

ITEM
500.28**SaskTel Centrex IP Service**

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1. Service Description

SaskTel Centrex IP Service (or “the service” or “Centrex IP”) is an Internet Protocol service that combines the platform of Centrex with Internet Protocol (IP) capabilities. The service is a nomadic service. SaskTel Centrex IP Service provides access to Centrex features, and enables Customers to complete calls to or from the PSTN or within the Customer’s VPN.

Centrex IP requires a Customer Data Network of sufficient bandwidth and quality for the traffic it is intended to carry. The overall configuration and topology of that network is dependent on a number of factors including but not limited to, the number of users, volume and type of other traffic that will share that network and network traffic volume and patterns. SaskTel Centrex IP Service includes:

- A Centrex IP access port with a telephone number
- On-Net Calling: Centrex IP to Centrex IP calling made within a Customer defined Virtual Private Network (VPN)
- Abbreviated dialing
- Basic Entry Feature Package
- Soft Client- dial pad and access to Centrex IP features

On an optional basis, SaskTel Centrex IP Service includes:

- Customer self-management of the service using a User Interface
- Access to a Call Center Feature Package
- Access to a Messaging Feature Package
- Access to additional Chargeable Centrex IP Features

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2. Definitions

“*Aggregated Count*” means the sum of SaskTel Centrex IP access ports and SaskTel Centrex lines with respect to contracted line volumes for both services for the purposes of determining when Termination Charges are applicable and for determining the rates for SaskTel Centrex IP Basic Entry Feature Packages, and Messaging Feature Packages.

“*Abbreviated Dialing*” means completing calls by only pressing a subset of the subscriber’s full telephone number.

“*Basic Entry Feature Package*” means a group of features available with SaskTel Centrex IP Service.

“*Call Center Feature Package*” means a call centre feature package that is available for a monthly charge in addition to the Basic Entry Feature Package.

“*Chargeable Centrex IP Features*” means SaskTel Centrex IP Service features not included in the Basic Entry Feature Package that are available for a monthly charge.

“*Customer Data Network*” means the Customer provided transmission facility between the Centrex IP access port provided by SaskTel and the Customer’s end user premises. Such Customer provided transmission facility includes a Customer provided Ethernet port at the Customer end user premises used to connect to Customer provided end user terminal equipment.

“*Messaging Feature Package*” means a messaging feature package that can be purchased by the Customer in addition to the Basic Entry Feature Package.

“*Network Assessment Service*” means a chargeable service that provides an evaluation of the Customer’s Data Network to determine the ability of such Network to use the service.

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“*SaskTel Centrex IP Service Agreement*” means the contract executed between SaskTel and the Customer to specify the contracted volumes of IP access ports associated with the SaskTel Centrex IP Service.

“*Soft Client*” means a computer based software program provided as part of Centrex IP.

“*Termination Charges*” means those charges applicable when a Customer terminates or ceases to use all or a portion of the contracted SaskTel Centrex IP Service.

“*User Interface*” means the self management web portal available to Customers for their use for a monthly recurring fee.

“*Virtual Private Network*” or “*VPN*” means a logically defined network or sub network.

3. Conditions of Service

1. SaskTel Centrex IP Service is furnished on a monthly rental basis or a 1, 3 or 5 year contract period.
2. The terms, conditions and rates associated with Centrex IP are subject to change and any changes become effective on the date authorized by the CRTC.
3. The volume band rate benefit resulting from Aggregated Count is not available to Customers who choose the month to month option for SaskTel Centrex IP Service.

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4. When it is necessary for SaskTel to install special equipment or to incur an unusual expense to meet specific Customer requirements, the Customer shall pay an additional charge to SaskTel in such situations on a time and materials charges basis.
5. The service will only be available where there are proper SaskTel facilities, in Exchange Areas as determined by SaskTel and where there is a Customer Data Network available that meets the bandwidth or other network performance requirements as determined from time to time by SaskTel.
6. The Customer may acquire its Customer Data Network from any supplier of their choice, but it must meet SaskTel requirements.
7. As a condition of receiving the service, the suitability of the Customer's Data Network must be assessed. Such assessment must be done by SaskTel at a charge to the Customer using SaskTel's then current rates.
8. SaskTel is not responsible or liable in the event that modifications made by a Customer results in operational problems with, or failure of SaskTel Centrex IP Service. The Customer shall be responsible for making any changes necessary to re-establish SaskTel Centrex IP Service. Any work done by SaskTel to restore the service as a result of Customer action may result in charges to the Customer.

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3. Conditions of Service - Continued

9. Should, at any time prior to the expiration of the term of a SaskTel Centrex IP Service Agreement, the Customer desires to migrate and upgrade to another service, SaskTel will allow the Customer to migrate and upgrade to another SaskTel service without payment of Termination Charges provided that:
 - (a) the Customer enters into a new contract with SaskTel for the new service;
 - (b) the revenues under the new service contract will be substantially similar than the contracted revenues remaining under the Agreement for the present service for the balance of the unexpired portion of the term of the existing Agreement; and
 - (c) 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.
10. The Customer may add to the original contracted number of IP access ports without executing a new SaskTel Centrex IP Service Agreement. These additional IP access ports are provided at SaskTel's applicable rates. Rate adjustments for Centrex IP are applicable on a prospective basis.
11. The Customer, may terminate IP access ports in a number up to 10% of the total of such Centrex lines and contracted IP access ports (Aggregated Count) without the payment of Termination Charges. Termination Charges apply on IP access ports terminated by the Customer in excess of such 10%. Additionally, the following will apply:
 - (a) If, after the termination of up to such 10%, the remaining number of contracted IP access ports and Centrex lines falls within the Customer's current volume band for IP access ports, the rate for the remaining number of contracted IP access ports shall not change.
 - (b) If, after the termination of up to such 10%, the remaining number of contracted IP access ports and Centrex lines falls below the Customer's current volume band, the charge for the Customer's SaskTel Centrex IP Service will be adjusted to reflect the rate applicable for the remaining number of contracted IP access ports and Centrex lines the Customer has at that time.

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(c) Termination charges applicable where the Customer terminates in excess of 10% of the total of Customer's Centrex lines and contracted IP access ports (Aggregated Count) will be the greater of the two amounts determined in the following manner:

- (i) 50% of the following amount: the number of terminated Centrex lines and IP access ports terminated in excess of such 10% multiplied by the Customer's Centrex line rate pursuant to the Customer's Centrex Service Agreement multiplied by the number of months remaining in the unexpired portion of the term of the Customer's Centrex agreement; and
- (ii) 50% of the following amount: the number of terminated Centrex lines and IP access ports terminated in excess of such 10% multiplied by the monthly rate for such IP access ports pursuant to the Customer's SaskTel Centrex IP Service Agreement multiplied by the number of months remaining in the unexpired term of the Customer's SaskTel Centrex IP Service Agreement.

12. 9-1-1 service is available in a non-standard way with SaskTel Centrex IP Service. The caller's location and telephone number are not automatically transmitted with the 9-1-1 call. The caller must orally provide the information to the operator answering the call. For calls made from within Canada, an operator will answer the 9-1-1 call, request the caller's telephone number, location and emergency service required and route the call to the public safety answering point serving the location provided by the caller. If the 9-1-1 caller cannot communicate his or her location or when a 9-1-1 call is disconnected before the 9-1-1 caller's location can be determined, and the operator cannot re-establish contact with the caller, SaskTel will use the registered service address to route the call to the appropriate Public Safety Answering Point.

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13. 9-1-1 calls made from locations outside of Canada can not be completed by the operator. The caller will be told to use an alternate service to place the emergency call.
14. 9-1-1 calling via SaskTel Centrex IP Service is provided subject to the availability of 9-1-1 service at the Customer's physical location. SaskTel Centrex IP Service, including 9-1-1 dialing, may not function in the event of a power failure or Internet service provider service outage for services with SaskTel or if the account has been suspended or terminated for non-payment or other permitted reasons.
15. Service charges ordinarily applicable for service address changes will not be charged as they are required to update the 9-1-1 service address database. N |
16. Upon expiration of the Customer's SaskTel Centrex IP Service Agreement period and subject to the following conditions, the Customer will be deemed to have agreed to commit to another immediately succeeding Agreement period of equal duration, and for an equal Aggregated Count unless the Customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated.
 - (a) All SaskTel Centrex IP Service Customers will be notified by SaskTel, either on their monthly bill or by letter, at least sixty (60) days before the end of the current Centrex IP Service Agreement, as to when automatic renewal will take place, absent any indication by the Customer to the contrary.

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SaskTel Centrex IP Service - Continued

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4. Rates – Continued

Centrex IP Basic Entry Feature Package

Centrex IP Access Ports*	Monthly Rental				Service Charge
	Monthly	1 Year	3 Year	5 Year	
<100 current rate	\$37.71	\$31.43	\$28.57	\$25.97	\$57.00
<100 minimum rate	#	#	#	#	
<100 maximum rate	#	#	#	#	
100-999 current rate	37.71	28.82	26.20	23.82	57.00
100-999 minimum rate	#	#	#	#	
100-999 maximum rate	#	#	#	#	
1,000-9,999 current rate	37.71	26.21	23.83	21.66	57.00
1,000-9,999 minimum rate	#	#	#	#	
1,000-9,999 maximum rate	#	#	#	#	
10,000+ current rate	37.71	23.60	21.45	19.50	57.00
10,000+ minimum rate	#	#	#	#	
10,000+ maximum rate	#	#	#	#	

Centrex IP Basic Entry Feature Package includes:

Automatic Dial, Automatic Display, Automatic Line, Bridged Night Number, Call Forward, Call Park, Camp On, Call Trace, Call Transfer / Transfer with Recall, Call Waiting – Intra, Call Waiting – External, Deny Incoming Calls, Deny Originating Calls, Deny Terminating Calls, Directed Call Park, Directed Call Pick-up, Executive Busy Override, Executive Busy Override Exempt, Group Call Pick-up, Hunting, Inspect Key, Last Number Redial, Malicious Call Hold, Music On Hold – SaskTel Generic, Make Set Busy- Internal, Number Replacement, Privacy Release, Name Display (Internal), Public Name Display, Query Busy Station, Ring Again, Speed Call Short, Three Way Calling, Warm Line, Call Name and Number Display, and one Multiple Appearance Directory Number (MADN) – Single Call Arrangement.

* Volume band pricing is determined via Aggregated Count (Centrex lines + Centrex IP access ports).

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SaskTel Centrex IP Service - Continued

4. Rates – Continued

Centrex IP Messaging Feature Package

Voice Mail Boxes*	Current Rate	Minimum Rate	Maximum Rate	Service Charge
<100	\$9.50	#	#	\$8.00
100-999	6.50	#	#	8.00
1,000-9,999	5.50	#	#	8.00
10,000+	5.00	#	#	8.00

Centrex IP Messaging Feature Package includes: Voice Mail and Message Waiting Indication.

* Volume band pricing is determined via Aggregated Count (SaskTel Voice Mail Service mailboxes + Centrex IP Messaging Feature Packages).

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Centrex IP Call Center Feature Package

Current Rate	Minimum Rate	Maximum Rate	Service Charge
\$10.00	#	#	\$79.00

Centrex IP Call Center Feature Package includes: Agent Incalls Key, Agent Not Ready, Agent Call Supervisor, Agent Emergency Key, Display Queue, Threshold Key, Make Set Busy – All Calls, Line of Business Code, Secondary Directory Number, Display Queue Status Key, Line Indicator Key, Agent Status Lamp, Night Service Key, Observe Agent Key, Answer Agent Key, Controlled Interface, Display Agent Summary Key, Supervisor Call Agent, Supervisor Answer Emergency, and Quick Conference Key.

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SaskTel Centrex IP Service - Continued

4. Rates – Continued

Chargeable Centrex IP Features

Chargeable Centrex IP Features*	Current Rate	Minimum Rate	Maximum Rate	Service Charge
Conference 6 Port Bridge	\$100.00	#	#	\$500.00
Conference 30 Port Bridge	450.00	#	#	500.00
Meet Me Conference	50.00	#	#	30.00
Secondary Directory Number	5.70	#	#	8.00
Network Automatic Call Distribution (ACD)	48.00	#	#	500.00
ACD Queue Access Number	130.00	#	#	300.00
Uniform Call Distribution (UCD) Queue	2.50	#	#	8.00
UCD Queue Access Number	31.10	#	#	300.00
Customized Announcements	80.00	#	#	100.00
Enhanced Answering Position (EAP)	25.00	#	#	8.00
Busy Lamp Field Key	0.00	#	#	8.00
Multiple Appearance Directory Number (MADN) – Single Call Arrangement	2.50	#	#	8.00
MADN – Multiple Call Arrangement	5.70	#	#	8.00
Music On Hold (Customer Supplied)	40.65	#	#	50.00
Distinctive Ringing	2.50	#	#	8.00
Automatic Callback	2.00	#	#	8.00
Speed Call Long List	7.00	#	#	8.00
Anonymous Call Reject	2.00	#	#	8.00
Selective Call Accept	2.00	#	#	8.00
Selective Call Reject	2.00	#	#	8.00

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The monthly charge for MADN- Single Call Arrangement is the monthly charge for MADNs in addition to the one that is included in the Basic Entry Feature Package.

* Customers with an Aggregate count (Centrex lines + Centrex IP access ports) over 100 shall receive their first Conference 6 Port Bridge at no charge.

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4. Rates – Continued

Customer Self-Management of Moves, Adds, and Changes (MACs)

Type of Administrator*	Current Rate	Minimum Rate	Maximum Rate	Service Charge
Admin	\$35.00	#	#	\$57.00
Admin Plus	35.00	#	#	57.00
Owner	35.00	#	#	57.00

Customers can choose to create Administrator accounts, in order to perform their own MACs. Customers can perform MACs of features within the Centrex IP Basic Entry Feature Package, Messaging Feature Package, and Call Center Feature Package that are available in the User Interface.

* Admin, Admin Plus, and Owner are Administrator accounts with different roles and varying levels of permissions.

SaskTel Management of Moves, Adds, and Changes (MACs)

Type of MACs*	Charge**
SaskTel performing MACs available within the User Interface	\$28.00
Sasktel performing MACs not available within the User Interface	28.00

* The charges above are applicable when SaskTel performs MACs to features within the Basic Entry Feature Package, Call Center Feature Package, and Messaging Feature Package on behalf of the Customer.

** The charges are applied based on a one time charge per IP access port for multiple MACs made at once.

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5. Rates – Continued

MACs of Chargeable Centrex IP Features	Service Charge*
Conference 6 Port Bridge	\$500.00
Conference 30 Port Bridge	500.00
Meet Me Conference	30.00
Secondary Directory Number	8.00
Network Automatic Call Distribution (ACD)	500.00
ACD Queue Access Number	300.00
Uniform Call Distribution (UCD) Queue	8.00
UCD Queue Access Number	300.00
Customized Announcements	100.00
Enhanced Answering Position (EAP)	8.00
Busy Lamp Field Key	8.00
Multiple Appearance Directory Number (MADN) – Single Call Arrangement	8.00
MADN – Multiple Call Arrangement	8.00
Music On Hold (Customer Supplied)	50.00
Distinctive Ringing	8.00
Automatic Callback	8.00
Speed Call Long List	8.00

* The charges are applicable when SaskTel performs a MAC to any Chargeable Centrex IP Features.