

SPECIAL SERVICES

Item  
 126 DIRECT-IN-DIAL SERVICE (DID)

A. DESCRIPTION OF SERVICE

1. DID Service provides a CPBX customer with the ability to access CPBX stations individually on a seven (7) digit number from the general exchange network without attendant assistance.
2. DID Service is provided at standard rates on CPBX systems served from most Stored Program Control (SPC) central offices subject to the availability of suitable facilities.
3. DID Service from certain smaller SPC central offices, such as C1-EAX, will be considered on an individual case basis due to numbering plan limitations and may be provided at the discretion of the Company.
4. DID Service on CPBX systems served from step-by-step central offices is dependent on the switching equipment, housing, and connector terminal capacity of the particular office involved. Where there is minimal or no incremental cost or opportunity cost in lost central office capacity, DID service will be provided at standard rates. DID Service from step-by-step (SxS) offices requiring major modification will be provided on a Special Assembly basis or held in abeyance pending central office conversion to SPC.
5. DID Service on non CPBX systems will be provided on a Special Assembly basis.
6. The monthly rates for the CPBX DID stations provide for the following:
  - (a) the assignment of a seven (7) digit telephone number
  - (b) the central office and exchange network switching equipment, as determined by the Company
  - (c) traffic studies from time-to-time to assure the acceptable grade of service (See CONDITION 3. below)
7. Standard CPBX features are provided in addition to DID Service and are subject to the terms and conditions therein.

B. RATES

The following rates and charges apply and are in addition to any other rates or charges applicable.

	<u>Rate Per Month</u>	<u>Service Charge</u>	
1. DID Trunk .....	Item 32 A. (Note 1)	Item 110	
2. DID seven (7) digit number as assigned to a station .....	\$ 2.65 (Note 2)	\$50.00 (Notes 3,4&5)	A N
3. Reserved Telephone Numbers .....	Item 150	-----	

- Notes:
1. The Multi-line Standard rate applies.
  2. Contract rates for DID numbers are provisioned in accordance with D. below.
  3. Service charge applies per request, regardless of the quantity of DID numbers to be processed in the same request. The DID numbers on the request must belong to the same customer i.e. same Billing Telephone Number, and at the same service location.
  4. Service charge is applicable to activation as well as deactivation of DID numbers, including numbers converted from Reserved Telephone Numbers.
  5. Service charge is not applicable if the DID numbers are being installed and/or activated in conjunction with the initial installation of the associated access service where the DID numbers reside.

See Page 41 for explanation of symbols.

Filing Date: 2006 01 31

Effective Date: 2006 02 14

SPECIAL SERVICES

Item  
126 DIRECT-IN-DIAL SERVICE (DID) (Continued)

C. CONDITIONS

1. DID Service shall be subject to a minimum of four (4) DID Trunks.
2. The customer may contract for any number of DID stations subject to the capability of the specific CPBX involved.
3. Grade of Service - The customer must contract for sufficient DID Trunks to ensure the Company's required traffic grade of service is maintained at a level which will prevent and avoid degradation of the exchange network.
4. A minimum of three hours of standby power (direct current source) must be available on CPBX systems with 750 or more stations to prevent and avoid degradation of the exchange network.
5. Should the customer request disconnection of the DID station number the Company will endeavor to furnish the standard central office intercept service without charge. Should the customer choose to transfer the vacant number DID calls to another station or to the CPBX attendant, the DID seven (7) digit number rate shall continue to apply.
6. Directory listings will be provided at the rates and charges for business extra listings specified in Item 145 F.(2).
7. Detailed toll or station billing may be provided at an additional cost to the customer.

A. DESCRIPTION OF SERVICE, revised and transferred to Page 657.  
C. CONDITIONS transferred from Page 659.  
See Page 41 for explanation of symbols.

Filing Date: 2000 06 07

Effective Date: 2000 06 19

SPECIAL SERVICES

Item

126 DIRECT-IN-DIAL SERVICE (DID) (Continued)

D. DID NUMBERS CONTRACT RATE OPTION

1. General

DID Numbers Contract Rate Option allows the Company's customers with a business access service, that utilizes DID numbers, to subscribe to DID working numbers at a reduced rate on a contract term basis pursuant to the Eligibility and Conditions specified in 2. and 3. below.

2. Eligibility

- (a) To be eligible for DID Numbers Contract Rate Option , the customer shall:
  - (i) use the Company as their primary local service provider;
  - (ii) subscribe to one of the Company's business access services, as identified in (e) below, that utilizes blocks of DID numbers;
  - (iii) agree to a minimum monthly commitment of at least 100, 500, 1,000, 4,000 or 10,000 DID working numbers, as applicable, for a contract period of one (1) year, three (3) years or five (5) years;
  - (iv) agree that non-working DID numbers are not eligible for DID Numbers Contract Rate Option ; and
  - (v) meet the minimum monthly commitment for each month during the contract period.
- (b) The monthly rate for DID Numbers Contract Rate Option shall be based on the minimum monthly commitment level and contract period.
- (c) To meet the minimum monthly commitment, the customer may aggregate DID working numbers from different customer service addresses within the Province of B.C. that are billed (including but not limited to, addresses under the same customer billing name or under the same consolidated bill) to the customer's Main Telephone Number as identified in the contract.
- (d) If the minimum monthly commitment is not met after the first 30 days of the commencement of a contract, the Company shall nevertheless bill the customer for the full minimum monthly commitment at the applicable DID Numbers Contract Option rate.
- (e) For certainty, DID Numbers Contract Rate Option shall be available for use with any of the following business access services provided by the Company:
  - (i) DID trunks (B.1. above); or
  - (ii) Digital Exchange Access (DEA) (CRTC 1005, Item 495); including Integrated Services Digital Network - Primary Rate Interface Service (CRTC 1005, Item 470).

3. Conditions

- (a) DID Numbers Contract Rate Option shall be provisioned subject to the description of service specified in A. above and the conditions specified in C. above, where applicable. In the event of any conflict or inconsistency between A. (or C.) and D., the provisions specified in D. shall prevail for DID Numbers Contract Rate Option.
- (b) A DID working number cannot be in more than one DID Numbers Contract Rate Option contract at the same time. All DID working numbers under the same billing telephone number must be included in the same contract.

SPECIAL SERVICES

Item  
 126 DIRECT-IN-DIAL SERVICE (DID) (Continued)

D. DID NUMBERS CONTRACT RATE OPTION (Continued)

3. Conditions (Continued)

- (c) The contracted monthly rate applies to all DID working numbers in the contract, even if the volume of DID numbers exceeds by any number the minimum monthly commitment level contracted by the customer.
- (d) Upon expiration of the contract period and subject to the following (i) to (iii), the customer will be deemed to have agreed to commit to another immediately succeeding contract period of equal duration, and for an equal minimum monthly commitment level unless the Customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated.
  - (i) All DID Numbers Contract Rate Option Customers will be notified by the Company, either on their monthly bill or by letter, at least sixty (60) days before the end of the current DID Numbers Contract Rate Option contract, as to when automatic renewal will take place, absent any indication by the Customer to the contrary;
  - (ii) Customers will be informed that automatic renewal has occurred, within thirty-five days following renewal; and
  - (iii) Customers will be advised by the Company, either on their monthly bill or by letter, that they may cancel automatically renewed contracts without penalty within thirty (30) days of the date of the notice of automatic renewal.
- (e) Early termination charges for DID Numbers Contract Rate Option shall be an immediate payment, upon early termination and on a per contract basis, of 25 percent of the value of the minimum monthly commitment volume of DID working numbers for the unexpired portion of the contract period.
- (f) Early termination charges shall be waived if the termination charge is less than \$250.00; or
  - (i) the contract for DID Numbers Contract Rate Option is terminated within 60 days after the start of a renewal contract period when the contract has been renewed pursuant to (d) above; or
  - (ii) the contract for DID Numbers Contract Rate Option is terminated within 30 days prior to the expiry of the contract period; or
  - (iii) the customer subscribes to another contract for DID Numbers Contract Rate Option or subscribes to another business local exchange service from the Company of equal or greater value than the value of the unexpired portion of the minimum contract period; or
  - (iv) the customer goes out of business or declares bankruptcy.

4. Rates

The following rate schedule specifies the monthly rate per DID working number and is based on the minimum monthly commitment of DID working numbers for each contract period.

Minimum Monthly Commitment Number of DID Working Numbers	Rate Per Month (Notes 1,2&3)		
	1-year Contract	3-year Contract	5-year Contract
100 - 499, each.....	\$ 2.35	\$ 2.25	\$ 2.10
500 - 999, each.....	2.25	2.10	1.95
1,000 - 3,999, each .....	2.10	1.95	1.85
4,000 - 9,999, each .....	1.95	1.85	1.70
10,000 and over, each.....	1.85	1.70	1.50

- Notes: 1. The rate shown for a specific minimum monthly commitment also applies to each of the DID working numbers that are over and above the minimum monthly commitment subscribed to.
2. If the non-contract "DID seven (7) digit number as assigned to a station" rate as specified in B.2 above is reduced, then subject to CRTC approval, the monthly rate for DID Numbers Contract Rate Option shall be reduced to less than the applicable non-contract rate as specified in B.2. above.
3. Service Charge is \$50 per request per Item 126.B.2 Notes 3-5.