

Intercept Service

Description

Intercept Service provides the caller with information about the status of a number when a non-working number has been reached and how that call may be completed.

The following types of *Intercept Service* are available:

- a) Switch Intercept
- b) Basic Intercept

Type	Description	
Switch Intercept	A customer, dialing a nonworking number, reaches a recording which advises that the number reached is no longer in service. No referral number is delivered, and no operator comes on the line to advise further information	
Basic Intercept	The following options are available with Basic Intercept:	
	Basic Referral	A calling party, dialing a nonworking number or a number that has been changed, will be connected to the intercept system. This system will cross reference the old number to the new number and advise the calling party of the new number. The calling party must then dial the new number.
Split Referral	A calling party, dialing a nonworking number or a number that has been changed, will be connected to the intercept system. This system will cross reference the old number to <i>more than one</i> new number, or special message. In this case, the call is routed to a pre-recorded message which directs the caller to the appropriate new number.	

Intercept Service - Continued

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Description - Continued

The following table lists the *time periods* available for Intercept Service:

Type	For...	the referral time period is...
Switch Intercept	Residential	up to 3 months
	Business	
Basic Intercept	Residential	up to 15 months
		Business
	Business	up to 15 months
		up to 15 months

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Terms and Conditions

These terms, conditions and rates apply only to exchanges that are forborne from regulation, as identified on page 360, **Forborne Local Exchanges**. For all other locations, refer to the regulated General Tariff.

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1. Intercept Service is available in digital switches to the following customers:
 - a) residence customers;
 - b) business customers.
2. Intercept Service is available on certain toll plan services for a maximum of 120 days.
3. Intercept Service is not available to 911 customers.
4. Intercept is available at SaskTel's discretion and upon availability of sufficient numbers in the switch.
5. Switch Intercept will be considered the *default* Intercept Service when Basic Intercept is not subscribed to.
6. Basic Intercept will refer the caller to another number terminating in or out-of-province (including an 800 number).

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Intercept Service - *Continued***Terms and Conditions** - *Continued*

7. After the intercept referral time period has expired, the telephone number will be reassigned to another customer.
8. The type of service associated with the "referred from" number will determine which rate applies (e.g. Residence rates apply to a residence "referred from" number).
9. No refund will be issued if the Customer cancels Intercept Service prior to the end of the referral time period.
10. The Basic Referral option will be provided at no charge to the Customer when SaskTel is responsible for initiating number changes. The only two situations in which this can occur are:
 - a) directory or assignment errors, where two subscribers may have been given the same listing;
 - b) SaskTel conversions of an NNX code in an area.
11. Split Referral rates and charges will apply in all cases where intercept calls are routed to a pre-recorded message directing the caller to the appropriate new number.
12. Intercept Service may be provided to a number on temporary disconnect. Temporary disconnect rates and charges are in addition to Intercept Service charges. (Refer to the item on Seasonal Service).

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Note: Intercept Service is not a substitute for temporary disconnect.

(Reserved for future use)

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