

ITEM
200.09**SaskTel Integrated Business Communications Optional Add-ons****1. Service Description**

SaskTel Integrated Business Communications Optional Add-ons (or “the service” or “IBC Optional Add-ons”) are optional features that provide Integrated Business Communications (IBC) customers with additional features, at the rates set out in Section 4.

2. Available IBC Optional Add-ons

The following IBC Optional Add-ons are available:

- Hunt Group – allows customer to assign users to a group so that incoming calls to a specific number are routed to that group and will be answered by one of the users.
- Auto Attendant – allows customers to route calls to various destinations, employees within their company, specific groups of employees, voice mail, or other outside numbers by providing callers with an automated message and then asking them to select from a list of menu options.
- Basic Call Queue – receives incoming calls and holds them in the order they were received until they can be directed to the next available user.
- Standard Call Queue – receives incoming calls and holds them in the order they were received until they can be directed to the next available logged in call queue user. Call queue users are able to change their own status to either receive or not receive calls. Provides additional reporting.
- Call Queue User – allows users to be added to a Call Queue.
- Shared Call Appearance – allows an end-user to have their telephone number appear on another telephone set(s), allowing incoming calls to appear at multiple locations simultaneously.
- Audio Conferencing – supports simple ad-hoc conferences involving a few parties, to large-scale scheduled conferences for groups with hundreds of participants. This add-on allows customers to add ports to their existing audio conferencing bridge, as per SaskTel’s General Tariff Item 200.07.
- Multi-key Call Waiting – allows an end-user to have their telephone number appear multiple times on their own telephone set, allowing them to put a call on hold and answer another incoming call on another key.
- Group Paging – allows for paging to a group of users over the phone speaker by dialing a paging group phone number or extension.

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200.09**SaskTel Integrated Business Communications Optional Add-ons****3. Conditions of Service**

1. IBC Optional Add-ons are only available to Customers who subscribe to SaskTel IBC service, as per SaskTel's General Tariff Item 200.07.
2. At least one Call Queue is required before any users can be assigned the Call Queue User add-on.
3. The Shared Call Appearance (SCA) add-on is only available to Customers who subscribe to the Standard Package.
4. SaskTel IBC Optional Add-ons are furnished on a monthly rental basis.
5. SaskTel is not responsible or liable in the event that modifications made by a Customer results in operational problems with, or failure of SaskTel IBC. The Customer shall be responsible for making any changes necessary to re-establish SaskTel IBC. Any work done by SaskTel to restore the service as a result of Customer action may result in charges to the Customer.

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200.09**SaskTel Integrated Business Communications Optional Add-ons****4. Rates****a) IBC Optional Add-Ons**

1. Hunt Group rate is applied monthly, per hunt group. The one-time Service Charge applies per hunt group whenever new hunt groups are added, or when the hunt group telephone number is changed.
2. Auto Attendant rate is applied monthly, per auto attendant. The one-time Service Charge applies per auto attendant whenever new auto attendants are added, or when the auto attendant telephone number is changed.
3. Call Queue does not have a monthly rate. The one-time Service Charge applies per call queue whenever new call queues are added, or when the call queue telephone number is changed.
4. Call Queue User rate is applied monthly, per end-user that is assigned the feature. The one-time Service charge applies per end-user, whenever new users are assigned the feature.
5. Shared Call Appearance rate is applied monthly, per end-user that is assigned the feature. The one-time Service Charge applies per end-user whenever new users are assigned the feature. The Service Charge also applies per end-user, whenever the user makes changes or additions to the locations where their telephone number appears.
6. Audio Conferencing rate is applied monthly, per audio port that the customer subscribes to, over and above any ports that the customer may already receive with their IBC packages, as per SaskTel's General Tariff Item 200.07. The one-time Service Charge will apply per order, whenever new ports are added.
7. Multi-key Call Waiting rate is applied monthly, per end-user that is assigned the feature. The one-time Service Charge applies per end-user, whenever new users are assigned the feature. The Service Charge also applies per end-user, whenever the user makes changes to the number of keys the feature uses.
8. Group Paging rate is applied monthly, per group paging instance. The one-time Service Charge applies per group paging instance whenever new group paging instances are added, or when the group paging telephone number is changed.

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SaskTel Integrated Business Communications Optional Add-ons

4. Rates – *Continued*

	Monthly Rate		Service Charge	
	Min	Max	Min	Max
Hunt Group (per group)	#	\$25.00	#	\$25.00
Auto Attendant (per auto attendant)	#	\$25.00	#	\$25.00
Call Queue (per call queue)	N/A	N/A	#	\$200.00
Basic Call Queue User (per end-user)	#	\$20.00	#	\$25.00
Standard Call Queue User (per end-user)	#	\$20.00	#	\$25.00
Shared Call Appearance (per end-user)	#	\$20.00	#	\$25.00
Audio Conferencing (per port)	#	\$20.00	#	\$25.00
Multi-Key Call Waiting	#	\$20.00	#	\$25.00
Group Paging	#	\$25.00	#	\$25.00

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Filed in Confidence with the Commission