

ITEM
200.07**SaskTel Integrated Business Communications Service****1. Service Description**

SaskTel Integrated Business Communications Service (or “the service” or “IBC”) is a hosted unified communications solution that combines IP voice and telephony features into one package. The service architecture consists of an IP/MPLS access to carry voice traffic, customer premise elements to manage voice quality and an application server to support the features.

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The service functionality enables end-users to individually manage their calls based on their business needs.

The service is available in two service packages, as described in Section 4. Optional add-ons are also available in SaskTel Tariff Item 200.09.

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2. Definitions

Incoming/Outgoing Calling Plans (with call barring) – allows administrators to block specified incoming or outgoing calls to/from their company, department, and/or individual users, such as long distance, toll, or premium.

Music on Hold – enables customers to play music for external callers who are placed on hold.

Extension Dialing – is reduced digit dialing between end-users. A customer who has multiple sites provisioned for IBC service can leverage abbreviated dialing between sites.

Group Speed Dial – enables administrator to set speed dials that can be used within the group.

Call Trace – enables users to request that a call they have received to be automatically traced by dialing a feature access code after the call.

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2. Definitions – *Continued*

Call Transfer 3rd Party Consult – provides users with the ability to redirect calls to another number and announce the call to the transferred to party.

Call Transfer – Blind – provides users with the ability to redirect calls to another number without announcing the call to the transferred to party.

Last Number Redial – allows the user to redial, by pressing a single key or a few keys, the most recent telephone number dialed.

Call Return – allows the user to dial, by pressing a single key or a few keys, the most recent telephone number they received a call from.

Call Park & Retrieve – allows users to park a call so that any member of a group can retrieve it.

Auto Call Back – allows a user to be notified when the previously called IBC busy party becomes idle and automatically establish a call for the user.

Calling Name Delivery – allows the Calling Line name to be displayed.

Calling Number Delivery – allows the Calling Line number to be displayed.

Calling Line ID Delivery Blocking – allows users to block their Calling Line ID on outgoing calls outside of their internal group on a call by call basis.

Connected Line ID Presentation – allows the calling party to be presented with the identity of the connected party, which may or may not be the dialled party.

Connected Line ID Restriction – allows users to block their number from being shown when receiving a call.

Group Calling Line Identity – allows the group administrator to define a default group Calling Line ID on all external calls.

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User Alternate Name/Number Delivery – allows the group administrator to define users Calling Line ID on external calls.

Speed Dialing – allows users to place a call by pressing a reduced number of keys, instead of the entire telephone number.

Call Forwarding – allows end-users to automatically forward incoming calls to a different phone number.

Call Forward No Answer – allows end-users to automatically forward incoming calls to a different phone number after a certain set number of rings.

Call Forward Busy – allows end-users to automatically forward incoming calls to a different phone number, only when busy.

Selective Call Acceptance – allows end-users to accept only those calls that meet selective criteria defined by the user.

Selective Call Rejection – allows end-users to block calls that meet selective criteria defined by the user.

Call Pick-up – allows end-users to pick up incoming calls within their own group.

Do Not Disturb – allows end-users to direct all of their incoming calls to their voice mail.

Call Notify – allows end-users to send an email when they receive a call, when the caller matches pre-defined criteria that the end-user sets.

Call Pull – allows an end-user to move a call between any of their IBC connected devices.

Call Me Anywhere – enables incoming phone calls to be received at different locations, on different phones.

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200.07**SaskTel Integrated Business Communications Service****2. Definitions** – *Continued*

3 Way Conference – allows users to have 3 parties on a call at the same time.

6 Way Conference – allows users to have up to 6 parties on a call at the same time.

Audio Conferencing – supports ad-hoc conferences involving multiple parties.

Company – means SaskTel.

Busy Lamp Field (or BLF) – allows one user to see/monitor the phone use of another.

Push to Talk – allows a user to set up intercom-like functionality with another user.

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200.07**SaskTel Integrated Business Communications Service****3. Conditions of Service**

1. SaskTel IBC is furnished on a monthly rental basis or a 1, 3 or 5 year contract period.
2. The terms, conditions and rates associated with IBC are subject to change and any changes become effective on the date authorized by the CRTC.
3. The volume band rate benefit resulting from Aggregated Count is only available to customers on a 5-year contract.
4. The Customer is required to appoint at least one Administrator to manage IBC service and certain calling features. The Administrator will be issued access to the SaskTel IBC Administrator Web Portal. As a condition of receiving this service, Customer Administrator Training is required upon implementation of the service. Such training must be done by SaskTel at a charge to the customer using SaskTel's then current rate.
5. The telephone sets and other devices that are required for the service must be certified by the Company.
6. When it is necessary for SaskTel to install special equipment or to incur an unusual expense to meet specific Customer requirements, the Customer shall pay an additional charge to SaskTel in such situations on a time and materials charges basis.
7. The service will only be available where there are proper SaskTel facilities, in Exchange Areas as determined by SaskTel and where there is a Customer Data Network available that meets the bandwidth or other network performance requirements as determined from time to time by SaskTel.
8. The Customer may acquire its Customer Data Network from any supplier of their choice, but it must meet SaskTel requirements.
9. As a condition of receiving the service, the suitability of the Customer's Data Network must be assessed. Such assessment must be done by SaskTel at a charge to the Customer using SaskTel's then current rates.

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200.07**SaskTel Integrated Business Communications Service****3. Conditions of Service** – *Continued*

10. SaskTel is not responsible or liable in the event that modifications made by a Customer result 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.
11. Early termination charges will not apply if a Customer moves from Centrex or Centrex IP to IBC, regardless of revenue levels, provided that the Customer executes a new IBC contract with SaskTel.
12. Should, at any time prior to the expiration of the term of a SaskTel IBC Service Agreement, the Customer desires to migrate and upgrade to another service, SaskTel will allow the Customer to migrate and upgrade to another SaskTel service without payment of Termination Charges provided that:
 - (a) the Customer enters into a new contract with SaskTel for the new service;
 - (b) the revenues under the new service contract will be substantially similar than the contracted revenues remaining under the Agreement for the present service for the balance of the unexpired portion of the term of the existing Agreement; and
 - (c) the monthly rental for the new service shall be SaskTel's then current monthly rental rate for such service for a contract period chosen by the Customer.
13. The Customer may add to the original contracted number of Service Packages without executing a new SaskTel IBC Service Agreement. These additional Service Packages are provided at SaskTel's applicable rates and are subject to the termination conditions in Section 14.

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3. Conditions of Service – *Continued*

- 14. The Customer may terminate Service Packages in a number up to 10% of the total number of Service Packages Customer has contracted for at any point during the Term without the payment of termination charges. Termination Charges apply on Service Packages terminated by the Customer in excess of such 10%. Additionally, the following will apply:
 - (a) If, after the termination of up to such 10%, the remaining number of contracted Service Packages falls within the Customer's current volume band for Service Packages, the rate for the remaining number of contracted Service Packages shall not change.
 - (b) If, after the termination of up to such 10%, the remaining number of Service Packages falls below the Customer's current volume band, the charge for the Service will be adjusted to reflect the rate applicable for the remaining number of contracted Service Packages the Customer has at that time.
 - (c) Termination charges applicable where the Customer terminates in excess of 10% of the total of Customer's Service Packages will be 50% of the number of Service Packages terminated in excess of such 10% multiplied by SaskTel's then current monthly rate for such Service Packages multiplied by the number of months remaining in the unexpired Term.

- 15. 9-1-1 service is available in a non-standard way with SaskTel IBC. The caller's location and telephone number are not automatically transmitted with the 9-1-1 call. The caller must orally provide the information to the operator answering the call. For calls made from within Canada and the United States, an operator will answer the 9-1-1 call, request the caller's telephone number, location and emergency service required and route the call to the public safety answering point serving the location provided by the caller. If the 9-1-1 caller cannot communicate his or her location or when a 9-1-1 call is disconnected before the 9-1-1 caller's location can be determined, and the operator cannot re-establish contact with the caller, SaskTel will use the registered service address to route the call to the appropriate Public Safety Answering Point.

- 16. 9-1-1 calls made from locations outside of Canada and the United States cannot be completed by the operator. The caller will be told to use an alternate service to place the emergency call.

- 17. 9-1-1 calling via SaskTel IBC is provided subject to the availability of 9-1-1 service at the Customer's physical location. SaskTel IBC, including 9-1-1 dialing, may not function in the event of a power failure or Internet service provider service outage for services with SaskTel or if the account has been suspended or terminated for non-payment or other permitted reasons.

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3. Conditions of Service – *Continued*

18. Service charges ordinarily applicable for service address changes will not be charged as they are required to update the 9-1-1 service address database.
19. The customer must inform all end-users and potential end-users of the service of the nature and limitations of the 9-1-1 service in accordance with the regulatory requirements set out in Telecom Decision CRTC 2005-61, *Follow-up to Emergency service obligations for local VoIP service providers*, Decision 2005-21- *Customer notification requirements*.
20. Upon expiration of the Customer's SaskTel IBC Service Agreement period and subject to the following conditions, the Customer will be deemed to have agreed to commit to another immediately succeeding Agreement period of equal duration, and for an equal Aggregated Count unless the Customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated.
 - (a) All SaskTel IBC Customers will be notified by SaskTel, either on their monthly bill or by letter, at least sixty (60) days before the end of the current IBC Service Agreement, as to when automatic renewal will take place, absent any indication by the Customer to the contrary.
21. Upon expiration of a SaskTel IBC Service Agreement, if the Customer has chosen not to enter into a new SaskTel IBC Service Agreement or has not agreed to renew its existing IBC Service Agreement and the Customer continues to receive the service, it will be at SaskTel's then current rate for the service for the month to month option of SaskTel IBC.
22. Maintenance and repair of SaskTel IBC during SaskTel normal business hours of 8:00 a.m. to 5:00 p.m., Monday to Friday, SaskTel observed holidays excepted is included in the monthly charge for the IBC. Maintenance and repair outside SaskTel normal business hours is chargeable at applicable SaskTel rates.
23. A reseller of SaskTel IBC shall make all reasonable efforts to ensure that subscribers and end-users of the service do not employ the call transfer feature to transmit telemarketing telecommunications.

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4. Rates

a) IBC Packages

- IBC Package rates are applied monthly, per end-user. The Implementation Service Charge applies for each end-user of an IBC Package on the initial set up of that end-user.

IBC Package	Monthly Rental										Implementation Service Charge (per user)	
	Monthly		1 Year		3 Year		5 Year		5 Year Volume (>10,000)			
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
IBC Basic	#	\$36.00	#	\$36.00	#	\$36.00	#	\$36.00	#	\$36.00	#	\$60.00
IBC Standard	#	\$46.00	#	\$46.00	#	\$46.00	#	\$46.00	#	\$46.00	#	\$60.00

- IBC Basic Package includes:
Audio Conferencing, Incoming/Outgoing Calling Plans, Music on Hold, Extension Dialing, Call Trace, Call Transfer – 3rd Party Consult, Call Transfer – Blind, Last Number Redial, Call Return, Call Park & Retrieve, Calling Name Delivery, Calling Number Delivery, Calling Line ID Delivery Blocking, Connected Line ID Restriction, Group Calling Line ID, Call Pick-up, User Alternate Name/Number Delivery, 3 Way Conference
- IBC Standard Package includes:
All features of Basic Package plus Connected Line ID Presentation, Speed Dialing, Call Forwarding, Call Forward No Answer, Call Forward Busy, Selective Call Acceptance, Selective Call Rejection, Do Not Disturb, Call Notify, Call Pull, Call Me Anywhere, Push to Talk, Busy Lamp Field, Group Speed Dial, Auto Call Back, 6 Way Conference

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4. Rates – Continued

Note: The above features are subject to change based upon future available upgrades.

b) IBC Access Fees

1. Access fees apply on a monthly basis per customer site and are dependent on the number of SIP sets being used and the SaskTel serving area where the Service is being accessed. Access fees do not apply if the Customer employs compatible IP/MPLS accesses which are provided by the Company and purchased outside IBC service.
2. IBC Access Service Charge applies to the initial implementation of an IBC Access, per customer location and/or move to a different premise (move from one building to another building). The charge also applies to any changes done, per customer site, which could include changing from one access size to another, or moves within the same premise (move from floor to floor or room to room within the same building).

IBC Access	Monthly Rental		Service Charge (per customer location)	
	Min	Max	Min	Max
IBC Access 1-4	#	\$110.00	#	\$500.00
IBC Access 5-8	#	\$200.00	#	\$500.00
IBC Access 9-16	#	\$350.00	#	\$500.00
IBC Access 17-24	#	\$540.00	#	\$500.00
IBC Access 25-48	#	\$920.00	#	\$500.00
IBC Access 49-96	#	\$1400.00	#	\$500.00
IBC Access 97-144	#	\$2200.00	#	\$500.00
IBC Access 145-192	#	\$2800.00	#	\$500.00

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4. Rates – *Continued*

c) IBC Training Rates

1. Customer Administration Training is mandatory upon implementation of the service. Any additional training the customer wants is optional.

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IBC Training	Min	Max
Training (Hourly)	#	\$300/hour

d) Service Charges

1. IBC Package Change applies per end-user for any changes to an existing end-user.

IBC Service Charge	Service Charge	
	Min	Max
IBC Package Change	#	\$40.00