

## EXCHANGE SERVICE

Item

1988.

HOSTED IP TELEPHONY SERVICE

Note: This tariff item is forborne from regulation in certain exchanges, as identified in Item 473.

1. GENERAL

A. Hosted IP Telephony Service is a business voice communications service using Internet Protocol (IP) technology. This service provides enhanced voice communication services between a station on the customer's Local Area Network (LAN) and the Public Switched Telephone Network (PSTN) over a customer's qualified Company Data Service as defined by the Company.

B. Hosted IP Telephony Service provides the following:

- 1) connection to the Hosted IP Telephony platform,
- 2) access to the PSTN, Touchtone dialing,
- 3) telephone number and directory listing as specified in Item 2.P,
- 4) standard features as specified in Item 2.N,
- 5) access to 9-1-1 Emergency Service,
- 6) access to Relay Service, C
- 7) access to Directory Assistance,
- 8) access to Repair and Operator Assistance,
- 9) on an optional basis, customer management of additions, moves and changes, and C
- 10) ability to suspend service. C

Hosted IP Telephony Service uses telephone numbers that conform to the North American Numbering Plan (NANP). As required by Compliance and Enforcement and Telecom Regulatory Policy CRTC 2018-484 (CETRP 2018-484), *Implementation of universal network-level blocking of calls with blatantly illegitimate caller identification*, the customer must ensure that no calls are delivered over this service that do not conform with the requirements of this CTRP 2018-484.

2. SERVICE AND EQUIPMENT

A. The delivery of the Hosted IP Telephony Service will require a qualified Company Data service as identified in item 2.E. The customer is responsible for the provision of appropriate and compatible station equipment for voice communications at each end-user location consisting of an IP Telephone set certified through the Company. The customer is responsible for ensuring that the Hosted IP Telephony station equipment as well as any other equipment on the customer premises that is on the customer's side of the network demarcation point is appropriately equipped and configured for the service.

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B. The service is provided on a per-user basis through connection to a customer's existing Company Wide Area Network (WAN) Service.

C. The demarcation point for the Hosted IP Telephony Service is the Customer Edge (CE) device located on the customer premises. The customer shall be responsible for maintaining any inside wiring connecting the CE device to the User Equipment/LAN.

D. The customer shall be responsible for providing power for the CE device, LAN switches, and telephone sets.

E. Qualified Data Services required for the delivery of Hosted IP Telephony Service are determined by the Company.

F. Existing Centrex Service features (basic or optional) are not available for use by Hosted IP Telephony Service. Exception: Additional Directory Number, and Automatic Call Distribution which is subject to availability.

G. The Company determines the Exchanges where Hosted IP Telephony Service will be provided. The service is provided at the discretion of the Company within an Exchange subject to the availability of suitable facilities and equipment. **C**

H. When it is necessary to provide special facilities or install special equipment or to incur any unusual expense in order to furnish service, the customer shall pay an additional charge based on the facilities provided, equipment installed or the unusual expense incurred. **C**

I. Hosted IP Telephony Service is provided subject to the availability of suitable access facilities for a qualified Company Data Service as stated in 2.E. If all or any portion of the appropriate access facilities do not exist between a serving Central Office and the customer premise, the Company will notify the customer that additional access charges would be necessary to provision the service. Customers will be required, on an individual basis, to respond to the Company as to whether they are willing to incur additional access charges in order to build the necessary facilities and allow the provisioning of Hosted IP Telephony Service. **C**

J. Hosted IP Telephony Service is offered on monthly basis (non-contract) and on a contract basis with a one-year, three-year or five-year initial service period. Upon the expiry of the initial service period of the Hosted IP Telephony Service contract, a customer may extend the contract in accordance with the provision available for a Centrex contract as stated in Item 1980.2.C. Hosted IP Telephony Service may be terminated by the customer prior to the expiration of the initial service period of the contract upon the conditions specified in Article 21 of Item 200 – Terms of Service. The following exceptions apply:

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J. (continued)

1) Customers who subscribe to contracted 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) Reduce the number of lines subscribed for at the commencement of the initial service period or at the commencement of an extension term of the contract by a maximum of 10% during the duration of the initial service period or the extension term without incurring a termination charge. This 10% reduction will not apply in cases of service termination.

2) Additional customer sites may be added at any time prior to contract expiry, at the applicable monthly rates, provided the service is obtained at least six months prior to contract expiry. Additional sites may be added in the last six months of the existing contract if the customer commits to a new contract. C C

3) Customers may convert their contract from one year to three years or to five years by signing a new initial service contract period.

4) Customers may convert from Hosted IP Telephony Service to other network access services offered by the Company, without paying any termination charges, provided that the monthly re-occurring charges under the new contract are of equal or greater value to those remaining under the customer's existing unexpired contract for Hosted IP Telephony Service. Eligible alternative contracted tariffed network access services are Individual Line Business or Multiline Business (Item 475), Centrex (Items 1980, 1982, and 1985), Digital Exchange Access (Item 1990), and Megalink (Item 2000). C

K. The rates for Hosted IP Telephony Service shall be determined by the volume and term committed to by the customer. All Hosted IP Telephony Service lines committed to by the same customer under contract in Manitoba are aggregated to determine the appropriate Hosted IP Telephony Service rate threshold. An aggregated count between contracted Hosted IP Telephony Service and contracted Centrex Service may be used to determine the rate threshold. An aggregated count between contracted Hosted IP Telephony Service and a National Centrex Service contract may be used to determine the rate threshold.

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L. Customers who commit to migrating Centrex Service lines to the Hosted IP Telephony Service will have their Centrex Service lines and Hosted IP Telephony Service lines aggregated to determine the rate threshold. The contract period for the Hosted IP Telephony Service lines will be deemed to have the same term and end date as the contract for the Centrex Service lines. This aggregation also will include any additional Hosted IP Telephony Service lines requested by the customer. **C**

M. Community Calling is included as part of the Hosted IP Telephony Service line rate except where otherwise noted. **C**

N. Hosted IP Telephony Service provides standard features such as direct outward dialing, station-to-station calling, abbreviated dialing, multiple appearance directory number, call display, distinctive ring, do not disturb, last number redial, call waiting, call forward, call blocking, call mute, call transfer, call hold, 3-way calling, call return and call trace.

O. Customers shall be assigned Primary Numbers from the Company's exchanges, based on the physical location of the customer's original service address. All telephone numbers conform to the North American Numbering Plan. Numbers will be assigned from the wireline pool of numbers, and there will be no separate number pool for Hosted IP Telephony Service.

P. One white page directory listing is provided without charge for each Hosted IP Telephony Service Primary Number. One Yellow Page listing is also included for one of the Primary numbers, as determined by the customer. Additional directory listings are provided in accordance with Tariff Item 1600.

Q. Adding or modifying Directory Listings on subsequent orders are subject to a Service Charge in accordance with Tariff Item 1600.8.

R. If a customer wishes to have an unpublished Primary Number, the rates and charges specified in Tariff Item 1600.9 apply.

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2. SERVICE AND EQUIPMENT - continued

S. Nomadic VoIP 9-1-1 service will be provided for Hosted IP Telephony Service. Nomadic VoIP 9-1-1 calls placed from Hosted IP Telephony Service will be routed to an emergency operator (Operator) and the caller will have to provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the customer's call to the appropriate Public Safety Answering Point (PSAP) or emergency service corresponding to the provided address/location. Based on the serving area, an additional operator may be required to direct calls to the appropriate PSAP or emergency service. 9-1-1 service is not available in certain parts of Canada where local authorities have not made it available.

T. Nomadic VoIP 9-1-1 calls originating from an address or location outside of Canada cannot be routed to any PSAP or emergency service by the Operator.

U. 9-1-1 dialing will not work during a Hosted IP Telephony Service outage; during power outages if there is no battery back up, or once the battery back up has been depleted; or where any hardware provided and installed by the Company in connection with Hosted IP Telephony Service equipment has been tampered with, damaged or relocated.

V. For Hosted IP Telephony Service (including 9-1-1 service) to work, the customer is responsible for: (1) the supply of electrical power; and (2) the proper maintenance of the Hosted IP Telephony Service Equipment and any customer provided equipment connected to the Hosted IP Telephony Service Equipment, including replacing the battery, if any, and contacting the Company for technical servicing when prompted to do so or as required, unless otherwise specified by the Company.

W. The Company is not responsible to anyone for any inability to access 9-1-1 service or use Hosted IP Telephony Service as a result of these limitations or your failure to comply with these requirements, to the extent permitted by applicable law.

X. As required by Telecom Decision CRTC 2005-61, *Follow-up to Emergency service obligations for local VoIP service providers* and Decision 2005-21, *Customer notification requirements*, the customer must inform all end-users and potential end-users of the service of the nature and limitations of the 9-1-1 service in accordance with the regulatory requirements set out in that decision.

Y. Hosted IP Telephony Service includes a web portal which customers may use to input and update as needed the most likely address and location information. The customer is solely responsible for providing the correct address and location information which may be used by the PSAP if the 9-1-1 caller is unable to identify their location. If the customer does not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, the Company and its suppliers are not liable for any and all claims or actions arising out of any such misrouted 9-1-1 calls.

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3. RATES AND CHARGES

A. Hosted IP Telephony Service consists of the following elements at the rates and charges as specified below.

1) Hosted IP Telephony Service - Monthly rate per Hosted IP Telephony Line

	<u>From 1 To 50</u>		<u>From 51 To 200</u>		<u>From 201 To 500</u>		<u>From 501 To 1500 Lines</u>		<u>1501 Lines and Above</u>	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Monthly non-contracted rate	#	60.00	#	60.00	#	60.00	#	60.00	#	60.00
Monthly 1-year contracted rate	#	42.55	#	40.55	#	39.80	#	38.85	#	38.05
Monthly 3-year contracted rate	#	39.55	#	37.75	#	36.90	#	36.05	#	35.25
Monthly 5-year contracted rate	#	38.05	#	36.35	#	35.45	#	34.65	#	33.85

2) Service Charges

The regular element service charges stated in Item 510 apply to each Hosted IP Telephony line.

# Filed in confidence with the CRTC.