forwarding is not available on numbers to which calls are being forwarded when the forwarding results in the by-pass of applicable toll charges.
4. Call Forwarding – Fixed Central Office is not available on multi-line service associated with PBX systems.
5. Call Forwarding – Fixed Central Office calls shall not be permitted to be forwarded to another Call Forwarding – Fixed Call Central Office telephone number.
6. A maximum of one call may be forwarded per multi-line.
7. Sufficient terminations at the “forwarded to” location must be available to accommodate both forwarded and local traffic.
8. Multiple call forwarding on Call Forwarding is restricted by the availability of sufficient facilities.
9. Where Call Forwarding-Variable or Call Forwarding – Fixed are assigned to a pilot number of a multi-line system, a control party is required.

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300.2B.8

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ITEM
300**Call Management Services – Continued**ITEM
300.2B**Conditions of Service – Feature Specific - Continued**ITEM
300.2B.9**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;
 - d. A line or trunk which has Per Call Blocking, Per Line Blocking, Total Call Blocking or Automatic Blocking activated;
 - e. 411 Directory Assistance;
 - f. Some Cellular or mobile telephones;
 - g. Public or Semi-Public telephone service; or
 - h. Analog switching equipment.
2. Call Return is not available on multi-line service, except when adding additional lines to an existing multi-line already equipped with the monthly subscription feature.
3. Call Return is provided to all eligible individual lines, on a pay-per-use basis up to a maximum charge per billing period.

ITEM
300.2B.10**Call Screen**

1. Call Screen is not available on multi-line service.
2. Call Screen is available with B.C. Centrex Service.

ITEM

300 **Call Management Services - Continued**

ITEM

300.2B **Conditions of Service – Feature Specific - Continued**

ITEM

300.2B.11 **Call Trace**

1. 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 furnished, as facilities permit, on a call-by-call basis to customers who subscribe to Call Management Services which deliver a telephone number and to the Company for Call Trace.
2. In areas where Call Trace is available, customers must utilize this service to trace nuisance, obscene or threatening calls. Where Call Trace capability is not available, tracing of nuisance, obscene or threatening calls will be initiated by Company Security at the request of the police department. F
3. Call Trace is available to individual and multi-line services. It is not available on a PBX. For multi-line service, all lines in the multi-line sequence must be equipped with the feature(s) and the feature must be activated from the member of the multi-line group that the call terminated on.

ITEM

300.2B.12 **Call Transfer**

1. Call Transfer is available only to business customers with up to 30 lines.
2. Where the use of local telephone services equipped with Call Transfer results in local calling volumes which prevent the fair and proportionate use of the Company's local network by others, the Company will, pursuant to Item 107.2, Restrictions on Use of Telephone Service or Other Company Services, of the General Terms of Service, impose limitations upon such local services to the extent necessary to ensure fair and proportionate use. |

ITEM

300 **Call Management Services – Continued**

ITEM

300.2B **Conditions of Service – Feature Specific – Continued**

ITEM

300.2B.13 **Call Waiting**

1. Call Waiting is not available on multi-line service.

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300.2B.14

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ITEM

300 **Call Management Services - Continued**

ITEM

300.2B **Conditions of Service – Feature Specific - Continued**

ITEM

300.2B.17 **One-way Outgoing Line Service**

1. Available in name and telephone number delivery-equipped exchanges in B.C. only, subject to the availability of suitable facilities.
2. A directory listing is not provided.
3. The customer must also subscribe to two-way voice service at the same premises.

ITEM

300.2B.18 **Pay Per Use Services**

1. The customer shall pay a monthly rate for all Call Management Services except for Call Trace, Per Call Blocking, Pay-Per-Use Call Return and Pay-Per-Use Three-Way Calling. Per Call Blocking and Call Trace will be offered free of charge. Pay-Per-Use Call Return shall be charged on a per activation basis on activations where the number is provided and/or returned or the connection with a busy line is set up. Pay-Per-Use Three-Way Calling shall be charged on a per activation basis when the customer adds a third party to an already established connection.
2. The customer must specify each line to which the Call Management Services shall apply except in the case of Call Trace, Per Call Blocking, Pay-Per-Use Call Return and Pay-Per-Use Three-Way Calling, which shall be equipped on all eligible exchange access lines. The Company will, at no charge, remove a Pay-Per-Use feature from a customer's line upon the customer's request.

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300 **Call Management Services - Continued**

ITEM

300.2B **Conditions of Service – Feature Specific - Continued**

ITEM

300.2B.19 **SMART Ring**

1. SMART Ring customers who also subscribe to Call Waiting will have distinctive Call Waiting tones applied against each Directory number.
2. SMART Ring customers will have the choice of forwarding both the primary and alternate Directory numbers to the same Call Forwarded Telephone Number, or forwarding just one of these Directory numbers to the Call Forwarded Telephone Number.
3. All billing charges for the SMART Ring feature shall be to the customer's primary Directory number. The SMART Ring customer cannot choose which distinctive ring to apply against their primary and alternate Directory numbers.
4. 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, alternate Directory number must be non-published or non-listed.
5. SMART Ring permits a customer to have coded ringing applied to an individual line. A Directory listing is provided with this service.
6. SMART Ring is not available on multi-line service.

ITEM

300.2B.20 **Speed Calling**

1. Where Speed Calling is assigned to a pilot number of a multi-line system, a control party is required.

ITEM

300 **Call Management Services - Continued**

ITEM

300.2B **Conditions of Service – Feature Specific - Continued**

ITEM

300.2B.21 **Reserved for future use.**

ITEM

300.2B.22 **Three-Way Calling**

1. Available to individual lines and multi-lines in certain bundles and packages.
2. Three-Way Calling is not available on multi-line service associated with PBX systems.

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300.2B.23 **Reserved for future use.**

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Features and Optional Services

Section III

ITEM 300 **Call Management Services – Continued**
 ITEM 300.3 **Rates**

The Customer shall pay to the Company the following rates and charges for Call Management Services.

Individual Call Management Services:	Monthly Rate, per feature per line				Pay per Use (PPU)	
	Residence Minimum Rate	Residence Maximum Rate	Business Minimum Rate	Business Maximum Rate		
Alternate Number Delivery AB only	No charge (Note 1)	No charge (Note 1)	No charge (Note 1)	No charge (Note 1)	N/A	
Automatic Blocking	3.95	#	#	30.00	N/A	
Call Control (Basic)	No charge	No charge	N/A	N/A	N/A	
Call Control (Premium)	3.00	#	N/A	N/A	N/A	
Call Display	7.95	#	#	30.00	N/A	
Call Forwarding §	4.95	#	#	30.00	N/A	
Call Return	N/A Note 4	N/A Note 4	N/A Note 4	N/A Note 4	<u>Min. Rate</u> \$1.00 (Note 8)	<u>Max. Rate</u> # (Note 8)
Call Screen	1.95	#	#	30.00	N/A	
Call Trace	No charge	No charge	No charge	No charge	No charge	
Call Transfer	N/A	N/A	#	30.00	N/A	
Call Waiting	5.95	#	#	30.00	N/A	

§ Feature grandfathered and not available for new residence customers effective 2009 05 25.

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300 **Call Management Services - Continued**

ITEM

300.3 **Rates – Continued**

Individual Call Management Services:	Monthly Rate, per feature per line				Pay per Use (PPU)	
	Residence Minimum Rate	Residence Maximum Rate	Business Minimum Rate	Business Maximum Rate		
One-Way Outgoing Line Service BC only	TCBC (CRTC 1005) Item 32	TCBC (CRTC 1005) Item 32	TCBC (CRTC 1005) Item 32	TCBC (CRTC 1005) Item 32	N/A	
SMART Ring	4.95	#	#	30.00	N/A	
Three Way Calling	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)	N/A (Note 4)	<u>Min.</u> Rate \$1.00 (Note 8)	<u>Max.</u> Rate # (Note 8)
Visual Call Waiting	No additional chg with CD and CW.	No additional chg with CD and CW.	No additional chg. With both CD and CW.	No additional chg. With both CD and CW.	N/A	

§ Feature grandfathered and not available for new residence customers effective 2009 05 25.

Note 1: There is no charge for this feature except when the alternate telephone number chosen to be delivered is a 1-800 telephone number, for which there is a charge of \$16.00 per line, per 1-800 telephone number. This feature is only available in Alberta.

Note 2: A one-time service charge of \$10.00 will be assessed per request, to have a password reset, except when customer-initiated (self-serve) via the Company's Interactive Voice Recognition system or at www.telus.com.

Note 4: Monthly rates are no longer available to new service orders except where such orders relate to additions to existing installations or to changes of address (subscription service or monthly Call Return and Three Way Calling was grandfathered effective 2001 07 01 as approved in Order 2001-487, dated 2001 06 21).

Note 5: RESERVED FOR FUTURE USE.

Note 6: RESERVED FOR FUTURE USE.

Note 7: RESERVED FOR FUTURE USE.

Note 8: There is no limit on how many times the customer may use this feature. The highest billed amount that may be charged to a customer in a given month will be based on the customer having used this feature up to 7 times in that month.

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ITEM
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Call Management Services - Continued

ITEM
300.4

Packages/Promotions

A – Business Call Management Package

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ITEM
300.4A

Business Call Management Package

ITEM
300.4A.1

Description

The Business Call Management Package provides eligible business customers with a package of three (3) Call Management Services (could include forborne Voice Mail Services) for a single monthly rate.

Under this offer, eligible customers have their choice of three (3) of the following features:

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- Call Display
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- Call Forwarding
- Call Return
- Call Screen
- Call Transfer
- Call Waiting
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- Three-Way Calling
- SMART Ring
- Visual Call Waiting
- Simple Voice Mail (Note)
- Enhanced Voice Mail (Note)
- Combined Voice Mail

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Note: In B.C., a Voice Mailbox is composed of Basic Voice mailbox and Call Forward Mailbox, Item 301, and for the purposes of this offer is considered as one option.

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300 **Call Management Services - Continued**

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300.4A.2 **Conditions of Service**

1. The features chosen by a business individual line or multi-line customer subscribing to the Business Call Management Package must be under the same billing name and at the same service premise.
2. For a business individual line customer subscribing to the Business Call Management Package, the initial three (3) features selected must be assigned to the same business individual line.
3. For a business multi-line customer who is PIC'd to the Company and subscribing to the Business Call Management Package, the initial three (3) features selected may be added to any line within the customer's multi-line group, including a single feature applied to separate lines. Each occurrence on a line counts as one feature.
4. A business individual line customer who is PIC'd to the Company may choose up to three (3) of the features identified in the individual Call Management Services table, Item 300.4A.1 above.
5. A business individual line customer who is not PIC'd to the Company may choose up to three (3) of the features identified in the individual Call Management Services features table, Item 300.4A.1 above.
6. A business multi-line customer who is PIC'd to the Company may choose up to three (3) of the following features (could include forborne Voice Mail Services): Call Forwarding, Three-Way Calling, Call Display, Call Transfer,
7. A business multi-line customer who is not PIC'd to the Company may choose up to three of the following features (could include forborne Voice Mail Services): Call Forwarding, Three-Way Calling, Call Display, Call Transfer.
8. Reserved for future use.
9. A business individual line or multi-line customer who is PIC'd to the Company, may add additional features, over and above the three (3) features subscribed to as part of the Business Call Management Package, at an additional monthly rate of \$17.00 per feature.

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ITEM
 300 **Call Management Services - Continued**

ITEM
 300.4A.2 **Conditions of Service - Continued**

- 10. The Business Call Management Package is only available for business customers.
- 11. Customers moving to a different exchange may change features with no service charge if any of their original choices are not available in the new exchange.
- 12. Reserved for future use
- 13. This offer is limited to one Business Call Management Package per telephone number.
- 14. When Visual Call Waiting is activated for a customer that has chosen Call Waiting and Call Display as part of the Business Call Management Package, Visual Call Waiting will not be counted as a feature.

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ITEM
 300.4A.3 **Rates**

Service Item	Monthly Rate	Service Charge
Business Call Management Package (as specified in Item 300.4A above)	\$ 31.95	----

ITEM
 300.4B **Call Director Package – Service Withdrawn**

ITEM

300 **Call Management Services – Continued**

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300.4B.2 **Rates**|
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Item 300.4B - Call Director Package – Service Withdrawn.

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RESERVED FOR FUTURE USE.

ABRIDGED

Features and Optional Services

ITEM
300 **Call Management Services – Continued**

ITEM
300.5 **Grandfathered Services**

Individual Call Management Services:	Monthly Rate, per feature per line				
	Residence <u>Minimum Rate</u>	Residence <u>Maximum Rate</u>	Reserved for future use	Business	Pay per Use (PPU)
Call Forwarding §	4.95	#		N/A	N/A
Call Hold – B.C. only (Note 2)	3.95	#		18.95	N/A
Call Pick-up – B.C. only (Note 2)	N/A	N/A		14.95	N/A
Last Number Redial – B.C. only (Note 2)	3.95	#		19.95	N/A
Saved Number Redial – B.C. only (Note 2)	3.95	#		19.95	N/A
Speed Call 8 (Note 2)	4.95	#		19.95	N/A
Speed Call 30 (Note 2)	6.95	#		22.95	N/A

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Individual Call Management Services:	Monthly Rate, per feature per line				
	Residence <u>Minimum Rate</u>	Residence <u>Maximum Rate</u>	Business <u>Minimum Rate</u>	Business <u>Maximum Rate</u>	Pay per Use (PPU)
Call Return (Note 2)	4.95	#	#	30.00	N/A
Three-Way Calling (Note 2)	4.95	#	#	30.00	N/A

§ Feature grandfathered and not available to new residence customers effective 2009 05 25.

ITEM

300 **Call Management Services - Continued**

ITEM

300.5 **Grandfathered Services - Continued**

Packages – B.C. only	Monthly Rate			Service Charge
	Residence Rate Bands A, B, C & D	Residence Rate Bands E, F & G	Business	
a. Smarter (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling and Speed Calling 8	\$ 8.50	\$ 9.50	\$31.95	-----
b. Smarter - Ring (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8 and SMART Ring	12.00	13.00	31.95	-----
c. Smarter-Ring-A (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling and SMART Ring	11.00	12.00	31.95	-----
d. Smarter - 30 (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling and Speed Calling 30	11.50	12.50	31.95	-----
e. Smarter - Ring 30 (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 30 and SMART Ring	14.50	15.50	31.95	-----
f. Smartest (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8, Saved Number Redial and Last Number Redial	9.00	10.00	31.95	-----
g. Smartest - 30 (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 30, Saved Number Redial and Last Number Redial	12.50	13.50	31.95	-----

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ITEM

300 **Call Management Services - Continued**

ITEM

300.5 **Grandfathered Services - Continued**

Packages – B.C. only	Monthly Rate			Service Charge
	Residence Rate Bands A, B, C & D	Residence Rate Bands E, F & G	Business	
h. Smartest - Ring (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8, Saved Number Redial, Last Number Redial and SMART Ring	\$13.00	\$14.00	\$31.95	-----
i. Smartest - Ring 30 (Note 1) Includes Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 30, Cancel Call Waiting, Saved Number Redial, Last Number Redial and SMART Ring	15.50	16.50	31.95	-----
j. Smarter-A (Note 1) Includes Call Waiting, Call Forwarding-Variable and Three-Way Calling	8.00	9.00	31.95	-----
k. Business-Pac Basic (Note 3) includes Call Hold, Speed Calling 8, Three-Way Calling and Last Number Redial	--		31.95	-----
l. (i) Business-Pac Premium (Note 3) Includes Call Hold, Speed Calling 8, Call Transfer, Last Number Redial, Call Pick-up and Call Forwarding-Variable	--		31.95	-----
(ii) Business-Pac Premium (2) (Note 3) Includes Call Hold, Speed Calling 8, Call Transfer, Last Number Redial and Call Pick-up	--		31.95	-----
m. (i) Business-Pac Enhanced (Note 3) Includes Call Pick-up, Call Transfer and Call Forwarding-Variable	--		31.95	-----
(ii) Business-Pac Enhanced (2) (Note 3) Includes Call Pick-up and Call Transfer	--		31.95	-----
n. Business-Pac Basic 30 (Note 3) Includes Call Hold, Speed Calling 30, Three-Way Calling and Last Number Redial	--		31.95	-----
o. (i) Business-Pac Premium 30 (Note 3) Includes Call Hold, Speed Calling 30, Call Transfer, Last Number Redial, Call Forwarding-Variable and Call Pick-up	--		31.95	-----
(ii) Business-Pac Premium 30 (2) (Note 3) Includes Call Hold, Speed Calling 30, Call Transfer, Last Number Redial and Call Pick-up	--		31.95	-----

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ITEM
 300 **Call Management Services - Continued**

ITEM
 300.5 **Grandfathered Services - Continued**

Packages – B.C. only	Monthly Rate		Service Charge
	Residence	Business	
p. <u>Business-Pac Custom</u> (Note 4) Includes a choice of 3, 4 or 5 of the following features: Call Hold, Call Forwarding-Fixed, Call Forwarding-Variable, Call Transfer, Saved Number Redial, Call Pick-up, Call Waiting and Cancel Call Waiting			
3 Features	--	\$31.95	----
4 Features	--	31.95	----
5 Features	--	31.95	----

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Note 1: Residence Smarter and Smartest packages are discontinued effective May 28, 2008, pursuant to Telecom Order CRTC 2008-137. Business packages are not available for new installations or for moves, rearrangements or additions to existing installations, since 94 09 15.

Note 2: Not available for new installations or for moves, rearrangements or additions to existing installations, since 92 09 28.

Note 3: Not available for new installations or for moves, rearrangements or additions to existing installations, since 98 05 22.

Note 4: Not available for new installations or for moves, rearrangements or additions to existing installations, since 2000 03 24.