

ITEM 650.06 Pay Telephone Basic Access Line Service**1. Service Description**

Pay Telephone Basic Access Line (PAL) Service provides access to the Public Switched Telephone Network (PSTN) for Competitive Payphone Service Providers (CPSPs) for the provision of pay telephone service. PAL Service provides individual business line service accesses which incorporate specific requirements for CPSPs. In addition, specific optional features and/or services are made available for PALs. The PAL service is also available to Competitive Local Exchange Carriers (CLECs) for resale. The customer may subscribe to eligible line-based features and/or service of SaskTel from which the service is provided on a resale basis.

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C**2. Definitions**

For the purpose of this Tariff Item:

“Answer Supervision (AS) (Line Side)” refers to the capability of determining when the terminating station has returned a positive answer.

“Billed Number Screening (BNS)” refers to an arrangement which prevents the charging of collect and/or third number billed calls to a customer’s telephone number.

“Cutoff on Disconnect” refers to an arrangement which provides a cut off on disconnect feature in a SaskTel switch. When an incoming call terminates at the CPSP’s equipment and the originator of the call hangs up first, the access line is disconnected within two to three seconds.

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“0-(zero minus)” refers to dialing zero and waiting which allows the operator to respond.

ITEM
650.06**Pay Telephone Basic Access Line Service – Continued****3. Conditions of Service**

1. Prior to obtaining PAL service from SaskTel, the customer must sign a service agreement with SaskTel. This agreement includes, as part of the terms and conditions of service, the mandated consumer safeguards. Non-compliance by a customer with this tariff or any consumer safeguard constitutes reason for the termination of the access service. When cases of consumer safeguard abuse arise and are substantiated, SaskTel will discontinue the provision of the access services to the customer.
2. PAL Service is provided subject to the availability of suitable facilities and equipment.
3. When it is necessary for SaskTel to install special equipment or to incur unusual expense to establish PAL Service, the customer shall pay an extra charge based on the equipment installed and the unusual expense incurred.
4. The customer is solely responsible for the installation, operation and maintenance of its pay telephone sets and all other customer provided terminal equipment. The customer is responsible for the rating, billing and collecting of charges at the pay telephone.
5. The customer's pay telephone sets or other customer provided terminal equipment attached to SaskTel's network must be certified or connected through certified network protection devices in accordance with the item on Attachment of Customer Provided Equipment in SaskTel's General Tariff.

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ITEM
650.06**Pay Telephone Basic Access Line Service** – *Continued***3. Conditions of Service** – *Continued*

10. Access to 9-1-1, Emergency Services, 7-1-1, Message Relay Service (MRS), and Operator Services, where available, are permitted subject to applicable tariffs. The customer must provide a list of detailed pay telephone locations to the enhanced 9-1-1 administrator.
11. The blocking of calls to 900 numbers is available at terms and conditions and rates specified in SaskTel's tariffs.
12. Unless the customer requests a directory listing when it orders the PAL, telephone numbers associated with PAL Service are not included in SaskTel's telephone directories. When requested at time of order, a listing will be provided free of charge.
13. PAL telephone numbers may be included in the BNS database at terms, conditions and rates specified in SaskTel's tariff.
14. Answer Supervision is an optional feature; where available, it is provided on PAL Service at terms, conditions and rates specified in SaskTel's tariff.
15. Any other activity requested by the customer is subject to the terms, conditions, rates and charges specified elsewhere in SaskTel's tariff, as appropriate.
16. The Cutoff on Disconnect feature is included on the PAL Service.
17. Customers are not permitted to limit the length of local pay telephone calls.
18. Local calling extended area service (EAS), where available, is allowed on the PAL Service.
19. The resale of PALs by CLECs is permitted, provided that the line is used by a CPSP for public telephone service and the CLEC and CPSP file and implement an agreement which:
 - (a) requires the CLEC to abide by mandated consumer safeguards as specified within this tariff item, *and*
 - (b) provides for the enforcement of the consumer safeguards by the CLEC.

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ITEM 650.06	Pay Telephone Basic Access Line Service – <i>Continued</i>	F
	3. Conditions of Service - <i>Continued</i>	F
	20. The following consumer safeguards are mandated as a condition of entering the local pay telephone market:	F
	(a) Provision of coinless and cardless access to 9-1-1, or access to emergency call routing by an operator accessed by dialing 0 at a pay telephone. Where required by civic authorities, provision of a list of detailed pay telephone locations to the enhanced 9-1-1 administrator;	
	(b) Provision of Message Relay Service (MRS);	
	(c) Provision of 6-1-1 or other number for reporting telephone trouble;	
	(d) Provision of non-discriminatory access to the networks of all Interexchange Carriers (IXCs) connected to the underlying Local Exchange Carrier (LEC) network, if long distance calling is permitted from the pay telephones operated by the customer;	C
	(e) Posting on or near the pay telephone operated by the customer, the company's name, address and toll free number where information can be obtained and complaints addressed;	C
	(f) Posting the CRTC's address and toll free number (1-877-249-CRTC) on each pay telephone operated by the customer, in order to ensure that consumers have direct recourse to facilitate resolution of unresolved complaints;	C

ITEM
650.06**Pay Telephone Basic Access Line Service** – *Continued***3. Conditions of Service** – *Continued*

- (g) Operator services, if provided, (other than emergency service access and MRS) must adhere to the appropriate consumer safeguards (Refer to the item on Operator Services) as well as industry agreed to standards;
- (h) Prominent display, at each customer’s pay telephone location, of the following information: rates of local calls, the name of the default long distance provider, and any surcharges not included in the price of the call;
- (i) Provision for coin return for uncompleted calls, such as busy signals or no answer if coin access is applicable, and similarly if a card is used, alternately billed charges must not apply if the call is not connected to the called party;
- (j) Standard arrangement of letters as well as numbers provided on the dial in order to permit callers to reach their provider of choice through the use of commonly used “vanity access sequences”;
- (k) All pay telephones are to meet existing and future Canadian Standards Association (CSA) and the Terminal Attachment Program Advisory Committee (TAPAC) standard to prevent network harm;
- (l) All pay telephones operated by the customer are to be accessible to the physically disabled, be hearing aid compatible and meet the industry standards for provisioning of service to visually impaired consumers; and
- (m) Adherence to all applicable regulations concerning protection of customer privacy.
- (n) Detailed information must be made available to consumers regarding the rates and other fees charged by or on behalf of the CPSP with respect to long distance non-cash payphone calls. Detailed rate information includes connection fees, per-minute rates, and any other charges that would be charged to the consumer by or on behalf of the CPSP for a long distance non-cash payphone call.

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ITEM
650.06**Pay Telephone Basic Access Line Service** – *Continued***4. Rates**

The customer shall pay to SaskTel the following rates and charges for PAL Service*. Such rates and charges are in addition to any other rates and charges that may be applicable.

The monthly rate for PAL Service is 75% of the monthly rate applicable to Single Line Business Wireline Network Access in the SaskTel tariff item on Network Access Service. The monthly rate for PAL Service, like Single line Business Wireline Network Access, will depend on the rate group of the exchange in which it is provided. Service charges applicable to Single Line Business Wireline Network Access shall apply to the PAL Service.

Rates and charges, as specified in SaskTel's tariffs for 9-1-1 service, BNS, AS and MRS, where appropriate, also apply.

- * Because the Commission has forborne, in Telecom Regulatory Policy CRTC 2009-19, with respect to the regulation of this service as set out in that decision, the company may also provide the service in this tariff at rates and on terms different from the tariffed rates and terms pursuant to an agreement entered into between the company and a competitor that has been filed with the Commission for the public record.

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