
CENTREX

1. GENERAL

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

This entire section will become destandardized effective 2002 07 04 and will no longer be available for new installations, changes of address or under a contract renewal basis. Please see Section N240 for the new Centrex II Service offering.

- 1.01 Centrex Service allows a line-serving switch Central Office switch facility, consisting of a local channel and a line card, to terminate on a jack arrangement at a customer premise. The connection of a Centrex Service is called a local and provides a combination of Exchange and intercommunicating services. C

The Centrex Service is offered to customers in Exchanges subject to the availability of suitable facilities. C

Two locals within an Exchange is the minimum requirement to provide Centrex Service to a customer. C

Centrex Service provides basic and optional features.

The initial service period for Centrex Service is one month.

- 1.02 The monthly rates and service charges as specified in N210 2. apply for each local of the Centrex Service which provides the following services:

- (a) Access to Centrex basic service features. Refer to Section N210 3. for details.
- (b) Common equipment and switching equipment as required.
- (c) Circuitry to connect the customer location to the line-serving switch Central Office serving the area in which the terminal equipment is located. C
- (d) One group of trunk lines for incoming service to the attendant's position. The Company determines the number of such lines in the group based on the customer's requirements. The charge for equivalent service specified in N100 5.04 applies. C
- (e) Trunk lines, as determined, for incoming and outgoing calls from locals of the system.
- (f) Touch tone dialing capabilities.
- (g) Inward dialing, which permits the dialing of incoming calls to locals of the system.

- 1.03 The monthly rates and service charges as specified in N210 2. apply for each Centrex optional service features which are described in N210 4.

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1. GENERAL (Destandardized see Item 1.) (Cont'd)

1.04 Software changes made to the features of the Centrex Service, after the initial installation, are subject to the service charges stated in N210 2.

1.05 Interexchange distance charges (N690) apply when locals are provided between EAS Exchanges and foreign exchanges. C

EXCEPTION: When a customer is paying for two or more Centrex Systems in the local calling area of an Exchange he may choose to pay rates specified in Item 9 for Multi-Exchange Centrex Service for all voice locals instead of distance charges specified above. C

1.06 A directory listing will be provided for a Centrex local. Additional directory listings will be rated as in N140.

2. RATES AND CHARGES (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

2.01 The initial service period for Centrex Service is one month.

(a) The following monthly rate and service charge for each local including the basic service features described in N210 3. across all Rate Bands. The Relay Service rate in Item 5.04 b) is included.

	<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
Centrex Service			
2 to 99 Locals each	\$63.84	MESC	CFL99
2 to 99 Locals each (including equivalent service)	\$66.57	MESC	CFL9G

(b) The following monthly rate and service charge for each Centrex Service Multi Access Line including the basic service features described in N210 3. across all Rate Bands. In addition Speed Call 50 and Directory Number Hunting (Equivalent Service) are included in the basic service feature package. The Relay Service rate in N100 Item 5.04 b) is included.

	<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
Centrex Service			
Multi Access Line			
2 to 99 Locals each	\$69.45	MESC	CML99

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2. RATES AND CHARGES (Destandardized see Item 1.) (Cont'd)

2.02 The following monthly rates and service charges apply, in addition to other monthly rates and service charges, to the Centrex optional service features described in N210 4.

	MRC	S/C	USOC
	\$70.00	MESC	CXASF
- Access to special facilities			
- Automatic call distribution	350.00	\$3300.00	CXACD
- Automatic call distribution management information system interface	200.00	1430.00	CXMIS
- Automatic route selection and Queuing	.50	MESC	CXARS
- Centrex Dynamic Change 2 - 1500 locals	536.00	3500.00	CXCDC
- Department billing	Note 1		CXDBL
- Digital recorder announcer (NT5M)	500.00	2200.00	CXDRA
- Enhanced feature package	Note 1		CXEFP
- Inward dialing	6.90	MESC	CX1DL
- Message waiting	75.00	MESC	CXMWT
- Remote Call Forwarding (see 2.02 page 3a)			
- 6 port conference bridge	200.00	550.00	CXPCB
- Software service charge	Note 2		CXSCH
- Speed call 50 Code	13.50	MESC	CXESR
- Station message detail recording	220.00	N/A	CXMDR
- Tie trunk per end	65.00	MESC	CXTTT
- Time of day routing	113.65	MESC	CXTDR
- Traffic study	N/A C	137.00 C	CXTSY
- Virtual facility groups	5.00	MESC	CXVTT
- Voice messaging	Note 3		CXVMG

Note 1: Monthly recurring charges and service charges for the noted features will be rated upon customer request.

Note 2: The Administration Charge plus \$8.00 per program change.

Note 3: See Item 6.0 for rates and charges.

CENTREX2. RATES AND CHARGES (Destandardized see Item 1.) (Cont'd)

2.02 The following monthly rates and service charges apply, in addition to other monthly rates and service charges, to the Centrex optional service features described in N210 4.

		<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
	- Remote Call Forwarding			
I	Initial	71.78 (see Note 6)	MESC	CXRCF
I	Additional each	36.65 (see Note 6)	MESC	CXRCA

Note 6: Each software program change see Note 2 for service charge.

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3. CENTREX BASIC SERVICE FEATURES: (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

The Centrex basic service features are the following:

- 3.01 Call Forward allows one call at a time to be forwarded from a telephone set to a predetermined telephone number when a busy or no answer situation occurs or when the station user initializes the call forward feature.
- 3.02 Call Park allows a station user to park a call in a numbered directory which can be retrieved from any telephone set by using a feature access code and the directory number that the call is parked against.
- 3.03 Call Pick-Up allows a station user to answer incoming calls to another station within a defined Call Pick-Up Group by accessing the pick-up code or feature access code.
- 3.04 Call Transfer allows a call to be transferred from one telephone set to another.
- 3.05 Class of Service provides the capability to deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations.
- 3.06 Extension Calling allows station users with 7 digit dialing to use the intercom. For those users with 9+7 digits, they can have 4 digit dialing for internal calls.
- 3.07 Group Intercom allows a station user to direct an intercom call to any user- member of a predesignated group.
- 3.08 Permanent Hold allows a station user to hold one active call against its own directory number without attendant assistance.
- 3.09 Ring Again allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.
- 3.10 Ring Splash indicates with a distinctive "low tone" that your telephone is in the call forward state and that all calls are being diverted.
- 3.11 Three Way Conference allows the caller to add on conference three conferees for an instant meeting with internal or external calls.
- 3.12 Distinctive Ringing allows certain incoming call types (internal, external and queued), to be identified by having them ring distinctively on the terminating stations in the customer group. This feature is precluded from functioning within a key telephone system.

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3. CENTREX BASIC SERVICE FEATURES (Destandardized see Item 1.)(Cont'd)

- 3.13 Do Not Disturb is a station activated feature which provides the individual station user with the option of making that station's line either busy or available to incoming calls by using the Make Set Busy (MSB) feature. It provides a splash of ringing when an incoming call is diverted to remind the station user that MSB is active.
- 3.14 Internal Name Display allows for the Meridian Business Set with display user to see the name of the calling or called party displayed on incoming and outgoing calls respectively. The names displayed are those data filled through service order to correspond to particular directory numbers.
- 3.15 The Trunk Answer From Any Station (TFAS) feature allows any station in the customer group (served by an Attendant Console) to answer an incoming call by dialling a code. The code is dialled when the TFAS alerting device sounds. To answer a call the station user dials an access code. The answering station may complete the call by then transferring the call.
- 3.16 Speed Call 10 allows the station user to store frequently-called numbers against an access code and to place calls to these numbers by dialing only the access code.
- 3.17 Call Display Name and Number allows the capability to furnish the telephone number and the associated name from which a call originates, subject to the availability of suitable facilities notwithstanding any other provisions of the Company's tariffs and as an exception for an unlisted telephone number from which a call originates is furnished. Any persons wishing to protect the anonymity of their calling number and the associated name may subscribe to Call Number Blocking services specified in Section N100, item 7.0.
- C 3.18 Call Trace allows the called customer to have the last incoming call traced. See Section N490, items 8.04 iii) c) and 8.04, v) vi).
- 3.19 Number Replacement permits the transmittal of an alternate number, on a fixed basis, in lieu of the actual telephone number from which a call is being placed. The alternate telephone number is selected by the customer and must be associated with another line of the same class of service working for the same customer at the same premises. Number replacement is provided subject to the availability of suitable facilities. Customers may arrange their lines so that all or only a portion of them transmit the alternate number. See Section N100, Item 7.02 for rates and charges.

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4. CENTREX OPTIONAL SERVICE FEATURES (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

The Centrex optional service features are the following:

- 4.01 Access to Special Facilities provides accessibility to audio input on hold, code calling, dictation recording, loudspeaker paging, music on hold, radio paging.
- 4.02 Automatic Call Distribution allows calls to be routed in a sequence to allow for a number of incoming calls and anticipated waiting time.
- 4.03 Automatic Call Distribution Management Information System (MIS) Interface enables a downstream processor to use a data stream to collect ACD information from the line-serving switch. The processor can then use this information to produce real time statistics and historical reports. C
- 4.04 Automatic Route Selection and Queuing utilizes variables to determine the most efficient route for completing calls over the customer network.
- 4.05 Department Billing provides a customer with a local detailed billing.
- 4.06 Digital Recorder Announcer (NT5M) is a Central Office based digital playback system specifically designed to deliver recorded announcements repeatedly and automatically. C
- 4.07 Enhanced Feature Package consists of ring-again on trunks, large conference capability, executive override, authorization codes, direct inward system access.
- 4.08 Inward Dialing is an optional feature which permits direct inward calling from the network to specific stations.
- 4.09 Message Waiting allows a business set with digit display to be designated as a message centre and notify other stations of waiting messages through use of call request.
- 4.10 6 port Conference Bridge allows a Meridian Electronic Business Set user to establish a conference call with up to 6 parties.
- 4.11 Software service charges are billed when additions, changes, deletions to the Centrex software program are done after the initial installation of the Centrex service.
- 4.12 Speed Call 50 allows the station user to store frequently-called numbers against an access code and to place calls to these numbers by dialing only the access code.
- 4.13 Station Message Detail Recording provides the customer with details of all long distance and special services calls made by every station user in the customer's Centrex system.

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4. CENTREX OPTIONAL SERVICE FEATURES: (Destandardized see Item 1.)(Cont'd)

- 4.14 Tie Trunk permits interconnection between communication systems within a customer's private telecommunication network and the Central Office.
- 4.15 Traffic Study provides the customer with a detailed analysis of the traffic capacity of trunk groups and the amount of blockage that has occurred. The Company provides one Traffic study per year at no cost to the customer. Any subsequent requests will be billed a flat rate to the customer.
- 4.16 Virtual Facility groups simulate trunk groups and allow the limiting of access to Outwats, 800 Service and Central Office trunks.
- 4.17 Voice Messaging provides individual voice mailboxes to a local for user messages, see Item 6.0.
- 4.18 Centrex Dynamic Change allows customers to do their own telephone set moves and changes and to add, change or delete station features on Centrex locals and telephones, by interfacing directly with the line-serving switch Central Office on a real time basis. A complete record of the customer's lines, stations and associated features is not provided. The system allows for 2 to 1500 locals. C
- 4.19 Reserved for future use.
- 4.20 The Time-of-Day Routing feature enables the cost effective use of facilities by allowing or denying route choices based on the time of day or the day of the week. Up to 16 distinct routing patterns can be employed by a single time-of-day routing.
- 4.21 Remote Call Forwarding enables a customer to receive long distance message toll calls from a distant Exchange at no charge to the person placing the call. Calls placed to a local telephone number in an Exchange equipped for Remote Call Forwarding are automatically re-directed over the long distance message network to a telephone number designed by the customer. C

Remote Call Forwarding is provided subject to the availability of suitable facilities. C

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5. LARGE ORGANIZATION CENTREX SERVICE (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

5.01 A Large Organization Centrex customer must have 100 or more locals in the Company's operating territory. This is available to Centrex Service customers with a 5 year contract only. Large Organization Centrex customers must contract for the same contract period for all Systems.

When the minimum number of locals falls below 100 locals, the contract is voided and subject to termination charges.

5.02 The termination charge for locals paid for on a 5 year contract basis is an amount equal to the present worth, using the Company's cost of money at the time of termination, of the total of the monthly rates specified in Item 2 which is applicable for the unexpired portion of the contract. Locals may be added during the life of the 5 year contract at the same rates as locals covered by the original contract and for a period co-terminating with the locals provided by the original contract. At the expiry of the 5 year contract all locals will revert to one month rates unless a new 5 year contract is negotiated.

5.03 When Large Organization Centrex customers add new locals during the last 6 months of the 5 year contract and such additions reach a cumulative total of 15, such locals may be provided at the 5 year contract rate provided the customer signs a new 5 year contract coincident with the provision of the 15th local. Termination charges applicable to the existing locals, for the months remaining in the 6 month period, will be waived.

5.04 The number of locals contracted for in the Large Organization Centrex Service 5 year contract must be the same or higher than the number of locals contracted for in the existing contract.

5.05 A Large Organization Centrex Service customer may remove up to a cumulative of 15% of the number of locals in-service, without incurring termination charges. At no time can the number of locals terminated without penalty exceed 15% of the total number of locals installed over the life of the contract.

5.06 Service Charges as specified in Item 5.08 apply for each local.

5.07 Software changes made to the features of the system after initial installation are subject to the service charges stated in Item 2.

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5. LARGE ORGANIZATION CENTREX SERVICE (Destandardized see Item 1.)(Cont'd)

5.08 RATES AND CHARGES

(a) The rates listed below are destandardized effective 1999 12 18 and are no longer available for new installations, changes of address or under a contract renewal basis.

The contract period is for 5 years. The following monthly rates for each local beyond 100 locals will apply including Relay Service in N100 item 5.04 b).

	Rate Group 8		
	<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
Above 300 locals each 5 year contract	26.88	MESC	CFL35
Above 300 locals each 5 year contract (including equivalent service)	29.53	MESC	CFL3G

(b) The contract period is for 5 years. There is a minimum requirement of 100 locals. The discount rate of 25% applies to all locals.

	<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
I Above 100 locals each 5 year contract	\$40.38	MESC	CFLCT

5.09 The terms of the 5 year Contract period of the associated Large Organization Centrex voice locals also apply to the IVMS voice mailboxes found in Item 6.0.

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6. INTEGRATED VOICE MESSAGING SERVICE (IVMS) (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02.

6.01 IVMS is a Digital Multiplex Systems based service providing integration between a line-serving switch Central Office and an external Voice Messaging System (VMS). IVMS includes the required access arrangements to allow voice information to be transferred between the suitably equipped line-serving switching equipment and a Company, or customer provided VMS, in both directions.

6.02 IVMS is provided for Centrex Service and Large Organization Centrex Service lines subject to the availability of suitable facilities.

6.03 IVMS provides the capability of answering calls and recording messages associated with these calls.

6.04 The following rates and charges apply for IVMS access arrangements and are in addition to other applicable rates and charges.

	MRC	MESC	USOC
Data access port each (see note 1)	\$200.00	\$1300.00	VMDAP
Voice access lines each (see note 2)	50.65	MESC	VMVAL

NOTE 1: In addition, a schedule 4-type-4 data channel is required between the Data access port in the line-serving switch Central Office and the VMS.

NOTE 2: When a group of access lines are installed, an equivalent service (B32) will be set up on the voice access lines installed per Section N100, Item 5.04(a).

6.05 The following access arrangement configurations are available for use with customer provided VMS equipment.

a) Option 1
 One data access port and associated voice access lines are required to connect a line-serving switch Central Office with VMS equipment located in the line-serving switch Wire Centre area. As an exception voice access lines may be provided without an associated data access port when full IVMS integration is not required.

b) Option 2
 One data access port and associated access voice lines are required for each line-serving switch Central Office connected to the VMS equipment. Distance charges apply to extend voice access lines to the line-serving switch Central Offices other than that serving the VMS equipment.

Distance is measured from the Central Office serving the VMS equipment to the Central Office where the voice access lines are connected.

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7. MULTI-EXCHANGE CENTREX SERVICE (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02.

7.01 Multi-Exchange Centrex Service provides basic and optional Centrex features to a customer located in more than one Exchange, provided the Exchanges are served by the same line-serving switch Host and have Extended Area Service (EAS) between the Exchanges.

7.02 The following monthly rates and service charge applies in addition to other applicable rates and charges. The Relay Service rate in N100, Item 5.04 b) is included.

<u>LOCALS</u>	<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
First 2	25.13	1800.00	CXM02
Next 8	40.13		CXM10
Next 10	60.13		CXM20
Next 30	80.13		CXM50
Above 50	150.13		CXM51
Above 100 Locals 5 year contract	220.13	1800.00	CXM5Y
Above 300 Locals 5 year contract	330.13	1800.00	CXM35

a) Software changes made to the features of the Multi-Exchange Centrex Service, after the initial installation, are subject to the service charges stated in N210 2.

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8. CENTREX VALUE PACKAGE (Destandardized see Item 1.)

Note: The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

For use with a maximum of 15 Centrex Locals, the Centrex Value Package is a non-customizable set of station features including: Call Forward, Personal Speed Call 10, Call Transfer/Three Way Calling, Group Intercom/Page, Permanent Hold, Network Class of Service, Ring Again, and Directory Number Hunting (Equivalent Service). The Relay Service rate in N100, Item 5.04 b) is included.

No substitution of features is permitted.

	<u>MRC</u>	<u>S/C</u>	<u>USOC</u>
Centrex Value Package			
2 to 15 locals each	\$63.84	MESC	CXTVP