

ITEM
200.20**Centrex Service II**

Note: The business service elements of this service are forborne from regulation in certain exchanges, as identified in Item 100.23.

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|**1. Service Description**

Centrex Service is a Central Office (CO) based switching system that offers customers a wide variety of business communications features. It extends to the customer's premises via SaskTel's local cable facilities. No major equipment installations are required.

Provincial Centrex Service (“PCS”) provides a combination of basic exchange and intercommunicating services between locals of a Customer's System and the network access lines of the public switched telephone network through switching equipment located on SaskTel's premises.

National Centrex Service (“NCS”) is a nationally structured Centrex-type service provided by SaskTel to Centrex Customers who have 500 or more National Centrex Access lines which are jointly provided by SaskTel and two or more Incumbent Local Exchange Carriers (“ILEC”) or by SaskTel, one additional ILEC and one or more participating independent Canadian telephone companies.

2. Definitions

For the purposes of this Tariff Item:

“*Centrex network service access*” provides a combination of network exchange and intercommunicating services and includes:

- (a) access to the basic system features;
- (b) common equipment and switching apparatus which is located on SaskTel's premises;
- (c) local channel facilities to connect the Customer's location with the serving Central Office;
- (d) network access trunks for direct inward dialing and direct outward dialing between the stations of the system and the public switched telephone network;
- (e) call details by individual telephone numbers.

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200.20**Centrex Service II – Continued****2. Definitions - Continued**

“*Basic Centrex features*” are provided at no charge and selected on a line-by-line basis. They are only activated within the physical limitations that the equipment will allow. In addition, some basic features are only available to a customer in a unique Centrex group. Basic Centrex feature availability and operating specifications offered by each Central Office may vary due to differences in the manufacturer’s switching equipment.

“*Centrex system optional features*” include certain station business set and system features provided on a chargeable basis as contained in this Tariff item.

A “*Customer System*” refers to the set of Centrex access lines and Centrex features in a single Customer Group belonging to a single customer.

A “*Customer Group*” consists of the unique assignment of switch resources and options within one SaskTel Centrex switching center.

“*Multiline Devices*” refers to terminal equipment which enable Centrex lines to be used in concentrating, multiplexing or hunting arrangements. Multiline Devices are considered to include key systems, PABX systems, modem pools, voice processing systems, multimedia systems, standalone Automatic Call Distribution (ACD) systems, and multiline telephone sets, but exclude single line telephone sets or Centrex proprietary business telephone sets.

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200.20**Centrex Service II** – *Continued*

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3. Conditions of Service

1. Unless specifically noted otherwise, all definitions, conditions of service and optional feature rates apply to both Provincial Centrex Service and National Centrex Service.
2. “Centrex Service” is intended to mean either Provincial Centrex Service or National Centrex Service.
3. Centrex Service and features will only be offered at exchanges where the necessary Central Office equipment and facilities are available. C
4. Centrex Service is provided on a single Central Office or multiple Central Office basis subject to the availability of Facilities.
5. The digital switching equipment shall be located in SaskTel’s Central Office.
6. Centrex Service rates provide for touch tone dialing, one directory number, system maintenance and local channel facilities between SaskTel’s Central Office and the network interface demarcation point at the Customer's location. The Centrex Service network interface demarcation point shall be as defined by the General Terms of Service in SaskTel’s General Tariff (Item 75).
7. The Customer shall pay SaskTel for any local Channel Conditioning or for any other unusual expenses required to furnish Centrex extension stations or for Centrex network access lines that are provided outside the serving Base Rate Area.

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8. Centrex network access installs outside normal working hours will be charged on an overtime basis at \$135.00 per hour per person in fifteen minute increments for a minimum of two (2) hours.
9. Centrex Service access rates are not fixed during the Contract Period. These rates are subject to revision by SaskTel as approved by the CRTC. Such revisions shall be effective provided SaskTel provides Customer 30 days prior written notice of the effective date of such rate revisions.
10. When it is necessary to install special equipment or to incur an unusual expense to meet specific Customer requirements, the Customer shall pay an additional charge based on the equipment installed or the unusual expense incurred.
11. The Customer is required to supply, at no cost to SaskTel, commercial power with suitable outlets.
12. Centrex terminal equipment may not work in all locations of Centrex serving Exchange Areas due to local channel loop limitations.
13. One directory number will be provided per Centrex network service access line.
14. Centrex service extensions to a non-Centrex serving exchange area shall be limited to single line analog set type touch tone telephone sets.
15. Centrex network access lines extended outside the base rate or island base rate area shall be subject to rates in the item on Excess Mileage Charges.

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200.20**Centrex Service II – Continued****3. Conditions of Service – Continued**

16. Centrex network access lines in exchanges that have Extended Area Service (EAS) shall be subject to charges as per item on Extended Area Service.
17. Centrex service can be terminated on station equipment that is either rented from SaskTel or owned by the Customer (subject to Multiline Device Attachment conditions).
18. When Multiline Devices are connected to a Customer System on a line interface basis, the Centrex Multiline Trunk rates will be charged against all lines in the Customer's System that are connected to this equipment. All such Centrex Multiline Trunks may be counted as telephone lines for the purposes of determining a Customer's compliance with the minimum telephone line requirements set forth in the SaskTel Centrex Service Agreement. Centrex Multiline Trunk rates and conditions of service will also apply to discontinued Customers.
19. If a Centrex Service contract Customer is in default of the Centrex Service Agreement, SaskTel may, at its option, terminate the Centrex Service Agreement after providing thirty (30) days prior notice, in writing, to the Customer. The Customer shall pay to SaskTel all outstanding charges up to the date of termination plus an early termination charge.
20. In cases where the Customer wishes to terminate an existing Centrex Service agreement prior to its expiration date in favor of a new SaskTel Centrex Service agreement, termination liability owing on the existing agreement will not apply if the new SaskTel Centrex Service contract contains a commitment for a quantity of lines equal to or greater than the number of lines under the existing agreement, for a term equal to or greater than that remaining on the existing agreement.

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200.20**Centrex Service II – Continued****3. Conditions of Service – Continued**

21. Should, at any time prior to the expiration of the fixed Contract Period of the Agreement, and the Customer desires to migrate and upgrade to another access service, SaskTel should allow the Customer to migrate and upgrade to another SaskTel access service without payment of the termination charges provided that:

- (i) the Customer executes a new contract with SaskTel for the new service; and
- (ii) the revenues under the new service contract will be equal to or greater than the contracted revenues remaining under the Agreement for the present Service for the balance of the unexpired portion of the fixed Contract Period of the Agreement; and
- (iii) the monthly rental for the new service shall be SaskTel's then current monthly rental rate for such service for a contract period chosen by the Customer.

22. If SaskTel deems that the customer's traffic level exceeds an average of 5.6 CCS line (where one CCS equals 100 Call Seconds) per line over all the lines in the Customer Group during the customer's peak traffic hours, then Centrex Multiline Trunk rates will apply to all lines in the customer group.

23. In order to subscribe to Centrex Basic, Optional and/or ACD features, a Customer must also subscribe to SaskTel Centrex Service. There will not be feature interoperability between SaskTel and competitor provided equipment or access.

24. If requests for network access are received during the winter (November 1 to April 30) additional charges may apply.

Reference: Refer to the item on Winter Construction Charges.

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25. When the location is within an area zoned as commercial, extra provisioning charges will not apply to requests for network access lines within a base rate / island base rate area.

Exception: When the furnishing of service involves unusual costs.

26. When providing network access within a base rate / island base rate area, the service charge is based on the assumption that facilities are available and the furnishing of service will not involve unusual costs. When the furnishing of service involves unusual cost, the customer may be assessed extra charges based on the cost involved.

27. Extra provisioning charges may apply when providing network access to customers located outside a base rate / island base rate boundary.

Reference: Refer to the item on Extra Provisioning Charges.

In addition to Conditions of Service 1-27 inclusive the following Conditions of Service apply to PCS.

28. Provincial Centrex Service is furnished on a monthly rental or a one, three or five year initial contract period as selected by the Customer.

29. In the event of termination of all or part of PCS prior to the expiration of the initial service period, the Customer shall pay to SaskTel all charges due for service furnished plus any termination charge remaining on the original agreement and/or subsequent agreements. The termination charge shall be an amount equal to 50% of the amount owing on the decreased number of lines below minimum.

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30. PCS contract Customers may add up to 20% of the original contracted number of Centrex Network Access Lines without executing a new PCS Agreement. These non-contracted lines are provided at the original effective contract rate for the number of contracted lines. Contracted line growth beyond 20% shall require an amendment to the original Customer Agreement to include all contracted lines added beyond the number in the original Agreement. These new contracted lines are provided at the original effective contract rate. The PCS line rate applicable for the amended Agreement shall be based on the total number of lines in the amended Agreement.

If the Customer qualifies for a new Volume Band and wants to take advantage of the corresponding Volume Band rates, the Customer must sign a new contract at the current tariff contract rates for the total number of lines

31. PCS contracted Customers may obtain additional contracted PCS Network Access Lines at any time during the initial contract period. The term for these additional PCS Network Access Lines shall be of such duration as required to terminate on the same date as the original service period and shall be provided at the rates applicable to the original service period.

32. At the expiry of a contract's initial service period, all PCS lines will revert to a monthly rental.

33. PCS contract Customers may terminate up to 10% of the original contracted Centrex Network Access Lines without the payment of early termination charges. Early termination charges will apply on PCS Network Access Lines terminated in excess of 10%. In addition, the following will also apply:

(a) If, after the termination of up to 10%, the remaining number of lines falls within the Customer's current contracted PCS Network Access Volume Band, the rate for the remaining number of contract lines shall not change.

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3. Conditions of Service – *Continued*

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- (b) If, after the termination of up to 10%, the remaining number of lines falls below the Customer's current contracted PCS Network Access Volume Band for more than 90 consecutive days, the Customer must execute a new PCS Agreement at the rate applicable for the remaining number of Centrex Network Access Lines or increase the number of PCS Network Access Lines to be within the current contracted Volume Band level.
- (c) The Customer may allow the number of contracted PCS Network Access Lines to fall below the original contracted PCS Network Access Volume Band for up to 90 consecutive days once per contract year. If this occurs more than once in a contract year the Customer must execute a new PCS Agreement at the lower PCS Network Access Volume Band for the remainder of the term of the original contracted service level.

The following table is used for smaller customers to calculate the number of lines allowed to be removed before termination charges apply:

Number of Lines Originally Contracted	Allowance
2	None
3-5	1 line
6-14	2 lines
15-30	3 lines
31 and over	10% of the total number of lines

- 34. The Customer may migrate one or more of its Centrex lines to SaskTel Centrex IP service prior to the expiration of the fixed term of their Centrex Service Agreement without incurring otherwise applicable Termination Charges provided that:
 - (a) the Customer replaces the terminated Centrex lines with an equal or greater number of Centrex IP access ports; and
 - (b) the Customer subscribes to SaskTel Centrex IP service for a contract period of a 1, 3 or 5 year term.

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Centrex Service II – Continued

3. Conditions of Service – Continued

In addition to Conditions of Service 1-27 inclusive the following Conditions of Service apply to NCS.

- 37. NCS is available to Customers with 500 or more Centrex lines nationally and provided by at least three Canadian telcos. A minimum of two telcos must be members of ILEC. The minimum requirement in each telco is 30 lines, with both NCS Voice, Data and Microlink lines being used to determine line counts. Data and Microlink do not qualify for NCS rates. F
- 38. The Customer must contract for the same period of time for all NCS lines in all telco territories. F
- 39. NCS is furnished on a three- or five-year contract term (Minimum Contract Period (MCP)) as selected by the Customer. NCS Customers may elect to extend the MCP, at contract rates and conditions of service in effect at the time of potential MCP expiration, for an additional two years by signing a contract extension addendum prior to the expiration date on the contract. F
- 40. NCS Customers may, during the term of the Agreement, reduce NCS lines in SaskTel territory without assessment of charges for termination liability, in accordance with the following table: F

National Quantity of NCS Lines	Line Reduction Permitted
500 to 5,000	10%
5,001 to 30,000	15%
Over 30,000	25%

The reduction of NCS lines permitted without assessment of charges for termination liability will be determined by applying the Line Reduction Permitted (also known as the National Float) percentage against the maximum number of NCS lines subscribed to by the Customer in SaskTel’s operating territory under the Agreement. The maximum number of NCS lines shall consist of lines installed on the effective date of the Agreement, and any lines added during the MCP.

If, after the reduction of up to the applicable Line Reduction Permitted, of NCS lines in SaskTel territory, or as a result of reduction of NCS lines in the territories of other ILECs, the remaining number of lines is still within the limits of the band for which the Customer is currently paying, the rate for the remaining number of contract lines shall not change.

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3. Conditions of Service – Continued

If, after the reduction of up to the applicable Line Reduction Permitted of the NCS lines in SaskTel territory, or as a result of reduction of NCS lines in the territories of other ILECs, the remaining number of lines is less than the lower limit of the band for which the Customer is currently paying, the Customer must execute a new NCS Agreement that reflects the new service levels, or pay for non-working locals to increase the number of Centrex lines to the lower limit of the band in which the Customer is currently located.

- 41. In the event of termination, by the Customer of SaskTel provided lines, beyond the applicable Line Reduction Permitted prior to the expiration of the contracted service period, the Customer shall pay to SaskTel all charges due for services furnished plus a termination charge. The termination charge shall be an amount equal to 50% of the amount owing on the decreased number of lines below minimum.
- 42. At the expiry of the initial NCS period, the rate for all lines will revert to the applicable monthly rate for SaskTel’s PCS network access lines.
- 43. Additional lines may be added during the initial contract period at the same rates as lines covered by the original minimum contract period.
- 44. A National Line Count; the total count of all the lines across all the telcos in which the Customer has contracted for NCS, will be used to determine SaskTel’s line rates for the Customer.
- 45. A SaskTel Customer may convert from an existing PCS contract to a NCS contract without incurring a termination charge provided that: (i) the 3-year or 5-year NCS contract period is equal to or greater than the remaining life of the existing PCS contract, and (ii) the number of SaskTel access lines in the new NCS contract is equal to or greater than the number of lines in the existing PCS contract.
- 46. Automatic Route Selection (ARS) is provided at no charge to customers whose total national line count exceeds 5,000 lines. This feature is included in the line rate. F
- 47. A reseller of Centrex Service II shall make all reasonable efforts to ensure that subscribers and end-users of the service do not employ the call transfer feature to transmit telemarketing telecommunications. N
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4. Rates

The Customer shall pay the following Centrex Service rates and charges for each appropriate Centrex Item obtained to provide a total Customer System service package.

For each Centrex Network Access, the Customer shall pay to SaskTel the following rates and charges. Such rates and charges are in addition to any other rates and charges that may be applicable, including but not limited to charges for Excess Mileage Charges, Extended Area Service, Service Charges, Optional Features and Equipment.

1.a) The following rates and charges apply for Provincial Centrex Service:

i. Rate Group 1

Volume Band (# of lines)	Monthly Rental	1 Year Contract	3 Year Contract	5 Year Contract
1	\$48.35	N/A	N/A	N/A
2 to 19	46.50	\$44.20	\$39.75	\$35.80
20 and over	44.65	42.40	38.20	34.35

ii. Rate Groups 2 and 3

Volume Band (# of lines)	Monthly Rental	1 Year Contract	3 Year Contract	5 Year Contract
1	\$39.10	N/A	N/A	N/A
2 to 19	37.25	\$35.40	\$31.65	\$29.80
20 and over	35.40	33.60	30.10	28.30

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4. Rates – Continued

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(b) The following rates and charges apply for Centrex Downtown Core Service:

Volume Band (Number of Centrex Lines)	5 Year Rate (Downtown Core in Regina and Saskatoon)
200 lines and over*	\$24.80

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Note: Downtown Core includes the area of Regina contained within the boundaries of Albert Street, Broad Street, College Avenue and Saskatchewan Drive, and that area of Saskatoon which is bordered by the following: Idylwyld Drive, Spadina Crescent, 19th Street and Queen Street.

The Downtown Core rate is only available for customers contracting for a 5 year term. This rate is not available to customers with less than 200 lines in the downtown core of Regina and Saskatoon. If the customer qualifies for the Downtown Core rate, all lines in the downtown core of Regina and Saskatoon will receive the above rate.

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4. Rates – Continued

(c) The following rates and charges apply for Centrex Multiline Trunks:

	Centrex Multiline (Rate Groups)		
	1	2	3
For all lines that meet Centrex Conditions of Service Item #17 or #20.	\$48.75	\$45.00	\$45.00

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Note: Centrex Multiline Trunk rates are available as a monthly rental option only.

(d) The following rates and charges apply for National Centrex Service:

National Line Count	Provincial Line Count	3 Year Contract (All Rate Groups)	5 Year Contract (All Rate Groups)
500-1500	30-100	\$30.30	\$28.50
	101-500	28.95	27.10
	501-1500	28.60	26.90
1501-5000	30-100	30.25	28.30
	101-500	28.75	26.90
	501-1500	28.50	26.65
	1501-5000	28.30	26.45
5001-15000	30-100	31.75	29.95
	101-500	30.50	28.50
	501-1500	30.25	28.35
	1501-5000	30.20	28.30
	5001-15000	30.20	28.30

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4. Rates – Continued

Table Continued

National Line Count	Provincial Line Count	3 Year Contract (All Rate Groups)	5 Year Contract (All Rate Groups)
15001-20000	30-100	\$31.70	\$29.90
	101-500	30.25	28.45
	501-1500	30.20	28.30
	1501-5000	30.15	28.25
	5001-15000	30.15	28.25
	15000+	30.15	28.25
20001-25000	30-100	31.70	29.80
	101-500	30.20	28.40
	501-1500	30.15	28.25
	1501-5000	30.10	28.20
	5001-15000	30.10	28.20
	15000+	30.10	28.20
25001-30000	30-100	31.70	29.75
	101-500	30.15	28.35
	501-1500	30.15	28.20
	1501-5000	30.10	28.15
	5001-15000	30.10	28.15
	15000+	30.10	28.15
30000+	30-100	31.70	29.70
	101-500	30.15	28.30
	501-1500	30.10	28.15
	1501-5000	30.05	27.95
	5001-15000	30.05	27.95
	15000+	30.05	27.95

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4. Rates – *Continued*

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2. Service Connection Charges for Centrex Network Access:

Service Charge 1st is the charge that is applied to the first network access per Customer Service Address per order (customer request at one time). Service Charges Add'l is the charge that is applied to all other network access per Customer Service Address per order.

The following table lists the service charges to *establish business first or additional lines* when a field visit is required:

	Service charges if the service drop...			
	• is not in place, or • is in place but has never been activated		• in place and has been previously activated	
For service located...	1st	Add'l item on the Service Order	1st	Add'l item on the Service Order
within a base rate / island base rate area: • 1 st line • additional line (Note 1)	\$99.00	\$66.00	\$99.00	\$66.00
outside a base rate / island base rate area (urban style of distribution): • 1 st line • additional line	499.00 99.00 +(Note 2)	466.00 66.00 +(Note 2)		
outside a base rate / island base rate area (rural style of distribution): • 1 st line • additional line	499.00 99.00 +(Note 2)	466.00 66.00 +(Note 2)		

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	4. Rates – <i>Continued</i>	F
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	Note 1: Plus an additional service drop charge if required. For applicable charges, refer to the ‘Buried Service Drop’ or ‘Aerial Service Drop’ charges. (Refer to the item on Network Access Service)	F
	Note 2: Plus the Extra Provisioning charges. Refer to the item on Extra Provisioning Charges.	F

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4. Rates – Continued

The following service charges apply to *establish business first or additional lines* when no field visit is required:

For service located...	Service Charges	
	1st	Add'l
within a base rate island base rate area: • 1st line • additional line		
outside a base rate / island base rate area (urban style of distribution): • 1st line • additional line	\$45.00	\$32.00
outside a base rate / island base rate area (rural style of distribution)*: • 1st line • additional line		

* Form 1172 ‘Network Facility Request/Reply’ is required before establishing service. Additional charges may apply.

3. The following rates and charges apply for Basic Features:

- (a) There is *no monthly rental* for Basic Features. Service charges for Basic Features do not apply if the feature is installed at the same time as the network access.

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4. Rates – Continued

(b) Services charges do apply for Basic Feature changes subsequent to the initial installation. The following service charges apply, on a per set basis:

Service Charge*	
1st**	Additional
\$21.00	\$8.00

* For Additional Service Charges, a maximum service charge of \$8.00 per telephone applies for software changes.

** An additional \$42.00 applies if a field visit is required.

Service Charge 1st is the charge that is applied to the first line (network access or set) per Customer Group per order (customer request at one time). Service Charge Add'l is the charge that is applied to each additional line in the Customer Group per order.

4. The following rates and charges apply for Optional Features:

(a) Centrex Service Optional Features

The following Optional Feature rates apply to Provincial Centrex Service (PCS).

The following Optional Feature rates also apply to National Centrex Service (NCS), with the exception of Call Name and Number Display, Multiple Appearance Directory Numbers – Multiple Call Arrangement (MADN-MCA), Multiple Appearance Directory Numbers – Single Call Arrangement (MADN-SCA), Speed Call Long, Automatic Route Selection (ARS).

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4. Rates – Continued

Table Continued

Optional Feature	Monthly Rental	Service Charge	
		1st*	Add'l
Enhanced Answering Position (EAP)	\$25.00	**\$21.00	**\$8.00
Extended Call Management (ECM)	1400.00	28013.00	28000.00
Foreign Exchange (FX) Termination (per access)	35.00	63.00	50.00
Ident-A-Call (per number)	3.00	**21.00	**8.00
MADN - Multi-Call Arrangement	5.70	**21.00	**8.00
MADN - Single Call Arrangement	2.50	**21.00	**8.00
Message Centre (for Meridian Business Set)	35.00	113.00	100.00
Message Waiting System (per Customer Group)	150.00	113.00	100.00
Message Waiting Visual Indication Single Line Set (per set) (Note 6)	2.00	43.00	30.00
Music On Hold (per customer group) [music service is customer-supplied]	40.65	63.00	50.00
Paging Access (per system)	40.65	63.00	50.00
Preset Conference Bridge (per bridge)	150.00	513.00	500.00
Preset Conference Large	250.00	1013.00	1000.00
Secondary Number on MBS	5.70	**21.00	**8.00
Selective Call Accept	2.00	**21.00	**8.00
Selective Call Reject	2.00	21.00	**8.00

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4. Rates – Continued

Table Continued

Optional Feature	Monthly Rental	Service Charge	
		1st*	Add'l
Six Port Conference Bridge (per bridge) (Note 7)	\$150.00	\$513.00	\$500.00
Speed Call Long List - 70 numbers (per list)	7.00	**21.00	**8.00
30-Port Conference	250.00	1013.00	1000.00
Tie Trunk termination	35.00	63.00	50.00
Uniform Call Distribution (listed number)			
<ul style="list-style-type: none"> • monthly • three year • five year 	31.10 28.10 25.10	313.00	300.00
UCD Traffic Report	69.00	113.00	100.00
Visual Call Waiting (per line rate) (Note 8)			
<ul style="list-style-type: none"> • 1 – 100 lines activated • 101 – 500 lines activated • 501 and over lines activated 	2.00 1.00 N/C	**21.00	**8.00

* An additional \$42.00 applies if a field visit is required.
 ** Service charge does not apply if the feature is installed at the same time as the line.

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4. Rates – Continued

- Note 1:** The Service charge does not apply if Customer Group size is 100 lines or more.
- Note 2:** NCS customers, whose total national line count exceeds 5,000 lines, do not pay a monthly rental rate for the feature; it is included in the network access rate. However, service charges still apply.
- Note 3:** Bulk Calling Line Identification is only available on certain Central Office switches.
- Note 4:** Service charges will be calculated at cost, including but not limited to material, labour and engineering as may be applicable.
- Note 5:** For Call Name and Number Display, the Customer must utilize an equipped call display capable set. Monthly rental and SCC rates for call display sets are in addition to Call Name and Number Display feature rates. The Call Name and Number rate is applied monthly to each prime DN.
- Note 6:** Certain telephone sets require an E card to activate the visual light indicator. When this is the case, the Message Waiting Visual Indication monthly charge applies. The service charge includes the cost to change the line card. If the Message Waiting Visual Indication is installed at the same time as a SaskTel Voice Mail Service, the SaskTel Voice Mail Service SCC 1st applies and the Message Waiting Visual Indication SCC Add'l applies. C
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- Note 7:** Customers with over 100 Centrex Network Access lines shall receive their first Six-Port Conference Bridge at no charge.
- Note 8:** A Visual Call Waiting capable set is required for the Visual Call Waiting feature to function properly. Monthly rental and SCC rates for Visual Call Waiting capable sets are in addition to Visual Call Waiting feature rates.

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4. Rates – Continued

(b) Automatic Call Distribution (ACD):

Centrex Automatic Call Distribution Service is an optional service of Provincial Centrex Service and National Centrex Service. This service enables incoming calls to be distributed equally to answering positions.

Optional Feature – Automatic Call Distribution (ACD)	Monthly Rental	Service Charge	
		1st*	Add'l
ACD Incalls Key (Per Agent)	\$8.00	**\$21.00	**\$8.00
ACD Management Information System (MIS) Port Access	275.00	313.00	300.00
ACD Queue Listed Number	130.00	313.00	300.00
ACD Traffic Report (each report)	69.00	113.00	100.00
Network ACD (per agent)	48.00	***513.00	***500.00
Perimeter ACD MIS Service Bureau	230.00	413.00	400.00
Perimeter ACD MIS Service Bureau (per agent)	5.00	N/A	N/A
Perimeter ACD MIS Service Bureau additional report (each report)	75.00	69.00	56.00

* An additional \$42.00 applies if a field visit is required.

** Service charge does not apply if the feature is installed at the same time as the line.

*** This service charge is \$875.00 for an existing Centrex Service customer with ACD features.

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4. Rates – Continued

(c) National Centrex Service Optional Features:

Optional Feature	Monthly Rental	Service Charge	
		1st*	Add'l
Call Name & Number Display on Centrex (per line rate) (Note 1)			
• 1 – 500 lines activated	\$1.50	**\$21.00	**\$8.00
• 501 – 1000 lines activated	1.00		
• Over 1000 lines activated	0.75		
• 100% activation (Note 2)	0.25		
MADN – MCA (per line rate)			
• 1 – 500 activations	5.70	***21.00	**8.00
• 501 – 1000 activations	4.00		
• Over 1000 activations	2.75		
MADN – SCA	N/C	**21.00	**8.00
Speed Call Long List (per line rate)			
• 1 – 500 activations	7.00	**21.00	**8.00
• 501 – 1000 activations	5.00		
• Over 1000 activations	3.50		

* An additional \$42.00 applies if a field visit is required.

** Service charge does not apply if the feature is installed at the same time as the line.

ITEM **Centrex Service II – Continued**
200.20

4. Rates – Continued

Note 1: For Call Name and Number Display, the Customer must utilize an equipped call display capable set. Monthly rental and SCC rates for call display sets are in addition to Call Name and Number Display feature rates. The Call Name and Number rate is applied monthly to each prime DN.

Note 2: The customer is entitled to this rate if 100% of the customer's lines in SaskTel territory are activated with the Call Name and Number Display feature.

ITEM **Centrex Service II – Continued**
200.20

4. Rates – Continued

5. Centrex System Programming

Description	Service Charge
Add or modify a Custom Network Class of Service (NCOS)	\$140.00
Add or modify basic customer group features that are not considered Basic, Optional or ACD (ie: timer parameters) (Note 1)	140.00
Add or modify customer feature access codes (*codes)	140.00
Add or modify basic custom routing (ie: night service, threshold, overflow routes, etc.) (Note 1)	140.00
Add or modify extension range for existing Centrex customer group	95.00
Add or modify Dial “0” (zero) for existing Centrex customer group	95.00
Add or modify extension (4 digit) dialing between unique Centrex customer groups located in multiple sites	Note 2
Emergency routing for Customer	Note 2

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Note 1: Complex changes would have to be analyzed.

Note 2: To be determined by individual customer request and network requirements.

Any other unique network request at a customer group level will be charged at cost, including but not limited to material, labour and engineering as may be applicable.