NORTHWESTEL INC.

ACCESS SERVICES TARIFF FOR INTERCONNECTION WITH INTEREXCHANGE CARRIERS (IXC'S)

CONTAINING

TERMS AND CONDITIONS

RATES AND CHARGES

APPLICABLE TO THE INTERCONNECTION

OF THE COMPANY'S FACILITIES AND EQUIPMENT WITH THOSE OF

INTEREXCHANGE CARRIERS (IXC'S)

Northwestel's Tariffs are published under the direction of the Company's Regulatory Affairs Manager

Please direct correspondence regarding this or any other Northwestel tariff to:

Northwestel Inc. – Attention: Manager, Tariffs & Regulatory

P.O. Box 2727, Whitehorse, Yukon Territory Y1A 4Y4 Facsimile: (867) 668-7674

Issued: 27 December 2000 Effective: 19 January 2001
Interim Approval in Telecom Order CRTC 2001-40, 19 January 2001
Final Approval in Telecom Order CRTC 2007-387, 18 October 2007
© 2001 Northwestel Inc.

EXPLANATION OF SYMBOLS

(A) - to denote increases

(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

(M) - to denote information moved to or from another page

(N) - to denote new rates or items

(S) - to denote reissued material

(V) - not available for new installation or for expansion of existing service

(Z) - available on recovery basis only and at the discretion of the Company

© 2001 Northwestel Inc.

CHECK SHEET

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

Page	Revision	
Title	Original	
1	Original	
2	13	**(C)**
3	3	
3A	1	**(C)**
4	Original	
5	1	
5A	Original	**(N)**
6	1	
7	Original	
8	Original	
9	1	
10	5	
11	1	
12	Original	
13	Original	
14	1	
15	Original	
16	Original	
17	Original	
25	Original	
26	Original	
27	1	**(C)**
28	3	**(C)**
29	2	**(C)**
30	3	**(C)**
30A	Original	**(N)**
31	Original	
32	Original	
33	Original	
		(D)

For explanation of symbols see Page 1

© 2017 Northwestel Inc.

TABLE OF CONTENTS

	Item	Page	
Explanation of Symbols	-	1	
Check Sheet	-	2	
Table of Contents	-	3	
Index	-	3A	
PART I – GENERAL			
TERMS AND CONDITIONS	10	4	
DEFINITIONS	20	7	
TEST FACILITIES	30	8	
PART 2 – CARRIER ACCESS TARIFF			
INTERCONNECTING CIRCUITS WITH TRUNK SIDE ACCESS	40	9	
OPERATOR SERVICES	41	12	
STANDBY CIRCUITS	50	13	
RESERVED FOR FUTURE USE	60	14	
RESERVED FOR FUTURE USE	70	14	
FACILITIES FOR DEDICATED ACCESS LINES	80	14	
COMPENSATION PER CALL	90	14	
RESERVED FOR FUTURE USE	100	15	
BILLING AND COLLECTION SERVICE	200	15	
WHOLESALE CONNECT SERVICE	300	25	**(N)**

© 2013 Northwestel Inc.

INDEX

Description	Item	Page	
Billing and Collection Service	200	15	
Description of Service	200.1	15	
Definitions	200.2	15	
Terms and Conditions	200.3	16	
Rates and Charges	200.4	16	
Bundled CAT	40.2	10	
Compensation per Call	90	14	
Description of Service	90.1	14	
Terms and Conditions	90.2	14	
Charges	90.3	14	
Definitions	20	7	
			D
Facilities for Dedicated Access Lines	80	14	
Interconnecting Circuits with Trunk-side Access	40	9	
General	40.1	9	
Bundled CAT	40.2	10	
Toll-free Carrier Identification Charge	40.3	10	
PIC Processing	40.4	10	
Long Distance Directory Assistance	41.3	12	
Long Distance Operator Assistance	41.4	12	
Network Changes	10.2	6	
Network Outages	10.3	6	
Operator Services	41	12	
General	41.1	12	
			D
Long Distance Directory Assistance	41.3	12	
Long Distance Operator Assistance	41.4	12	
PIC Processing	40.4	10	
Protection	10.4	6	
Standby Circuits	50	13	
Terms and Conditions	50.1	13	
Rates and Charges	50.2	13	
Terms and Conditions	10	4	
General	10.1	4	
Network Changes	10.2	6	
Network Outages	10.3	6	
Protection	10.4	6	
Test Facilities	30	8	
Toll-Free Carrier Identification Charge	40.3	10	
Wholesale Connect Service	300	25	
Service Description	300.A	25	
Definitions	300.B	25	
Conditions of Service	300.C	26	
Service Availability	300.D	27	
Service Bandwidth Options and Rates	300.E	28	
Service Level Agreement (SLA)	300.F	31	

© 2026 Northwestel Inc.

Item 10. TERMS AND CONDITIONS

1. General

a) Subject to the terms and conditions as set out in this Tariff and in Decision CRTC 2000-746, Interexchange Carriers (IXC) may:

1. interconnect their services and facilities to any of Northwestel Inc.'s (the Company's) services and facilities, subject to their availability; and

2. except where expressly prohibited by the Company's tariffs, resell any of the Company's services and facilities, subject to their availability.

b) The provision of access services is further subject to the terms and conditions specified in the Agreement Specifying the Procedures of the Interexchange Carrier Group between the IXC and the Company (the "CSG Agreement"), including the Appendices and Schedules, and in the PIC/CARE Access customer Handbook described in Item 40.4(c). The CSG Agreement defines and determines the procedures for handling confidential information provided by the IXC to the Company and specifies procedures with respect to the receipt and processing of orders from the IXC, interexchange carrier billing, network planning requirements and PIC information processing, in relation to services provided as a result of interconnection.

c) Insofar as they are reasonably applicable and not inconsistent with this Tariff, the Company's General Tariff and all other Company Tariffs, including any amendments to or replacements of them extend and apply to this Tariff. The Company's Terms of Service and General Regulations, including any amendments to or replacements of them, apply to this Tariff, with such modifications, as the circumstances require.

d) Any facilities and services of the Company required by the IXC for the purposes of interconnection or resale may be acquired through any of the Company's Tariffs including this Tariff.

e) The provision of the connections outlined in this Tariff does not constitute a joint undertaking with the IXC in the furnishing of any service.

f) In the furnishing of such connections, the Company is not responsible to the IXC's subscribers for end-to-end service.

g) The IXC is considered to be the Company's customer for any connections provided pursuant to this Tariff.

© 2001 Northwestel Inc.

Item
10. TERMS AND CONDITIONS (cont'd)

1. General (cont'd)

(h) When it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet an IXC's requirements, an additional charge may be assessed based on the equipment installed or the unusual expense incurred. In addition, when the IXC cancels an application for an access arrangement after the Company has incurred costs associated with the provisioning of that arrangement, the IXC will pay the Company all such costs.

(i) The IXC will furnish or arrange to furnish to the Company, at no charge, adequate equipment space and electrical power required by the Company to provide the connections under this Tariff at the IXC's premises, or at its subscriber's premises, as appropriate.

(j) The IXC will also furnish or arrange to furnish to the Company, at no charge, any additional facilities or protective apparatus that may be required due to the particular hazardous locations of the connections.

(k) In cases of subscriber-provided equipment or facilities, the interface with the Company's equipment or facilities shall comply with Section XIII (3001) 1301-1311 of the Company's General Tariff. **(N)**

(l) Pursuant to the requirements of Decision CRTC 2002-13, as a condition of acquiring telecommunications services from the Company for resale purposes, resellers must make available to their end-users the following information, within a reasonable period of time in Braille, large print, computer diskette or such other format as is mutually agreed upon by the parties:

i) upon request of subscribers who are blind:
   1. billing statements;
   2. bill inserts sent to subscribers about new services or changes in rates for existing services; and
   3. any bill inserts that are mandated from time to time by the Commission; and

ii) upon request of subscribers or potential subscribers who are blind, information setting out the rates, terms and conditions of the service.

(m) However, in the case of a request for an excessively large volume of information, the service provider may limit the alternative format to computer diskette or any other electronic format mutually agreed upon by the parties.

(n) When an IXC offers shared tenant services, it must provide the Company with direct access, under reasonable terms and conditions, to tenants who choose to receive service from the Company rather than, or in addition to, service from the IXC.

(o) Prior to receiving service pursuant to this Tariff, an IXC must register with the Commission and the Company.

(p) Together with its registration, an IXC shall file with the Commission a full description of its network, including information regarding the extent of owned and leased transmission facilities, and shall notify the Company of such filing. **(M)**

(M) - Moved to 1st Revised Page 6, CRTC 21480

© 2002 Northwestel Inc.

Item
10. TERMS AND CONDITIONS (cont'd) **(N)**

1. General (cont'd)

(q) In accordance with Telecom Regulatory Policy CRTC 2017-11, all persons who offer and provide any telecommunications services who are not Canadian carriers as defined in the Telecommunications Act shall:

1. register with the Commission prior to receiving service from the Company;
2. ensure that all of their own wholesale customers and subordinate wholesale customers have registered with the Commission prior to receiving telecommunications services; and
3. abide by the obligations set out in the Appendix to Telecom Regulatory Policy CRTC 2017-11 as well as any subsequent requirements as may be set out by the Commission from time to time and ensure that all of their own wholesale customers and subordinate wholesale customers abide by these requirements.

© 2017 Northwestel Inc.

Item
10. TERMS AND CONDITIONS (cont'd)

2. Network Changes **(M)**

(a) The Company does not make any representation that its equipment and facilities are adapted or will remain adapted for use in connection with the IXC-provided equipment of facilities.

(b) The Company reserves the right to change in whole, or in part, the design, function, operation or layout of its equipment, apparatus, lines, circuits or devices as it considers necessary. The Company shall not be responsible to an IXC or to its subscribers for any of their equipment, apparatus, lines, circuits or devices, either in whole or in part, which cease to be compatible with the Company's facilities or become inoperative because of such changes to the Company's equipment, apparatus, lines, circuits or devices.

(c) The Company will, however, provide the IXC with six months advance notice of minor changes and two years advanced notice of major changes to the design, function, operation or layout of its equipment, apparatus, lines, circuits or devices. When it is not possible to give the IXC six months or two years notice, the Company will advice the IXC as soon as a decision to proceed with the change has been made.

(d) The Company will also provide the IXC with at least two years notice in writing of any changes in its network that could affect any of the interconnections or access arrangements contemplated in this Tariff. When it is not possible to give the IXC two years notice, the Company will advise the IXC ads soon as a decision to proceed with the change has been made.

3. Network Outages

The Company will provide the IXC with the earliest possible notice of all network outages affecting the operation of the IXC's network.

4. Protection

(a) The characteristics and methods of operation of any circuits, facilities or equipment of the IXC, when connected to the Company's shall not:
1. interfere with or impair service over any facilities of the Company's or its connecting carriers involved in its services;
2. cause damage to its plant;
3. impair the privacy of any communications carried over its facilities;
4. create hazards to the Company's employees or to the public.

(b) If such characteristics or methods of operation are not in accordance with the preceding, the Company will, where practicable, notify the IXC that temporary discontinuance of the use of any circuits, facilities or equipment may be required. When prior notice is not practicable, nothing contained within this Tariff shall be deemed to preclude the Company from temporarily discontinuing forthwith the availability to the IXC of any circuit facility or equipment if such action is reasonable under the circumstances. IN cases of such discontinuance, the IXC will be promptly notified and afforded the opportunity to correct the condition, which gave rise to the temporary discontinuance.

(c) During any period of temporary discontinuance of service caused by a trouble or condition arising in the IXC's operations, facilities or network, no refund for interruption of service, as set forth in the Company's Terms of Service shall be made.

(M) - Moved form original Page 5, CRTC 21480

© 2002 Northwestel Inc.

Item 20. DEFINITIONS

For the purposes of this Tariff:

"Bundled CAT" means the bundled carrier access tariff approved in Decision CRTC 2000-746. This single rate includes switching and aggregation, contribution and equal access start-up rates, without any designation of individual rates.

"Canadian Operating Company" refers to one of the following companies: Aliant Communications; Bell Canada; Manitoba Telecom Services; Saskatchewan Telecommunications Inc.; Telus Communications Inc.; Northwestel Inc.

"Circuit" means an analogue voice-grade channel or a digital 64kbps (DS-0) channel.

"Circuit Group" means a group of equivalent circuits.

"DAL or Direct Access Line" means a network arrangement used to transmit traffic over a dedicated facility between a Carrier's or Other service Provider's interexchange network and a subscriber's premises. A DAL is a 64kbps circuit.

"Data Service" means a telecommunications service other than a voice service.

"Dedicated Service" means a telecommunications service, which is dedicated to the private communications needs of a user where one end of the facility used to provide the service is terminated at equipment dedicated to the user.

"Interconnecting Circuit" means a circuit that connects an IXC's facility to a facility of the Company to provide access to the Company's Public Switched Telephone Network (PSTN). An interconnecting circuit connects an IXC's facility to a Company Central Office to which end offices are directly connected in order to originate or terminate toll traffic (toll office).

"Interexchange Carrier ((IXC)" means a Canadian Carrier as defined in Section 2 of the Telecommunications Act, that provides interexchange service in competition with one of the Canadian Operating Companies.

"Joint-use Basis" means on a basis in which a circuit is not dedicated to a single user.

"Operator Services" means service performed by Canadian Operating Company operators, at the request of an IXC operator or an IXC subscriber, for calls delivered to the operators from the IXC's network. Operator services include long distance directory assistance, 800/888 directory assistance and completion of calls to non-dialable points. C

"Person" means a partnership, firm, body corporate or politic, government or department thereof and the legal representatives of such person.

"Resale" means the subsequent sale or lease on a commercial basis, with or without adding value, of a telecommunications service leased from an IXC or from the Company.

"Reseller" means a person engaged in resale.

© 2026 Northwestel Inc.

Item 20. DEFINITIONS (cont'd)

"Responsible Organization (RESP ORG)" is the entity identified by the 800/888 Subscriber or Agent that assumes the duty of managing and administering the 800/888 record (number) in the 800/888 Service Management system on behalf of the 800/888 service subscriber.

"Standby Circuit" means an interconnecting circuit with trunk-side access, which has been activated but rendered incapable, by the Company, of carrying traffic.

"Subscriber" means a person for whom telecommunications equipment, facilities or service have been provided by an IXC.

"Toll-Free Calls" means calls, which are dialed 1+800/888/877 (or other designated prefixes) when the call is billed to the called party.

"Trunk-side Access" means any connecting arrangement provided by the Company over which calls dialed 1+ and 011+ can be routed to the IXC's network and over which traffic from the IXC's network can be routed for termination in the local PSTN.

"User" means a person using a telecommunications service or facility for the person's private communications needs.

"Voice Service" means a two-way telecommunications service involving direct real-time communications between two or more natural persons. It does not include a service which limited to the co-ordination or setting up of a data service.

Item 30. TEST FACILITIES

1. The Company will furnish to the IXC, subject to the availability of facilities, interconnecting circuits, CCS7 connections and 800 connections, with appropriate ANI or Caller ID signalling, for the purpose of testing its network, at the rates and charges for such connections specified in the Company's Tariffs.

2. Connections furnished to the IXC pursuant to this item will be restricted to testing functions. The IXC shall not use these connections to carry any of its administrative or commercial traffic.

3. Bundled CAT charges will not apply to facilities designated as test facilities.

© 2001 Northwestel Inc.

Item 40. INTERCONNECTING CIRCUITS WITH TRUNK-SIDE ACCESS

1. General

(a) An interconnecting circuit "with trunk-side access" refers to a connecting arrangement provided by the Company over which traffic from the IXC's network can be routed for termination in the local Public Switched Telephone Network (PSTN).

(b) An interconnecting circuit with trunk-side access may be arranged for Feature Group D service, which provides the IXC with the capability of offering subscribers access to its network by dialing 1+ or 011+. Interconnecting circuits with trunk-side access arranged for Feature Group D service are connected to an Access Tandem (AT Connection) and may use Multi-Frequency (MF) signalling or CCS7 signalling, subject to the availability of suitable facilities.

(c) An interconnecting circuit with trunk-side access may be arranged to provide for the routing of toll-free calls destined for the IXC's network. This arrangement is available for AT Connections only and may only use CCS7 signalling. C

(d) When CCS7 signalling is requested, CCS7 links are required. CCS7 links refer to the DS-0 channels between designated Canadian gateway Signalling Transfer Points (STPs) and the IXC's STPs or between the Canadian gateway STPs and the IXC's switch(es). This interconnecting arrangement may be provided by the Company, subject to the availability of suitable facilities, or by another designated Canadian Operating Company as determined by network design requirements to carry CCS7 signalling information associated with interconnecting circuits with trunk-side access which connect the Company to an IXC for the purposes of call set-up and take-down.

(e) The facility over which interconnecting circuits with trunk-side access and CCS7 links are provided is furnished at the rates and charges specified in Tariff CRTC 3003, Item 1112.

(f) In addition to the service charges associated with the Tariff Item referenced in (e) above, the following services charges associated with the provision of interconnecting circuits with trunk-side access and CCS7 links will apply for each DS-0 Set. A DS-0 Set is defined as a group of DS-0s which are of the same type (ie., Feature Group D or 800/888), within the same DS-1, connected at the same location and ordered at the same time.

1. Inward Order, each DS-0 Set.....$1,219.00
   Change Order, each DS-0 Set.....$ 791.00

(g) An STP-to-STP port connection or Switch-to-STP connection is required for each DS-0 CCS7 link connected to the Company's designated gateway STP.

(h) Interconnection is permitted only through circuits with trunk-side access.

© 2021 Northwestel Inc.

Item 40. INTERCONNECTING CIRCUITS WITH TRUNK-SIDE ACCESS (cont'd)

2. Bundled CAT

(a) When an IXC requests an interconnecting circuit with trunk-side access, a Bundled CAT applies, as specified below, for each minute of traffic originating or terminating in the Company's territory. The chargeable time begins when connection is established between the calling and called numbers (conversation minutes) and ends when that connection is terminated.

Bundled CAT per minute of traffic (originating or terminating) $0.0380

(b) When an IXC uses a DAL to originate or terminate traffic in the Company's territory, a bundled CAT charge applies based on a loading of 8,000 minutes per month per DAL.

Monthly Bundled CAT charge per DAL
= 8,000 x $0.0415= $332.00

3. Satellite Proxy Transport

(a) For each minute of traffic accessing or egressing a third party's Access Tandem Switch in Montreal, a Satellite Proxy Transport charge applies, in addition to the Bundled CAT rate described in (2a).

Satellite Proxy Transport Charge per minute (originating or terminating) $0.0425

4. Toll-free Originating Service

Toll-free Origination service is provided to Toll-free providers. The service routes a toll-free call that originated from the Company's operating area to a third party owned and operated toll-free database where the toll-free database is dipped and the call is handed off to the Toll-free provider in southern Canada. Toll-free calls may be routed in one of two ways, with corresponding charges, depending on whether they rely on satellite or terrestrial facilities to reach the third party Toll-free database. C

For clarity, the following matrix has been provided to illustrate all charges that apply to Toll-free calls routed via terrestrial and satellite transport facilities.

	Components Required for Toll-free Origination Service		
Item 40	Component Name	Toll-free Satellite	Toll-free Terrestrial
2(a)	Bundled CAT, per minute	■	■
4A	Toll-free Terrestrial Transport, per minute		■
3	Satellite Proxy, per minute	■	
4B	Toll-free Satellite Southern Delivery, per minute	■	
4C	Toll-free Carrier Identification Charge, per message	■	■

A. Toll-Free Terrestrial Transport Charges

Toll-free terrestrial transport per minute charge applies for traffic routed from the Company's class 4 switches to the third party Toll-free database. This charge includes the southern delivery where Toll-free traffic is interexchanged with a third party through designated interconnection points and delivered to the Toll-free provider in Southern Canada. C C

Toll-free Terrestrial Transport Charge per minute (originating) $0.0264

© 2020 Northwestel Inc.

Item
40. INTERCONNECTING CIRCUITS WITH TRUNK-SIDE ACCESS (cont'd)

B. Toll-free Satellite Southern Delivery
Satellite Southern delivery per minute charge applies for traffic routed on a third party network from the Montreal gateway to the third party Toll-free database.

Toll-free Satellite Southern Delivery Charge per minute (originating)..... $0.0238

C. Toll-Free Carrier Identification Charge
Toll-Free Carrier Identification per message charge applies for calls that are dipped in the toll free database and the toll free provider is identified.

Toll-Free Carrier Identification Charge per message $0.007914

2. PIC Processing

(a) When the IXC is provided with interconnecting circuits with trunk-side access arranged for Feature Group D service, the IXC can offer its subscribed customers access to its network through 1+ and 011+ dialing. Such access is enabled through the identification of the IXC as the customer's Primary Interexchange Carrier (PIC). PIC selections may be specified for eligible Company-provided primary monopoly Exchange services which provide direct voice access to the PSTN through "1+" dialing and which are provisioned in End Offices which support Feature Group D. A list of specific eligible services in included in the PIC/CARE Access Customer Handbook (the Handbook) described in (c) below. C

(b) An IXC with Feature Group D service is required to establish a PIC processing account with the Company at least 90 calendar days prior to the requested commencement of PIC processing. When the account is established, the IXC must identify the PIC processing parameters and options required, as specified in the IXC's Customer Account Record Exchange (CARE) Profile which is provided in the Handbook. The establishment of the PIC processing account is subject to a service charge as specified in (h)(2) below. Subsequent changes to these parameters and options must be provided in writing at least 30 calendar days prior to the requested date for implementation of the changes.

© 2020 Northwestel Inc.

Item 40. INTERCONNECTING CIRCUITS WITH TRUNK-SIDE ACCESS (cont'd)

4. PIC Processing (cont'd)

(c) The Company will provide each IXC, which establishes a PIC processing account with two copies of the User Handbook. The Handbook reflects standards and procedures for the processing of PIC transactions between the Company and the IXC. Additional copies of the Handbook are provided subject to the charge as specified in (h)(3) below.

(d) PIC processing charges apply for establishing or changing the PIC selection for a customer's access line, such as for new or additional access lines, customer moves and customer-initiated number changes. Charges for processing customer PIC transactions are assessed to the IXC selected by the customer and are as specified in (h)(4) below.

(e) In the case of PIC selection changes, which are disputed by the customer or an IXC on behalf of the customer, the customer's PIC selection will be reinstated to the previous PIC. The IXC must then provide evidence to customer authorization as described in section 4.5 of Schedule 4 (PIC Information Processing) of the CSG Agreement. If such customer authorization is not provided within 15 business days from the date of the request from the Company, the IXC will be deemed to have requested an unauthorized PIC change, and will be assessed the charge specified in (h)(5) below. A PIC processing charge as described in (d) above will also be assessed to the IXC having requested the unauthorized PIC change, to cover the reinstatement of the unauthorized PIC to the previous PIC selection.

(f) To enable the IXC to validate or place PIC subscription orders at the Working Telephone Number (WTN) level, the IXC may request and obtain from the Company a detailed record transaction in CARE format of all WTNs subscribed to a specific Billing telephone Number (BTN). Service charges apply as specified in (h)(6) below.

(g) To enable the IXC to perform reconciliation between the IXC's billing records and the Company's PIC database, the IXC may request a Verification Record from the Company. Verification Record transactions are subject to the service charge specified in (h)(7) below.

(h) Rates and Charges

(C)

1. Account Set-up charge, each PIC processing account ..... $ 781.46
2. Changes to CARE profile, each request 195.36
3. User Handbook (each additional copy over 2) 97.68
4. PIC Processing charge, each access line 9.32
5. Unauthorized PIC Change charge, each access line 102.12
6. BTN Detail charge, each WTN provided 0.55
7. Verification Record charge, each access line 0.20

(i) The PIC processing charges specified in (h)(4) and (h)(5) above will also be attributed to the Company.

© 2003 Northwestel Inc.

Item
41. OPERATOR SERVICES

1. General

When an IXC operator, or an IXC customer, accesses a Canadian Operating Company operator from the IXC's network and requests an operator service, the IXC from whose network the operator is accessed is charged for each service performed (as applicable).

2. Reserved for future use. C

D

3. Long Distance Directory Assistance

The Company provides Long Distance Directory Assistance to IXC customers and operators who access the long distance operator via the IXC's network. A charge as specified in the Company's General Tariff Item 406 is assessed.

4. Long Distance Operator Assistance

Upon the request of an IXC operator, the Company's operators will assist in completing long distance calls to non-dialable points, which terminate in the Company's territory. A charge as specified in the Company's General Tariff Item 2260.3(a) applies to the IXC on each occasion when such assistance is provided.

© 2026 Northwestel Inc.

Item 50. STANDBY CIRCUITS

1. Terms and Conditions

a) All requests to establish standby circuits and to subsequently remove the standby condition must be addressed to the Company's Carrier Services Group.

b) Upon removal of the standby condition, standby circuits may be used only for the type of service specified in the original order, which established them.

2. Rates and Charges

a) The Company will furnish standby circuits at the rates and charges referenced in Item 40 for interconnecting circuits with trunk-side access.

b) The only Service Charge associated with the establishment of a standby circuit is the one to activate the appropriate connection or access as follows:

1. For interconnecting circuits with trunk-side access, the service charge is that specified for an Inward Order in Item 40.1.(f)(1).

c) Designation of an active circuit to standby and removal of the standby conditions are each subject to the appropriate charges as follows:

1. For interconnecting circuits with trunk-side access;

The Change Order Charges as specified in Item 40.1.(f)(1).

d) Bundled CAT charges do not apply to interconnecting circuits designated as standby circuits.

© 2001 Northwestel Inc.

Item 60. ***Reserved for Future Use***

Item 70. ***Reserved for Future Use***

Item 80. FACILITIES FOR DEDICATED ACCESS LINES

The Company will provide local loops and associated connecting links, in accordance with the provisions of CRTC 3003, Item 202 of the Company's General Tariff to APLDS who wish to provide Dedicated Access Lines (DALS) to their subscribers for use as dedicated access arrangements to their toll offerings. In addition, bundled CAT charges will apply as specified in Item 40.2(b).

Item 90. COMPENSATION PER CALL

1. Description of Service

(a) The assessment of an access charge for each toll-free call from the Company's public or semi-public telephones ("pay telephones") is referred to as "compensation per call."

2. Terms and Conditions

(a) The compensation per call charge applies to the IXC, for each completed toll-free call that originates from a Company pay telephone and is carried by the IXC, except in limited situations where the toll-free call cannot be captured due to technical limitations.

(b) Additional toll-free calls initiated through the use of the "next call" key on the pay telephone are also subject to the compensation per call charge. However, additional toll-free calls achieved through the use of dialing sequences on the IXC's platform are not subject to the compensation per call charge.

(c) Toll-free calls are considered completed when the call is answered.

(d) Each month, the Company will send the IXC a composite electronic list of the toll-free numbers that originated at the Company's pay telephones and were carried by the IXC. The list will include the toll-free numbers that were called and the number of times they were called in the previous billing period. This information is available on a disaggregated basis by originating Exchange and, if so requested by the IXC, will be provided in that manner beginning with the first complete billing period following the request. C

(e) Call detail recording is not provided.

3. Charges

The IXC shall pay to the Company the following compensation per call charge for each toll-free call as shown below.

	CHARGE
Payphone per call compensation, Per completed call……	$0.25

© 2020 Northwestel Inc.

Item 200. BILLING AND COLLECTION SERVICE

1. Description of Service

The Company will provide Billing and Collection Service for eligible message toll service calls, as defined in the Company's Billing and Collection Services Agreement, which are completed over the IXC's network, at the rates specified below. Billing and Collection service includes:

(a) Preparation and rendering of bills for charges purchased by the company, from the IXC, which are associated with eligible calls by customers of the IXC who also maintain accounts with the Company.

(b) Collection of payments for charges associated with eligible calls made by customers of the IXC, including appropriate taxes, which will be remitted by the IXC to the appropriate governments.

(c) Answering of customer questions regarding charges billed by the Company for eligible calls provided by the IXC, excluding questions about the details of the IXC's services, rates, rate structures and similar matters.

(d) Application of credits and adjustments to customer accounts, in accordance with billing and collection services procedures, which are provided to the IXC from time to time by the Company.

2. Definitions

For the purpose of this Tariff Item:

"ACCOUNT RECEIVABLE" means an individual charge associated with an Eligible Service purchased from a Service Provider according to the terms and conditions of the Company's Billing and Collections Services Agreement.

"ELIGIBLE SERVICES" are telecommunications services, as specified in the Billing and Collection Services Agreement, which are provided by IXCs or resellers to Customers utilizing such IXC's or resellers' respective networks.

"SERVICE PROVIDER" is either:

(a) an IXC providing Eligible Services;

(b) a reseller with interconnecting circuits with trunk-side access providing Eligible Services.

© 2002 Northwestel Inc.

Item 200. BILLING AND COLLECTION SERVICE (cont'd)

3. Terms and Conditions

(a) The IXC must execute a Billing and Collection Services Agreement, which details the terms and conditions of the service, with the Company.

4. Rates

(a) An Accounts Receivable Management discount, as a percentage of the value of the accounts receivable purchased, will apply to each account receivable purchased from the IXC 3.38%

(b) Processing charges per account receivable purchased from the IXC will apply each time an account receivable is:

Processing charge per account receivable billed to a customer $0.8352

Processing charge per account receivable returned prior to billing $0.0289

Processing charge per account receivable returned or charged back to the IXC after billing ..... $13.50 **(R)**

© 2002 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE

1. Service Description C

(a) Wholesale Connect Service (the "Service") is a terrestrial Layer 3 IP-VPN Wide Area Network (WAN) solution with Class of Service (CoS) options, and is available in the Company's specified operating communities served by fibre and high capacity (OC-3 and above) microwave radio transport facilities for wholesale customers. The Service is provided to one designated Customer Point of Presence (PoP) per community for the Customer to connect to the Company's IP backbone. C C C

(b) The Service will provide the Customer with high-quality backbone connectivity, allowing transport of communications traffic across the Company's IP backbone network between Customer-selected PoPs, which will enable the Customer to provide their own end-users with telecommunications services. C C

(c) The Customer must have a minimum of two sites in order to establish the Service. At each site, the Customer must first subscribe to the Basic CoS bandwidth, then they may purchase other CoS options with a minimum of 1Mbps in additional 1 Mbps increments to designate a portion of the Basic CoS bandwidth as Medium CoS bandwidth, High CoS bandwidth and Highest CoS bandwidth. The aggregate of Medium, High, and Highest CoS bandwidth cannot exceed forty percent (40%) of the Basic CoS bandwidth per site. C C

(d) At each site, the Service is offered over one 10/100/1000 Mbps physical Ethernet port at the demarcation point and supports a maximum 4,500 routes. The Maximum Transmission Unit (MTU) is 1,500 bytes. C C

(e) For sites with bandwidth below 10 Mbps, the service supports up to five VRF instances and five VLANS per IP-VPN point of presence. For sites with bandwidth of 10 Mbps and above, the service supports up to 10 VRF instances and 10 VLANS per IP-VPN point of presence. Each site is provided with one VRF instance, one VLAN and one physical Ethernet port at the demarcation point. Additional VRF instances, VLANs or Ethernet ports are provided at additional rates and charges as shown in Item 300.5.(f). C C

2. Definitions C

In this Item:

Connection provides the Customer with a digital facility to connect the Customer's PoP to the Company's serving Central Office in the same community. C C

Customer means a purchaser of the Service who is registered with the CRTC as a reseller of telecommunications services, a facilities-based non-dominant carrier, a wireless services provider, or a Competitive Local Exchange Carrier (CLEC). C

IP-VPN refers to Internet Protocol Virtual Private Network. C

LAN means Local Area Network.

Port is a customer-facing interface in the terminating equipment through which data is physically transmitted.

Service refers to Wholesale Connect Service. C

© 2019 Northwestel Inc.

Item 300 WHOLESALE CONNECT SERVICE (continued)

2. Definitions (continued)

Customer Equipment (CE) is all equipment, software, inside wiring, or other devices that are owned, operated, and maintained by the customer and are not provided by the Company. The customer is responsible for maintaining CE in good working order to avoid network harm. The Company is not responsible for supplying, installing, or operating CE, including without limitation, the suitability of CE or compatibility of CE with any CPE or Services. The Company has no obligation to maintain, repair, or provide service or support for CE. N N

Company Provided Equipment (CPE) refers to equipment, software, or other devices that are owned and supplied by the Company and located at the customer's premises to enable delivery of the Company's services. The Company is solely responsible for the installation, operation, and maintenance of the CPE as well as equipment in the serving Central Office. The customer is responsible for providing a suitable uninterruptible power supply for the CPE. N N

Type A Community refers to a community listed in Item 300.4. as Type A.

Type B Community refers to a community listed in Item 300.4. as Type B.

Type C Community refers to a community listed in Item 300.4. as Type C.

Network Breakout Point Community refers to a community outside the Company's incumbent serving territory as listed in Item 300.4.

VLAN is a group of devices on one or more LANs that are configured (using management software) so that they can communicate as if they were attached to the same wire, when in fact they are located on a number of different LAN segments.

VRF refers to a Virtual Routing and Forwarding instance.

WAN refers to a Wide Area Network.

3. Terms and Conditions

(a) The service demarcation point is the customer-facing Ethernet port of the CPE at the Customer's PoP in Type A, B and C communities, or at the Company's PoP in the Network Breakout Point Communities. C

(b) On private property, the Customer is responsible to provide a suitable aerial, underground or conduit route to the demarcation point. The Customer shall also be responsible for the extension of the service to other points within the same building. Company employees must have reasonably prompt access to the CPE for repair or regular maintenance. C

(c) Reserved for future use. D

(d) The Customer is responsible for the selection, supply, installation, and maintenance of all CE necessary for the use in conjunction with the Service past the demarcation point. C

(e) The Service is only available in the communities listed in this Item. Service requests in other communities will be treated on a special assembly basis where suitable facilities exist.

(f) The provision of the Service and any bandwidth request in any community is subject to the ability of the Company to satisfy existing transmission standards, and the availability of suitable network capacity, connection equipment, and facilities.

(g) When it is necessary to install special equipment or to incur an unusual expense to establish a service connection, the Customer shall pay an additional charge based on time and materials, in accordance with General Tariff, CRTC 3001, Item 305.

© 2026 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

3. Terms and Conditions (continued)

(h) Attachment of Customer equipment to the Company's facilities must be in accordance with the Company's Connection of Customer-provided Equipment Tariff, CRTC 3001, Items 1301, 1302 and 1303.

(i) In Type A, B and C communities, the Service is not assured if total connection distances exceed 5,000 cable meters. It is at the sole discretion of the Company to offer the service outside the 5,000 cable meter limit. Additional distance charges will be applied in accordance with Private Wire Services Tariff, CRTC 3003, Item 1118.

(j) Notwithstanding 300.3.(i) above, if suitable access facilities required for the Service are not available, additional charges will apply in accordance with Private Wire Services Tariff, CRTC 3003, Item 1118.

(k) The Service supports a maximum 4,500 routes per IP-VPN point of presence. Upon receiving a maximum-prefix alert message that the 4,500 routes threshold has been exceeded, the Company will notify the Customer. If the Customer does not reduce the number of routes to below the maximum within fifteen business days, the Company will suppress all specific routes and generate a default route for the Customer.

(l) The Service is available on a month-to-month basis and may be cancelled by the Customer on 30 days' notice. If the CRTC forbears from the regulation of the Service the Company can cancel the service by providing 30 days' notice to the Customer.

4. Service Availability

This Service is offered where suitable facilities exist in the following Company Operating Communities:

Community Type	Community	Province/Territory	
A	Fort Nelson	BC	
	Hay River	NT	
	Whitehorse	YT	
	Yellowknife	NT	
B	Atlin	BC	N
	Beaver Creek	YT	
	Behchoko	NT	
	Blueberry	BC	
	Burwash Landing	YT	
	Carcross	YT	
	Carmacks	YT	
	Champagne	YT	
	Dawson	YT	
	Destruction Bay	YT	
	Dettah	NT	
	Enterprise	NT	
	Faro	YT	
	Fort Good Hope	NT	
	Fort Liard	NT	
	Fort McPherson	NT	N
	Fort Providence	NT	
	Fort Resolution	NT	
	Fort Simpson	NT	

© 2025 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

4. Service Availability (continued)

This Service is offered where suitable facilities exist in the following Company Operating Communities:

Community Type	Community	Province/Territory	
B	Fort Smith	NT	
	Haines Junction	YT	
	Kakisa	NT	
	Inuvik	NT	
	Jean Marie River	NT	
	Lower Post	BC	
	Marsh Lake	YT	
	Mould Creek	BC	
	Mayo	YT	
	Muncho Lake	BC	
	Norman Wells	NT	
	Pelly Crossing	YT	
	Pink Mountain	BC	
	Prophet River	BC	
	Ross River	YT	
	Stewart Crossing	YT	
	Swift River	YT	
	Tagish	YT	
	Teslin	YT	
	Toad River	BC	
	Tsiigehtchic	NT	
	Tuktoyaktuk	NT	N
	Tulita	NT	
	Upper Halfway	BC	
	Upper Liard	YT	
	Watson Lake	YT	
	Whatì	NT	
	Wonowon	BC	
	Wrigley	NT	
C	Aklavik	NT	
	Dease Lake	BC	
	Deline	NT	
	Good Hope Lake	BC	
	Iskut	BC	
	Telegraph Creek	BC	
			D

© 2026 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

4. Service Availability (continued) N

This Service is offered where suitable facilities exist in the following Company Operating Communities:

Community Type	Community	Province/Territory
Network Breakout Point (Note 1)	High Level	AB
	Ft. St. John	BC

M

Note 1 - In Network Breakout Point communities, the Service must be terminated at the Company's PoP in that community. M M N

© 2021 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

5. Rates and Charges

The Customer shall pay the following rates and charges associated with the Service under all applicable terms and conditions of the Company's tariffs. Rates and charges for other applicable services purchased in conjunction with the Service are not included.

(a) Per Customer Monthly Recurring Charge $379.42 R

Each Customer purchasing the Service will pay one Per Customer Monthly Recurring Charge per month regardless of the number of circuits purchased.

(b) Per Site - Type A Communities:

Basic CoS Bandwidth	Monthly Rate		One-Time Charge
10Mbps	$ 798.26	R	$ 5,807
20Mbps	872.18		6,344
30Mbps	947.07		6,344
40Mbps	1,020.98		6,344
50Mbps	1,094.89		6,344
60Mbps	1,169.79		6,344
80Mbps	1,317.62		6,344
100Mbps	1,466.43		6,344
150Mbps	1,836.98		6,344
200Mbps	2,207.53		6,344
300Mbps	2,949.61		6,344
400Mbps	3,691.70		6,344
1,000 Mbps	8,141.24	R	6,344

Additional CoS Bandwidth	Monthly Rate		One-Time Charge
Per 1Mbps Medium CoS	$ 79.82	R	$ 129.32
Per 1Mbps High CoS	79.82		129.32
Per 1Mbps Highest CoS	79.82	R	129.32

(c) Per Site - Type B Communities:

Basic CoS Bandwidth	Monthly Rate		One-Time Charge
5Mbps	$ 776.57	R	$ 5,807
10Mbps	838.66		5,807
20Mbps	1,096.87		6,344
30Mbps	1,222.02		6,344
40Mbps	1,346.20		6,344
50Mbps	1,471.36		6,344
60Mbps	1,596.52		6,344
80Mbps	1,845.85		6,344
100Mbps	2,095.18		6,344
200 Mbps	3,342.83		6,344
300 Mbps	4,590.47	R	6,344

Additional CoS Bandwidth	Monthly Rate		One-Time Charge
Per 1Mbps Medium CoS	$ 79.82	R	$ 129.32
Per 1Mbps High CoS	79.82		129.32
Per 1Mbps Highest CoS	79.82	R	129.32

© 2026 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

5. Rates and Charges (continued)

(d) Per Site - Type C Communities:

Basic CoS Bandwidth	Monthly Rate		One-Time Charge
5Mbps	$ 1,839.93	R	$ 5,807
10Mbps	3,032.39		5,807
20Mbps	5,617.37		6,344
30Mbps	8,002.29		6,344
40Mbps	10,387.21		6,344
50Mbps	12,772.13	R	6,344

Additional CoS Bandwidth	Monthly Rate		One-Time Charge
Per 1Mbps Medium CoS	$ 79.82	R	$ 129.32
Per 1Mbps High CoS	79.82		129.32
Per 1Mbps Highest CoS	79.82	R	129.32

(e) Per Site - Network Breakout Point Communities:

(1) Charges in Network Breakout Point communities include co-location and power services in the Company's PoP for a single Customer-owned device that is not larger than three standard rack units, and drawing no more than 5 Amp DC power. The charges do not include local connection services that the Customer may need to purchase to extend the Service to other locations.

(2) The Customer must have a primary Network Breakout Point in High Level in order to be eligible for a secondary Network Breakout Point in Ft. St. John.

(3) Where the Customer elects to have a second breakout point in Ft. St. John, the minimum Basic CoS Bandwidth is 300Mbps. The Customer may choose to split their traffic between their two break-out points or utilize the second break-out point for redundancy only. It is the Customer's responsibility to manage their network to ensure redundancy.

Basic CoS Bandwidth	Monthly Rate		One-Time Charge
10Mbps	$ 903.71	R	$ 8,490
20Mbps	1,020.98		8,490
30Mbps	1,138.26		8,490
40Mbps	1,256.52		8,490
50Mbps	1,373.79		8,490
60Mbps	1,492.05		8,490
80Mbps	1,726.61		8,490
100Mbps	1,962.13		8,490
150Mbps	2,550.48		8,490
200Mbps	3,139.82		8,490
300Mbps	4,316.51		8,490
400Mpbs	5,493.20		8,490
1000 Mbps	12,554.33	R	8,490

Additional CoS Bandwidth	Monthly Rate		One-Time Charge
Per 1Mbps Medium CoS	$ 79.82	R	$ 129.32
Per 1Mbps High CoS	79.82		129.32
Per 1Mbps Highest CoS	79.82	R	129.32

© 2026 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

5. Rates and Charges (continued) C

(e) Per Site - Network Breakout Point Communities (continued) C

Other Charges	One-Time Charge (Note 1)
Fibre Link charge, to provide connection with other carriers within the Company's PoP	$ 1,650

C
N

Note 1: If additional equipment must be installed for the Customer in order to provision the service, additional charges will apply on a special assembly basis. N
N

D

(f) Optional **Services** N

(1) Additional VRF instances, per site N
Per VRF instance Monthly Rate: $180 One-time Charge: $500 N

(2) Additional VLANs, per site N
Per VLAN Monthly Rate: $180 One-time Charge: $500 N

(3) Additional Ethernet port, per site N
Per port Monthly Rate: n/a One-time Charge: $775 N

© 2019 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

5. Rates and Charges (continued) C

(f) Optional Services (Continued) C

(4) Bandwidth Changes C

Bandwidth Change (Note 1)	One-time Charge
Basic CoS bandwidth change from 5Mbps to 10Mbps or vice versa, per site, per change	$ 129.32
Basic CoS bandwidth change from 20Mbps to 100Mbps or vice versa, per site, per change	129.32
Other CoS bandwidth change (1Mbps increment) per site, per change	129.32

Note 1: Basic CoS bandwidth changes from under 10Mbps to over 10Mbps is considered a new installation with applicable monthly rates and one-time charges. C

6. Service Level Agreement (SLA) C

(a) Definitions C

Force Majeure means where failure to meet the quality of service standard is caused, in that month, by fire, acts of God, labour disruptions (such as work stoppages, strikes, lockouts and similar labour disruption events), default or failure of another carrier, epidemics, war, civil commotions including acts of terrorism, acts of public authorities or other events beyond the reasonable control of the Company. C

Service Availability is a percentage computed as follows:

The number of hours in the particular month less the sum of the number of Excusable Downtime hours plus the number of downtime hours other than Excusable Downtime hours or fraction of an hour multiplied by 100, divided by the number of hours in a particular month less the number of Excusable Downtime hours. C

In Formula form:

Service Availability = [(days in month) X (24 hours) – (Excusable Downtime hours + downtime hours other than Excusable Downtime hours)] X 100 ÷ [(days in month) X (24 hours) – (Excusable Downtime hours)]

Excusable Downtime refers to the items listed in Item 300.6.(c)4. C

(b) SLA Targets C

Metric	Basic CoS Targets	Medium CoS Targets	High CoS Targets	Highest CoS Targets
Service Availability	99.9%	99.9%	99.9%	99.9%
Packet Loss	N/A	<2%	<1%	<1%
Latency	N/A	<200ms	<150ms	<80ms
Jitter	N/A	<50ms	<25ms	<25ms

© 2019 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued)

6. Service Level Agreement (SLA) (continued)

(c) SLA Credit Rules

The SLA targets are measured based on an average over a calendar month. In the event that the Customer notifies the Company of any failure to meet an SLA, the Company will investigate, analyze and communicate to the Customer the cause of the infraction. If it is a result of actions by the Company or its' providers, the Customer will receive:

(1) For Service Availability targets:
For the first failure to satisfy this SLA target at any site, the Company will provide the Customer with a credit equal to the percentage specified in the table below of the total monthly CoS bandwidth fees for that site. For the second and any subsequent failure at any site (only if occurring in the months immediately following a month in which the first failure occurred), the Company will provide the Customer with a credit equal to the percentage specified in the table below of the total monthly CoS bandwidth fees for that site. In the event the Company satisfies the SLA in any month subsequent to any of the failures described above, the penalty regime shall reset and any failure to satisfy the SLA after such month that the Company attains the SLA shall be deemed to be a "first failure" as set out above.

(2) For Packet Loss, Latency and Jitter targets:
For the first failure to satisfy these SLA targets of Medium, High and Highest CoS bandwidth at a site, the Company will provide the Customer with a credit as specified in the table below of each affected CoS bandwidth monthly fees payable for that site. For a second and any subsequent failure at that site (only if occurring in the months immediately following a month in which the first failure occurred), the Company will provide the Customer with a credit as specified in the table below of each affected CoS monthly fees payable for that site. In the event the Company satisfies the SLA in any month subsequent to any of the failures described above, the penalty regime shall reset and any failure to satisfy the SLA after such month that the Company attains the SLA shall be deemed to be a "first failure" as set out above.

(3) SLA Credit Table

	As of 01 January 2015
First Failure	10%
Second/Subsequent Failure	25%

(4) Exceptions:
i) Any change to the Service will disrupt reporting and invalidate current month SLA targets;
ii) The scheduled and unscheduled maintenance window during which the Company may perform maintenance on the IP-VPN network;
iii) Downtime caused by an event of Force Majeure. The party claiming relief under the Force Majeure clause shall use all reasonable efforts to remedy the situation and remove, so far as possible and with reasonable dispatch, the cause of its inability to perform, provided that there shall be no obligation on the party so affected to settle labour disputes or test or to refrain from testing the validity of any order, regulation or law in any court having jurisdiction;
iv) Downtime that results from any actions or omissions of the Customer or Customer's end-users of the Service or other third parties (except such third parties for which the Company is responsible under the terms and conditions of this Item);
v) Downtime that results from non-Company equipment or equipment and software of third parties except where the Company has installed such non-Company equipment, equipment and software;
vi) Downtime where the Company is not provided with reasonably prompt access to the Customer's site to address the trouble.

© 2019 Northwestel Inc.

Item
300 WHOLESALE CONNECT SERVICE (continued) C

6. Service Level Agreement (SLA) (continued) C

(d) SLA Monitoring and Reporting C

The Company will provide a web-based portal for the Customer to access SLA reports. C

The Customer is solely responsible for access to and use of the web portal by any of its employees, officers, directors, agents and any other user of the Service and web portal (collectively, "Users"). C C

The Customer agrees to comply with and to ensure that Users comply with the following terms and conditions associated with the use of the Service and web portal. C C

(1) When providing contact information for the web portal, the Customer shall provide accurate and complete information and agrees to update promptly such information as necessary to ensure that contact information is kept accurate and complete. C

(2) The Customer shall maintain the confidentiality of all passwords and/or other account identifiers that it chooses or is assigned and be responsible for all activities that occur under such passwords and/or account(s). Further, the customer agrees to notify the Company of any unauthorized use of its passwords and/or account(s). The Company will not assume any responsibility for acts or omissions of the Customer, its Users or end-users. N N

© 2019 Northwestel Inc.