

SmartTouch Subscription Service

Description

SmartTouch[™] services are network-based line features that provide residential, single-line business, and multi-line business customers with improved means of managing incoming calls and reaching busy parties.

The 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.

Available SmartTouch Services*

The following types of *SmartTouch* services are available:

- Block The Blocker
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- Call Display
- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Remote Activation
- Call Forward Universal
- Call Return
- Call Waiting
- Data Ident-A-Call
- Ident-A-Call
- Intercom
- Name Display
- Selective Call Accept
- Selective Call Reject
- Speed Calling
- Three Way Calling
- Visual Call Waiting

*Some feature restrictions apply for multi-line business network accesses with hunting capabilities.

SmartTouch Subscription Service – *Continued*

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Available SmartTouch Services – *Continued*

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Call Forward Busy transfers incoming calls to a specified telephone number when the line is busy.

Conditions

- The forwarded number is programmed by SaskTel and can only be changed by request for a Service Connection Charge.
- Applicable Long Distance charges apply to the Call Forward Busy subscriber.

Call Forward Don't Answer transfers incoming calls to a specified telephone number if the called telephone is not answered after three rings.

Conditions

- The forwarded number is programmed by SaskTel and can only be changed by request for a Service Connection Charge.
- Applicable Long Distance charges apply to the Call Forward Don't Answer subscriber.

Call Forward Remote Activation allows customers to activate Call Forward Universal, deactivate Call Forward Universal and change the forward-to telephone number for Call Forward Universal from a remote location using a Touch-Tone network access.

Conditions

- *Available* to customers with Touch-Tone network access only.
- *Available* to customers with prerequisites including Call Forward Universal.

Call Forward Universal allows customers to select and program a telephone number where all calls are to be forwarded. When Call Forwarding is activated, the customer's phone will not ring and all calls will be directly forwarded to the forwarded number.

Conditions

- Applicable Long Distance charges apply to the Call Forward Universal subscriber.
- The basic first **SmartTouch**TM feature service charge applies for customer requests to remove the programmed telephone number (The feature remains on the customer's line).

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SmartTouch Subscription Service – *Continued*

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Available SmartTouch Services – *Continued*

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Call Return provides customers with both busy call return and last call return functionality. Call Return will automatically recall a busy line for up to 30 minutes and will provide the number of the last incoming caller.

In Session Activation is an enhancement to Busy Call Return that plays an automated recording saying 'for only fifty cents, SaskTel will notify you when the line becomes free. To activate, press the star key (*) now' every time the customer reaches a busy signal.

Conditions

- *Available* also on a per use basis to customers. The fifty cent charge only applies to non-subscribers (see Always on Services section).
- *Not Available* for all numbers. Some limitations apply.

The default setting for business customers is to Block In Session Activation (see Deny Always on Services).

Call Waiting alerts the customer with a beeping tone when another incoming call is waiting and the customer already has a call in progress. The customer may hold the first party on the line by depressing the switchhook or link button, answer the second call in complete privacy and then return to the first call.

Data Ident-A-Call allows customers up to three additional directory numbers (including Ident-A-Call numbers) on an access line, in addition to the primary number, each with a distinctive ring. For the duration of an incoming call, Data Ident-A-Call will automatically turn off Call Waiting so that incoming facsimile transmissions are not interrupted by Call Waiting tones.

Ident-A-Call allows customers up to three additional directory numbers (including Data Ident-A-Call numbers) on an access line, in addition to the primary number, each with a distinctive ring.

SmartTouch Subscription Service – *Continued*

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Available SmartTouch Services – *Continued*

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Intercom enables customers to use their phone as a private intercom. Customers can speak with people located at extension telephones either in the same or different buildings, provided the telephone numbers are the same.

Name Display displays the listed name associated with the originating number of an incoming call. The listed name will be abbreviated when it contains more than 15 characters. The displayed name will be the original listed name in the directory.

Conditions

- *Available* to customers with prerequisites including Call Display and a capable name display phone.
- *Available* to customers with Touch-Tone network access only.

Selective Call Accept allows customers to accept calls from a list of twelve predetermined telephone numbers. For an incoming call to complete, the number must be programmed on the customer's acceptance list. All calls that are not on the accept list receive a fast busy signal.

Conditions

- *Available* to customers with Touch-Tone network access only.
- Some restrictions apply to the numbers that can be entered into the Selective Call Accept list.

Selective Call Reject allows customers to reject calls from a list of twelve predetermined telephone numbers. Any numbers on the reject list will not terminate on the subscriber's line. Calls that are on the reject list receive a recorded message saying, 'the customer you have dialed has chosen not to accept this call'.

Conditions

- *Available* to customers with Touch-Tone network access only.
- Some restrictions apply to the numbers that can be entered into the Selective Call Reject list.

SmartTouch Subscription Service – *Continued*

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Available SmartTouch Services – *Continued*

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Speed Call 8 or Speed Call 30 allows the customer to program frequently called telephone numbers, including long distance numbers, into their speed call memory. Customers can dial up to eight or thirty numbers by dialing only one (Speed Call 8) or two (Speed Call 30) numbers.

Conditions

- *Available* to customers with Touch-Tone network access only.
- *Available* to visually impaired customers at no charge. Restrictions apply for eligibility.

Three Way Calling allows customers with a call in progress to hold the first party line, dial a second number, and add the third party for a Three Way Call. No activation code is necessary for subscription Three Way Calling customers.

Conditions

- *Available* also on a per use basis to customers (see Always on Services section).
- Any applicable Long Distance charges apply to the originator of the long distance call.

Visual Call Waiting allows customers to see the name and number of the person on Call Waiting before answering the call.

Conditions

- *Available* to customers with prerequisites including Call Display, Name Display, Call Waiting and a Visual Call Waiting capable phone.
- *Available* to customers with Touch-Tone network access only.
- *Available* for the first 'Call Waiting' call only. The screen will not refresh and update if a second Call Waiting call occurs in the same call.

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SmartTouch Subscription Service – Continued

Rates

Customers in forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges for all *SmartTouch™* services listed, unless otherwise stated. Such rates and charges are in addition to any other rates and charges that may be applicable.

For...	Monthly Rental*		Service Connection Charge**		
	Residence	Business	Residence	Business	
First SmartTouch Feature	\$5.00	\$5.00	\$9.00	\$9.00	A
SmartTouch Features Min/Max Range	##/##	##/##			
Each additional SmartTouch Feature	\$5.00	\$5.00			A

* per telephone number.

** Service Connection Charge is charged per line to add services if not supplied with an installation, move or circuit charge

SmartTouch Always on Services

The following types of Always on Services are available:

- Busy Call Return
- Last Call Return
- Three Way Calling

Busy Call Return automatically monitors the number dialed for up to thirty minutes after the customer dials the *66 key. A special ring is heard when the call can be completed.

In Session Activation is an enhancement to Busy Call Return that plays an automated recording saying 'for only fifty cents, SaskTel will notify you when the line becomes free.

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SmartTouch Subscription Service – Continued

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SmartTouch Always on Services – Continued

Conditions

- The default setting for business customers is to Block In Session Activation (see Deny Always On Services).

Last Call Return records the phone number of the last caller and whether the call was answered or not.

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Conditions

- *Not Available* for all numbers. Some limitations apply, and no charge is incurred for incomplete requests.

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Three Way Calling allows customers with a call in progress to hold the first party on line and add the third party for a Three Way Call. The non-initiating party or parties can each join one additional caller up to a maximum of five parties that are allowed to talk at the same time.

Conditions

- Any applicable Long Distance charges apply to the originator of the long distance call.

Customers in the forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges for Always on Services. These rates and charges are in addition to any other rates and charges that may be applicable.

For...	The Charge Per Activation* is...
Busy Call Return	\$0.50
Last Call Return	
Three Way Calling	

* to a monthly maximum of \$6.00 per feature per line.

SmartTouch Subscription Service – Continued

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SmartTouch Always on Services – Continued

Deny Always on Services allows the customer to have the option of denying any or all Pay Per Use services from their phone line.

Customers in the forborne *residential local exchanges* and the forborne *business local exchanges* shall pay to SaskTel the following rates and charges for Deny Always on pay per use services.

To deny...	Monthly Rental	Service Charge
Busy Call Return	N/C	N/C
In Session Activation		
Last Call Return		
Three Way Calling		
Always on features except Call Trace		
Call Trace		

SmartTouch Privacy and Security Services

The following types of Privacy and Security services are available at no charge:

- Call Trace
- Display Name Customized
- Number Replacement
- Per Call Blocking
- Permanent Line Blocking

Call Trace traces the originating number of the last call received and records the number, date and time of the call. This information is stored in a database accessible only to SaskTel Security. Call Trace is provided to all customers at no charge.

SmartTouch Subscription Service – Continued

SmartTouch Privacy and Security Services – Continued

Display Name Customized allows customers to change the display of their name. Restrictions apply to the customized name including:

- Must be a meaningful name representative of the original listed name.
- Option to choose Private Name Option for customers who subscribe to Non Published Number but must still display their working number.

Conditions

- *Available* to Non-Published Customers.
- *Not Available* to Non-Published customers who choose the Private Name option and want to subscribe to Alternate Number Delivery.
- *Not Available* to Telemarketing Agencies.

Number Replacement allows the customer to display a different, working number on outgoing calls rather than the caller's actual telephone number.

Conditions

- *Available* to customers who subscribe to two or more lines. Selected number for replacement must be under the same customer account.

Customers in the forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges for Number Replacement. Such rates and charges are in addition to any other rates and charges that may be applicable.

For...	Monthly Rental		Service Charge*	
	Res	Bus	Res	Bus
Number Replacement	N/C	N/C	\$9.00	\$9.00

* Service Connection Charge is charged per line to add services if not supplied with an installation, move or circuit charge

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SmartTouch Subscription Service – *Continued*

SmartTouch Privacy and Security Services – *Continued*

Per Call Blocking allows the caller to block the delivery of their name and number. Per Call Blocking is provided to all customers at no charge.

Conditions

- *Some limitations apply.* On blocked calls outside Canada, the customer's name will not appear. The customer's telephone number will appear if the foreign telephone company does not honour Per Call Blocking.

Permanent Line Blocking permanently blocks the delivery of the customer's name and number where anonymity is essential. Restrictions apply to eligibility for this feature.

Conditions

- *Available* to Non-Published Customers.
- *Not Available* to customers who subscribe to Alternate Number Delivery.

Customers in the forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges for Permanent Line Blocking.

For...	Monthly Rental	Service Charge
Permanent Line Blocking Agency*	N/C	N/C
Permanent Line Blocking Victims**	N/C	N/C

* Available to crisis centres, shelters, social service agencies, community health clinics, and certain RCMP and local police lines where anonymity is essential.

** Available to victims of violence or potential victims of violence where anonymity is essential.

The following types of Privacy and Security services are available at a charge:

- Alternate Number Delivery
- Operator Assisted Call Blocking

SmartTouch Subscription Service – Continued

SmartTouch Privacy and Security Services – Continued

Alternate Number Delivery allows customers to display a different, fictitious number instead of the caller's actual telephone number. Calls to the fictitious number will hear a recording saying, “At the customers request, the number you have dialed is equipped for outgoing calls only.”

Conditions

- *Available* only to a working telephone number at the same premise (thus allowing emergency services such as 911 to identify the proper location of the call).
- *Not Available* to Non-Published customers who choose the Private Name option (see Display Name Customized).
- *Not Available* to customers who subscribe to Permanent Line Blocking.

Customers in the forborne *residential local exchanges* and forborne *business local exchanges* shall pay to SaskTel the following rates and charges for Alternate Number Delivery. Such rates and charges are in addition to any other rates and charges that may be applicable.

For...	Monthly Rental		Service Charge*	
	Res	Bus	Res	Bus
Non-Published, Non-Listed	\$2.00	\$3.50	\$9.00	\$9.00
Other	4.00	7.00		
Agency**	N/C	N/C	N/C	N/C

* Service Connection Charge is charged per line to add services if not supplied with an installation, move or circuit charge

** Available to crisis centres, shelters, certain RCMP and local police lines where anonymity is essential.

Operator Assisted Call Blocking permits callers who wish to block their number and/or name to do so for a per call charge of \$1.00.

Conditions

- *Not available* to Telemarketing Agencies.

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