

EXCHANGE SERVICE

Item

1985.

NATIONAL CENTREX SERVICE

1. GENERAL

National Centrex Service is a business service which includes the standard features of Centrex 5 Service as well as Automatic Dial, Group Intercom, and Speed Call Short. Automatic Route Selection and Station Message Detail Recording are provided as standard features for customers meeting the line size criteria.

2. SERVICE AND EQUIPMENT

A. To qualify for National Centrex Service, a customer must meet the following criteria:

- 1) the customer must subscribe to a minimum of 500 lines across Canada;
- 2) the customer must subscribe to National Centrex Service in at least three telephone companies, two of which are incumbent local exchange carriers;
- 3) the customer must subscribe to a minimum of 30 Company lines.

B. National Centrex Service is offered subject to the availability of facilities and equipment and at the discretion of the Company.

C. When it is necessary to provide special facilities or equipment or to incur any unusual expense in order to furnish service, an additional charge will be made.

D. National Centrex Service is offered on a three or five year initial service period basis. Existing customers may extend their contract at the same terms, conditions, and rates as set out below. Centrex Service may be terminated by the customer prior to the expiration of the fixed contract period upon the conditions specified in Article 21 of Item 200 – Terms of Service. The following exceptions apply:

- 1) Customers who subscribe to three year or five year initial service rates may:
 - a) Add subsequent lines at the rates and terms applicable under their initial service period contract or convert to rates applicable to a larger line size band by signing a new initial service period contract;
 - b) (i) Reduce the number of lines reflected in the initial service period contract by the percentage shown below during the life of the contract without a termination penalty. The percentage reduction will not apply in cases of service termination.

500 – 5000 lines	10%
5001 – 30,000 lines	15%
Over 30,000 lines	25%

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D. - continued

1) Customers who subscribe to three year or five year initial service rates may: - continued

b) (ii) As an option to the standard National Centrex Service float provisions indicated above, customers may elect to accept the national float, which allows the removal of any quantity of lines, without penalty, contained in a specific National Centrex Service Agreement, provided that the total number of lines being terminated under this provision, added to the sum of all other lines terminated previously or coincidentally, does not exceed 10% of the total number of lines in service, as contained in the National Centrex Service Agreement. The election to accept the provisions of the national float must be made by customers within six months of signing the National Centrex Service Agreement. Customers under existing National Centrex Service Agreements may elect to accept the national float for a period of six months from the date of the approval of this tariff.

Customers who do not make a specific election to accept the national float will be deemed to have accepted the standard National Centrex Service float provisions.

National Float – 10% of the total lines within the National Centrex Service Agreement.

2) Customers must contract for either three year or five year rates for all lines in all telephone company serving areas. An aggregated count between contracted National Centrex lines and contracted Hosted IP Telephony Service lines in Item 1988 may be used to determine a customer's line size threshold for establishing the line rates in Item 1985.3.A and the rates for optional features and service in Item 1985.3.C that are based on line size.

3) Extensions: subject to the agreement of the Company and the customer, customers may also avail of an extension to their contract in one year increments, at the existing contract terms, conditions and rates. The customer may select an individual one year extension period, multiple consecutive one-year extension periods, or a period or periods of between one and five years. Additional extensions of one year increments beyond five years at existing contract terms, conditions and rates are available, subject to the agreement of the Company and the customer. Termination charges in any extension period apply as set out above.

4) Negotiation Period following the end of the current MCP contract: where the customer has not selected an extension period as noted above, and subject to the agreement of the Company and the customer, service may continue beyond the end of the current contract at the same rates, terms and conditions for a period of up to six months, for the purpose of negotiating a subsequent contract for this or another Company-provided local access service (the "Negotiation Period").

5) Customers may migrate all or a portion of their National Centrex Service under the terms of an MCP to any access services which are subject to the terms of an MCP. In such cases, termination charges do not apply, provided that the charges remaining on the MCP for the National Centrex Service that they are migrating from are less than those being committed under the new MCP for the other service. If the charges remaining are greater than those being committed under the MCP for the other service, then termination charges as determined above apply on the difference between the two amounts.

6) In addition to the migration provisions above, customers may migrate all or a portion of their National Centrex Service under the terms of an MCP to National Services Tariff, Item 517 - Hosted IP Voice without termination charges, provided that the customer has selected an MCP of three years or greater, and the total number of lines under the new MCP is equal to or greater than the number of lines under the existing National Centrex Service MCP.

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E. Non-optional Urban Unlimited is included as part of the line rate.

F. National Centrex Service provides standard features such as direct outward dialing, station-to-station calling, call transfer, call hold, call pickup, call forwarding, abbreviated dialing, call waiting, call display, and ring again.

Other features as specified in Item 1980 may be provided at an additional charge.

G. Directory listings are provided as specified in Item 1980.

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A. Monthly rates for each National Centrex voice line with a 3 or 5 year contract:

From: To:	National Line Size									
	500 1500	1501 5000	5001 15000	15001 20000	20001 25000	25001 30000	30001 50000	50001 70000	70001 90000	Over 90000
Company Line Size										
30 to 100 lines										
3 Yr	\$37.35	\$36.45	\$36.10	\$35.75	\$35.40	\$35.00	\$34.65	\$34.35	\$34.10	\$32.75
5 Yr	35.35	35.00	34.35	33.90	33.55	32.75	32.55	32.55	32.30	32.40
101 to 500 lines										
3 Yr	\$35.60	\$35.20	\$35.05	\$34.35	\$34.05	\$33.65	\$33.30	\$33.00	\$32.60	\$32.40
5 Yr	34.65	34.30	33.95	33.65	33.30	32.75	32.50	32.15	31.95	31.70
501 to 1500 lines										
3 Yr	\$34.50	\$34.10	\$33.85	\$33.35	\$33.05	\$32.65	\$32.20	\$31.90	\$31.65	\$31.45
5 Yr	33.65	33.55	33.25	32.65	32.20	31.65	31.55	31.20	31.00	30.80
1501 to 5000 lines										
3 Yr	N/A	\$33.40	\$33.30	\$33.10	\$32.65	\$32.25	\$32.05	\$31.65	\$31.45	\$31.20
5 Yr	N/A	33.20	33.10	32.25	31.95	31.60	31.35	30.65	30.25	30.00
5001 to 15000 lines										
3 Yr	N/A	N/A	\$32.45	\$32.20	\$32.10	\$32.00	\$31.95	\$31.45	\$30.80	\$30.65
5 Yr	N/A	N/A	32.95	32.15	31.95	31.60	31.10	30.45	30.10	29.15
15001 to 30000 lines										
3 Yr	N/A	N/A	N/A	\$32.20	\$32.10	\$32.00	\$31.85	\$31.20	\$30.55	\$30.25
5 Yr	N/A	N/A	N/A	31.95	31.95	31.60	31.00	30.45	29.90	29.15
30001 to 50000 lines										
3 Yr	N/A	N/A	N/A	N/A	N/A	N/A	\$31.85	\$31.20	\$30.55	\$30.25
5 Yr	N/A	N/A	N/A	N/A	N/A	N/A	31.00	30.45	29.90	29.15
Over 50000 lines										
3 Yr	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$31.20	\$30.55	\$30.25
5 Yr	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30.45	29.90	29.15

Note: Non-optional Urban Unlimited is included as part of the above line rates.

B. Service Charge

Regular element service charges, Item 510, apply for each line.

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C. Optional Features and Service

	<u>Monthly Rate</u>	<u>Service Charge</u> <u>(Note 1)</u>	C
1) Automatic Call Distribution			
Each Group (monthly)	\$170.00	\$250.00	
Each Agent	7.75	10.00	
Management information port	200.00	700.00	
2) Automatic Route Selection			
Clients with more than 5000 lines	Nil	At Cost	
Clients with fewer than 5000 lines	0.50	At Cost	
3) Centrex Voice Message Integration			
CVMI/SMDI/IVMS port access	200.00	1200.00	
4) Direct Inward System Access	35.00	(Note 2)	C
5) Multiple Appearance Directory Number			
Multiple Call Arrangement	4.70	(Note 2)	C
6) National Centrex data line, each			
Monthly	54.35	164.45	
3 Year	50.60	164.45	
5 Year	49.50	164.45	
7) Speedcall 50	13.50	(Note 2)	C
8) Station Message Detail Recording			
Clients with more than 5000 lines	Nil	At Cost	
Clients with fewer than 5000 lines			
Each system	75.00	At Cost	
Each local	0.50	At Cost	

Note 1: Service charges are in addition to those specified in Item 3.B. above.

Note 2: See Item 510.

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3. RATES AND CHARGES - continued

C. Optional Features and Service - continued

9) The following optional features are available at the rates specified in Item 1980.

Additional Services	Dynamic Change
- Dictation Access	Enhanced Answering Position
- Paging Access	Message Centre
- Tie Trunk Termination	Message Waiting Visual Indication
- Voicecom Access	Speed Call – 70 numbers
Conference 6	Virtual Network Link
	Route Advance

10). Reserved for future use.

11) Centrex Corporate Feature Networking (CCFN) (Note 2)

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Monthly Rates (Note 3),
each line

National Line Size

Line Size	C	500 15000	15001 20000	20001 25000	25001 30000	30001 & Over
30 to 100 lines		\$2.50	\$2.45	\$2.40	\$2.35	\$2.35
101 to 500 lines		1.75	1.70	1.65	1.60	1.60
501 to 1500 lines		1.35	1.30	1.25	1.20	1.20
1501 to 5000 lines		1.10	1.05	1.00	0.95	0.95
5001 to 15000 lines		0.90	0.85	0.80	0.75	0.75

Note 1: Reserved for future use

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Note 2: A service charge of \$5.00 applies for each software change on the same order except for the first change which is charged at the line connection rate (see Item 510).

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Note 3 Applies to all lines of the customer's Centex system having access to tie trunks that connect two or more Centex systems together.

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C. Optional Features and Service - continued

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	<u>Per Activation</u>	<u>Maximum per month</u>
12) Call Trace	\$5.00	\$10.00 per line Per directory number
		<u>Monthly Rate</u>
13) Remote Activation (Note)		see Item 2142.3.A.1)
14) Simultaneous Ring (Note)		see Item 2142.3.A.1)

Note: A service charge of \$5.00 applies for each software change on the same order except for the first change which is charged at the line connection rate (see Item 510).

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