
INDEX OF TARIFFS
TITLE PAGE

TELEPHONE SERVICE
GENERAL TARIFF

“OPERATING TERRITORY”

NORTHERN BRITISH COLUMBIA, YUKON TERRITORY
NORTHWEST TERRITORIES AND NUNAVUT TERRITORIES

(C)

INDEX OF TARIFFS
EXPLANATION OF SYMBOLS

EXPLANATION OF SYMBOLS

(A)	-	to denote increases	(C)
(R)	-	to denote reductions	
(C)	-	to denote changes in wording which result in neither increases nor reductions in rates or charges	
(D)	-	to denote material previously shown has now been deleted	(N)
(M)	-	to denote information moved to or from another page	(C)
(N)	-	to denote new rates or items	
(S)	-	to denote reissued matter	
(V)	-	not available for new installations or for expansion of existing	
(Z)	-	available on recovery basis only and at the discretion of the Company	(D)

**GENERAL TARIFF
CHECK SHEET**

Original and revised pages of this Tariff listed below are in effect.

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
Title	1	39B	Original	71	Original
1	2	39C	Original	72	Original
2	179 (C)	40	5	73	Original
3	61 (C)	41	3	74	Original
3A	96 (C)	42	3	75	Original
4	2	43	4	76	4
5	8	44	5	77	4
6	12	44A	Original	78	16
7	17	44B	1	79	7
8	20	44C	1	80	4
9	6	45	5	80A	2
10	12	45A	5	80B	1
11	15	46	2	80C	1
11A	9	47	3	80D	Original
12	8	48	3	80E	Original
13	14	48A	1	80F	Original
14	22	48B	Original	80G	Original
15	11	49	6	81	2
18	3	50	21	82	3
19	4	51	34 (C)	83	1
20	1	51A	11	84	1
21	4	52	23	85	2
22	3	53	10	86	1
23	2	54	5	87	1
24	1	54A	Original	88	2
25	2	54B	Original	94	2
26	2	54C	Original	95	6
27	Original	55	5	96	10
28	Original	55A	1	97	20
29	3	55B	4	98	6
30	3	55C	Original	99	9
31	1	55D	Original	103	9
31A	Original	56	6	104	3
32	3	57	2	105	9
33	3	58	6	106	11
33A	Original	59	9	107	1
33B	Original	59A	15	108	Original
34	5	60	2	109	Original
34A	3	61	7	110	Original
34B	Original	62	11	111	Original
35	1	63	5	112	Original
35A	Original	64	4	113	Original
36	1	65	6	114	Original
36A	Original	66	7	115	Original
36B	Original	66A	Original	116	17
36C	Original	66B	Original	117	3
37	1	67	6	118	3
38	3	67A	Original	119	5
38A	7	68	4	120	5
38B	Original	69	3	121	7
39	2	70	1	122	9
39A	Original				

**GENERAL TARIFF
CHECK SHEET**

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
123	6	165	4	194	5
124	6	166	7	195	10
125	6	167	3	195A	2
126	6	168	7	195B	Original
127	7	168A	3	196	1
128	6	168B	2	197	11
129	6	168B-1	2	198	3
130	6	168C	2	198A	2
131	6	168D	2	198B	2
132	6	169	2	198C	2
133	7	170	6	198E	4
134	6	171	11	198F	1
135	2	172	6	198G	1
136	5	173	10 (C)	198H	1
137	7	174	6	198I	1
138	3	175	7	198J	2
139	9	176	8	198K	Original
140	11	176A	4 (C)	198L	Original
140A	Original		(D)	199	17
141	10	176A-2	1	200	7
142	12	176A-3	1	201	2
143	7	176A-4	1	202	13
144	9	176B	1	203	18
145	8 (C)	177	11	204	14
	(D)	177A	2	204A	5
	(D)	181	4	205	19
149	13	182	6	205A	6
150	4	183	12	205B	2
151	2	184	5	206	24
152	2	185	3	206A	5
153	2	186	3	207	8
154	2	186A	3	208	4
155	6	186B	6	209	5
155A	1	186C	5	210	4
155B	2	186D	1	210A	5
155C	2	186E	1	211	3
155D	1	186F	Original	212	6
156	5	187	8	213	3
157	5	188	5	213A	1
158	5	189	5	213B	Original
159	12	190	5	213C	Original
160	10	191	3	214	14
160A	2	191A	6	214A	20
161	4	191B	3	214B	2
162	5	191C	1	214C	3
163	2	192	11	214D	1
164	Original	193	9		

GENERAL TARIFF

CHECK SHEET

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
215	15	220	2		
216	3	221	3		
216A	1	221A	1		
216B	1	222	4		
216C	1	223	5		
216D	1	224	3		
216E	1	225	4		
216F	1	226	5		
216G	1	226A	2		
217	2	226B	1		
218	2	226C	1		
219	2	226D	2		
219A	1	226E	1		
219B	3	227	1		
219C	8	228	1		
219D	3	229	2		
219E	Original	230	6		(C)
219F	Original				(D)
219G	Original	250	Original		
219H	Original	251	Original		
219I	Original	252	10		
219J	Original	253	5		(C)
219K	Original				(D)
219L	Original	270	3		
219M	Original				
219N	Original				
219O	Original				
219P	Original				
219Q	Original				
219R	Original				
219S	Original				

**GENERAL TARIFF
CHECK SHEET**

Note: This page has been intentionally left blank and is reserved for future use.

(C)

GENERAL TARIFF
TABLE OF CONTENTS

(C)

	<u>Item</u>	<u>Page</u>
Explanation of Symbols	-	1
Check Sheet	-	2
Table of Contents	-	5
Index	-	10
Definitions	-	18
SECTION I – TERMS OF SERVICE		
General	1	30
Effective Date of Changes.....	2	31
Obligation to Provide Service	3	31
Northwestel Inc. Facilities.....	4	31A
Northwestel Inc. Right to Enter Premises	5	32
Two-Party and Four-Party Service	6	32
Deposits and Alternatives.....	7	33
Restrictions on Use of Service	8	33A
Customer Liability for Calls.....	9	33B
Dispute Procedure	10	34
Confidentiality of Customer Records.....	11	34
Directories	12	34B
Directory Errors and Omissions	13	35
Northwestel Inc. Initiated Changes in Telephone Numbers and Service Arrangements	14	35
Refunds in Cases of Service Problems.....	15	35A
Limitation of Northwestel Inc. Liability.....	16	36
Payment Time Limit.....	17	36A
Liability for Unbilled and Underbilled Charges.....	18	36B
Liability for Charges that Should Not Have Been Billed and Those that were Overbilled	19	36C
Minimum Contract Period and Cancellation Before Service Commencement.....	20	37
Customer-initiated Termination of Service	21	38
Northwestel Inc. Initiated Suspension or Termination of Service	22	39
SECTION IA – GENERAL		
General	101	41
Application for Service	102	41
Alterations	103	41
Payment of Rates and Charges	104	42
Rate Rounding Procedure.....	105	43
Resale and Sharing	106	44

GENERAL TARIFF
TABLE OF CONTENTS

(C)

SECTION II – EXCHANGE SERVICE	<u>Item</u>	<u>Page</u>
General	201	47
Primary Exchange Services	202	47
Business and Residence Service	203	48
Business Service	204	48
Residence Service	205	49
Exchange Rate Groups	206	49
Exchange Rates	207	52
Relay Service	209	53
Digital Exchange Access	220	55A
SECTION III – NON-RECURRING CHARGES		
Service Charges – General	301	57
Rates Application	302	59
Conditions	303	60
Exceptions	304	61
Installation, Maintenance, Move, Rearrangement, Escort and Repair Service	305	62
Construction Charges – General	306	63
Outside Construction	307	64
Interior Construction – Two-Party and Multi-Party	308	68
SECTION IV – DIRECTORY LISTINGS		
General	401	77
Monthly Rates for Extra Listings	402	78
Initial Service Period for Chargeable Extra Listings	403	78
Omission of Primary Listing	404	78
Local Directory Assistance Service	405	78
Long Distance Directory Assistance (LDDA)	406	79
Telephone Number Services – Prestige Numbers	407	80
Directory File Service	408	80A
Electronic Directory Database Access Service	409	80D
SECTION V – PUBLIC TELEPHONE SERVICE		
Public Telephone Service – General	501	82
Customer Requested Public Telephone Service	502	83
Charge-A-Call Telephone Service	503	84
Payphone Analog Cellular Network Service	504	86
SECTION VII – MILEAGE CHARGES		
Voice Channel Mileage	701	95
Foreign Exchange Service	705	96

GENERAL TARIFF
TABLE OF CONTENTS

(C)

SECTION VIII – PRIVATE BRANCH EXCHANGE SERVICE	<u>Item</u>	<u>Page</u>
General	801	117
Initial Contract Period	802	118
Conditions	803	118
Hotel Service	805	135
Direct-in-Dial Service (DID).....	806	137
Centrex II Service	807	139
SL-1 Telephone Sets/Meridian 5000 Telephone Sets/Meridian 2000 Telephone Sets.....	808	149
Meridian Business Services	809	155
Supplemental Equipment for PBX Service	813	156
Mitel SX-50.....	816	156
Meridian 1	817	157
Notes and Conditions	818	160
SECTION IX – SUSPENSION OF SERVICE		
General Conditions.....	901	162
Partial suspension of Service.....	902	163
Complete Suspension of Service.....	903	163
Charges	904	163
SECTION XI – KEY TELEPHONE SYSTEMS		
General	1101	170
Systems and Rates.....	1102	170
Logic Type Key Telephones	1103	177
Conditions	1104	177
SECTION XII – ANSWERING AND RECORDING FACILITIES		
Secretarial Answering Unit Service	1201	182
Automatic Call Answering and Recording Equipment	1202	183
Voice Messaging Service	1203	185
Integrated Voice Messaging (IVMS) Access	1204	186D
Centrex Voice Messaging Service (Yellowknife)	1205	186F

GENERAL TARIFF
TABLE OF CONTENTS

(C)

SECTION XIII – CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT	<u>Item</u>	<u>Page</u>
General	1301	188
Service Charge	1302	190
Terminal Attachment Plan.....	1303	191
Voice Recorder Connecting Equipment	1304	192
Broadcast Coupler Equipment.....	1305	194
Restrictions on Automatic Dialing-Announcing Devices (ADADS) and Conditions for Unsolicited Live Voice and Facsimile Calls for the Purpose of Solicitation.....	1306	195
Connection of Customer-Provided Accessories	1307	196
Alarm Sending Equipment	1308	197
Interconnection of Intra Exchange Systems	1309	198
Switched Access Types for Conventional Public Mobile Radio Systems.....	1310	198A
Public Cellular Mobile Radio Systems – Network Access.....	1311	198F
SECTION XIV – SUPPLEMENTAL SERVICE AND EQUIPMENT		
Auxiliary Signals.....	1402	201
Miscellaneous Equipment and Service.....	1403	203
Modems.....	1405	208
Emergency Alerting Systems	1406	210
Enhanced Calling Features.....	1407	214
Ruraltel.....	1408	215
Toll Denial	1410	219
Loudspeaker Systems.....	1411	219A
Set Replacement Charge	1413	219D
SECTION XV – MAINTENANCE AND REPAIR		
Maintenance of Business Equipment	1501	221
Maintenance of Business Equipment Vintage 2000.....	1502	225
SECTION XVI – SWITCHED DATA SERVICES		
Data56 Service	1601	228
SECTION XVII – PROMOTIONS		
General	1700	251
Local Service.....	1701	252
Additional Individual Line Promotion	1734	270

GENERAL TARIFF
TABLE OF CONTENTS

Reserved for future use.