TITLE PAGE

TELEPHONE SERVICE
GENERAL TARIFF

"OPERATING TERRITORY"

NORTHERN BRITISH COLUMBIA, YUKON TERRITORY
NORTHWEST TERRITORIES AND NUNAVUT TERRITORY C

EXPLANATION OF SYMBOLS

A **C** to denote increases

R **C** to denote reductions

C **C** to denote changes in wording which result in neither increases nor reductions in rates or charges

D **C** to denote material previously shown has now been deleted

M **C** to denote information moved to or from another page

N **C** to denote new rates or items

S **C** to denote reissued matter

D

D

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DEFINITIONS

Access Line
Also Exchange Access or Network Access
An individual line circuit directly connecting a customer with a Central Office.

Airline Measurement
The shortest distance between two points.

Base Rate Area
The area within which individual main station Exchange service is furnished at basic monthly rates without the application of Exchange mileage charges.

Basic Service
Service that is limited to the offering of transmission capacity for the movement of information.

BICS: Building Industry Consulting Service
The Building Industry Consulting Service, offered by the Telephone Industry, provides the building industry with a one-step consulting liaison and service designed to help the builders and planners of new buildings in the provision of necessary communications space and wire housing facilities.

Booth
An enclosure for housing a telephone instrument when used in conjunction with public telephone service where privacy or quietness is required when conducting a telephone conversation.

BSD
Business Systems Division.

Business Service
A customer's service shall be classed as business service if used primarily, chiefly or in part for business or professional purposes, or if publicly advertised in connection with any class of business.

Central Office
A designated building used historically to house switching equipment for main telephone, trunk lines and broadband equipment and also used by eligible CLECs, IXCs and DSLSPs for co-location, local interconnection, toll interconnection and broadband traffic hand-off.

Central Office Area
An area served by a single Central Office.

Central Office Line
A circuit that connects a telephone service directly with a Central Office.

Circuit (Channel)
An electrical path which carries information.

DEFINITIONS

Class of Service
The term used to describe a customer's Exchange service with respect to the character of its primary use and determines whether the business or residence rate classification applies.

Commission
Canadian Radio-television and Telecommunications Commission (CRTC).

Common-battery Service
A term used to describe the method of operation of the Central Office equipment whereby electric energy for talking and signalling is applied from a central point. Common-battery operation is either manual or dial type.

Company
Northwestel Inc.

Connecting Company
A corporation, association, firm or individual owning and operating a toll line or one or more Central Offices with whom traffic is interchanged.

Consecutive (Equivalent) Numbers
The telephone number assigned to the individual circuits of a circuit group, so arranged that although only the first or listed number is called, the call may be completed over the first non-busy circuit in the group.

Construction Charge
A charge billed to a customer based upon the cost of labour and material where unusual costs are involved in the establishment of the service.

Continuous Property
The portion of land occupied by a customer that does not extend beyond property occupied by another party. Where, however, a customer occupies portions of land fronting on both sides of a public thoroughfare and opposite to each other, these portions of land are considered to be continuous property if poles, ducts or an enclosed passageway required for the placing of circuits between them are provided, installed and maintained by or at the expense of the customer.

Cost
Includes actual charge for labour, material, associated expenses and administrative overheads.

Couplers
See Section 13. C

Customer
A person, firm or corporation contracting for any form of service furnished by the Company, upon that persons application or request, in premises designated by him.

Demarcation Point
A point of termination of the customer's premises at which Company-provided facilities interface with Company or customer-provided terminal equipment including inside wire and jacks.

DEFINITIONS

Directory Listings – Item 401

Non-listed Telephone Number
A primary listing which is omitted from the Company's published directory but is listed in the Information records and is available to callers.

Non-published Telephone Number
A primary listing which is omitted from both the Information records and the Company's published directory. Such numbers are not given out to callers.

Primary Listing
The free listing provided in the alphabetical section of the Company's published directory with each separate main service.

Emergency Service
Service supplied outside of regular working hours at Exchanges where continuous service is not provided.

Enhanced Services
Any offering over the telecommunications network that is more than a basic service.

Exchange
An Exchange is a basic unit for the administration and furnishing of telephone service, and normally includes a city, town or village and adjacent parts. The territory served by an Exchange, within which local service rates apply, is known as the Exchange Area or local-service area. In some cases, a local-service area includes two or more Exchanges (Extended Area Service). One or more Wire Centres are usually located in each Exchange, with only one being designated as the Rate Centre for that Exchange.

Exchange Area
An area served by a single Exchange, beyond which message toll charges apply.

Exchange Line Mileage
See Item #702

Extended Area Service
Extended Area Service is the provision of unlimited calling at flat monthly rates, between contiguous Exchanges where a message toll charge would normally apply. This service may be introduced by the Company on a non-optional basis subject to its acceptance by a majority of the subscribers involved under the extended area service plan.

Extension Line Mileage
The air line measurement of an extension circuit for which a charge is made.

Extension Station
An additional station connected to the same circuit as the main station.

Flat Rate Service
A service furnished at a stipulated basic rate which provides for the use of the service as required, by those entitled to it, during the basic period.

DEFINITIONS

Foreign Equipment
Equipment not provided by the Company, and the use of which is authorized only in accordance with the rules and regulations outlined in the Company's Tariffs.

Foreign Exchange Mileage
The airline measurement for the interexchange facilities required to provide foreign exchange service.

Foreign Exchange Service
A class of Exchange service furnished by means of an independent circuit connecting a customer's station, or private branch exchange system, with a Central Office of an Exchange are other than that which regularly serves the area where the service is required.

Free Calling Area
An Exchange area or a group of Exchange areas wherein calls between or from stations are not subject to message toll charges.

Free Mileage Area
The area within which individual, main station Exchange service is furnished at basic monthly rates without the application of Exchange line mileage charges.

Grade of Service
The term used to describe customer Exchange service with respect to the service or equipment provided.

Individual Line Service
A class of Exchange service which provides for only one main station per circuit.

Initial Service Period
The stipulated minimum period of time as per Article 20 of the Terms of Service. Also referred to as the minimum service period and the initial or minimum contract period.

Inside Wire and Jacks
Wire and jacks on the customer's side of the demarcation point.

Installation Charge
A non-recurring charge based upon the actual cost of labour and material involved in the installation or relocation of equipment.

DEFINITIONS

Interexchange Circuit
A channel between different free calling areas except as otherwise specified.

Intraexchange Circuit
A channel wholly within a free calling area or the portion of an interexchange channel between the Rate Centre and the service point of each terminating Exchange.

Island Base Rate Area
A detached area within the Central Office Area where customer density and the costs of providing service are similar to those within the main Base Rate Area. The rates applicable are the same as those within the serving Base Rate Area.

Jack
A fixed socket designed to permit the establishment of a telephone connection by means of a plug-ended cord.

Local
A term sometimes used to denote a private branch exchange station. Standardization is as follows for PBX terminology:
- A line - standard terminology, PBX Station Line,
- A telephone - standard terminology, PBX Station,
- An extension phone (each phone in excess of one per station line) – standard terminology, PBX Station Extension.

Locality Rate Area
A community located within an Exchange area, but not included in the Base Rate Area, where, because of its concentrated telephone development and the demand for urban grades of service, a commuted mileage charge applies in lieu of the regular mileage charge on individual line services and are in addition to regular Exchange service charges.

Main Station
A station directly connected with a Central Office by means of an individual circuit.

Message
A communication transmitted over facilities provided by the Company.

Message Toll Service
A service that uses facilities for telephone communication between local service areas or other toll points, in addition to those facilities already supplied for Exchange service.

DEFINITIONS

Mileage
The measurement upon which is based a charge for the use of part or all of a circuit furnished by the Company.

Mileage Point
The point or points within an Exchange area from which Exchange mileage is measured. Also a location outside the Base Rate Area, Locality Rate Area and Island Rate Area, where limited service may be made available.

Minimum Contract Period
See "Initial Service Period".

Miscellaneous Equipment
Equipment furnished in addition, and subsidiary to, facilities provided in conjunction with primary exchange service.

Multi Office Exchange Area
An Exchange area served by two or more Central Offices.

Off-Premises Station
A private branch exchange station or extension station located on premises separate from the private branch exchange switchboard or main station to which it is connected.

Party-Line Service
A class of Exchange service which provides for more than one main station to be served by the same circuit.

Pay Station
See Public Coin Telephone Service.

P.B.X.
Abbreviation for Private Branch Exchange.

PBX Station
See Station Lines

PBX Extension
See Station Extension

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

Portable Telephone
A telephone equipped with a plug-ended cord.

DEFINITIONS

Premises
A term used to denote property owned or occupied by a person and/or firm and may be classified as follows:

Same Premises
The building or portion of a building or a continuous site occupied by a single customer for his exclusive use.

Separate Premises
Separate buildings or sites or separate portions of a building or site, not occupied by a single customer for his exclusive use.

Private Branch Exchange System
An arrangement of equipment, consisting of a group of telephone stations connected with a switchboard or other switching device providing for telephone communication between the stations. By means of a Central Office trunk, communication is also provided with the Central Office.

The following classes are available:

Automatic System (PABX)
A private branch exchange system using a machine switching unit to provide intercommunication and outgoing service, but usually equipped with a manual switchboard for receiving and distributing incoming calls. The system is usually termed a private automatic branch exchange (P.A.B.X.).

Cordless Switchboard System
A system employing a switchboard through which connections are made by means of keys.

Attendant Switchboard Position
A switchboard position required for the handling of incoming calls for a private automatic branch exchange.

Attendant Trunk
A circuit connecting the mechanical equipment with the manual switchboard of a private automatic branch exchange.

Private Branch Exchange Station
A station connected with a private branch exchange.

DEFINITIONS

Public Coin Service
A telephone installed on the Company's initiative or at the Company's option at a location chosen or accepted as suitable and necessary for furnishing service to the general public; also known as a Public Payphone and usually equipped with a coin-collecting device. C

Public Telephone Station
See Item #501.

Rate Band
A categorization of the Company's Exchanges in accordance with the criteria set out in Telecom Regulatory Policy CRTC 2013-711 or subsequent determinations, used for rating purposes. See Item 206.

Rate Centre
A designated Wire Centre within an Exchange used for determining local, interexchange and foreign-exchange distance charges. An Exchange may have one or more Wire Centres but only one Wire Centre in an Exchange is designated as the Rate Centre.

Rate Groups
See Item #206.

Recorder Connector
See item #1304.

Residence Service
A customer's service shall be classed as residence service when the service is used primarily for domestic or family affairs and none of the requirements for business classification exist.

Restricted Service
A limited service providing one way calling or intercommunicating service only.

Rotary Hunting
The telephone numbers assigned to the individual circuits of a circuit group, so arranged that although only the first or listed number is called, the call may be completed over the first non-busy circuit in the group.

Route Restrictors
Allows receipt of calls from the Exchange network. Allows dial access to the local Exchange network but denies access to the toll network except via the attendant.

Service Charge
A non-recurring charge intended to recover in whole or in part, the expenses incurred by the Company to establish, rearrange, provide, relocate, move or change equipment, facilities or records.

Station Extension
Each telephone in excess of one per line.

M²

M² – Moved to Page 26.

DEFINITIONS

Station Extension (PBX) M[2]
Refers to the additional station connected to a PBX station line.

Station Line (PBX)
Refers to the line or circuit connecting a PBX station with a private branch exchange.

Suspension of Service
A temporary or partial discontinuance of service without termination of contract. M[2]

Tariff
Any publication filed with and approved by the Commission from time to time in force containing rates, charges, rules, regulations, conditions, specifications or requirements relating in any way to the furnishing by the Company of telecommunications services or facilities to any person.

Telephone Number
The number assigned to each primary exchange service or private branch exchange system.

Non-published telephone number – See Directory Listings,
Non-listed telephone number – See Directory Listings.

Telephone Station
A telephone instrument consisting of a transmitter, receiver and associated apparatus which permits the sending and receiving of messages.

Tie Trunk
A circuit providing interconnection between private branch exchanges or Centrex systems of the same or separate customers and over which Central Office service may be extended at either end but not over both ends simultaneously.

Toll Office
The toll office is an operating unit established for the furnishing of message toll service.

Toll Terminal
A direct circuit from a customer's premises to the Company's long distance switchboard used solely for long distance connections.

Transfer of Calls
An arrangement by which calls for one telephone number may be transferred to another specified telephone number for a stated period.

Trunk Line (PBX)
A circuit connecting a private branch exchange switchboard with a Central Office.

M[3]

M[2] – Moved from Page 25.
M[3] – Moved to Page 27.

DEFINITIONS

Voice Coupler C M[3]
See Section 13. C

Voice-recording Equipment C
Voice-recording equipment is apparatus for recording speech or other sounds, for subsequent reproduction.

Wire Centre C
A designated location within a Wire Centre Area used for rating purposes. The Wire Centre is the location of a Central Office if the Central Office is located within that Wire Centre Area. Where the Central Office used to serve a Wire Centre Area is not located within that Wire Centre Area, a point in that Wire Centre area will be designated as the Wire Centre.

Wire Centre Area C
A designated geographic boundary used for rating purposes. Within each Wire Centre Area there is a single Wire Centre. M[3]

M[3] – Moved from Page 26.

DEFINITIONS

RESERVED FOR FUTURE USE.

SECTION 1 – TERMS OF SERVICE

See Page 5 for Table of Contents

TERMS OF SERVICE	N	MODALITÉS DE SERVICE	N
Item		**Article**	
10. GENERAL	C	**10. GÉNÉRALITÉS**	C
Article 1: General	C	**Paragraphe 1: Généralités**	C
1.1 Except as otherwise specified, these Terms of Service apply with regard to services for which the Canadian Radio-television and Telecommunications Commission has approved a tariff, and, subject to other applicable provisions of the Company's tariffs, they do not apply with regard to Public Message Service and TELEPOST SERVICE.	C C	1.1 A moins de disposition contraire, les présentes Modalités s'appliquent aux services assujettis a un tarif aprouvé par le Conseil de la radiodiffusion et des telecommunications canadiennes, et, sous réserve des autres dispositions applicables des Tarifs de la Compagnie, elles ne s'appliquent pas au service télégraphique public et au service TELEPOST.	C C
1.2 These Terms do not limit the Company's liability in cases of deliberate fault, gross negligence, anti-competitive conduct, or breach of contract where the breach results from the gross negligence of the Company; and for the Purpose of Article 22.3, reasonable advanced notice for the termination or suspension of the service of a customer that is a competitor will generally be at least 30 days.	C C C	1.2 Ces modalités ne limitent pas la responsabilité de la Compagnie dans les cas de faute delibérée ou de négligence grossière, ou de comportement anticoncurrentiel ou de bris de contrat résultant de la négligence gorssière de la part de la Compagnie; et aux fins de paragraphe 22.3, un preavis raisonnable pour la résiliation ou la suspension du service d'un client concurrent sera generalement d'au moions 30 jours.	C C C
1.3 Tariffed services offered by the Company are subject to the terms and conditions contained in:	C	1.3 Les services tarifés offerts par la Compagnie sont assujettis aux modalites et conditions enoncees dans:	C
(a) these Terms;		(a) les présentes Modalités;	
(b) applicable provisions of the Company's tariffs; and	C	(b) les dispositions applicables des Tarifs de la Compagnie; et	C
(c) any written application, to the extent that it is not inconsistent with these Terms or the tariffs.		(c) toute requête ecrite, dans la mesure ou elle est compatible avec les présentes Modalités ou les Tarifs.	
(d) All of the above bind both the Company and its customers.	C	(d) Toutes les dispositions susmentionnées lient la Compagnie et ses abonnés.	C C

TERMS OF SERVICE	N	MODALITÉS DE SERVICE	N
Item **10. GENERAL - continued**	N	**Article** **10. GÉNÉRALITÉS - suite**	N
Article 2: Effective Date of Changes	C	**Paragraphe 2: Date d'entrée en vigueur des modifications**	C
2.1 Subject to Article 2.2, changes to these Terms or the tariffs, as approved by the Canadian Radio-television and Telecommunications Commission, take effect on their effective date even though applicants or customers have not been notified of them or have paid or been billed at the old rate.	C	2.1 Sous réserve du paragraphe 2.2, les modifications apportées aux présentes Modalités ou aux Tarifs et approuvées par le Conseil de la radiodiffusion et des télécommunications canadiennes prennent effet à leur date d'entrée envigueur, même si les candidats abonnés ou les abonnés n'en ont pas été avisés ou ont reçu leur état de compet ou l'ont réglé à l'ancien tarif.	C
2.2 The old non-recurring charges for the transaction in question apply where service which was to be provided by a certain agreed-upon date was, through no fault of the applicant or customer, not so provided and in the meantime a rate increase has gone into effect.	C	2.2 Les anciens frais non périodiques pour la transaction en question s'appliquent lorsque le service qui devait être fourni à une date convenue donnee ne l'a pas été, sans qui'il y ait faute de la part du candidat abonné ou de l'abonné, et qu'une majoration tarifaire est entrée en vigueur dans l'entre-temps.	C
	M[4]		M[4]

M[4] – Moved to Page 31A.

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 3: Obligation to Provide Service C M[4]

3.1 The Company is not required to provide service to an applicant where: C

(a) The Company would have to incur unusual expenses which the applicant will not pay; for example, for securing rights-of-way or for special construction; C

(b) the applicant owes amounts to the Company that are past due other than as a guarantor; or C

(c) the applicant does not provide a reasonable deposit or alternative required pursuant to these Terms. M[4]

3.2 Where the Company does not provide service on application, it must provide the applicant with a written explanation upon request. C

M[5]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 3: Obligation de fournier le service C M[4]

3.1 La Compagnie n'est pas tenue de fournir le service à un candidat abonné si: C

(a) La Compagnie devrait engager des dépenses inhabituelles que le candidat abonné refuse d'absorber, par exemple, pour obtenir un droit de passage ou entreprendre des travaux spéciaux de construction; C

(b) le candidat abonné a, auprès de la Compagnie, un compte en souffrance autre que comme garant; ou C

(c) le candidat abonné ne verse pas de dépôt raisonnable ou ne donne pas d'autre garantie exigée en vertu des présentes Modalités M[4]

3.2 Lorsque la Compagnie ne fournit pas de service à la suite d'une demande, elle doit, sur demande, en donner une explication par écrit au candidat abonné. C

M[5]

M[4] – Moved from Page 31.
M[5] – Moved to Page 31B.

For explanation of symbols see Page 1

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 4: The Company's Facilities C M[5]

4.1 Except where otherwise stipulated in its tariffs or by special agreement, the Company must furnish and install all facilities required to provide service. C C

4.2 Upon termination of service, the customer must return the Company's equipment. C C

4.3 The Company must bear the expense of maintenance and repairs required due to normal wear and tear to its facilities, except that the Company may charge for the additional expense incurred when the applicant or customer requires maintenance and repair work to be performed outside of regular working hours. This section does not apply where otherwise stipulated in the Company's tariffs or by special agreement. C C C C C

4.4 A customer who has deliberately, or by virtue of a lack of reasonable care, caused loss or damage to the Company's facilities, may be charged the cost of restoration or replacement. In all cases, customers are liable for damage caused to the Company's facilities by customer provided facilities. C C C C C M[5]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 4: Installations de la Compagnie C M[5]

4.1 A moins de disposition contraire dans ses tarifs ou d'une entente spéciale, la Compagnie doit fournir et monter toutes les installations nécessaires pour fournir le service. C C

4.2 A la résiliation du service, l'abonné doit remettre l'équipement de la Compagnie. C C

4.3 La Compagnie doit assumer le coût de l'entretien et des réparations attribuables à l'usure normale de ses installations, mais, lorsque le candidat abonné ou la Compagnie exige que des travaux d'entretien et de réparation soient éxécutes en dehors des heures normales de travail, elle peut lui facturer les frais supplémentaires ainsi engagés. Le présent article ne s'applique pas lorsqu'il en est autrement stipulé dans les tarifs de la Compagnie ou sur entente spéciale. C C C C C

4.4 Un abonné qui a, de propos délibéré ou par négligence, occasionné la perte ou l'endommagement d'installations de la Compagnie peut se voir imputer le coût de restauration ou de remplacement. Dans tous les cas, les abonnés sont responsables des dommages occasionnés aux installations de la Compagnie par des installations fournies par eux. C C C C C M[5]

M[5] – Moved from Page 31A.

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 5: The Company's Right to Enter Premises C C

5.1 The Company's agents and employees may, at reasonable hours, enter premises on which service is or is to be provided, to install, inspect, repair and remove its facilities, to inspect and perform necessary maintenance in cases of network-affecting disruptions involving customer-provided facilities, and to collect proceeds from coin telephones. C

5.2 Prior to entering premises, the Company must obtain permission from the applicant, customer or other responsible person. C C

5.3 Entry is not subject to Articles 5.1 and 5.2 in cases of emergency or where entry is pursuant to a court order. C

5.4 Upon request, the Company's agent or employee must show valid Company identification prior to entering premises. C C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 5: Droit de la Compagnie de pénétrer dans les lieux C C

5.1 Les agents et les employés de la Compagnie peuvent, a toute heure raisonnable, pénétrer dans les lieux ou le service est ou sera fourni pour installer, inspecter, réparer et enlever ses installations, pour procéder a des inspections et a l'entretien necessaires lorsqu'un dérangement des installations fournies par l'abonné perturbe le reseau et pour faire la levée des telephones payants. C C

5.2 Avant de pénéterer dans les lieux, la Compagnie doit obtenir la permission du candidat abonné, de l'abonné ou d'une autre personne responsable. C C

5.3 Les paragraphes 5.1 et 5.2 ne s'appliquent pas en cas d'urgence ou lorsque l'entrée a lieu aux termes d'une ordonnance judiciaire. C

5.4 Sur demande, l'agent ou l'employé de la Compagnie doit présenter une pièce d'identité valable de la Compagnie avant de pénétrer dans les lieux. C C

TERMS OF SERVICE	N	MODALITÉS DE SERVICE	N
Item		**Article**	
10. GENERAL - continued	N	**10. GÉNÉRALITÉS - suite**	N
Article 7: Deposits and Alternatives	C	**Paragraphe 7: Dépôts et autres garanties**	C
7.1 Except as otherwise stipulated in its Tariffs, the Company cannot require deposits from an applicant or customer at any time unless the applicant or customer:	C C	7.1 A moins de disposition contraire dans ses Tarifs, la Compagnie ne peut jamais exiger de dépôt d'un candidat abonné ou d'un abonné, à moins que celui-ci:	C C
(a) has no credit history with the Company and will not provide satisfactory credit information;	C	(a) n'ait pas d'antécédents de crédit auprès de la Compagnie et refuse de fournir des renseignements satisfaisants sur sa solvabilité;	C
(b) has an unsatisfactory credit rating with the Company due to payment practices in the previous two years regarding the Company's services; or	C C	(b) ait une cote de solvabilité insatisfaisante auprès de la Compagnie, à cause de ses pratiques de paiement relatives aux services de la Compagnie au cours des deux années qui précèdent; ou	C C
(c) clearly presents an abnormal risk of loss.		(c) présente manifestement un risque anormal de perte.	
7.2 The Company must inform the applicant or customer of the specific reason for requiring a deposit, and of the possibility of providing an alternative to a deposit, such as arranging for third party payment, a bank letter of credit or a written guarantee from a third person whose credit is established to the satisfaction of the Company.	C C	7.2 La Compagnie doit informer le candidat abonné ou l'abonné du motif précis de l'exigence d'un dépôt et l'aviser de la possibilité de donner une autre garantie en remplacement du dépôt, par example, l'exécution du paiement par un tiers, une lettre de crédit bancaire ou une garantie écrite d'un tiers dont le credit est établi à la satisfaction de la Compagnie.	C C
7.3 An applicant or customer may provide an alternative to a deposit provided it is reasonable in the circumstances.	C	7.3 Un candidat abonné ou un abonné peut fournir une autre garantie en remplacement d'un dépôt, sous réserve qu'elle soit raisonnable dans les circonstances.	C
7.4 At no time may the total amount of all deposits and alternatives provided by or for an applicant or customer exceed three months' charges for all services, including anticipated long distance charges.	C	7.4 Le montant total de tous les dépôts et autres garanties fournis par un candidat abonné ou un abonné ou en son nom ne peut jamais être supérieur à trois mois de frais pour l'ensemble des services, y compris les frais d'interurbain prévus.	C

For explanation of symbols see Page 1

TERMS OF SERVICE N

Item
10. GENERAL - continued

Article 7: Deposits and Alternatives - continued N

7.5 Deposits earn interest in accordance with the formula set out in the applicable provisions of the Company's tariffs. C C

7.6 The Company must show the total amount of deposits held with accrued interest on each customer's monthly account. C

7.7 The Company must review the continued appropriateness of deposits and alternative arrangements at six month intervals. When service is terminated or the conditions which originally justified them are no longer present, the Company must promptly refund the deposit, with interest, or return the guarantee or other written undertaking, retaining only any amount then owed to it by the customer. C C

M[6]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite

Paragraphe 7: Dépôts et autres garanties - suite N

7.5 Les dépôts portent intérêt conformément à la formule exposée dans les dispositions pertinentes des Tarifs de la Compagnie. C C

7.6 La Compagnie doit faire figurer le montant total des dépôts retenus et de l'intérêt couru sur chaque état de compte mensuel de l'abonné. C

7.7 La Compagnie doit examiner l'à-propos des dépôts et autres garanties tous les six mois. Lorsqu'il y a resiliation du service ou que les conditions ayant justifié au départ le dépôt n'existent plus, la Compagnie doit rapidement rembourser le dépôt, y compris l'intérêt couru, ou restituer la garantie ou tout autre engagement écrit, en ne conservant que les montants qui lui sont dûs par l'abonné. C C

M[6]

M[6] – Moved to Page 33B.

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 8: Restrictions on Use of Service C M[6]

8.1 Service may be used by the customer and all persons having the customer's permission to use it. In the case of business telephone service, joint use within the meaning of the Company's tariffs is permitted only upon approval by the Company in accordance with the applicable provisions of its tariffs.

8.2 Customers are prohibited from using the Company's services or permitting them to be used for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls. M[6]

8.3 Customers are prohibited from using the Company's services or permitting them to be used so as to prevent a fair and proportionate use by others. For this purpose, the Company may limit use of its services as necessary. In the case of any party line customer who unduly interferes with the use of any other service on the same line, the Company may require the customer to obtain a higher grade of service, where facilities are available.

8.4 The Company's facilities must not be rearranged, disconnected, removed, repaired or otherwise interfered with except in cases of emergency, where specified in the Company's tariffs or by special agreement. Terminal equipment provided by the customer may be connected with the Company's facilities, pursuant to the provisions of the General Tariff or by special agreement.

8.5 No payment may be exacted, directly or indirectly from any person by any party other than the Company for the use of any of the Company's services, except where otherwise stipulated in the Company's tariffs or by special agreement.

M[7]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 8: Restrictions à l'utilisation du service C M[6]

8.1 Le service peut être utilisé par l'abonné et toutes les personnes que ce dernier y autorise. Le service téléphonique d'affaires ne peut être utilisé par des co-usagers, selon la définition qu'en donnent les tarifs de la Compagnie, qu'avec l'autorisation de la Compagnie, conformément aux dispositions pertinentes de ses tarifs.

8.2 Il est interdit aux abonnés d'utiliser les services de la Compagnie ou de permettre qu'ils soient utilisés dans un but ou d'une manière contraires à la loi ou pour loger des appels importuns ou offensants. M[6]

8.3 Il est interdit aux abonnés d'utiliser les services de la Compagnie ou de permettre qu'ils soient utilisés de manière à empêcher autrui d'en faire un usage juste et proportionné. La Compagnie peut, à cette fin, limiter l'utilisation de ses services, au besoin. La Compagnie peut exiger, dans le cas de tout abonné de ligne commune qui nuit indûment à l'utilisation de toute autre service sur la même ligne, qu'il obtienne un service de catégorie supérieure, lorsque les installations voulues existent.

8.4 Les installations de la Compagnie ne doivent pas être réagencées, débranchées, enlevées, réparées ou autrement perturbées, sauf dans des cas d'urgence ou à moins de stipulation contraire dans les Tarifs de la Compagnie ou en vertu d'une entente spéciale. Tout équipement terminal fourni par l'abonné peut être raccordé aux installations de la Compagnie, conformément aux dispositions du Tarif général, ou en vertu d'une entente spéciale.

8.5 Personne, sauf la Compagnie, ne peut, directement ou indirectement, exiger de paiement de toute personne pour l'utilisation de tout service de la Compagnie, à moins de stipulation contraire dans les tarifs de la Compagnie ou en vertu d'un entente spéciale.

M[7]

M[6] – Moved from Page 33A.
M[7] – Moved to Page 33C.

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 9: Customer Liability for Calls C M[7]

9.1 Customers are responsible for paying for all calls originating from, and charged calls accepted at, their telephones, regardless of who made or accepted them. C M[7]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 9: Responsabilité de l'abonné pour les appels C C M[7]

9.1 Les abonnés sont responsables du paiement de tous les appels faits de leurs appareils téléphoniques et des appels qui y sont acceptés, peu importe par qui. C M[7]

M[7] – Moved from Page 33B.

For explanation of symbols see Page 1

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 10: Dispute Procedure C M[8]

10.1 Customers may dispute charges for calls which they do not believe originated from or were accepted at their telephones. The dispute procedure set out in the introductory pages of the telephone directory should be followed and customers must pay the undisputed portion of the bill. C M[8]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 10: Procédure de contestation C M[8]

10.1 Les abonnés peuvent contester les frais d'appels qui, à leur avis, n'ont pas été faits de leurs appareils téléphoniques ou n'y ont pas été acceptés. La procédure de contestation exposée dans les premières pages des annuaires téléphoniques devrait etre suivie, et les abonnés doivent régler la partie non contestée de l'état de compte. C M[8]

M[8] – Moved from Page 34.

For explanation of symbols see Page 1

TERMS OF SERVICE N

Item
10. GENERAL - continued N

M[8]

Article 11: Confidentiality of Customer Records C

11.1 Unless a customer provides express consent or disclosure is pursuant to a legal power, all information kept by the Company regarding the customer, other than the customer's name, address and listed telephone number, are confidential and may not be disclosed by the Company to anyone other than:

- the customer;

- a person who, in the reasonable judgement of the Company is seeking the information as an agent of the customer;

- another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose:

- a company involved in supplying the customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose; or

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

M[8]

Paragraphe 11: Confidentialité des renseignements sur l'abonné C

11.1 A moins que l'abonné donne un consentement exprès ou que la divulgation ne soit exigée par les autorités juridiques, tous les renseignements que la Compagnie détient au sujet d'un abonné, a l'exception du nom, de l'adresse et du numéro de téléphone inscrit de l'abonné, sont confidentiels, et la Compagnie ne peut les communiquer a nul autre que:

- l'abonne;

- une personne qui, de l'avis raisonnable de la Compagnie cherche à obtenier les renseignements en qualité de mandataire de l'abonné;

- une autre compagnie de téléphone, sous réserve que les renseignements soient requis aux fins de la prestation efficace et rentable du service téléphonique, que la divulgation se fasse a titre confidential et que les renseignements ne soient utilisée qu'à cette fin;

- une compagnie que s'occupe de fournier à l'abonné des service reliée au service téléphonique ou aux annuaires téléphoniques, sous réserve que les renseignements soient requis à cette fin, que la divulgation se fasse à titre confidential et que les renseignements ne soient utilisés qu'a cette fin; ou

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TERMS OF SERVICE		MODALITÉS DE SERVICE	
Item	N	**Article**	N
10. GENERAL - continued	N	**10. GÉNÉRALITÉS - suite**	N
Article 11: Confidentiality of Customer Records – continued	C C	**Paragraphe 11: Confidentialité des renseignements sur l'abonné - suite**	C C
11.1 continued	N	11.1 suite	N
- an agent retained by the Company to evaluate the customer's creditworthiness or to collect the customer's account, provided the information is required for and is to be used only for, that purpose.	C	- un mandataire de la Compagnie dont les services ont été retenus aux fins d'évaluer la solvabilité de l'abonné ou d'obtenir le règlement de l'état de compte de l'abonné, sous reserve que les renseignements soient requies et ne soient utilisés qu'à cette fin.	C
- a public authority or agent of a public authority, if in the reasonable judgment of the Company, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information.	C C	- un authorité public ou son mandataire, si, de l'avis raisonnable de la Compagnie, il paraît y avoir un danger imminent à la properieté qui pourrait être évité ou minimizé par la divulgation des renseignements.	C
- an affiliate involved in supplying the customer with telecommunications and/or broadcasting services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose.		- à une affiliée qui fournit à ces clients des services de télécommunication ou de radiodiffusion, à condition que les renseignements soient requis à ces fins, ne soient divulgués qu'à titre confidentiel et utilisés qu'à ces fins.	
(a) Express consent may be taken to be given by a customer where the customer provides:	C	(a) Le consentement exprès peut être considéré comme donné par l'abooné lorsque celui-ci donne:	C
- written consent;		- un consentement écrit;	
- oral confirmation by an independent third party;		- une confirmation verbale d'un tiers indépendant;	
- electronic confirmation through the use of toll-free number;		- une confirmation électronique au moyen d'un numéro sans frais d'interurbain;	
- electronic confirmation via the Internet.		- une confirmation électronique par Internet;	
- oral consent, where an audio recording of the consent is retained by the carrier; or		- un consentement verbal, lorsqu'un enregistrement audio du consentement est conservé par l'entreprise;	
- consent through other methods, as long as an objective documented record of customer consent is created by the customer or by an independent third party.		- un consentement obtenu par d'autres méthodes, pourvu qu'une preuve documentaire est crée de manière objective par le client ou par un tiers indépendent.	

For explanation of symbols see Page 1

TERMS OF SERVICE		MODALITÉS DE SERVICE	
Item **10. GENERAL - continued**		**Article** **10. GÉNÉRALITÉS - suite**	
Article 11: <u>Confidentiality of Customer Records</u> – continued	N N	**Paragraphe 11: <u>Confidentialité des renseignements sur l'abonné</u> - suite**	N N
11.2 The Company's liability for disclosure of information contrary to Article 11.1 is not limited by Article 16.1.	C C	11.2 La responsabilité de la Compagnie relativement à la divulgation de renseignements contrairement aux prescriptions du paragraphe 11.1 n'est pas limitée par le paragraphe 16.1.	C
11.3 Upon request, customers are permitted to inspect any Company records regarding their service.	C C	11.3 Sur demande, les abonnés ont le droit d'examiner tous les renseignements que la Compagnie détient au sujet de leur service.	C C
11.4 The Company may also release to a law enforcement agency, in accordance with the terms of a tariff approved by the CRTC, the identity of the service provider, but not the name of the customer, associated with a specific telephone number.	C	11.44 La Compagnie peut également communiquer à un organisme d'application de la loi, conformément aux modalités d'un tariff approuvé par le CRTC, l'identité du fournisseur de services, mais pas celle due client, associé à un numéro de telephone particulier.	C
	M[9]		M[9]

M[9] – Moved to Page 34C.

TERMS OF SERVICE

Item
10. GENERAL - continued

Article 12: Directories

12.1 Reserved for future use. D

12.2 Reserved for future use. D

12.3 The contents of the Company's directories may not be published or reproduced in any form without the Company's written consent.

MODALITÉS DE SERVICE

Article
10. GÉNÉRALITÉS - sute

Paragraphe 12: Annuaires

12.1 Usage ultérieur. D

12.2 Usage ultérieur. D

12.3 Le contenu des annuaires de la Compagnie ne peut être publie ou reproduit de quelque manière que ce soit, sans le consentement écrit de la Compagnie.

TERMS OF SERVICE N

Item
10. GENERAL- continued N

Article 13: Directory Errors and Omissions C

13.1 In the case of errors or omissions in directory white and yellow page standard listings, whether or not the error or omission is with regard to a telephone number, the Company's liability is limited to making a refund or cancelling any charge associated with such listings for the period during which the error or omission occurred. However, where the error or omission is occasioned by the Company's negligence, the Company is also liable for the amount calculated in accordance with Article 16.1. C

13.2 In the case of errors in telephone numbers in directory white and yellow page listings, unless Central Office facilities are unavailable, the Company must provide reference of call service, free of charge, until termination of the customer's service or distribution of updated directories for that district in which the number or listing is correct. C

M[10]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 13: Erreurs et omissions dans l'annuaire C

13.1 Dans le cas d'erreurs ou d'omissions dans les inscriptions normales des pages blanches et jaunes de l'annuaire, que l'erreur ou l'omission ait trait ou non à un numéro de téléphone, la responsabilité de la Compagnie se limite à rembourser ou à annuler tous les frais d'inscription pertinents pour la période où l'erreur ou l'omission s'est produite. Toutefois, lorsque l'erreur ou l'omission résulte de la négligence de la Compagnie, la Compagnie est également responsable du montant calculé conformément au paragraphe 16.1. C

13.2 Dans le cas d'erreurs dans les numéros de téléphone inscrits dans les pages blanches et jaunes de l'annuaire, la Compagnie doit, à moins que les installations de centraux n'existent pas, fournir gratuitement un service de renvoi d'appels jusqu'à la résiliation du service à l'abonné ou la distribution de nouveaux annuaires à jour pour le district en cause. C

M[10]

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TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 14: The Company Initiated Changes in Telephone Numbers and Service Arrangements C M[10]

14.1 Customers do not have any property rights in telephone numbers assigned to them. The Company may change such numbers, provided it has reasonable grounds for doing so and has given reasonable advance written notice to the customers in question, stating the reason and anticipated date of change. In cases of emergency, oral notice with subsequent written confirmation is sufficient. C M[10]

14.2 Whenever the Company changes a customer's telephone number on its own initiative, it must, unless there are insufficient Central Office terminations available, provide reference of call service without charge until termination of the customer's service or distribution of updated directories for that district showing the new number, whichever occurs first. C

M[11]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 14: Changements de modalités de service et de numéros de téléphone apportés par la Compagnie C M[10]

14.1 Les abonnés n'ont aucun droit de propriété sur les numéros de téléphone qui leur sont attribués. La Compagnie peut changer ces numéros, pourvu qu'elle ait des motifs raisonnables de le faire et qu'elle ait donné par écrit un préavis raisonnable aux abonnés touchés, indiquant le motif et la date prevue du changement. En cas d'urgence, un avis de vive voix, avec confirmation par écrit subséquente, suffit. C M[10]

14.2 Chaque fois que la Compagnie change de son propre chef le numéro de téléphone d'un abonné, elle doit, à moins que le nombre de raccordements de centraux soit insuffisant, fournir gratuitement un service de renvoi d'appels jusqu'à la résiliation du service à l'abonné ou la distribution de nouveaux annuaires à jour pour le district en cause, selon la première des deux éventualités. C

M[11]

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TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 15: Refunds in Cases of Service Problems C M11

15.1 Where there are omissions, interruptions, delays, errors or defects in transmission, or failures or defects in the Company's facilities, the Company's liability is limited to a refund of charges, on request, proportionate to the length of time the problem existed. With regard to long distance service and short period private line service, the refund shall be computed in a similar manner, provided the Company is advised promptly of the problem. No request is necessary where a problem in primary exchange service lasts twenty-four hours or more from the time the Company is advised of the problem. However, where the problem is occasioned by the Company negligence, the Company is also liable for the amount calculated in accordance with Article 16.1. C M11

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 15: Remboursements en cas de problèmes de service C M11

15.1 En cas d'omissions, d'interruptions, de retards, d'erreurs ou de défectuosités de transmission, ou de pannes ou de défectuosités des installations de la Compagnie, la responsabilité de la Compagnie se limite à rembourser, sur demande, les frais proportionellement au temps que le problème a duré. Pour ce qui est du service interubain et du service de ligne privée de brève durée, le montant du remboursement doit être calculé de la même manière, sous réserve que la Compagnie soit avisée rapidement du problème. Aucune demande de remboursement n'est nécessaire lorsqu'un problème de service local de base dure 24 heures ou plus à partir du moment où la Compagnie est avisée du problème. Toutefois, lorsque le problème est attribuable à la négligence de la Compagnie, la Compagnie est également responsable du montant calculé conformément au paragraphe 16.1. M11

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TERMS OF SERVICE

Item
10. GENERAL - continued

Article 16: Limitation of the Company's Liability C

16.1 Except with regard to physical injuries, death or damage to customer premises or other property occasioned by its negligence, the Company's liability for negligence, including negligence with regard to intercept, reference of call service and emergency service from coin telephones, and also for breach of contract where the breach results from negligence of the Company, is limited to the greater of $20.00 and three times the amounts refunded or cancelled in accordance with Articles 13.1 and 15.1, as applicable.

16.2 The Company is not liable for:

(a) any act or omission of a telecommunications carrier whose facilities are used in establishing connections to points which the Company does not directly serve;

(b) defamation or copyright infringement arising from material transmitted or received over the Company's facilities;

(c) infringement of patents arising from combining or using customer-provided facilities with the Company's facilities; or

(d) copyright or trademark infringement, passing off or acts of unfair competition arising from directory advertisements furnished by a customer or a customer's directory listing, provided such advertisements or the information contained in such listings were received in good faith in the ordinary course of business.

MODALITÉS DE SERVICE

Article
10. GÉNÉRALITÉS - suite

Paragraphe 16: Limitation de la responsabilité de la Compagnie

16.1 Sauf pour ce qui est de blessures physiques, de décès ou de dommages aux locaux de l'abonné ou à d'autres biens occasionnés par sa négligence, la responsabilité de la Compagnie dans le cas de négligence, y compris la négligence relative aux services d'interception, de renvoi d'appel et d'urgence de téléphones payants, ainsi que le bris de contrat résultant de la négligence de la Compagnie, se limite à 20 $ ou trois fois les montants remboursés ou annulés conformément aux paragraphes 13.1 et 15.1, selon le cas, le plus élevé des deux montants étant retenu.

16.2 La Compagnie n'est pas responsable:

(a) de tout acte ou de toute omission d'un transporteur de télécommunications dont les installations sont utilisées aux fins du raccordement avec des endroits que la Compagnie ne dessert pas directement;

(b) de déclarations diffamatoires ou de violations de droits d'auteur découlant d'information transmise ou reçue par l'intermédiaire des installations de la Compagnie;

(c) de violations de brevets résultant de la combinaison ou de l'utilisation d'installations fournies par l'abonné avec les installations de la Compagnie; ou

(d) de violations de droits d'auteur ou de marques de commerce, de fausses représentations ou d'actes de concurrence déloyale résultant de messages publicitaires fournis par un abonné ou de l'inscription d'un abonné dans un annuaire téléphonique, sous réserve que ces messages publicitaires ou les renseignements contenus dans cette inscription aient été reçus de bonne foi dans le cours normal des affaires.

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For explanation of symbols see Page 1

TERMS OF SERVICE N

Item
10. GENERAL - continued N

M[12]

Article 17: Payment Time Limit C

17.1 The payment time limit is forborne from regulation, pursuant to Telecom Regulatory Policy CRTC 2009-424, Section 3. Late payment charges will be calculated as set out on the customer invoice or in a written agreement with the customer.

17.2 In exceptional circumstances, for example when a customer has incurred a significant amount of long distance charges and presents an abnormal risk of loss to the Company prior to the normal billing date the Company may request payment from the customer on an interim basis for the non-recurring charges that have accrued, providing the customer with details regarding the services and charges in question. In such cases, subject to Article 17.3, the charges can be considered past due three days after they are incurred or three days after the Company demands payment, whichever occurs later.

17.3 No charge disputed by a customer can be considered past due unless the Company has reasonable grounds for believing that the purpose of the dispute is to evade or delay payment. C M[13]

17.4 The Company may request immediate payment in extreme situations, provided that a notice has been issued pursuant to Article 17.2 and the abnormal risk of loss has substantially increased since that notice was given or the Company has reasonable grounds for believing that the customer intends to defraud the Company. C M[13]

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

M[12]

Paragraphe 17: Délai de paiement C

17.1 Le délai de paiement est soustrait à la réglementation, conformément à la Politique réglementaire de télécom CRTC 2009-424, section 3. Les suppléments de retard seront calculés conformément aux dispositions figurant sur la facture du client ou dans une entente écrite avec le client.

17.2 Dans des circonstances exceptionnelles, par exemple, lorsqu'un abonné a engagé un montant éléve de frais d'interurbain et présente un risque anormal de perte pour la Compagnie, celle-ci peut, avant la date de facturation normale, demander à l'abonné un paiement provisoire pour les frais non périodiques accumulés, en lui donnant des détails sur les services et les frais en question. Dans ces cas-là, sous réserve du paragraph 17.3, les frais peuvent être considérés comme étant en souffrance trois jours après avoir été engagés ou trois jours après que la Compagnie en a exigé le paiement, selon la dernière de ces deux éventualités.

17.3 Aucuns frais contestés par un abonné ne peuvent être considérés comme étant en souffrance, à moins que la Compagnie ait des motifs raisonnables de croire que la contestation a pour object d'éviter ou de retarder le paiement. C M[13]

17.4 La Compagnie peut demander le paiement immédiat dans des situations extrêmes, sous réserve qu'un avis ait été signifié conformément au paragraphe 17.2 et que le risque anormal de perte se soit sensiblement accru depuis la signification de l'avis ou que la Compagnie ait des motifs raisonnables de croire que l'abonné à l'intention de frauder la Compagnie. C M[13]

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TERMS OF SERVICE N

Item
10. GENERAL - continued N

M13

Article 18: Liability for Unbilled and Underbilled Charges C

18.1 Unless there has been customer deception with regard to a charge, customers are not responsible for paying a previously unbilled or underbilled charge except where: C

(a) in the case of a recurring charge or a charge for an international long distance message, it is correctly billed within a period of one year from the date it was incurred; or

(b) in the case of a non-recurring charge other than for an international long distance message, it is correctly billed within a period of 150 days from the date it was incurred.

18.2 In the circumstances described in Article 18.1, unless there has been customer deception, the Company cannot charge the customer interest on the amount of the correction. If the customer is unable to promptly pay the full amount owing, the Company must attempt to negotiate a reasonable deferred payment agreement. C C C C M14 M14

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

M13

Paragraphe 18: Responsibilité pour les frais non facturés ou sous-facturés C

18.1 A moins de fraude de la part de l'abonné à l'égard de frais, les abonnés ne sont pas tenus de régler des frais jusque-là non facturés ou sous-facturés, sauf lorsque: C

(a) dans le cas de frais périodiques ou de frais relatifs à un message interurbain international, ces frais ont été correctement facturés dans un delai d'un an à compter de la date où ils ont été engagés; ou

(b) dans le cas de frais non périodiques autres que pour un message interurbain international, ces frais ont été correctement facturés dans un délai de 150 jours à compter de la date où ils ont été engagés.

18.2 Dans les circonstances décrites au paragraphe 18.1, sauf en cas de fraude de la part de l'abonné, la Compagnie ne peut imputer à l'abonné d'intérêt sur le montant corrigé. Si l'abonné est incapable de régler rapidement le plein montant dû, la Compagnie doit tenter de négocier un accord raisonnable de paiements différés. C C C C M14 M14

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TERMS OF SERVICE N

Item
10. GENERAL - continued N

M[14]

Article 19: Liability for Charges That Should Not Have Been Billed and Those That Were Overbilled C

19.1 In the case of a recurring charge that should not have been billed or that was overbilled, a customer must be credited with the excess back to the date of the error, subject to applicable limitation periods provided by law. However, a customer who does not dispute the charge within one year of the date of an itemized statement which shows that charge correctly, loses the right to have the excess credited for the period prior to that statement. C

19.2 Non-recurring charges that should not have been billed or that were overbilled must be credited, provided that the customer disputes them within 150 days of the date of the bill. C

19.3 A customer who is credited with any amount that should not have been billed or that was overbilled must also be credited with interest on that amount at the rate payable for interest on deposits that applied during the period in question. C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

M[14]

Paragraphe 19: Responsabilité pour les frais facturés par erreur ou surfacturés C

19.1 Dans les cas de frais périodiques facturés par erreur ou surfacturés, un abonné doit obtenir un crédit pour le montant excédentaire, avec effet rétroactif à la date de l'erreur, sous réserve des délais de prescription applicables prévus par la loi. Toutefois, un abonné qui ne conteste pas les frais dans un délai d'un an suivant la date d'un état de compte détaillé faisant état du montant correct de ces frais perd le droit de se voir créditer le montant excédentaire pour la période précédant la date de cet état de compte. C

19.2 Les frais non périodiques facturés par erreur ou surfacturés doivent être crédités, pourvu que l'abonné les ait contestés dans un délai de 150 jours suivant la date de l'état de compte. C

19.3 Un abonné qui obtient un crédit pour des frais facturés par erreur ou surfacturés à également droit á un crédit pour les intérêts imputés sur ces frais, au taux d'intérêt payable sur les dépôts qui s'appliquait durant la période en question. C

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TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 20: Minimum Contract Period and Cancellation Before Service Commencement C

20.1 The minimum contract period for the Company services is one month commencing from the date the service is provided, except where otherwise stipulated in the Company's tariffs or where the Company has stipulated a longer period in instances in which special construction is necessary or special assemblies are installed. C C C C

20.2 A customer who cancels or delays a request for service before installation work has started cannot be charged by the Company. Installation work is considered to have started when the customer has advised the Company to proceed, and the Company has incurred any related expense. A customer who cancels or delays a request for service after installation work has started, but before service has started, will be charged the lesser of the full charge for the entire minimum contract period plus the installation charge and the estimated costs incurred in installation less estimated net salvage. The estimated installation costs include the cost of unsalvaged equipment and materials specifically provided or used plus the cost of installing, including engineering, supply expense, labour and supervision, and any other disbursements resulting from the installation and removal work. C C C C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 20: Durée minimale du contrat et résiliation avant le début du service C

20.1 La durée minimale du contrat pour les services de la Compagnie est d'un mois à compter de la date de prestation du service, sauf dans les cas où des travaux spéciaux de construction s'imposent ou des montages spéciaux sont installés et que la Compagnie a stipulé une période plus longue, ou sauf stipulation contraire dans les tarifs de la Compagnie. C C C C

20.2 L'abonné qui annule ou reporte une demande de service avant le début des travaux d'installation ne peut en être imputé par la Compagnie. Les travaux d'installation sont considérés comme ayant débuté lorsque l'abonné a avisé la Compagnie d'aller de l'avant et que la Compagnie a engagé des dépenses pertinentes. L'abonné qui annule ou reporte une demande de service après le début des travaux d'installation, mais avant le début du service, se voit imputer le moindre des frais intégraux de la totalité de la période minimale du contrat plus les frais d'installation et les coûts estimatifs engagés aux fins de d'installation moins le recouvrement net estimatif. Les coûts d'installation estimatifs comprennent le coût de l'équipement et du matériel non recouvrables expressément fournis ou utilisés, plus le coût d'installation, notamment les services techniques, les fournitures, la main-d'oeuvre et la supervision, ainsi que toute autre dépense résultant des travaux d'installation et d'enlèvement. C C C C

TERMS OF SERVICE	N	MODALITÉS DE SERVICE	N
Item		**Article**	
10. GENERAL - continued	N	**10. GÉNÉRALITÉS - suite**	N
Article 21: Customer-Initiated Termination of Service	C	**Paragraphe 21: Résiliation par l'abonné**	C
21.1 Customers who give the Company reasonable advance notice may terminate their service after expiry of the minimum contract period, in which case they must pay charges due for service which has been furnished.	C	21.1 Les abonnés qui en donnent un préavis raisonnable à la Compagnie peuvent résilier leur abonnement au terme de la période minimale du contrat et, dans ce cas, ils doivent régler les frais exigibles pour le service qui a été fourni.	C C
21.2 Before expiry of the minimum contract period, customers may terminate their service in which case they must pay the full charges for the entire minimum contract period or, in the following circumstances, charges due for service which has been furnished:	C	21.2 Les abonnés peuvent résilier leur abonnement avant l'expiration de la période minimale du contrat et, dans ce cas, ils doivent régler tous les frais exigibles pour toute la période minimale du contrat ou, dans les circonstances ci-après, les frais exigibles pour le service qui a été fourni:	C
(a) in the event of the death of the customer during the minimum contract period, the termination is effective from the date the Company is notified:	C	(a) lorsque l'abonné décède au cours de la période minimale du contrat, la résiliation prend effet à la date où la Compagnie est avisée du décès;	C
(b) where the customer's premises are destroyed, damaged or condemned by reason of fire or other causes beyond the customer's control, so that they must be abandoned, the termination is effective from the date the Company is notified;	C	(b) lorsque les lieux occupés par l'abonné sont détruits, endommagés ou interdits d'occupation en raison d'un incendie ou d'autres causes indépendantes de la volonté de l'abonné et doivent être abandonnés, la résiliation prend effet à la date où la Compagnie est avisée de la situation;	C
(c) in the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, in the event of the death of the listed party or any joint user or when either acquires separate telephone service, the termination is effective from the date the Company is notified of the death or from the date of the commencement of the separate service;	C C	(c) dans les cas d'inscriptions dans l'annuaire pour lesquelles des frais particuliers s'appliquent et dans les cas d'inscriptions dans l'annuaire à l'égard de l'utilisation commune du service, lorsque la personne inscrite ou tout co-usager décède ou s'abonne à un service téléphonique distinct, la résiliation prend effet à la date où la Compagnie est avisée du décès ou à la date d'entrée en viguer du service distinct;	C C

TERMS OF SERVICE

Item
10. GENERAL - continued

Article 21: Customer-Initiated Termination of Service - continued

21.2 - continued

(d) where a change to the base rate, Exchange or local service area affects the customer's service, the termination is effective from the date the Company is notified of the customer's desire to terminate service;

(e) where a customer replaces any Company service with another Company service, the termination is effective from the date of the replacement, subject to the terms of the Company's tariffs and, notwithstanding Article 1.3(c), the terms of the contract for the service in question;

(f) where a customer's service is taken over without lapse by a new customer at the same location, the termination with respect to the original customer is effective from that date. However, if at that time the new customer discontinues any of the original service or facilities, the original customer must pay the full charge for such discontinued service or facilities for the entire minimum contract period;

MODALITÉS DE SERVICE

Article
10. GÉNÉRALITÉS - suite

Paragraphe 21: Résiliation par l'abonné - suite

21.2 - suite

(d) lorsqu'un changement du secteur à tarif de base, de circonscription ou de zone de desserte locale touche le service à l'abonné, la résiliation prend effet à la date à laquelle la Compagnie est avisée du désir de l'abonné de résilier son abonnément;

(e) lorsqu'un abonné remplace tout service de la Compagnie par un autre service de la Compagnie, la résiliation prend effet à la date de la substitution, sous réserve des modalités des tarifs de la Compagnie et, nonobstant l'alinéa 1.3(c), des modalités du contrat de service pertinent;

(f) lorsque le service d'un abonné est repris sans interruption par un nouvel abonné au même endroit, la résiliation dans le cas du premier abonné prend effet à la date de la reprise. Toutefois, si, à ce moment-là, le nouvel abonné abandonne l'un des services ou l'une des installations acceptés au départ, le premier abonné doit régler tous les frais du service ou des installations ainsi abandonnés pour toute la période minimale du contrat;

TERMS OF SERVICE N

Item
10. GENERAL - continued

Article 21: Customer-Initiated Termination of Service - continued N

21.2 - continued C

(g) where the circumstances specified in Article 21.2(a) through (f) do not apply, the minimum contract period is greater than one month at the same location, and the customer has given the Company advance notice, the termination is effective when the customer pays the termination charge specified in the contract for the service in question or, where such charge is not specified, a termination charge of one-half of the charges remaining for the unexpired portion of the minimum contract period; and C C

(h) in the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, where the listing has appeared in a directory and the customer's service is terminted or the listed party or joint user moves to another location, and the customer has given the Company advance notice, the termination is effective on the date of that service termination or move, subject to a minimum charge of one month, and as of such time as no reference of call service is provided from the old to the new number. C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite

Paragraphe 21: Résiliation par l'abonné - suite N

21.2 - suite C

(g) lorsque les circonstances prévues aux alinéas 21.2 (a) à (f) ne s'appliquent pas, que la periode minimale du contrat est supérieure à un mois au même endroit et que l'abonné a donné un préavis à la Compagnie, la résiliation prend effet au moment où l'abonné acquitte les frais de résiliation prescripts dans le contrat relatif au service en question ou, lorsque de tels frais ne soint pas prescrits, des frais de résiliation équivalant à la moitié du montant des frais restants pour la partie non écoulée de la période minimale du contrat; et C

(h) dans les cas d'inscriptions dans l'annuaire pour lesquelles des frais particuliers s'appliquent et dans les cas d'inscriptions dans l'annuaire à l'égard de l'utilisation commune du service, lorsque l'inscription a paru dans un annuaire et que l'abonnement est résilié ou que la personne inscrite ou le co-usager déménage et que l'abonné a donné un préavis à la Compagnie, la résiliation prend effet à la date de résiliation ou du déménagement, sous réserve d'un montant minimal d'un mois de frais, et à partir du moment ou aucun service de renvoi d'appel n'est fourni de l'ancien au nouveau numéro. C

TERMS OF SERVICE N

Item
10. GENERAL - continued N

Article 22: Company-Initiated Suspension or Termination of Service C

22.1 The Company may suspend or terminate a customer's service only where the customer: C

(a) fails to pay an account of the customer that is past due, provided it exceeds fifty dollars or has been past due for more than two months;

(b) fails to provide or maintain a reasonable deposit or alternative when required to do so pursuant to these terms;

(c) fails to comply with the terms of a deferred payment agreement;

(d) repeatedly fails to provide the Company with reasonable entry and access in conformity with Articles 5.1 and 5.2; C

(e) uses or permits others to use any of the Company's services so as to prevent fair and proportionate use by others; C C

(f) uses or permits others to use any of the Company's services for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls; C C

(g) contravenes Articles 8.4 or 8.5; or C

(h) fails to provide payment when requested by the Company pursuant to Article 17.4. C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite N

Paragraphe 22: Suspension ou résiliation du service par la Compagnie C C

22.1 La Compagnie ne peut suspendre ou résilier le service d'un abonné que si celui-ci: C

(a) omet de régler un compte en souffrance, pourvu que ce compte dépasse 50 $ ou soit en souffrance depuis plus de deux mois;

(b) omet de verser un dépôt ou de donner une autre garantie raisonnables lorsqu'il est requis de la faire en vertu des présentes modalités;

(c) ne se conforme pas aux conditions d'un accord de paiements différés;

(d) refuse, à plusieurs reprises, de permettre raisonnablement à la Compagnie de pénétrer dans les lieux, conformément aux paragraphes 5.1 et 5.2; C

(e) utilise ou permet à d'autres personnes d'utiliser les services de la Compagnie de manière à empêcher autrui d'en faire un usage juste et proportionné; C

(f) utilise ou permet à d'autres personnes d'utiliser les services de la Compagnie dans un but ou d'une manière contraires à la loi ou pour loger des appels importuns ou offensants; C

(g) contrevient aux paragraphes 8.4 ou 8.5; ou

(h) n'effectue pas le paiement demandé par la Compagnie conformément au paragraphe 17.4. C

TERMS OF SERVICE N

Item
10. GENERAL - continued

Article 22: Company-Initiated Suspension or Termination of Service - continued N

22.2 The Company may not suspend or terminate service in the following circumstances: C

(a) failure to pay non-tariffed charges;

(b) failure to pay charges for a different class of service at different premises or for service in the name of another customer, including failure to pay the account of another customer as a guarantor;

(c) where the customer is prepared to enter into and honour a reasonable deferred payment agreement; or

(d) where there is a dispute regarding the basis of the proposed suspension or termination, provided payment is being made for undisputed outstanding amounts and the Company does not have C reasonable grounds for believing that the purpose of that dispute is to evade or delay payment.

3. Prior to suspension or termination, the C Company must provide the customer with C reasonable advance notice, stating:

(a) the reason for the proposed suspension or termination and the amount owing (if any);

(b) the scheduled suspension or termination date;

(c) that a reasonable deferred payment agreement can be entered into (where the reason for suspension or termination is failure to pay);

(d) the reconnection charge;

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite

Paragraphe 22: Suspension ou résiliation du service par la Compagnie - suite N

22.2 La Compagnie ne peut suspendre ou résilier le service dans les circonstances ci-après: C

(a) le fait de ne pas régler des frais non tarifés;

(b) le fait de ne pas régler des frais pour une catégorie de service différente dans des locaux différents ou des frais de service au nom d'un autre abonné, y compris le fait de ne pas régler le compte d'un autre abonné comme garant;

(c) lorsque l'abonné est disposé à conclure et à respecter un accord raisonnable de paiements différés; ou

(d) lorsque le motif de la suspension ou de la résiliation envisagée est contesté, pourvu que les montants exigibles non contestés soient acquittés et que la Compagnie n'ait pas de motif raisonnable de C croire que le contestation a pour object d'éviter ou de retarder le paiement.

3. Avant de procéder à la suspension ou à la C résiliation du service, la Compagnie doit donner à C l'abonné un préavis raisonnable indiquant:

(a) le motif de la suspension ou de la résiliation envisagée et le montant dû (le cas échéant);

(b) la date prévue de la suspension ou de la résiliation;

(c) la possibilité de conclure un accord raisonnable de paiements différés (lorsque le motif de la suspension ou de la résiliation est le fait de ne pas avoir réglé des frais);

(d) le frais de rétablissement du service;

TERMS OF SERVICE N

Item
10. GENERAL - continued

Article 22: Company-Initiated Suspension or Termination of Service - continued N

22.3 - continued C

(e) the telephone number of a Company representative with whom any dispute may be discussed; C C

(f) that disputes unresolved with this representative may be referred to a senior Company manager; and C C

(g) Where repeated efforts to contact the customer have failed, the Company must deliver such advance notice to the billing address. C C

4. In addition to the notice required by Article 22.3, the Company must, at least twenty-four hours prior to suspension or termination, advise the customer or another responsible person that suspension or termination is imminent, except where: C C

(a) repeated efforts to do so have failed;

(b) immediate action must be taken to protect the Company from network harm resulting from customer provided equipment; or C C

(c) the suspension or termination occurs by virtue of a failure to provide payment when requested by the Company pursuant to Article 17.4. C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite

Paragraphe 22: Suspension ou résiliation du service par la Compagnie - suite N

22.3 - suite C

(e) le numéro de téléphone d'un représentant de la Compagnie avec lequel il est possible de discuter de tout litige; C C

(f) le fait que les litiges non régles avec ce représentant peuvent être déférés à un cadre supérieur de la Compagnie; et C

(g) Lorsque la Compagnie n'a pu, malgré des efforts répétés, communiquer avec l'abonné, elle doit signifier un tel préavis à l'adresse de facturation. C

4. Outre le préavis exigé en vertu du paragraphe 22.3, la Compagnie doit, au moins vingt-quatre heures avant la suspension ou la résiliation du service, aviser l'abonné ou une autre personne responsable que la suspension ou la résiliation du service est imminente, à moins: C C

(a) qu'elle n'ait pu le faire malgré des efforts répétés:

(b) qu'il ne faille prendre des mesures immédiates pour protéger la Compagnie d'un préjudice pour le réseau résultant d'équipement fourni par l'abonné; ou C

(c) que la suspension ou la résiliation ne soit le résultat d'un défaut de paiement sur demande de la Compagnie conformément au paragraphe 17.4. C

TERMS OF SERVICE N

Item
10. GENERAL - continued

Article 22: Company-Initiated Suspension or Termination of Service - continued N

22.5 Except with customer consent or in exceptional circumstances, suspension or termination may occur only on business days between 8 a.m. and 4 p.m., unless the business day precedes a non-business day in which case disconnection may not occur after 12 noon. C

22.6 Suspension or termination does not affect the customer's obligation to pay any amount owed to the Company. C C

22.7 In the case of services that have been suspended, unless suspension occurs during the minimum contract period, the Company must make a daily pro rata allowance based on the monthly charge for such services. C C

22.8 The Company must restore service, without undue delay, where the grounds for suspension or termination no longer exist or a payment or deferred payment agreement has been negotiated. C

22.9 Where it becomes apparent that suspension or termination occurred in error or was otherwise improper, the Company must restore service during business hours on the next working day, at the latest, unless exceptional circumstances do not permit this, and no reconnection charges shall be levied. C C

MODALITÉS DE SERVICE N

Article
10. GÉNÉRALITÉS - suite

Paragraphe 22: Suspension ou résiliation du service par la Compagnie - suite N

22.5 Sauf lorsque l'abonné y consent ou dans des circonstances exceptionnelles, la suspension ou la résiliation du service ne peut se faire que les jours d'affaires, entre 8 h et 16 h, à moins qu'il s'agisse de la veille d'un jour non-ouvrable, auquel cas le débranchement ne peut se faire après midi. C

22.6 La suspension ou la résiliation du service ne dispense pas l'abonné de l'obligation de verser toute somme due à la Compagnie. C C

22.7 Dans le cas de services suspendus, à moins que la suspension ne se produise au cours de la période minimale du contrat, la Compagnie doit accorder une réduction au pro rata du nombre de jours de suspension, en fonction des frais mensuels exigés pour ces services. C C

22.8 La Compagnie doit rétablir le service sans retard indu, lorsque les motifs de la suspension ou de la résiliation du service n'existent plus ou qu'un paiement ou un accord de paiements différés a été négocié. C

22.9 Lorsqu'il devient manifeste que la suspension ou la résiliation du service s'est produite par erreur ou de manière autrement irrégulière, la Compagnie doit rétablir le service au plus tard durant les heures d'affaires du jour ouvrable suivant, sauf dans le cas de circonstances exceptionnelles qui l'en empêchent, et aucuns frais de rétablissement du service ne doivent être exigés. C C

For explanation of symbols see Page 1

SECTION 1A – GENERAL

See Page 5 for Table of Contents

GENERAL

Item
101. **GENERAL**

1. The provisions in Section 1A are in addition to the Terms of Service and apply to all services, equipment and facilities furnished by the Company as provided for in its various tariffs except as otherwise specified. **C** **C**

M[15]

M[16]

M[15] – Moved to Page 41A.
M[16] – Moved to Page 41B.

GENERAL N

Item
102. **APPLICATION FOR SERVICE** M[15]

1. Applications for telephone service may be made orally or shall be in writing if the Company so requires. Requests from customers for additional service or equipment in connection with service already established may be made orally or shall be in writing if the Company so requires. C C M[15]

M[15] – Moved from Page 41.

GENERAL N

Item
103. **ALTERATIONS** M[16]

1. The customer shall be required to notify the Company promptly in writing whenever alterations or new construction on premises occupied by him necessitate changes in the Company's wiring or equipment. The Company's regular charges apply to such changes. C M[16]

M[16] – Moved from Page 41.

GENERAL

Item
104. **PAYMENT OF RATES AND CHARGES**

1. Payment for Service C

(a) Charges for telephone service, equipment and facilities shall be rendered monthly and are due on the date specified by the Company. C

(b) Failure to receive a bill showing the amount owed by the customer to the Company shall not relieve the customer from the responsibility of making prompt payment of such amount to the Company. C

2. Interest on Deposits C

(a) Interest on a customer's deposit will be calculated on the last day of each month at the Bank of Canada's overnight rate in effect at the time, plus 1%, on the basis of the actual number of days in a year, accruing on a monthly basis. The interest would be credited to the customer's deposit account monthly. Payment would be made to the customer when the deposit is refunded, or would be applied to reduce a customer's outstanding account at the time the deposit is so applied. C

(b) The Company may apply the deposit toward any amount past due and may require the customer to replenish the security deposit after such use in order to continue providing service. C

GENERAL

Item
105. **RATE ROUNDING PROCEDURE**

1. The rates, charges and conditions upon which the Company provides services and facilities are regulated by the CRTC. The following rounding rules are applicable when rates and charges are changed solely through the application of an adjustment factor. C C

ROUNDING RULES

All Monthly Rates and Service Charges:

If the Existing Rate Falls Within the Following Range	**Round to the Nearest**	**Rounding Criteria**
$0.00 - $10.00	$0.01	≤ $.005 round down > $.005 round up
$10.01 - $100.00	$0.05	≤ $.025 round down > $.025 round up
Greater than $100.00	$0.50	≤ $.25 round down > $.25 round up

Special Rounding Rules for Other Specific Rates:

Service	**Round to Nearest**	**Rounding Criteria**
Broadband Usage	$0.001	≤ $.0005 round down > $.0005 round up
Telex toll pulses	$0.0001	≤ $.00005 round down > $.00005 round up
Datapac transmission charges	$0.0001	≤ $.00005 round down > $.00005 round up

GENERAL

Item
106. **RESALE AND SHARING**

1. Definitions

(a) For the purposes of this tariff item: C

"Affiliate" means any person who is not a Canadian carrier and who controls or is controlled by the Company or who is controlled by the same person who controls the Company. Control means control in any manner that results in control in fact, whether directly through the ownership of securities or indirectly through a trust, agreement or arrangement, the ownership of anybody corporate or otherwise.

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

"Circuit Group" means a group of equivalent circuits.

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

"Interconnecting Circuit" means a circuit or path that connects a facility of a reseller or sharing group to a facility of the Company to provide access to the Company's public switched telephone network (PSTN).

"Interexchange Service or Interexchange Facility" means a service or facility configured to operate between any two Exchanges for which Message Toll Service charges would apply, including overseas and international service and facilities.

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

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

"Reseller" means a person who engages in resale; for the purposes of this definition: C

- For greater certainty, a customer is deemed not to act as a reseller or as a sharing group if the telecommunications services that he purchases from the Company are used only by a company and one or more affiliates (as defined in this tariff item with the substitution of "customer" for "company"); a company and its franchises or authorized franchisees or a co-operative organization and its associated member companies. C

- For greater certainty, a government is deemed not to act as a reseller or as a sharing group if the telecommunications services that it purchases are used only by departments, agencies, crown corporations or other entities: C

    - declared by statute to be part of the government in question; or C
    - with respect to the employees of which the government has the obligation as employer. C

GENERAL

Item
106. **RESALE AND SHARING - continued** C

1. Definitions - continued C

"Sharing" means the use by two or more persons, in an arrangement not involving resale, of telecommunications service leased from the Company.

"Sharing Group" means a group of persons engaging in sharing; (for the purposes of this definition, see "reseller" above).

"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 voice communication between two or more natural persons, but does not include a service, which is limited to the co-ordination or setting up of a data service.

2. General

(a) The Company's telecommunications services may be shared or resold in accordance with the conditions in this Tariff. C

(b) Resellers and sharing groups are required to register with the Commission prior to receiving service. C

(c) 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: C
- register with the Commission prior to receiving service from the Company;
- ensure that all their own wholesale customers and subordinate wholesale customers have registered with the Commission prior to receiving telecommunications services; and
- 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.

(d) Pursuant to Telecom Decision CRTC 2007-5, the Company's local Exchange services may be resold in accordance with the conditions of this tariff. However, the resale of residential Exchange service is only permitted to provide residential services. C C

(e) The provision of public pay telephone service by resellers and sharing groups is not permitted. C

(f) Interexchange private line services shall not be provided to an affiliate of the Company that is not a Canadian carrier, or to a sharing group which involves one or more persons who is an affiliate of the Company, where such services would be resold on a joint-use basis or shared to provide interexchange interconnected voice services. C

M[17]

M[17] – Moved to Page 44B.

GENERAL

Item 106. **RESALE AND SHARING - continued** C

2. General - continued C

(g) The provision of an interexchange service by resellers and sharing groups, using only local services, is subject to the application of CAT charges specified in the Company's Tariff CRTC 21480, applied to each interconnecting circuit within a circuit group of the reseller or sharing group, in each Central Office. A reseller or sharing group may apply for an exemption from CAT charges pursuant to Tariff CRTC 21480. C M17

(h) Monthly billing information, in a standard billing report format, is provided to the sharing group administrator or designated agent to enable the administrator or designated agent to bill the members of the sharing group. C M17

(i) Reserved for future use. C

(j) 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: C

(1) upon request of subscribers who are blind: C

a. billing statements;
b. bill inserts sent to subscribers about new services or changes in rates for existing services; and
c. any bill inserts that are mandated from time to time by the Commission; and

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

(k) 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. C

M18

M17 – Moved from Page 44A.
M18 – Moved to Page 44C.

GENERAL

Item
106. **RESALE AND SHARING - continued** C

3. Interconnection Charges M[18]

(a) The Company will furnish interconnecting circuits with trunk-side access to resellers under the terms, conditions, rates and charges specified in Tariff CRTC 21480. C

(b) Monthly bundled CAT charges for each interconnecting circuit between a customer's premises and the reseller's system associated with a Direct Access Line (DAL) shall include all appropriate cable mileage or digital facility charges, equipment and line charges, and non-recurring charges and conditions as specified in the Company's Tariff CRTC 21480. C

4. Internet Service Providers

(a) Definitions C

"Contribution" refers to a bundled CAT as described in the Company's Tariff CRTC 21480.

"Internet Access Line (IAL)" refers to an access service provided by a Local Exchange Carrier (LEC) to an ISP that allows calls to be originated from or terminated to the Public Switched Telephone Network (PSTN). IALs typically connect to a "gateway" or server that provides the functionality to connect a caller to the internet.

"Internet Service Provider (ISP)" is a service provider who provides dial access capability to connect customers to the internet via an internet gateway or server.

"IP Data" traffic includes all usage on the internet except for PSTN Voice traffic and PC Voice traffic. Facilities used to IP Data traffic may be eligible for an exemption from contribution charges. M[18]

"PC Voice" is real-time voice communication via the internet using a personal computer or other terminal equipment that is equipped with a modem, and the hardware and software required to perform voice compression and conversion to a form that can be transmitted to or from an ISP over Internet Access Lines (IAL). At the IAL, PC Voice communications is effectively indistinguishable from other forms of communications between a modem-equipped personal computer and ISP. Facilities used to carry PC Voice traffic may be eligible for an exemption from contribution charges.

"PSTN Voice" is real-time voice communications via the internet to or from a telephone set or other equipment where the conversion for carriage on the internet is performed at the service provider's (i.e., the ISP's) equipment. Unlike "PC Voice", such communication can be accommodated using a normal telephone set, without requiring the user to be equipped with a modem or a computer with special hardware or software at the terminal location. Facilities used to carry PSTN Voice traffic attract contribution charges.

M[19]

M[18] – Moved from Page 44B.
M[19] – Moved to Page 44D.

GENERAL N

Item N
106. **RESALE AND SHARING - continued** N

4. Internet Service Providers - continued N

(b) Internet service providers are required to register with the Company and the Commission prior to receiving service, with the exception of: C M[19]

(1) ISPs that offer contribution-exempt services only and no other service provider offers PSTN Voice or any other contribution-eligible telecommunications services from the same service locations where the ISP contribution-exempt services are provisioned. C

(c) For an ISP exempted from the requirement to register pursuant to 4.(b) above, there is no requirement for the ISP to seek a contribution exemption from the Commission. C

(d) When an ISP offers PSTN Voice or other contribution-eligible telecommunications services in addition to contribution-exempt services, but no PSTN Voice or other contribution-eligible telecommunications services are offered by the ISP or any other service provider from the same service locations where contribution-exempt services are provisioned, the ISP must register, as identified in 4.(b) above, and provide an affidavit to the Company affirming that the facilities are used by the ISP to provide ISP services only and are not to provide PSTN Voice services or any other services that might attract contribution charges. C C

(e) In other cases where, an ISP offers PSTN Voice or other contribution-eligible telecommunications services, or any other service provider offers PSTN Voice or other contribution-eligible telecommunications services from the same service locations, the bundled CAT charges specified in the Company's Tariff 21480 do not apply when: an interconnecting circuit associated with line-side access or a Canada-U.S. circuit, or an Overseas access circuit is used to provide an IP Data service or a PC Voice service. In such cases, to be eligible for contribution exemption to the ISP must register, as identified in 4.(b) above, and apply to the Commission on a case-by-case basis and provide evidence satisfactory to the Commission that by reasons of the technical, economic or operational characteristics of the service, it is unlikely that the connections would be used significantly for joint-use interexchange services. C C

(f) All ISPs are to make available to the Company, when requested by the Company, at no charge, a five hour per month low speed access account that the Company can use to randomly audit the contribution-exempt status of the ISP's services. C M[19]

M[19] – Moved from Page 44C.

GENERAL

Item
107. **OTHER CHARGES**

1. Duplicate Statement Charge

(a) A charge applies for each page of a monthly billing statement that is copied and forwarded to a customer upon request; if the request is for any purpose other than that the customer did not receive his original statement.

(b) Charge for providing copies of statements, each page.....$ 1.21 A

2. Directory Assistance Charge

(a) Directory Assistance is provided by the Company but the rate is no longer regulated by the CRTC as per Telecom Decision CRTC 2015-522.

3. Time and Charge Surcharges

(a) A surcharge of $0.70 is added to each message for which time and/or charges are requested.

4. Operator Number Identification

(a) A surcharge of $1.00 is added to each message which originates from a system capable of providing automatic number identification, but, at the customer's request, is handled through the operator.

GENERAL N

Item
108. **REVERSAL OF CHARGES (COLLECT CALLS)** M[20]

1. Charges may be reversed except for messages to and from Mexico.

2. Collect calls and third number billings to Cellular 400, 800 and Autotel service is not available. M[20]

M[22]

M[20] – Moved from Page 45.
M[22] – Moved to Page 45C.

GENERAL N

Item
109. **CLASSES OF SERVICE** M[21]

1. Station-to-Station Service C

(a) Customer Dialed - the calling party dials the desired telephone number. C

(b) Operator Assisted - any calls completed through the operator and not billed to a calling card. C
This includes Collect, Third Number Billed, Time and Charges Quoted, Zenith, Coin, Hotel/Motel Originated, Special Billing, Notification and Operator Preferred.

2. Person-to-Person Service C

(a) The calling party gives the Company's operator the name of the desired party, department C
or office, or specifies a PBX extension line to be reached through a PBX attendant.

(b) A call is classified as person-to-person when, at the request of the calling party, the C
Company:

(1) makes advance arrangements with a particular party or telephone for the establishment of a C
connection at a specified time (appointment call);

(2) employs a messenger or other means to bring the called party to a telephone at which they C
receive the call; or C

(3) has tried but has not been able to complete a call to the person, department, office or PBX C
extension telephone specified by the calling party but, while the calling party has remained on the
line and as requested or agreed to by them, has completed a call from them to the same main C
telephone or PBX system that serves the original called party. M[21]

M[21] – Moved from Page 45.

GENERAL N

Item
110. **TIMING OF MESSAGES** M[22]

1. Station-to-Station C

(a) Chargeable time begins when the connection is established between the calling telephone and the called main telephone or PBX extension line. C

2. Perston-to-Person C

(a) Chargeable time begins when the communication is established between the party originating the call and the called person, department, office or PBX extension specified. C

3. Chargeable time ends when the connection is terminated. C

4. Chargeable time is rounded up to the next whole minute unless otherwise indicated in the specific tariff. C M[22]

M[22] – Moved from Page 45A.

SECTION 2 – EXCHANGE SERVICE C

See Page 5 for Table of Contents

EXCHANGE SERVICE

Item
201. **GENERAL**

1. An Exchange is a basic unit established for the administration and furnishing of telephone service and normally includes a city, town, village and/or a number of small localities.

2. The territory served by an Exchange is known as an Exchange Area. C

3. A part of each Exchange Area is designated as a Base Rate Area within which the development of the higher grades of telephone service, i.e. individual, is relatively substantial and continuous thereby permitting greater economies to be realized in the furnishing of such service there than elsewhere in the Exchange Area. C C

4. The provision of service outside the Base Rate Area is subject to an additional monthly charge as specified in Section 7. C C

5. Exchange Service (Local Service) is the furnishing of equipment and service required for telephone communication between primary exchange services of the same Exchange and between such service and the associated toll office.

M[23]

M[23] – Moved to Page 47A.

EXCHANGE SERVICE N

Item
202. **PRIMARY EXCHANGE SERVICES** M[23]

1. The Company furnishes and maintains all facilities on the customer's premises up to a demarcation point determined by the Company, unless otherwise specified.

(a) Installation, maintenance and repair of multi-line and single-line inside wire and jacks, beyond the demarcation point, is the responsibility of the customer. The Company will install and maintain inside wire and jacks, at the customer's request, subject to the terms and conditions of Item 308.1.(a). C

(b) For the purposes of this tariff item, single-line is defined as those Primary Exchange C
Services specified in Item 207, which are connected to equipment on which only one line can be C
terminated.

2. The following primary services are furnished in each Exchange at basic monthly Exchange service rates unless otherwise stated in this tariff.

(a) Individual Line Service: Individual line service is a grade of Exchange Service, which C
provides for one main telephone connected to a Central Office line. C

D M[23]

M[23] – Moved from Page 47.

EXCHANGE SERVICE

Item 202. **PRIMARY EXCHANGE SERVICES - continued** C

2. The following primary services are furnished in each Exchange at basic monthly Exchange service rates unless otherwise stated in this tariff. - continued N N

(b) Reserved for future use. N

(c) Reserved for future use.

(d) Extended Area Service (EAS)

(1) Service Description C

a. EAS provides for the extension of the Local Calling Area of an Exchange Area to include one or more additional Exchange Areas. This arrangement provides for the placing of telephone calls between these Exchange Areas at a flat monthly rate in lieu of the Message Toll Charges that would otherwise be applied. C

(2) Definitions C

a. For the purpose of this Tariff Item: C

"Requesting Exchange Area" means the Exchange Area(s) which makes a request to have EAS with another Exchange Area.

"Requested Exchange Area," means the Exchange Area to which a requesting Exchange Area wishes to have EAS. C

(3) Criteria C

a. The addition of an Exchange to a local-service area may be investigated when the Requesting Exchange Area indicates a community of interest with the Requested Exchange Area and the following four criteria are met: C

i. The Requesting Exchange Area and the Requested Exchange Area are no greater than 40 miles apart; C

ii. A message toll analysis shall be conducted by the Company and at least sixty percent (60%) of the residence and business customers in the Requesting Exchange Area must call the Requested Exchange Area at least once a month; C C

M[24]

M[24] – Moved to Page 48A.

EXCHANGE SERVICE

Item
202. **PRIMARY EXCHANGE SERVICES - continued**

2. The following primary services are furnished in each Exchange at basic monthly Exchange service rates unless otherwise stated in this tariff. - continued

(d) Extended Area Service (EAS) - continued

(3) Criteria - continued

a. The addition of an Exchange to a local-service area may be investigated when the Requesting Exchange Area indicates a community of interest with the Requested Exchange Area and the following four criteria are met: - continued

iii. In an Exchange Area where an EAS application will increase subscribers' individual line rates by more than $1.00 per month, a simple majority (over 50% of subscribers who vote) of residence and business subscribers must approve the application in a poll conducted by the Company; and

iv. Following a positive vote (over 50% of subscribers who vote) an application is then made to the CRTC for approval.

b. The indication of a community of interest from the Requesting Exchange Area must originate from a recognized body such as a local advisory council. In the event that there is no recognized group in the community acting on its behalf, then there must be a reasonable number of written requests from members of the Requesting Exchange Area before the Company would proceed with an investigation.

(4) EAS Application

a. Marsh Lake and Whitehorse

i. This service provides for two-way local calling between the Exchanges of Marsh Lake and Whitehorse provisioned at the monthly rates shown below. These rates are charged to Marsh Lake and Whitehorse customers for each subscription of the following network access lines: single-line residential; single-line business; multi-line business and Centrex.

	Monthly Rate Per Line	
Local Calling (Marsh Lake to Whitehorse)	$ 7.13	A
Local Calling (Whitehorse to Marsh Lake)	$ 0.51	A

EXCHANGE SERVICE

Item
203. **BUSINESS AND RESIDENCE SERVICE** C M[25]

1. General

(a) The Company classifies a customer's services as business or residence for the application of Exchange service rates according to its primary use. C M[25]

M[27]

M[25] – Moved from Page 48A.
M[27]– Moved to Page 48C.

EXCHANGE SERVICE N

Item
204. **BUSINESS SERVICE** C M[26]

1. The business classification applies when the service is used primarily or substantially for commercial, industrial, professional, institutional, vocational or otherwise occupational purpose or for any purpose other than that of a domestic or family nature.

2. The business classification applies in each circumstances as the following:

(a) When a directory listing indicates other than primary domestic use.

(b) When the service is advertised or publicized in connection with any business use; except that residence service of a business customer may be publicized in connection with such business service.

(c) In boarding and rooming houses or other such places where several persons are accommodated for payment and in residence quarters of clubs, institutions or similar places, where guests, boarders, employees, etc., have general access to the service. M[26]

3. If any part of the customer's service is used primarily for a non-domestic purpose or is in a location where the business classification would apply, the entire service is classified as business, except where both business and residence service is subscribed to a customer may have the following: C M[27]

(a) A residence Exchange line extended to the location of the business service.

(b) A business Exchange line extended to the location of the residence service.

4. Where the residence classification is employed but the Company finds that the business classification is applicable, it may change the classification upon notification to the customer. C M[27]

M[26] – Moved from Page 48A.
M[27]– Moved from Page 48B.

EXCHANGE SERVICE

Item
205. **RESIDENCE SERVICE**

1. The residence classification applies when the service is used primarily for domestic or family purposes and none of the requirements for the business classification exist. **C**

M[28]

M[28] – Moved to Page 49A.

EXCHANGE SERVICE N

Item
206. **EXCHANGE RATE GROUPS** M[28]

1. Exchanges are classified into rate groups according to Telecom Regulatory Policy CRTC 2013-711 as Band H1 and Band D. The purpose for such classification and the establishment of rate groups is for the application of Exchange rates.

2. The rate group classification applicable to each Exchange is as follows:

(a) Band D (Non-High Cost Serving Area) Exchanges: C

Includes the Exchange Areas of Whitehorse, YT and Yellowknife, NT. C

(b) Band H1 (High Cost Serving Area) Exchanges: C

Includes all Exchanges in the Company's traditional serving area except for Whitehorse, YT and Yellowknife, NT. C

C M[28]

M[28] – Moved from Page 49.

EXCHANGE SERVICE

RESERVED FOR FUTURE USE.

23	CANCELS	22	PAGE	50
36	CANCELS	35	PAGE	51
13	CANCELS	12	PAGE	51A

EXCHANGE SERVICE

Item
207. **EXCHANGE RATES**

1. The following table specifies the monthly recurring rate for each Primary Exchange Service with touch-tone access for all rate groups.

2. The initial service period for all Primary Exchange Service is one month except as stated elsewhere in this tariff. Monthly surcharges of $0.10 per residential access line, $0.20 per business individual access line and $0.60 per multi-line trunk as directed in Telecom Order CRTC 95-886 are included in the rates set out below.

(a) Business

Rate Group	Individual	Multi-Line	Centrex
D	$ 78.77	$ 98.00	Item 807
H1	$ 89.84	$ 103.78	Item 807

(b) Residential (Note 1)

Rate Group	Individual	
D	$ 37.12	
H1	$ 40.07	
H1 - Atlin	$ 30.08	A

Note 1: H1 - Atlin rate available in the community of Atlin, BC only.

3. Additional charges as specified in the Company's tariffs apply for telephones or other equipment provided by the Company.

4. Multi-line hunt/directory number hunt service provides for sequential hunting over two or more Central Office lines. The multi-line hunt/directory number hunt charge applies to all lines within the Hunting Group. The multi-line hunt/directory number hunt charge is not applied to multi-line service.

5. Multi-line hunt/directory number charge at additional $4.00 per line per month, in addition to the rates specified in Item 207.2.

EXCHANGE SERVICE

Item
208. **RATE FOR CERTIFIED HEARING AND SPEECH IMPAIRED USERS**

1. Telephone Device for the Deaf (TDD) **C**

(a) One-half of the charge applies on calls originating from and billed to the residence of a customer with a handicap, who is unable to use the voice capabilities of the telephone network and whose need for a keyboard-type device to communicate has been certified by either a physician or an audiologist. A minimum charge applies. **C**

2. Calling Cards **C**

(a) One-half of the charge applies on calls which are billed to the Calling Card of a customer with a handicap who is unable to use the voice capabilities of the telephone network and whose need for a keyboard-type device to communicate has been certified by either a physician or an audiologist. A minimum charge applies. **C**

3. Bell Relay Service and Internet Protocol Relay Service **C**

(a) One-half of the charge applies on calls routed through the Bell Relay Service and Internet Protocol Relay Service. A minimum charge applies. **C**

M[29]

M[29] – Moved to Page 53A.

EXCHANGE SERVICE N

Item 209. **RELAY SERVICE AND INTERNET PROTOCOL RELAY SERVICE** M29

1. General C

(a) Relay Service enables a person using a keyboard-type device (e.g., TTY) to communicate with a hearing person (or vice-versa) over the telephone network. A specially trained operator assists in the placing or receiving of calls to/from persons using a keyboard-type device. C

2. Internet Protocol Relay Service C

(a) Internet Protocol Relay Service (IPRS) enables a person using an Internet-enabled device (e.g. personal computer) to communicate with another person (or vice-versa) over the telephone network. A specially trained operator transmits messages via Internet Protocol (IP)-based text conversation with a person with a hearing or speech disability and via voice conversation with a person without such a disability. C

(b) Where basic 9-1-1 service is offered in the Company's service area, customers placing a 9-1-1 call through IPRS or Relay Service will be routed to an Operator and will have to provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the customer's call to the appropriate emergency response organization. C C

3. Rates C

(a) A monthly rate as stated below applies to the Company's customers located in the Exchanges in Nunavut, as shown in Item 210.1.(d). C C M29

		Monthly Rate	N
Each Primary Exchange Service (Item 207) (Note 1)	C	$0.13	M29
Centrex, each PSTN connection	C	0.13	
Foreign Exchange Service, each line		0.13	
PSTN connectivity timeslot (DEA)	C	0.13	M29

Note 1: Public Telephone service (Items 501 and 502) is exempt. M29

M98 – Moved from Page 53.

EXCHANGE SERVICE

Item
210. **RATE CENTRES AND V-H COORDINATES**

1. The following Rate Centres are defined as the Company's Rate Centres:

(a) British Columbia

Rate Centre	V	H	
Atlin	3666	10286	N
Attick Creek	4232	9042	
Balta	4582	8700	
Bob Quinn (Radio Site)	4247	9968	
Bob Quinn	4277	9950	
Caribou Hide (Lawyer's Pass)	4186	9597	
Cassiar	3766	9857	
Chicken	3850	9877	
Cold Fish Lake	4110	9769	
Dawson Creek	4520	8730	
Dease Lake	3954	9898	
Fort Nelson	3869	9053	
Fort Ware	4186	9395	
Fox Pass	4186	9395	
Fraser	3615	10430	
Good Hope Lake	3766	9857	
Helmut	3719	8841	
Hyland River	3617	9653	
Iskut	4088	9903	
Lawyer's Pass (Caribou Hide)	4186	9597	
Little Klappan	4205	9801	
Lower Post	3596	9720	
McDame Lake	3777	9843	
Meehaus Mountain	4042	9969	
Mould Creek	3734	9443	
Muncho Lake	3856	9402	
Prophet River	4034	9047	
Steamboat	3901	9175	
Telegraph Creek	4069	10040	
Terminus Mountain	3893	9555	
Toad River	3870	9342	
Townsend Creek	4268	8980	
Tsinhia	3686	9091	
Wonowon	4321	8934	

EXCHANGE SERVICE N

Item
210. **RATE CENTRES AND V-H COORDINATES - continued** C

1, The following Rate Centres are defined as the Company's Rate Centres: - continued C

(b) Northwest Territories C

Rate Centre		V	H
Aklavik		1727	10074
Angus		3432	8138
Arrowhead		3410	9019
Bant		3550	8426
Birch Lake		3117	8414
Chick Lake		2287	9546
Colville Lake		2050	9354
Déljne	C	2458	9129
Ebbutt		3088	9020
Edzo		2929	8385
Ekati		2421	7914
Ekati, Exploration Site		2379	8022
Enterprise		3422	8351
Fort Good Hope		2217	9595
Fort Liard		3559	9142
Fort McPherson		1904	10099
Fort Providence		3264	8524
Fort Resolution		3242	8098
Fort Simpson		3188	8920
Fort Smith		3457	7863
Gameti (Rae Lakes)		2655	8540
Hay River		3345	8311
Inuvik		1710	9963
Jean Marie River		3255	8842
Kakisa		3350	8490
Little Chicago		1976	9708
Lutsel K'e		2920	7836
Morrisey		3324	8731
Nahanni Butte		3377	9137
Norman Wells		2440	9450
Parsons		1589	9956
Paulatuk		1540	9156
Payne		2092	9694
Pine Point		3331	8170
Poplar		3299	8949
Pointed Mountain		3528	9187

EXCHANGE SERVICE N

Item
210. **RATE CENTRES AND V-H COORDINATES - continued** C

1. The following Rates Centres are defined as the Company's Rate Centres: - continued C

(b) Northwest Territories - continued C

Rate Centre		V	H
Rae		2929	8385
Redknife		3450	8759
Sambaa K'e (formerly Trout Lake)		3497	8899
Sachs Harbour		0948	9225
Saline		2650	9238
Taglu		1474	10011
Tsiigehtchic		1914	10003
Travaillant		1917	9801
Tuktoyaktuk		1480	9863
Tulita		2524	9337
Ulukhaktok		1205	8668
Wekweeti		2595	8237
Whatí	C	2869	8523
Wrigley		2884	9156
Yellowknife		2977	8208

EXCHANGE SERVICE N

Item
210. **RATE CENTRES AND V-H COORDINATES - continued** C

1. The following Rate Centres are defined as the Company's Rate Centres: - continued C

(c) Yukon Territory C

Rate Centre	V	H
Beaver Creek	2917	10914
Canadian-Alaskan Border (Alyuk)	2868	10915
Carcross	3521	10379
Carmacks	3069	10472
Dawson City	2589	10649
Destruction Bay	3216	10766
Elsa	2678	10311
Faro	3076	10163
Ferry	2772	10449
Fox	3249	10431
Haines Junction	3349	10655
King Solomon	2634	10645
Kusawa	3475	10625
Laberge	3351	10404
Marsh Lake	3466	10319
MacMillan Pass	2887	9806
Mayo	2743	10363
Mickey	2516	10759
Minto	2957	10498
Murray	3412	9717
Old Crow	1797	10509
Pelly Crossing	2908	10465
Rancheria	3561	9862
Rat Pass	1942	10230
Ross River	3145	10075
Salmon	3070	10297
Shilsky	3576	9938
Swift River	3598	9996
Tagish	3497	10324
Teslin	3545	10160
Watson Lake	3596	9720
Whitehorse	3397	10395
White Mountain	3505	10291

EXCHANGE SERVICE N

Item
210. **RATE CENTRES AND V-H COORDINATES - continued** C

1. The following Rate Centres are defined as the Company's Rate Centres: - continued C

(d) Nunavut Territory C

Rate Centre	V	H
Arctic Bay	13	6622
Arviat	2643	6075
Baker Lake	2087	6539
Cambridge Bay	1369	7637
Chesterfield Inlet	2057	5969
Clyde River	1	5310
Coral Harbour	1543	5404
Gjoa Haven	1221	6892
Grise Fjord	1	6929
Igloolik	533	5962
Iqaluit	724	4213
Kimmirut	957	4169
Kinngait (formerly Cape Dorset)	1156	4886
Kugaaruk (formerly Pelly Bay)	1025	6425
Kugluktuk	1817	8407
Naujaat (formerly Repulse Bay)	1257	5932
Pangnirtung	178	4427
Pond Inlet	1	6148
Qikiqtarjuaq	1	4559
Rankin Inlet	2222	6043
Resolute Bay	1	7352
Sanikiluaq	2661	4088
Sanirajak (formerly Hall Beach)	617	5842
Taloyoak	964	6796
Whale Cove	2371	6027

EXCHANGE SERVICE

Item
220. **DIGITAL EXCHANGE ACCESS**

1. General C

(a) Digital Exchange Access (DEA) provides digital access between the customer's premises or other service point and the Company's public switched telephone network (PSTN). The access is provided on a DS-1 basis (1.544 Mbps) sub-divided into 24 DS-0 time slots at the Company's digital switching system. C

(b) The Company may determine the Exchanges where DEA service will be provided. The service is provided at the Company's discretion within an Exchange, subject to the availability of suitable facilities. C C

2. Service Components C

(a) DEA service consists of the following components: Access and PSTN Connectivity. C

(1) Access C

a. Access consists of an Access Facility and a PSTN Termination. C

i. The Access Facility provides the customer with a jack-ended digital local loop from the customer's premises or other service point to the customer's serving Wire Centre within an Exchange. The Access Facility is only available on a DS-1 basis consisting of 24 DS-0 time slots. C

ii. The PSTN Termination provides the connection between the Access Facility and the PSTN. The PSTN Termination is available on a DS-1 basis which is subdivided to 24 time slots. A PSTN Termination is required for each DS-1 Access Facility the customer obtains. C

(b) PSTN Connectivity C

(1) PSTN Connectivity enables the customer to access the local PSTN on a flat rate basis. C

EXCHANGE SERVICE

Item
220. **DIGITAL EXCHANGE ACCESS - continued**

3. Rates and Charges

(a) The following rates and charges apply at each location for each customer.

(1) Access

a. Access Facility

i. The rates and service charges are those specified in CRTC 3003, Item 1111, Digital Network Access. For the purpose of calculating the volume discounts, the DEA DS-1 Access facilities cannot be combined with other DS-1 accesses.

b. PSTN Termination

	Monthly Rate		Service Charge
Each DS-1 Access	$ 540.88	A	N/A

(2) PSTN Connectivity

	Monthly Rate		Service Charge	
PSTN Connectivity, per DS-0	$ 80.05	A	$ 59.67 (Note)	A

Note: The service charge applies per DS-0 for initial installations, and for subsequent additions and changes performed by the Company at the customer's request.

EXCHANGE SERVICE

Item 230. **PRIMARY LINK SERVICE**

1. Service Description

(a) Primary Link is a Central Office-based service that digitally transmits data between the Company's serving Wire Centre and ISDN-compatible terminal equipment located at the customer's premises. This service is available only where the Company has facilities required to offer Primary Link Service. C | C

(b) Primary Link consists of: C

- a minimum of 23 data or voice carrying channels that operate at 64 Kbps (called B channels), and
- one data channel that operates at a rate of 64 Kbps (called a D channel) for controlling the B channels.

Component	Description
Access	A jack-ended digital local loop from the customer's premises to the serving Wire Centre. The following types of access are available: - *Initial access* – provided as DS-1 access configured as 23 B channels, plus one D channel. - *Additional DS-1 access* – configures as 24 B channels or 23 B channels plus one D channel, depending on whether the customer equipment requires single D channel control or multi D channel control. The initial and additional DS-1 accesses make up a Primary Link System Group. Back-up D channels are available. **Definition:** Primary Link System Group is a group of B channels served by the same switch operating together as one large system terminating at the same address and billed to a single telephone number.
PSTN Connection	Provides the ISDN-compatible connection between the DS-1 access facility and the Public Switched Telephone Network (PSTN) as well as the required D channel call processing.

(c) The following optional features are included in the service: C

Feature	Description
Back-up D Channel	A Back-up D channel supports the primary D channel in a normal Primary Link configuration. If the primary D channel's circuit is interrupted, the Back-up D channel will continue operating for all or a portion of the B channels and will maintain the link to the ISDN equipped serving Wire Centre.
Calling Line Identification	Displays the telephone number of incoming calls from outside the customer group. Available only on electronic business sets with display.

EXCHANGE SERVICE

Item
230. **PRIMARY LINK SERVICE - continued**

2. Conditions of Service

(a) Multi-point and multi-drop configurations are not available.

(b) One DS-0 channel is used for each Back-up D channel subscribed to.

(c) Video conferencing services cannot be provisioned over Primary Link service.

(d) Primary Link Service uses telephone numbers that conform to the North American Numbering Plan (NANP). As required by Compliance and Enforcement and Telecom Regulatory Policy CRTC 2018-484 (CETRP 2018-484), *Implementation of universal network-level blocking of calls with blatantly illegitimate caller identification*, the customer must ensure that no calls are delivered over this service that do not conform with the requirements of CETRP 2018-484.

3. Rates and Charges

(a) The customer shall pay to the Company the following rates and charges for Primary Link Service. Such rates and charges are in addition to any other rates and charges that may be applicable.

(b) The following rates and charges apply for initial or additional access:

(1) Access Facility

a. The rates and service charges are those specified in CRTC 3003, Item 1111 *Digital Network Access*. For the purpose of calculating the volume discounts, the DEA DS-1 Access facilities cannot be combined with other DS-1 Accesses.

(2) PSTN Termination

	Monthly Rate – All Terms	Service Charge
For Each DS-1	$ 547.37 A	N/A

(3) PSTN Connectivity

Term	No Term	1-year Term	3-year Term	5-year Term	Service Charge
Rate per B channel, each	$ 51.20 A	$ 47.15 A	$ 43.84 A	$ 39.18 A	$ 55.00 A

a. Minimum of six B channels required. Increase by increments of two, up to 20 B channels and then to a full 23 B channels.

b. The service charge applies per DS-0 for initial installations and for subsequent additions and changes performed by the Company at the Customer's request.

SECTION 3 – NON-RECURRING CHARGES C

See Page 5 for Table of Contents C

NON-RECURRING CHARGES

Item
301. **SERVICE CHARGES**

Pursuant to Telecom Decision CRTC 2012-174, the Commission has forborne from the regulation of inside wire services within the Exchanges of Whitehorse and Yellowknife as set out in that Decision.

1. General

(a) Service charges apply when the Company provides service, equipment and/or facilities to its customers, including services at a new address for an existing customer, and when the Company, at the customer's request, performs work for the customer.

(b) Service charges also apply for the restoration of a service suspended for violation of regulations.

(c) Service charges apply in addition to other rates and charges unless otherwise stated.

(d) Applicable service charges are as follows:

(1) For Business and Residence services:

a. Telephones and/or lines required to provide primary exchange service.
b. PBX, station lines and extension telephones.
c. Restoration of service.
d. Other work.

(2) As specified in other Items of the Company's tariffs, as applicable, for other services, equipment and/or facilities.

NON-RECURRING CHARGES

Item
301. **SERVICE CHARGES - continued** C

1. General - continued C

(e) When a customer stipulates the performance of work outside regular working hours or other conditions that cause unusual expenses, all such additional expenses will be charged to the customer.

(f) The service charges for the equipment, service and/or facility if quoted, apply; otherwise the service charges specified herein or as agreed to between the customer and the Company, shall apply.

(g) A service charge does not apply for the following:

(1) For the removal of services, equipment and/or facilities except as specified elsewhere in the Company's tariffs.

(2) Reserved for future use.

(3) For work initiated by the Company for service reasons.

(4) For changes to the customer's legal name and/or address used by the Company for billing purposes.

(5) For the provision of a calling card that is associated with an existing primary exchange service.

(h) Other exceptions as may be specified elsewhere in the Company's tariffs.

(i) Partial Payment Provision allows residential customers to pay service charges in monthly instalments up to six months. The following conditions apply to Partial Payment Provision:

(1) Partial Payment Provision applies to charges specified in Items 301 and 308.1 for work completed at the same time for the provision of primary exchange service; C

(2) Late payment charges apply to any unpaid amount;

(3) Service charges must be paid in full before another Partial Payment Provision is requested;

(4) Partial Payment Provision also applies when a customer changes a primary listing to an omitted primary listing (Item 404).

NON-RECURRING CHARGES

Item
301. **SERVICE CHARGES - continued** C

2. Method of Application of Rates

(a) Work arising from a customer's request for service which involves the installation, reconnection, change or relocation of such service(s) is categorized into four basic work elements. The total service charge is the sum of the charges for each of the following, as applicable:

(1) Order Processing Charge – applies for work done in receiving, recording and processing information necessary to comply with customer's request. In the case of a multiple order application requiring more than one service order, the order processing charge will apply to each service order.

(2) Line Connection Charge – applies for work done in the Company's Central Office and elsewhere necessary to connect the customer's service to the network. The work involves connecting the customer's premises to the Central Office and to the connections made within the Central Office. A line connection charge applies:

a. for each individual service connected to the network;
b. for other bridged connections carried out in the Central Office;
c. for each customer request that results in a change in telephone number; or
d. for restoration of each service suspended for violation of regulations.

(3) Premises Visit Charge – applies for the travel time spent in reaching a customer's premises whether work is performed or not. One Premises Visit Charge applies for each customer request regardless of the number of visits required to complete the work.

(4) Premises Work Charge – applies for each item of work done at the customer's request at the customer's premise to install, move or change a service on the Company's side of the demarcation point as determined by the Company.

a. For all work requested beyond the demarcation point, the rates, terms and conditions of Items 305 and 308.1 shall apply.

NON-RECURRING CHARGES

Item
301. **SERVICE CHARGES - continued**

3. Rates and Charges

(a) Standard Service Charges

(1) Order Processing Charge

Business	$ 56.44	A
Residence	41.30	A

(2) Line Connection Charge

Business	37.17	A
Residence	45.31	A

(3) Premises Visit Charge

Business	38.96	A
Residence	50.14	A

(4) Premises Work Charge (Note)

Business	112.20	A
Residence	50.14	A

Note: Premises Work Charge applies only to work done on the Company's side of the demarcation point and for any work performed at the premises of hardwired customers.

(b) As an alternative to the Standard Service Charges shown in Item 301.3.(a), business customers may elect to have their service charges based on the actual cost of labour and materials involved, as set out in Item 305 - Installation, Maintenance, Move, Rearrangement, Escort and Repair Service. A minimum charge of two hours applies for work performed during regular hours.

4. Diagnostic Maintenance Service

(a) The Company diagnoses, without charge, the residence and business single-line inside wiring of customers without a jack-ended demarcation device when customers report transmission problems. Diagnostic maintenance service charges apply when:

(1) a jack-ended demarcation device exists and no trouble is found in the Company's facilities; and/or
(2) a jack-ended demarcation device exists and the source of the reported trouble is found to be with the customer's inside wire; and/or
(3) irrespective of whether a jack-ended demarcation device exists, the source of the reported trouble is found to be with the customer-provided equipment.

(b) For residence or business customers, per incident:

(1) First 15 minutes or fraction thereof	$ 68.12	A
(2) Each additional 15 minutes or fraction thereof	13.78	

NON-RECURRING CHARGES

Item
301. **SERVICE CHARGES** - continued C

5. Terms and Conditions

(a) Service charges apply in addition to monthly, one-time and/or any construction or other charges applicable pursuant to the Company's tariffs.

(b) The charges specified in Item 301.3 are for work performed during the Company's regular working hours. If the customer requests after-hours or overtime labour or for work to be performed under conditions which involve unusual expenses, additional charges may be made based on the actual costs incurred. C

(c) When service has been disconnected or suspended pursuant to Article 8 and/or Article 22 of the Company's Terms of Service, an Order Processing Charge and Line Connection Charge apply for the restoration of each service. Where service is subsequently terminated after suspension, regular service charges shall apply for re-establishment of such service. C

(d) When the customer requests the temporary disconnection, removal and/or replacement of wires, cables, poles or other fixtures, the customer may be required to pay a move charge based on the actual cost of the labour and material incurred for the performance of the requested work.

(e) For temporary installation of fixtures or equipment and subsequent dismantling and removal of those fixtures, the customer may be required to pay a charge based on the actual cost of the labour and material incurred for the performance of the requested work.

(f) Service charges may be waived at the discretion of the Company for a change of listing to non-listed or non-published when required to avoid obscene or nuisance calls.

(g) No service charges apply for a record change when the record change is done in connection with other work for which a service charge applies.

(h) To arrange one or more lines to transmit a replacement telephone number as described in Item 1407, Enhanced Calling Features, one Order Processing Charge and one Line Connection Charge apply.

NON-RECURRING CHARGES

Item
301. **SERVICE CHARGES - continued**

5. Terms and Conditions - continued

(i) Service charges do not apply in the following circumstances:

(1) For changes of telephone number that the Company initiates.

(2) For changes of telephone number when the customer's service is impaired due to repeated calls to the service and when, in the Company's opinion, service would be improved by a change of telephone number.

(3) Whenever a Company technician is at a single-line residence customer's premises responding to a customer order for a service which is subject to an Order Processing Charge and Premise Visit Charge, the technician will replace up to four hard-wired connecting blocks or jacks with modular jacks at no additional charge.

(4) Whenever an existing customer exchanges a rotary dial rental telephone set for a touch-tone rental telephone set.

(5) Whenever a residential or business single-line customer's primary access service (Item 207) or Internet service (Item 1735) is upgraded from copper to fibre, copper to coaxial cable, or from coaxial cable to fibre. Additionally, where the Company initiates an upgrade for a residential or business single-line customer's primary access service (Item 207) and/or Internet service (Item 1735) from copper to fibre, from copper to coaxial cable or from coaxial cable to fibre, the Company may waive one month's monthly recurring charge for the primary access service (Item 207) and/or Internet service (Item 1735).

(6) From 11 September 2025 to 11 September 2026, the Company is permitted to waive the service charges for Terrestrial Internet Services - Item 1735 winbacks. C

6. Standard Service Charges Waiver

(a) The residential service charges specified in Item 301.3 will be waived for new or moving individual line residence primary exchange service customer who, as a result of a workload constraint on the part of the Company, experience a missed installation appointment that required a technician's visit.

(b) This waiver cannot be combined with any other service charge waiver or promotion. The service charges will not be waived should the cause of the missed appointment be a labour disruption or strike involving Company employees, agents or contractors; an act of war or terrorism, or a catastrophe including, but not limited to, fire, flood, lightning, ice storms or other adverse weather events. The service charges waiver only applies if service charges referenced in this Item would have been applicable had the appointment been kept.

NON-RECURRING CHARGES

Item 305. **INSTALLATION, MAINTENANCE, MOVE, REARRANGEMENT, ESCORT AND REPAIR SERVICE**

1. Application

Pursuant to Telecom Decision CRTC 2012-174, the Company is forborne on service terms with regard to the provisioning of inside wire services within the Exchanges of Whitehorse and Yellowknife. Accordingly, inside wire services in Whitehorse and Yellowknife may be offered on rates or terms different from those below.

This item applies to the installation, maintenance, move, rearrangement, escort and repair of customer or Company provided equipment and wiring not specifically covered elsewhere in the Company's tariffs.

2. Definitions

"Regular Labour Services" refer to telecommunications services that require basic skills and efforts, and typically do not involve software and/or system programming. Examples include but not limited to inside wiring, R1, B1, and escort service, etc.

"Specialized Labour Services" refers to telecommunications services that require more advanced skills and training, and typically involve software and/or system programming. Examples include installation, provisioning and troubleshooting for PBX and Key Systems, Analog and Digital Private Line Services, Multi-line hunt/directory number hunt services, Primary Link Service, Digital Exchange Access, and Direct-In-Dial Service.

3. Condition

(a) Service is provided at the Company's discretion.

4. Rates and Charges

(a) Service is based upon the actual cost of material and labour involved.
(b) Labour rates:

	Regular Hours		Other Hours	
Regular Services	$ 120.29 A	for the first hour or fraction thereof, and	$ 42.81	for each additional 15 minutes or fraction thereof
	$ 31.50 A	for each additional 15 minutes or fraction thereof		
Specialized Services	$ 139.29 A	for the first hour or fraction thereof, and	$ 54.51 A	for each additional 15 minutes or fraction thereof
	$ 36.47 A	for each additional 15 minutes or fraction thereof		

(c) For labour provided entirely during "other hours" a minimum charge equivalent to 3 hours shall apply.

5. Estimates will be quoted on request.

NON-RECURRING CHARGES

Item
306. **CONSTRUCTION CHARGES**

1. General

(a) The Company furnishes telephone service where it has Exchange distribution facilities. It may also elect to provide service in other areas providing it can secure and retain suitable rights-of-way, rights of access and space in buildings for the construction and maintenance of the necessary poles, ducts, circuits and equipment. Where such is not possible or when special construction work is necessary, it may do so only when all expenses incurred to supply such service are paid by the customer as set out in this tariff. C

(b) Construction charges apply for the following: C

(1) For the initial provision of facilities at the request of a customer in territory in which the Company has no facilities and the area is not designated for installation of plant distribution facilities in the immediate future. C

(2) For certain facilities provided on private property at the request of the customer. C

(c) The Company shall determine the type and location of facilities to be provided and the time when work is to be done. If the customer requests a departure from the foregoing, any additional construction and/or maintenance expense incurred by the Company shall be charged to the customer. C

(d) Except where otherwise provided in the Company's tariff, or by special agreement, the Company provides, installs and maintains all poles, ducts, circuits, equipment, etc. necessary to furnish service to the customer up to a demarcation point determined by the Company unless otherwise specified. All such facilities shall be and remain the property of the Company, which will bear the expense of ordinary maintenance and repair. C

(e) When the Company uses facilities other than its own in the provision of customer service, any expense associated with such use may be assessed to the customer. When attachments are made on poles of other companies, the costs to the Company of such attachments may be charged to the customer. The Company will only attach to or use facilities that meet appropriate standards or requirements. C

(f) Construction charges are payable when application for service is made or when the account is rendered, at the option of the Company. Payment shall be made at any business office of the Company or any designated collection agency. C

2. Outside Construction on Private Property

(a) The method of extending building service cable to a customer's premises may be aerial, direct buried or in conduit. In all cases a suitable service route is the responsibility of the customer. When aerial service is used, the poles must be installed by the Company or an approved utility company. The Company will extend cable to a location on the customer's premises, which meets the requirements of the Company with respect to safety, future expansion, road clearance, etc. When direct buried or conduit facilities are used, the customer is responsible for providing an appropriate underground route approved by the Company. C

(b) Regardless of the facilities used, the customer is responsible for all construction costs from the point of access to the property to the point of demarcation as determined by the Company subject to construction allowances, below. If the customer requests a different route, all costs must be borne by the customer. C

NON-RECURRING CHARGES

Item 306. **CONSTRUCTION CHARGES - continued** C

2. Outside Construction on Private Property - continued C

(c) The customer will be assessed construction charges based on the actual cost incurred by the Company to extend facilities on private property to meet the entrance location to the customer's premises. The Company will provide the customer with an allowance to a maximum of 200 feet, except where access is provided by wireless service, in which case the construction allowance will be $1,500 per dwelling or $750 per service for multiple dwelling units or premises which require multiple access services to cover costs incurred by the Company. All costs incurred by the Company above the construction allowance will be the responsibility of the customer. C C C C C

(d) In the case of new multi-dwelling units or premises requiring multiple access services, the Company will provide a credit allowance of up to 200 feet times the number of access services planned for the building. C

(e) The Company's construction allowance will only be applied once per premises, if additional construction is required after initial construction is complete, charges will be assessed. The allowance cannot be combined with the allowance on public thoroughfare. C

(f) The Company determines the type and location of such construction and the time at which work is to be done. Any departure from the above, which may create additional construction and/or maintenance expense to the Company, shall be charged to the customer. C

(g) When it is necessary to obtain a right-of-way on private property, the applicant shall secure same at his expense and shall give a covenant to save harmless and indemnify the Company in regard thereto. C

(h) Customers are required to pay other applicable installation charges, such as general service charges, Item 301. The Company's normal practice is to provision two services or arrange for each residential premise. C C

3. Outside Construction Charges for Requests from New Housing Developers

(a) As in Item 306.2 above, the developer will be assessed construction charges based on the actual cost incurred by the Company to extend facilities on private property to meet the entrance location at each premises/lot. C C C

(b) The Company will provide the developer with an allowance to a maximum of 200 feet except where access is provided by wireless service, in which case the construction allowance will be $1,500 per dwelling or $750 per service for multiple dwelling units or premises which require multiple access services per lot to cover the costs incurred by the Company to include wire, cable, support strands, poles and anchors, labour and engineering charges. The allowance will not cover the cost of trenching and underground conduit, facilities provided by other companies, joint use pedestals or other joint use facilities. The allowance cannot be combined with the allowance on public thoroughfare. C C

NON-RECURRING CHARGES

Item
306. **CONSTRUCTION CHARGES - continued** C

3. Outside Construction Charges for Requests from New Housing Developers - continued C

(c) The Company reserves the right to limit the number of premises/lots used to calculate the allowance to be covered by the Company for a new development based on its reasonable expectations of how many lots will be occupied and have service by the Company within three years. If the developer fills more lots and the Company receives more customers than were originally expected within three years of the facilities being installed, the Company will provide a rebate to the developer based on the allowance an the number of premises/lots filled above the approved number. It is the responsibility of the developer to request a rebate within 90 days of the end of the three-year period. C C C C

(d) The Company determines the type and location of such construction and the time at which work is to be done. Any departure from the above, which causes additional construction and/or maintenance expense to the Company, shall be charged to the customer. The developer must notify the Company and provide a reasonable time frame to allow the Company to develop an appropriate construction plan. C

(e) When it is necessary to obtain a right-of-way on private property, the applicant shall secure same at his expense and shall give a covenant to save harmless and indemnify the Company in regard thereto. C

4. Outside Construction on Public Thoroughfare

(a) When it is necessary to utilize a public thoroughfare as a means of extending facilities to a customer, the Company will obtain rights-of-way and all circuits, ducts, poles, equipment, etc. constructed on public thoroughfares will be owned and maintained by the Company or by some other company with whom it has an agreement. C

(b) Where the Company agrees to extend facilities at the request of the customer, or where the Company has no facilities and the area is not designated for installation of plant distribution facilities in the immediate future, the Company will provide a construction allowance of up to 165 metres, except where access is provided by wireless service, in which case the construction allowance will be $1,500 per dwelling or $750 per service for multiple dwelling units or premises which require multiple access services. This allowance cannot be combined with the allowance for construction on private property or new housing developments. C

(c) Where the provision of service involves construction in excess of this allowance, the cost to provide such service shall be assessed based on the expenses incurred by the Company and charged to the customer. C

NON-RECURRING CHARGES

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NON-RECURRING CHARGES

RESERVED FOR FUTURE USE. N

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NON-RECURRING CHARGES

Item
308. **INSIDE WIRE AND JACKS** C

Pursuant to Telecom Decision CRTC 2012-174, the Company is forborne on service terms with regard to the provision of inside wire services within the Exchanges of Whitehorse and Yellowknife. Accordingly, inside wire services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C C

1. General:

(a) the Company provides the following services at its discretion, when associated with single-line or multi-line inside wire and jacks; C

(b) for the purposes of this tariff, single-line is defined as those primary exchange services specified in Item 207, which are connected to equipment on which only one line can be terminated. C

NON-RECURRING CHARGES

Item 308. **INSIDE WIRE AND JACKS - continued** C

2. Installation, Maintenance, Moves, Rearrangements and Repair Service:

(a) Installations, maintenance, moves, rearrangements and repairs of single-line and multi-line inside wire and jacks are provided, at the customer's request, on a time and materials basis with a one half hour minimum that is based on the rate specified in Item 305. For customers who request inside wire work one premise visit charge (Item 301) will apply in addition to the half hour minimum charge to account for travel time. C C C

Exceptions:

(1) inside wiring associated with “hard-wired” telephone connections will be maintained free of charge until such time as the Company converts these connections to modular jacks. C

(b) Time and materials service provides installation, maintenance and repair to the customer on a chargeable basis for both labour and materials. The Company will dispatch a technician during normal working hours at the rates specified in Item 305. C

(c) Materials are provided at cost. C

(d) All work done by the Company and all materials installed, repaired or replaced by the Company, shall carry a thirty (30) day warranty against defects in workmanship and material effective the day the work is completed. C

(e) When it is necessary to furnish special protective equipment because of hazards existing on the customer's premises, the customer may be required to pay all or part of the cost of furnishing such equipment. C

(f) All additional expenses due to unusual conditions upon inside wiring request from a customer will be the responsibility of the customer. C

NON-RECURRING CHARGES

Item
309. **FIBRE CONSTRUCTION FOR ENTERPRISE SERVICES** N

1. General

(a) Fibre Construction for Enterprise Services (the Service) provides for the installation of fibre access from the Company's Central Office to the customer premises for the Enterprise Services set out in (b) below.

(b) This Item applies to the following Enterprise services (the Enterprise Services):

(1) CRTC 3001, Item 1736 - Terrestrial Enterprise Internet Services;
(2) CRTC 3003, Item 1110 - V-Connect Service;
(3) CRTC 3003, Item 1118 - Ethernet Metropolitan Area Network (E-MAN) Service; and
(4) CRTC 3003, Item 1124 - Ethernet Wide Area Network (E-WAN) Service.

2. Terms and Conditions

(a) The rates and charges for the Service are in addition to those specified in the Enterprise Services.

(b) Construction charges are payable when the application for the Service is made or when the account is rendered, at the option of the Company. No facilities construction will begin until the applicant(s) have approved, in writing, the acceptance of and agreement to pay construction charges.

(c) The Company reserves the right to determine the type and the location of facilities to be provided and the time at which the work is to be done. The Company may request additional construction charges based on additional expenses incurred by the Company as a result of modifications or changes to the currently scheduled construction program as a result of a request by an applicant for facilities.

(d) The one-time installation charges for the Enterprise Services include installation of fibre where the demarcation point is within 400 metres (as measured by actual cable distance) of the nearest Company network access point, per customer, per building (the Fibre Construction Allowance).

(e) Where warranted by the circumstances, as set out in (1) below, the Company may extend the Fibre Construction Allowance from 400 metres to up to 1,000 metres (as measured by actual cable distance) of the nearest Company network access point, per customer, per building. The Company will assess each request for fibre construction between 401 metres and 1,000 metres (as measured by actual cable distance) of the nearest Company network access point on a case-by-case basis.

(1) When assessing whether to extend the Fibre Construction Allowance between 401 and 1,000 metres, the Company will consider factors such as the number of potential customers for fibre-based services on the constructed facility, the condition of existing outside facilities, the availability of appropriate support structures, easements, and/or rights of way, required permits, projected future growth in the area of the constructed facility, or other factors that would support extending the Fibre Construction Allowance. N

NON-RECURRING CHARGES

Item
309. **FIBRE CONSTRUCTION FOR ENTERPRISE SERVICES - continued** N

2. Terms and Conditions - continued

(e) Where warranted by the circumstances, as set out in (1), the Company may extend the Fibre Construction Allowance - continued

(2) A customer must subscribe to a minimum contract period of one year or greater for the Enterprise Service in cases where the Company extends the Fibre Construction Allowance between 401 and 1,000 metres.

(f) When it is necessary to install special equipment or incur an unusual expense to establish the Enterprise Service connection within the Fibre Construction Allowance, the customer shall pay, in addition to the rates and charges specified in the Enterprise Services' tariffs, an additional charge based on time and materials, in accordance with Item 305 - Installation, Maintenance, Move, Rearrangement, Escort and Repair Service; Item 306 - Construction Charges – General, and Item 307 - Outside Construction.

3. Rates and Charges

(a) In addition to the rates and charges specified in the Enterprise Services' tariffs, and any charges for special equipment or unusual expenses as set out in 2.(f) above, the customer shall pay for all constructions costs beyond the Fibre Construction Allowance based on time and materials, in accordance with Item 305 - Installation, Maintenance, Move, Rearrangement, Escort and Repair Service; Item 306 - Construction Charges – General, and Item 307 - Outside Construction. N

NON-RECURRING CHARGES

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SECTION 4 – DIRECTORY LISTINGS C

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DIRECTORY LISTINGS

Item 401. **GENERAL**

1. These regulations and rates apply to listings in light-face type that appear in the alphabetical directory list of customer's names and in information records unless specified otherwise.

2. The Company provides the alphabetical directory list and information service solely to permit the finding of telephone numbers. Listings are therefore limited to information essential for this purpose, and are to conform to the Company's specifications.

3. The Company's liability in respect of omission of such listings is specified in the Terms of Service, Article 13. C C

4. The Company reserves the right, on proper showing, to discontinue or refuse to accept any listing that is found to be contrary to law or to the regulations herein.

5. The Company provides one primary listing in light-face type, without charge, in the alphabetical directory list for the serving Exchange subscribed for. However, in cases where rotary service (Rotary Hunt) is provided, only one telephone number of the series shall be listed.

(a) A *primary listing* is the principal listing of the customer service. C

(b) When different surnames are used in residence listings, the given name or initials must immediately follow the associated surname. Should the customer request the reverse order of surnames to that used in the primary listings, extra listing charges specified in Item 402 apply. C

6. Extra listings are provided in addition to the primary listing at rates specified in Item 402.

7. Emergency call listings may be provided without additional charge for police and fire services, at the discretion of the Company.

8. For Centrex service listings, see Item 807. C

DIRECTORY LISTINGS

Item
402. **MONTHLY RATES FOR EXTRA LISTINGS**

1. The following monthly rates apply for extra listings in light-face type except where otherwise specified in this tariff:

(a)	Extra Listings:		
(1)	Business	$ 3.69	A
(2)	Residence	1.76	A
(b)	E-Mail/Website addresses:		
(1)	Business	$ 3.52	A
(2)	Residence	1.76	A

(c) Each line of a directory notation in the form of special instructions to calling persons is classed as an extra listing.

2. Charges for extra listings are effective from the date of completion of delivery of the directory, except that when listings are placed in “information” records before that time, on request of customers, charges apply from the date the information records are posted.

DIRECTORY LISTINGS N

Item
403. **INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS** M[30]

1. The initial service period for chargeable extra listings that appear in a directory is the effective period of the directory, except that the service period may be terminated before the end of the directory period upon the conditions specified in Customer-Initiated Termination of Service, Article 21. C C M[30]

M[30] – Moved from Page 78.

DIRECTORY LISTINGS N

Item
404. **OMISSION OF PRIMARY LISTING** M31

1. For each omission of a primary listing in accordance with the customer's request for privacy. C

	Monthly Rate
Residence	$2.00
Business	5.45

C

2. In instances where the omission of a primary listing is permitted, the Company does not undertake to guarantee the security of the telephone number. Customers choosing to omit their primary listing will not be subject to telemarketing from the Company without their consent. C M31

M31 – Moved from Page 78.

DIRECTORY LISTINGS N

Item 405. **LOCAL DIRECTORY ASSISTANCE SERVICE** M32

1. Directory Assistance is provided by the Company but the rate is no longer regulated by the CRTC as per Telecom Decision CRTC 2015-522. C

2. Directory Assistance charges will not apply to the following: C

(a) Requests from a public pay telephone. C

(b) Requests from a patient calling from a registered hospital C

(c) Requests from a person who has an impairment that impedes their use of telephone directory including those that are functionally illiterate. This exemption will be granted to anyone declaring to the Company's local information operator that he is unable to use the directory. C M32

(d) Requests from a person declaring a state of emergency. C M33

(e) Requests for emergency numbers. C

(f) Requests from residential customers aged 65 and over who have requested an exemption from the charge and provided the Company with suitable proof of age. C M33

M32 – Moved from Page 78.
M33 – Moved from Page 79.

DIRECTORY LISTINGS

M33

Item 406. **LONG DISTANCE DIRECTORY ASSISTANCE (LDDA)**

1. General C

(a) Directory Assistance is provided by the Company but the rate is no longer regulated by the CRTC as per Telecom Decision CRTC 2015-522. C

(b) Exceptions C

(1) Directory Assistance charges will not apply to the following: C

a. Persons calling from public pay telephones. C
b. Persons calling from federally or provincially registered hospitals.
c. Persons whose residence services are registered with the Company when they or any member of their household are unable to use the directory due to an impairment which is certified by an organization, physician or individual acceptable to the Company.
d. Requests for "800" number directed to 1-800-555-1212.
e. Requests from a person declaring a state of emergency.
f. Requests for emergency numbers.
g. Requests for Zenith numbers. C

M33 – Moved to Page 78C.

DIRECTORY LISTINGS

Item
407. **TELEPHONE NUMBER SERVICES – PRESTIGE NUMBERS**

1. Prestige numbers permit customers to select the telephone numbers associated with their service, subject to the availability of the telephone numbers.

	Residential		Business	
Each Prestige Number (per month)	$ 2.20	A	$ 5.50	A

DIRECTORY LISTINGS

Item 408. **DIRECTORY FILE SERVICE**

1. General C

(a) Directory File Service provides independent telephone directory publishers with a machine-readable file on an Exchange level basis containing non-confidential Company customer listing information for Customers listed, and intended to be listed, in the Company's directories. The Company provides a complete set of listings, as specified in (f) and (g) below, to independent telephone directory publishers, for the sole purpose of publishing telephone directories and to Local Exchange Carriers (LECs), Interexchange Carriers, Wireless Service Providers (WSPs) and Alternative Operator Service Providers (AOSPs), for the purpose of providing directory assistance. C C

2. Conditions of Service C

(a) Applicants foro Directory File Service must enter into a licensing agreement with the Company which, among other things, protects the Company's and its affiliates' copyright of listed information. C C

(b) The term "machine-readable" describes the output format for the Directory File. Directory Files are provided in the electronic medium or PC diskette prescribed by the Company. C C

(c) As an exception to Item 106, the listing information provided under the terms of this Item, may not be shared, re-sold, rented or otherwise disposed of to third parties. C

(d) The provision of Directory File Service will be available within 120 days of receipt by the Company of the first request from an independent telephone directory publisher. Set-up fee is payable upon submission of request. C C

(e) The Company is not liable for any inaccuracies in the Directory File content, fault in the information due to the medium in which it is contained, its suitability for the use by the purchaser, or its merchantability, or use for a particular purpose. C

(f) The following Company listing information may be provided in the files: C

(1) Name as provided by the customer, which may include the following: C

a. Residence
- surname, name and/or given initials C
- designation if provided
- title of address (Dr.) if provided
- title of status (Jr.) if provided

b. Business
- business name, business designation (e.g. Lawyer) C
- or surname, followed by name and/or initials and designation if applicable.

DIRECTORY LISTINGS

Item 408. **DIRECTORY FILE SERVICE - continued** C

2. Conditions of Service - continued C

(f) The following Company listing information may be provided in the files: - continued C

(2) Address as provided by the customer, which may include the following: C

- address/location type (floor, building, etc.), if printed in the directory
- address/location number (e.g. floor, suite, apartment number), if printed in the directory
- house number/suffix – civic number or rural route number if applicable
- street name or unusual address
- community name (if part of the listed address)

(3) Telephone Number C

- listed seven digit telephone number.

(4) Exchange name abbreviation, as defined by the Company. C

(5) Business/Residence/Government Indicators. C

(g) The following types of information are not provided in Directory File Service: C

(1) Listings omitted, at the request of the customer, from both the Company's published directory and Directory Assistance. C

(2) Listings omitted, at the request of the customer, for additional lines billed to the same customer. C C

(3) 800 and 888 Listings. C

(4) Reference Listings. C

(5) 9-1-1, 7-1-1, 6-1-1, 4-1-1, 0, 1 C

(h) The Directory file includes customer listing information as specified in Item 401.5. C

(i) The Directory file is available on an Exchange basis as listed in Item 206. As an exception Government listings will correspond to the listing in the Company's published directory. C C

DIRECTORY LISTINGS

Item 408. **DIRECTORY FILE SERVICE - continued** C

3. Rates and Charges C

(a) The following rates and charges are payable in advance of the preparation and/or provision of Directory File Service. C

Service Item	Charges
Master file (Note 1)	
- each Residence listing	$ 0.23
- each Business listing	0.25
- each Government listing	0.25
Update file (Note 2)	
- each Residence listing	$ 0.45
- each Business listing	0.50
- each Government listing	0.50
Set-up fee, applicable to each initial request (Note 3)	
- Master file	$ 500.00
- Master and update files	1,000.00
- Customized Master File (Note 4)	1,000.00
- Customized Master file and updates	1,500.00

Note 1: Master files always include listings for residential, business and government classifications in the Exchanges specified by the customer.

Note 2: Update files are only provided in association with a Master file of the same Exchanges and must be requested at the same time as the Master file.

Note 3: Requests for reconfiguration of the Master file will be charged the set-up fee.

Note 4: Directory File Service may be provided on a customized basis to include the following:

a) at an NXX level; and/or
b) business, residential and government listing subscription is at the option of the customer.

DIRECTORY LISTINGS

Item 409. **ELECTRONIC DIRECTORY DATABASE ACCESS SERVICE**

1. General C

(a) Electronic Directory Database Access (EDDA) Service provides real-time electronic access to the Company's non-confidential directory assistance listings database mediated in accordance with the CILC Specification. C C

(b) EDDA Service provides the User with non-confidential residential/business/government listings which include the name, address (when available) and telephone number of customers in the Company's operating territory. C C

(c) EDDA Service is used only in the provision of directory assistance service by the User. C

2. Definitions C

"CILC Specification" means the specification for the provision of EDDA to the Company's directory assistance databases. It was developed by the Technical Subcommittee (TSC) of the Canadian Interconnection Liaison Committee (CILC) for TSC Issue number T-DBA-001 approved 1995 06 29, as may be amended from time to time. C

"Screen" means a single output data stream from the EDDA Service system per the CILC specification, containing listings, or listings related messages. C

"User" is the person subscribing to the EDDA Service under this Tariff and who executed the EDDA Service Agreement. The User must be a Canadian Wireless Service Provider, or a Service Provider with trunk-side access in Canada. Without limiting the generality of the foregoing, this includes operations in Canada which are: Registered Resellers with equal access; Interexchange Carriers (IXCs) with equal access; Wireless Service Providers; and Competitive Local Exchange Carriers (CLECs). C

3. Terms and Conditions C

(a) EDDA Service is expected to be available from the Company within 120 days (subject to software, hardware equipment and resource availability conditions to be confirmed at the time of first service establishment) of the first User commitment to the Access Monthly Charge by signed contract. Once established by the Company, EDDA Service will be available at all times, except for periodic maintenance. C C

(b) Potential EDDA Service Users must enter into a contract with the Company which, among other things, commits the potential Users to the payment of the Access Monthly Charge for a sixty (60) month minimum term. C

(c) If the Company terminates the service as a result of a breach of any provision of the agreement or any schedule associated with the agreement, a charge amounting to the balance of the Access Monthly Charges for the remaining months of the term of the agreement shall become due immediately. C

DIRECTORY LISTINGS

Item 409. **ELECTRONIC DIRECTORY DATABASE ACCESS SERVICE - continued** C

3. Terms and Conditions - continued C

(d) The EDDA Service database of subscriber listing information is and shall remain the property of the Company. Users of EDDA Service must protect the Company's intellectual property rights, including but not limited to copyright of listing information. C

(e) EDDA Service provides Users the capability to only query the database for listing information. Users do not have the ability to make additions, deletions, modifications, or enhancements to the database.

(f) The listing information provided under the terms of this tariff may not be shared, resold, rented, or otherwise disposed of to any person.

(g) The Company will provide non-confidential directory assistance listings in all Numbering Plan Areas (NPAs) within the Company's operating territory. The Company is not responsible for any inaccuracies in EDDA Service content, fault in the information due to the medium in which it is contained, its suitability for the use by the user, or its merchantability or use for a particular purpose. C C

(h) Users are permitted to access data from the database for the sole purpose of providing Directory Assistance Services, provided, however, for each query of the database, the User must input as a minimum a search name, search indicator (residential, business or government), locality name and area code. The User must abide by the consumer safeguards pursuant to Telecom Order CRTC 1995-316 and related Orders.

(i) The EDDA Service database excludes listing information of a Company customer to omission of a listing service (non-published). C

(j) The EDDA Service host computer is accessed through CCITT X.25 dedicated or dial-up connection, or through other negotiated EDDA Service supported access protocols per the CILC specification. The User provides and maintains a functional software interface program and related hardware to format the information received from the output of the EDDA Service system.

(k) For security purposes, access to EDDA Service requires a validated User ID and password assigned by the Company. The User ID and password can only be changed by the Company. C

(l) The initial set-up charge includes a one-time account establishment, with one User ID and associated password. Site installation and training are not included in the rates and charges stated herein for EDDA Service.

(m) In the event of use of the EDDA Service by a person unauthorized to use the User ID, the User is responsible for notifying the Company. The charges for such use incurred up to the time of notification shall be paid by the User. C

DIRECTORY LISTINGS

Item 409. **ELECTRONIC DIRECTORY DATABASE ACCESS SERVICE - continued** C

3. Terms and Conditions - continued C

(n) All information provided to the User is provided in confidence for the exclusive use of the User in providing Directory Assistance Services. The User is responsible for protecting the confidentiality of this information including the privacy rights of the listing subscriber and shall not provide this information to any other person for any purpose other than the User's own Directory Assistance Services. The User is specifically prohibited from using any information provided by the Company for any other purpose. C

(o) Users shall indemnify and save harmless the Company and the Stentor Carriers, and defend them from and against all demands, lawsuits, damages or expenses including indirect, consequential, punitive, exemplary or special damages, including loss of profit or other economic loss resulting from the use or disclosure by the User or any third parties of the information provided by the Company to the User by this EDDA Service, or from any alleged infringement of intellectual property of the Company. C C C

(p) As an exception to the Company's Terms of Service addressing Directory Errors and Omissions, the Company is not liable for any damage suffered by a customer or any person by reason of, or further to, making customer listing information available to a third party in accordance with the application of this tariff item. C C

4. Rates and Charges C

(a) The following charges for the EDDA Service are in addition to other rates and charges to access the EDDA Service database. C

(b) The Access Monthly Charge is applicable for each User, for access to EDDA Service from the Company. C C

(c) The Company's service charges are applicable to a User for access to EDDA Service from the Company. C C

(d) The EDDA Service Access Monthly Charge is a 1997 vintage rate effective until 1997/12/31. The Company may alter this charge for new Users in subsequent years. C C

DIRECTORY LISTINGS

Item 409. **ELECTRONIC DIRECTORY DATABASE ACCESS SERVICE - continued** C

4. Rates and Charges - continued C

		Charges (1997 Vintage)
Access Monthly Charges:		
Each User, per month, 60 months minimum		$10,000.00

		Charges (Non-Vintage)
Service Charges:		
Initial Set-up (includes one (1) User ID and Password):		
Each User		$2,500.00
User ID/Password Charge:		
Each additional ID activated, deactivated or reserved or each Password change		15.00
Usage:		
Per screen, based on the Company's listing information accessed	C	0.80

DIRECTORY LISTINGS

Item 410. **BASIC LISTING INTERCHANGE FILE**

1. General C

(a) Basic Listing Interchange File (BLIF) service provides for a machine-readable file containing non-confidential subscriber listing information (Listings) for the Company's subscribers listed, and intended to be listed in the Company's directories and directory assistance databases. The Company provides a complete set of subscriber listings, as specified in the BLIF Service Description and Ordering Guidelines (BLIF Document), for the purpose of providing telephone directories and/or directory assistance services. The service is available to Local Exchange Carriers (LECs) operating in Canada. It is also available to Independent Telephone Directory Publishers for the sole purpose of producing telephone directories and to alternate operator services providers (AOSPs) for the sole purpose of providing directory assistance. C

2. Definitions C

(a) For the purpose of this tariff item: C

"Listings" means subscriber listings, as described in the Listing Definitions section of the BLIF Document, which are included in the Company's BLIF. C

"BLIF Master" means the provision of BLIF containing all of the Listings for an Exchange or those Exchanges agreed upon by the Company and Licensee from time to time. The BLIF Master reflects subscriber listing information as of the last business day prior to the first full weekend of each month. C

"BLIF Updates" means the provision of BLIF containing only updated Listings of an Exchange, when compared to the BLIF Master for that Exchange which the LEC has already received and for which the LEC has requested regular updates. That is, additions, deletions and revisions, resulting from service order activity affecting the BLIF Master and/or previous BLIF Updates. The BLIF Update File is available daily, weekly, bi-weekly or monthly depending on the frequency requested by the Licensee. C

"Licensee" is a Local Exchange Carrier operating in Canada who wishes to obtain the Company's subscriber listing information contained in the Company's BLIF for the purpose of providing telephone directories and/or directory assistance services (the “Services”). An Independent Telephone Directory Publisher or an alternate operator services provider (AOSP) who obtains the information for the sole purpose of providing telephone directories or providing directory assistance respectively will also be deemed a *licensee.* C

3. Terms and Conditions C

(a) The Licensee must enter into a license agreement with the Company for a period of five (5) years, renewable automatically for five (5) year periods (the BLIF Agreement) C

(b) The Licensee shall not license, bus-license, share, sell, re-sell, rent, lease, charge, encumber, pledge or otherwise dispose of, deal with, use or copy the Company's BLIF in favour of any person, save as expressly permitted in this tariff and the BLIF Agreement. The Licensee agrees to take all reasonable steps to protect and safeguard the Listing from unauthorized disclosure. C

(c) Listings are provided in a format conforming with the specifications set out in the BLIF Document. C

(d) The BLIF will include all of the required information as specified in the BLIF Document. C

DIRECTORY LISTINGS

Item 410. **BASIC LISTING INTERCHANGE FILE - continued** C

3. Terms and Conditions - continued C

(e) The Licensee may purchase Residential listings, Business/Government listings, or both. C

(f) The following list of various types of listing information identified below is not exhaustive and is not provided in BLIF: C

(1) Non-published Telephone Numbers; C
(2) "Out of Book" listings. That is, those listings added to a particular directory when the terminating location of the number is not within the physical region of the directory's coverage; C
(3) 800, 877, 888, and 900 listings; C
(4) Reference listings;
(5) 9-1-1, 7-1,-1, 6-1-1, 4-1-1, 0, 1;
(6) Wireless listings;
(7) Additional/extra listings;
(8) Text accompanying listings (i.e., special instructions, Internet listings);
(9) Zenith. C

(g) The Licensee shall comply with all specifications set out in the BLIF Document pertaining to the Licensee. C

(h) The limitations of liability provisions as set out in the BLIF Agreement, to be entered into by the Licensee and the Company, are hereby incorporated by reference into this Tariff. C

(i) The Licensee may terminate the BLIF Agreement at any time by giving written notice to the Company at least ninety (90) days in advance of the effective date of any such termination. The Company shall have the right to terminate the BLIF Agreement upon ten (10) days prior written notice if the Licensee has breached any of its material obligations in the BLIF Agreement or this tariff, and the Licensee has failed to cure such default within thirty (30) days of receipt of a written notice sent from the Company describing the nature of the default. C

(j) In the event of termination, any amounts due to the Company pursuant to the BLIF Agreement and this tariff shall immediately become due and payable. In such event, the Licensee shall immediately discontinue the use of the Listings and comply with all other requirements set out in the BLIF Agreement. C

4. Rates and Charges C

(a) The following rates and charges are payable to the Company as outlined in the Tariff and the BLIF Agreement. C

(1) Rate per Listing C
Master and/or Update File (Notes 1, 2, and 3)..... $0.15 C

Note 1: As an exception, Listings provided under the terms and conditions of this Agreement may not be shared, resold, rented or otherwise disposed of to third parties. C

Note 2**:** BLIF includes only subscriber listing information as specified in Item 401.5. C

Note 3**:** BLIF is available on an Exchange basis as listed in Item 206. As an exception Government listing will correspond to the listing in the Company's published directory. C C

SECTION 5 – PUBLIC TELEPHONE SERVICE C

See Page 5 for Table of Contents

PUBLIC TELEPHONE SERVICE

Item
501. **PUBLIC TELEPHONE SERVICE**

1. General

(a) Public telephone service is furnished at the discretion of the Company, primarily to make outgoing service available and at locations where, in the opinion of the Company, the interest of the general public is best served. C

(b) Public telephones are equipped with coin-collecting devices except when they are in charge of an attendant. C

2. Listings

(a) Public telephone services are not listed in the telephone directory except when the Company considers it necessary. C

3. Conditions

(a) In the interest of persons using the public telephone system, excessive or undue use by any individual is not permitted. C

(b) For the protection of life, health and property the user must relinquish the telephone line when requested by the operator or other person in the event of fire, accident, sickness, commission of crime or other similar emergency. C

4. Rates and Charges

(a) A rate of $0.50 applies for each originating local call. C

(b) A service charge of $1.00 applies for local calls billed to automated calling cards or credit cards. C

(c) A service charge of $2.50 applies for local collect and third party calls. C

(d) Regular rates apply for message toll service. C

(e) Service charges associated with the establishment of service and mileage charges do not apply. Changes of location and other changes which the Company considers necessary are made without charge; otherwise, service charges apply. C

(f) Standard booths/shelfettes are provided as deemed necessary by the Company. C

PUBLIC TELEPHONE SERVICE

Item
502. **CUSTOMER REQUESTED PUBLIC TELEPHONE SERVICE**

1. When public telephone service is requested by a customer at a location where, in the opinion of the Company, the interest of the general public is not served, such service may be provided subject to the following: C

(a) The cost to provide such service may be charged to the customer. C

(b) Standard booth/shelfette shall be provided by the Company at no charge, when other models are requested, the additional expense incurred shall be the responsibility of the customer. C

(c) The customer may provide his own booth/shelfette where it meets with the Company's approval. C

(d) If at any time, at the discretion of the Company, the cost involved to maintain the service and the revenues derived from the service does not warrant its continuation, the Company may remove the facilities at its expense. C

PUBLIC TELEPHONE SERVICE

Item
503. **CHARGE-A-CALL TELEPHONE SERVICE**

1. Description of Service

(a) Charge-A-Call Telephone Service consists of individual business-line service. The service is installed with the approval of the Company, in, but not exclusive to, the hospitality sector (hotels, motels and bed and breakfasts) and is available for outgoing and incoming service. Service is intended to be installed in guestrooms. Charge-A-Call Telephone Service involves the provision of message service as per the following: C

(1) Where there is a combination of use of the service by customers, their guests, business clients and similar occupants of the premises, including locations for which the furnishing of Public Telephone Service is not warranted. C

(2) Where there is a collective use of the service by customers, their guests, business clients and similar occupants of the premises, including locations where a private automated branch exchange is unsuitable or unavailable. C

2. Conditions of Service

(a) Charge-A-Call Telephone Service shall be provided on Business Individual Lines only with a maximum of 15 phones per establishment. C

(b) Charge-A-Call Telephone Service equipment will be provided by the Company. The Company may provide inside wiring in public or private property locations approved by the Company. Where the Company provides the inside wiring beyond the Network Interface Demarcation Point, the customer shall pay the Company full costs incurred for the wiring provided and installed including, but not limited to, the following costs: material, labour, engineering, trenching and backfilling. C C

(c) The Company will perform all regular maintenance and repair to the Charge-A-Call telephone and the enclosure during the Company's regular working hours at no charge to the customer, regardless of whether the Company or the customer owns the inside wiring. C C

(d) The Company will repair damage but reserves the right to terminate service or bill the customer, if in the Company's judgement, damage frequency and extent is excessive. C

(e) The service shall be liable to suspension and termination in the case of non-payment of account or violation of the Company's regulations under the same Terms of Service govern ordinary Exchange service. C

(f) Seasonal disconnect is available pursuant to Item 901. C

(g) This service is subject to the availability of suitable facilities. C

PUBLIC TELEPHONE SERVICE

Item 503. **CHARGE-A-CALL TELEPHONE SERVICE - continued** C

3. Rates and Charges

(a) Exchange Rates and Service Charges for individual business apply on a per business-line service basis as shown in Item 207 and 301, respectively. The customer shall pay the rates as shown in the following table for Charge-A-Call Telephone Service, such rates and charges being in addition to other rates and charges that may be applicable. C C

	Monthly Charge	Non-recurring Charge (Note 1)
Initial installation of Charge-A-Call Telephone	Item 207 Individual Business Exchange Rate Rate Group H1	Item 301

C

Note 1: Non-recurring Charges include: Order Processing, Line Connection, Premise Visit and Premise Work (to demarcation point) will apply.

(b) For all work requested beyond the demarcation point, the rates, terms and conditions of Items 305 and 308.1.(a) shall apply. C C

(c) A service charge of $1.00 applies for local calls billed to automated calling cards or credit cards. C

(d) A service charge of $2.50 applies for local collect or third party calls. C

(e) Regular rates apply for message toll service. C

PUBLIC TELEPHONE SERVICE

Item
504. **PAYPHONE ANALOG CELLULAR NETWORK SERVICE**

1. Service Description

(a) Payphone Analog Cellular Network Service (PACNS) involves the provision of outgoing message service from a cellular wireless network and payphone equipment for use by the general public. The customer pays for the message; at the time the message is sent, using authorized payment methods in an appropriately equipped public payphone. C

2. Conditions of Service

(a) PACNS shall be provided on the 800 Analog Cellular Network. C

(b) To avoid any interruptions of PACNS to the general public, regardless of whether the Company or the owner of the private property owns the inside wiring, the owner of the private property shall permit the Company to perform all maintenance of the inside wiring at the Company's expense. C C

(c) The Company will provide PACNS equipment. The Company may provide inside wiring at Company expense on public or private property in locations approved by the Company. C

(d) The Company will deny the termination and completion of all incoming calls placed to PACNS equipment. C

(e) Messages, whether terminating within or outside the local calling area, may be paid for at the time that they are to be sent by using an authorized method of payment in an appropriately equipped public payphone. C

(f) PACNS will be offered at Exchanges where the necessary cellular 800 switching equipment and facilities are available. C

(g) PACNS will be offered at locations where adequate cellular 800 signal and voice channel capacity is available. C

(h) PACNS will be limited to the capabilities of the cellular 800 switch and switching translations. C

(i) Calls terminating outside Canada and continental U.S. (including Hawaii) will be denied. C

3. Rates and Charges C

(a) The customer shall pay to the Company the following rates and charges for PACNS: C

Destination Call	Usage Rates (Notes 1 & 2)
The Company's Serving Area (Notes 1, 2 & 3)	$ .75 per minute
Canada and U.S. (Notes 1 & 2)	$1.00 per minute

Note 1: The call duration and rate for PACNS will be rounded up to the next full minute increment regardless of the number of seconds exceeding the previous minute.

Note 2: Rate includes blended charge of airtime and long distance.

Note 3: If the PACNS installation is within a local exchange serving area, existing Public Payphone service tariff rates apply for local and long distance telephone calls.

PUBLIC TELEPHONE SERVICE

Item
505. **SEMI-PUBLIC PAY TELEPHONE SERVICE**

1. Semi-public pay telephone service is a message-rate service furnished at the Company's discretion at locations of the following types:

(a) Where there is a combination of use by the public and the customer, including locations at which the primary use is by the public for outgoing service but the furnishing of public telephone service is not warranted, in the Company's opinion.

(b) Where there is collective use of the service by guests, members, business clients or similar occupants of the premises and business flat-rate or business message-rate service is unsuitable or prohibited by this Tariff.

2. Semi-public pay telephone service includes a touch-tone coin telephone, except in locations where touch-tone facilities are not available. The service is furnished as main telephone service. It is not furnished as foreign exchange service.

3. The customer-agent is to sign a contract which guarantees a daily amount of $2.80 combined local and message toll revenue for each main telephone.

4. The customer will be billed $85.00 per month per telephone under the above contract.

5. On a quarterly basis, the combined total of main telephone receipts for originating local calls and message toll calls (excluding applicable taxes) over and above the $2.80 per day for the collection period will be applied against the corresponding total amount of guarantee, up to the total of the original guarantee.

6. All Semi-public pay telephone service furnished to the same customer-agent and installed on the same premises is considered collectively in determining the amount of local and message toll receipts to be credited against the amount of the guarantee.

7. Main telephones are provided in either black or standard colours as determined by the Company. They are equipped with coin-collecting devices and are connected only with individual lines.

8. A rate, as specified in Item 501.4.(a), applies for each originating local call. C

9. Service charges are those for business service and apply as stated in Item 301. C

PUBLIC TELEPHONE SERVICE

RESERVED FOR FUTURE USE.

3	CANCELS	2	PAGE	88
6	CANCELS	5	PAGE	89
3	CANCELS	2	PAGE	90
3	CANCELS	2	PAGE	91
1	CANCELS	Original	PAGE	92
1	CANCELS	Original	PAGE	93

SECTION 7 – MILEAGE CHARGES C

See Page 5 for Table of Contents

MILEAGE CHARGES

Item
701. **VOICE CHANNEL MILEAGE**

1. General

(a) The regulations and charges herein apply to circuits that are provided to meet special requirements of customers. Such charges are in addition to the other rates and charges applicable to the service.

(b) Extension Line Mileage applies to the extension circuits serving off-premise extension stations or private branch exchange stations.

(c) A tie trunk is a circuit providing intercommunication between private branch exchanges of the same or separate customer and over which Central Office service may be extended at either end but not at both ends simultaneously.

(d) Full period private line telephone service consists of the provision of facilities (on a twenty-four hour basis) for telephone communications between two or more terminals located within the same Rate Centre and is not connected to facilities of another Rate Centre or to any facilities through which public telephone service is provided.

2. Rates and Charges

(a) Applicable to the airline measurement via the serving Central Office involved.

(1) Where the terminals of the line are in different or unconnected buildings in the same Exchange and are on the same continuous or different properties of the customer:

	Monthly Rate	
First one quarter mile or fraction thereof	$ 66.99	A
Each additional one quarter mile or fraction thereof	$ 18.65	A

(2) Where the terminals of the line are in separate Exchanges.

a. For voice channel service between two or more cities (where inter-city circuitry is required) the rates for the inter-city circuit and associated local channels, applicable to this type of service are covered in Tariff CRTC 3003, Item 701.

3. Conditions

(a) The above charges shall apply in addition to any other charges for equipment and all other service.

(b) When it is necessary to provide additional equipment or incur any unusual expense in providing the service, an additional charge is assessed to the customer based on the actual cost to provide the service.

(c) Where circuits are routed via any means other than those stipulated by the Company, an additional charge may be assessed to the customer.

MILEAGE CHARGES

Item
701. **VOICE CHANNEL MILEAGE - continued**

3. Conditions - continued

(d) When a customer has a group of 10 or more off-premises PBX station lines at the same location, a mileage charge of $15.04 per circuit may be applied in lieu of standard mileage charges for distances up to one-mile airline measurement via the Central Office. A

(e) Voice Channel service is furnished when facilities are available using methods best suited to meet plant and operation requirements.

(f) Customer equipment attached to the Company's facilities must be in accordance with the Company's Connection of Customer-Provided Equipment, Items 1301, 1302 and 1303.

MILEAGE CHARGES

Item 705. **FOREIGN EXCHANGE SERVICE** M[34]

1. General

(a) Foreign exchange service is a primary exchange service furnished from an Exchange, which does not normally serve the area in which the customer to such service is located. It is provided at the discretion of the Company and is subject to the availability of suitable facilities and to the requirements of Exchange service and message toll telephone service. Central Office service may be extended at either end but not at both ends simultaneously. C C

2. Rates and Charges C

(a) The rates for foreign exchange service and miscellaneous service and equipment in connection therewith, shall be the rates applicable in the foreign exchange service plus an additional mileage charge as specified in Tariff CRTC 3003, Item 202.D “Inter-City Mileage”. These rates apply also when service is provided to a customer in an area not normally serviced by any Central Office. C C M[34]

3. Conditions

(a) This service is furnished with individual line service and PBX service, except as otherwise specified in this tariff. C

(b) Foreign exchange service is furnished in accordance with the methods that best suit plant and operating requirements of the Company. When the Company has to install special equipment or incur any unusual expense in order to furnish the service, it may apply an additional charge based on the equipment installed or other expense incurred; it may also specify an initial service period in excess of that otherwise applicable, in accordance with the Terms of Service, Article 20.1 of this tariff. C C C

(c) An extra listing is provided with additional charge. C

(d) When the connection is required to be made to an Exchange of another company, any charges applied by such company, additional to that for the Exchange connection shall be assessed to the customer. C

M[34] – Moved from Page 96.

MILEAGE CHARGES

RESERVED FOR FUTURE USE.

8	CANCELS	7	PAGE	98
11	CANCELS	10	PAGE	99
13	CANCELS	12	PAGE	100
7	CANCELS	6	PAGE	101
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SECTION 8 – PRIVATE BRANCH EXCHANGE SERVICE C

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PRIVATE BRANCH EXCHANGE SERVICE

Item
801. **GENERAL**

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation, maintenance and rental of equipment for the provision of PBX service as found within the Private Branch Exchange Service tariff, when provided in the Exchanges of Whitehorse and Yellowknife. Accordingly, PBX installation, maintenance and rental services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C

1. PBX service affords a combination of Exchange service and intercommunicating service. Connections between PBX station lines, and between such station lines and trunk lines, are made by manually-operated or dial-operated switching equipment forming a part of the PBX system. C

2. The Company provides standard types of PBX systems. Rates are based on the provision of such standard equipment. When the Company incurs unusual expense to meet special requirements of an applicant or customer, it may make an additional charge based on the additional expense incurred. C

3. The customer is to operate his PBX system in accordance with the Company's practices. C

4. The Company provides private telephone systems which are not connected to exchange and message toll services. The equipment is the same as that provided for Exchange PBX service. C

5. An extra listing of one or more lines is provided without additional charge for those dial PBX systems equipped with inward dialing which permits the dialing of incoming calls to the telephones of the system. This listing contains information about the dialing of calls directly to telephones of the system. C

6. Installation, programming and maintenance rates apply at locations staffed with qualified technicians. At other locations the customer shall bear the cost of transportation and lodging, together with the labour expense incurred during the travelling time and other associated incidental costs or in the case of maintenance bear the cost of shipping the unit to one of our maintenance and repair depots. C

(a) Maintenance and repair depot for BC and YT is Whitehorse, YT. C

(b) Maintenance and repair depot for NT is Yellowknife, NT. C

(c) The customer will not bear any cost associated with travel and related expenses when the cause of the technician's visit is the result of an error on the part of the Company in installing the equipment. C

PRIVATE BRANCH EXCHANGE SERVICE

Item
802. **INITIAL CONTRACT PERIOD**

1. The initial contract period for Private Branch Exchange Service, either manual or automatic, shall be from 30 days to 10 years as agreed to between the customer and the Company. **C C**

(a) Any additional equipment provided after the initial system configuration is in service, shall be so provided subject to an initial contract period as determined by mutual agreement between the customer and the Company, having regard to the equipment provided. **C**

2. The customer may terminate service before the end of the initial service period as per conditions specified in the Terms of Service, Article 21. **C C**

M[35]

M[35] – Moved to Page 118A.

PRIVATE BRANCH EXCHANGE SERVICE N

Item 803. **CONDITIONS** M35

1. Private Branch Exchange service may be furnished beyond the base rate area, but within the Exchange area, at the stipulated rates plus a mileage charge as specified elsewhere in this tariff. C

2. Subject to the conditions set forth below, private branch exchange stations may be located off the customer's premises at the regular rates plus a mileage rate specified in Item 701 of this tariff, provided that facilities are available and within standard transmission limits: C C

(a) On any premises of the same customer. C

(b) On premises other than the customer's only when a separate service is subscribed for at such premises. C M35

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PRIVATE BRANCH EXCHANGE SERVICE

RESERVED FOR FUTURE USE.

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PRIVATE BRANCH EXCHANGE SERVICE

Item
805. **HOTEL SERVICE**

1. General

(a) Hotel PBX service is furnished primarily for the use of guests at hotels and/or motels, both referred to herein as hotels. C

(b) The hotel is to enter into a contract with the Company for the furnishing of telephone service to the hotel system. The initial contract period shall be from 30 days to 10 years as agreed to between the customer and the Company. C C

(c) One directory listing may be provided without additional charge for each PBX trunk. Extra listings are provided in accordance with Section 4 except that no charge applies when, in the Company's opinion, they are required for the satisfactory operation of the service. C C

(d) Telephones are normally installed in guestrooms and the quarters of the hotel management. They may be installed in business premises other than those of the hotel management if a separate primary exchange service is furnished there. C

(1) When a hotel operates two or more separate buildings for the accommodation of its guests or for other purposes associated with the conduct of its business, the circuits between the switchboard and the telephones in each of the other buildings may be provided by the Company, or may be provided in accordance with the terms of Section 8 of this tariff. When such circuits are provided by the Company, local mileage charges apply. C C

(2) Public telephone service is furnished in hotels in accordance with requirements as specified in Section 5 of this tariff. C C

PRIVATE BRANCH EXCHANGE SERVICE

Item
805. **HOTEL SERVICE - continued** C

2. Rates and Charges C

(a) Equipment and Service. As set out in the various Items of the Company's tariff. C D

(b) Station Line Rates. See Item 813. C D

(c) Extension Telephone Rates. See Item 813. C D

Note: The Company may determine the minimum number of station lines to be charged for and the maximum number of stations that may be connected to each PBX.

PRIVATE BRANCH EXCHANGE SERVICE

Item
806. **DIRECT-IN-DIAL SERVICE (DID)**

1. General

(a) DID Service provides access to individual Computerized Private Branch Service (CPBX) Stations, with a seven-digit number from the Exchange network, without attendant assistance. The rates and charges below are in addition to other rates and charges applicable to this service. The minimum purchase of this service is 25 numbers.

2. Rates and Charges

		Monthly Rate	Service Charge	
(a)	PBX Trunk			C
	(1) Band D	$ 94.03	Item 301	N
	(2) Band H1	99.61	Item 301	N
(b)	DID Service (Note)			
	Seven-Digit Number, each	$ 9.61	N/A	
	(1) Initial installation of CPBX equipment	N/A	$ 66.00	
	(2) Subsequent to initial installation, including any modification	N/A	$ 66.00	
(c)	DID Trunk Termination	See Section 8	See Section 8	

Note: The service charge applies for each block of 25 numbers.

PRIVATE BRANCH EXCHANGE SERVICE

Item
806. **DIRECT-IN-DIAL SERVICE (DID) - continued** C

3. Conditions

(a) DID service is provided at standard rates on certain computer controlled PBX systems served from most Stored Program Controlled (SPC) Central Offices, subject to the availability of suitable facilities. C

(b) DID service from smaller SPC or step-by-step Central Offices will be considered on an individual basis and may be considered at the discretion of the Company on a special assembly basis. C

(c) DID service on non-computer controlled PBX systems may be considered on a special assembly basis. C

(d) Initial installations of DID service is subject to a 25 number minimum. Expansion or additions beyond the 25 number minimum will be rated in blocks of 25 numbers. C

PRIVATE BRANCH EXCHANGE SERVICE C

Item
807. **CENTREX II SERVICE**

1. Definitions

"User" means a station user.

"Customer" means a group of users that subscribe to the service in this item.

2. Description

(a) Centrex II Service provides Customers with features that offer convenience, call coverage and call-handling capabilities, including access to the public switched telephone network. C

(b) Rates vary according to the number of lines, length of contract and feature package subscribed to. The pricing per line may be subject to change as approved by the CRTC. C

(c) The service includes maintenance and local channel facilities between the Company's Central Office and the network interface demarcation point at the Customer's location. C C

3. Availability of Service

(a) Centrex II Service is offered at the discretion of the Company subject to the availability of suitable facilities. C

4. Availability of Features and Terminal Equipment

(a) Notwithstanding any provision in this Item, the availability and/or capability of features, whether basic or optional, is dependent on: C

(i) the switching platform; C
(ii) location of terminal equipment due to local loop limitations; |
(iii) type of terminal equipment located at the Customer's premises; and |
(iv) compatibility with other features selected by the Customer. C

(b) Terminal equipment may not work in all locations due to local loop limitations. C

5. Basic Features - System

(a) The following system features are included in the network access rate: C

- Inward Dialing
- Touch-tone Dialing Access
- Outward Dialing
- End-to-end Signalling
- Primary Exchange Access
- Station-to-station Calling
- Uniform Number Plan

PRIVATE BRANCH EXCHANGE SERVICE C

Item
807. **CENTREX II SERVICE - continued** C

6. Basic Features – Station (Customers with fewer than 100 lines) C

(a) Stations can subscribe to one of the following packages containing the listed features: C

Features Package A and Centrex Lite
- Call Forward Universal
- Ring Again
- Call Hold
- Call Transfer
- Conference 3
- Autodial
- Last Number Redial
- Distinctive Ring
- Call Pickup
- Call Display (internal)
- Busy Lamp Field
- Display Called Number
- Display Calling Number (external calls) (Note 4) C

Features Package B (Note 5) (Includes features in Package A plus these additional features) C
- Call Forward (busy/don't answer) (Note 1) C
- Query/Time Key
- Hunting
- Speed Call 10 (Note 2) C
- Hunting (circular, terminal)
- Call Waiting
- Call Park
- Conference 6 (Note 3) C
- Group Intercom
- Automatic Line
- Feature Code Access

Features Package C (Includes features in Package B plus these additional features) C
- Speed Call 10 (Note 2) C
- Listen on Hold
- Secretarial Hunting
- MADN
- Make Set Busy
- Consultation Hold
- Group Intercom with Paging

M[36]

Note 1. Feature will be included in Package A and Centrex Lite if user subscribes to voicemail service. C
Note 2. Speed Call 10 and Speed Call 50 are substituted with Speed Call 8 and Speed Call 30 respectively from the GTD-5 switches.
Note 3. Conference 6 is substituted with Conference 8 from the GTD-5 switches.
Note 4. Customer must be in Iqaluit, served from the CS1500 switch.
Note 5. Features Package B is not available in Iqaluit. C

M[36] - Moved to Page 140A.

PRIVATE BRANCH EXCHANGE SERVICE C

Item
807. **CENTREX II SERVICE - continued** C

6. Basic Features – Station (Customers with fewer than 100 lines) - continued C

Optional features – Customer group: M[36]

Music on Hold M[36]

Number of lines	Recurring monthly charge	Service charge	M[36]
2-50	8.95	48.75	
51-100	19.95	48.75	M[36]

- Call Forward Universal
- Ring Again
- Call Hold
- Call Transfer
- Conference 3
- Autodial
- Last Number Redial
- Distinctive Ring
- Call Pickup
- Call Display (internal)
- Busy Lamp Field
- Display Called Number
- Display Calling Number (external calls) (Note 1) C
- Call Forward (busy/don't answer)
- Query/Time Key
- Speed Call 10
- Hunting (circular, terminal)
- Call Waiting
- Call Park
- Conference 6 (Note 2) C
- Group Intercom
- Automatic Line
- Feature Code Access
- Speed Call 50
- Listen on Hold
- Secretarial Hunting
- MADN
- Make Set Busy
- Consultation Hold
- Group Intercom with Paging

Note: Features available per station will vary according to type of device used. C

Note 1: Customer must be under a two or three-year Centrex contract and have more than 1500 active Centrex lines (from a suitably equipped line-serving switch), or must be in Iqaluit, served from a suitably equipped line-serving switch. C

Note 2: Conference 6 is substituted with Conference 3 from the certain line-serving switches. C

M[36] - Moved from Page 140.

PRIVATE BRANCH EXCHANGE SERVICE

Item
807. **CENTREX II SERVICE - continued**

7. Rates and Charges

(a) Network Access Rates (Note 4)

(1) Small Business Centrex (up to 100 lines) – Except Iqaluit:

a. Month-to-Month Rates

Number of Lines	Package A Centrex Lite		Package B		Package C		Service Charge
2-100, each line	$69.28	A	$74.18	A	$78.96	A	Item 301

b. One-year Contract Rates*

Number of Lines	Package A Centrex Lite		Package B		Package C		Service Charge
2-100, each line	$65.83	A	$70.43	A	$75.02	A	Item 301

c. Three-year Contract Rates*

Number of Lines	Package A Centrex Lite		Package B		Package C		Service Charge
2-100, each line	$58.88	A	$63.05	A	$67.10	A	Item 301

(2) Small Business Centrex (up to 100 lines) – For Iqaluit:

a. Month-to-Month Rates

Number of Lines	Package A Centrex Lite		Package B		Package C		Service Charge
2-100, each line	$86.95	A	N/A		$94.57	A	Item 301

b. One-year Contract Rates*

Number of Lines	Package A Centrex Lite		Package B		Package C		Service Charge
2-100, each line	$82.71	A	N/A		$89.85	A	Item 301

c. Three-year Contract Rates*

Number of Lines	Package A Centrex Lite		Package B		Package C		Service Charge
2-100, each line	$74.06	A	N/A		$80.54	A	Item 301

* These rates are applicable for contracts signed on or after the effective date of this tariff.

PRIVATE BRANCH EXCHANGE SERVICE

Item 807. **CENTREX II SERVICE - continued**

7. Rates and Charges - continued

(a) Network Access Rates (Note 4) - continued

(3) Large Centrex Customers (greater than 100 lines) – Except Iqaluit:

Number of Lines	2-year Contract		3-year Contract		Service Charge
101-500			$50.60	A	Item 301
501-1750			$46.30	A	Item 301
1751+	$42.64	A	$42.39	A	Item 301

(4) Large Centrex Customers (greater than 100 lines) – For Iqaluit:

Number of Lines	3-year Contract		Service Charge
101-500	$65.69	A	Item 301
501-1750	$60.89	A	Item 301
1751+	$56.34	A	Item 301

(b) Customer Group Engineering Service Charge (one-time)

Each Customer group, 2-10 lines	Each Customer group, 11-100 lines	Each Customer group, 101 lines or more
$165.00	$250.00	Actual Time and Charges Apply (Rates per Item 305.4.(b) Specialized Labour)

(c) Conditions:

(1) Additional lines may be added under the same rates and terms of the existing contract. New line rates and terms co-terminate with lines under the original contract. Service charges per Item 301 apply.

(d) Optional Features - Station

	Rate per Month	Service Charge
Toll Restriction – each directory number	$4.25	Item 301
Fully Restricted Access – each directory number	$2.05	Item 301

PRIVATE BRANCH EXCHANGE SERVICE

Item 807. **CENTREX II SERVICE - continued**

7. Rates and Charges - continued

(e) Option Packages

Option Package	Description	Rate per Month	Service Charge	
1.	Attendant Console Consists of: - Autodial - Call Hold - Call Park - Camp-on - Conference - Console Display - Control of Trunk Group Access - Locked Loop Operation - Multiple Console Operation - Secrecy - Serial Call - Trunk Busy Verification Tone - Through Dialing	(Item 808.2)	(Item 301)	
2.	Automatic Route Selection Consists of: - Expensive Route Warning Tone - Expensive Route Denied	Per Station: $0.55 (Note 5)	Per Station: (Item 301) Per Routing Table: $200.00	
3.	Reserved for future use			D
4.	Reserved for future use			D
5.	Reserved for future use			D

PRIVATE BRANCH EXCHANGE SERVICE C

Item 807. **CENTREX II SERVICE - continued** C

7. Rates and Charges - continued C

(f) Optional Features - System C

Optional Features - System	Rate per Month	Service Charge (Note 2)
Tie Trunks – each termination (Note 3)	$ 33.90	$ 112.00
Paging		
- Per dial code for station user or attendant	$ 11.85	$ 84.00
- Attendant pre-empt access by attendant	$ 22.15	$ 28.00

	Recurring & Non-recurring Rates, Terms & Conditions	
800 Service – each termination	Item 1417	C
FX Service – each originating FX Line	Item 705 (Note 1)	C

(g) CMS on Centrex C

Call Display	Rate per Month	Service Charge	
Station Lines Activated		Item 301	C
1 – 29 each	$ 7.00		
30 – 100 each	$ 5.00		
101 – 500 each	$ 3.00		
501 – 1,500 each	$ 2.00		
Over 1,500 each	$ 1.50		
Call Trace			
Per Successful Activation		Item 1407	

D

Note 1: Rates and charges for Direct In-Dial (Item 806) apply to each FX telephone number used. Minimum Direct In-Dial telephone number requirements do not apply. C C

Note 2: Charges for Non-recurring Installation (Section 3) apply in addition to Service Charges listed in this item. C

Note 3: Mileage charges (Item 701) apply if tie trunks are in different or unconnected buildings in the same Exchange serving area. A monthly charge applies for each tie trunk termination (incoming and outgoing). C

PRIVATE BRANCH EXCHANGE SERVICE

Item
807. **CENTREX II SERVICE - continued**

7. Rates and Charges - continued

(h) **Notes:** - continued

Note 4: Monthly network access rates provide the following:

a. basic Centrex II Service;
b. common equipment and switching equipment as required;
c. circuits to connect the customer location to the Wire Centre that serves the area in which the terminal equipment is located;
d. one group of trunk lines for service to an attendant's position. The Company will determine the number of trunk lines in the customer group based upon the customer's requirements;
e. trunk lines, as required, for incoming and outgoing calls from locals of the system.

Note 5: Applies to all stations in the customer group.

Note 6: Reserved for future use. D

Note 7: Customers attaching equipment which performs switching, concentrating or multiplexing functions to Centrex lines will be charged multiline rates per Item 207, whether that equipment is owned, leased or provided by the Company.

Note 8: Notwithstanding any other provisions of the Company's tariffs and as an exception to Article 11 of the Terms of Service, any non-published/unlisted telephone number from which a call originates is furnished, as facilities permit, on a call-by-call basis to CMS on Centrex customers and to the Company for Call Trace.

Note 9: CMS on Centrex customers may request one or more existing lines to be arranged to transmit a replacement telephone number in lieu of the originating number, provided that the replacement number is associated with a line of the same class of service which is working for the same customer. The charges for this Number Replacement Service are as specified in Item 301 Non-recurring Installation Charges.

Note 10: Customers wishing to protect the anonymity of their dialable telephone number may prevent display of the number using Per-call Blocking.

Note 11: Call Display requires the use of a display telephone or device.

PRIVATE BRANCH EXCHANGE SERVICE

RESERVED FOR FUTURE USE.

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PRIVATE BRANCH EXCHANGE SERVICE

Item 808. **SL-1 TELEPHONE SETS/MERIDIAN 5000 TELEPHONE SETS/MERIDIAN 2000 TELEPHONE SETS**

1. General

(a) The SL-1 telephone set is a digital controlled, multi-feature telephone set designed for SL-1 PBX Exchanges. The Meridian 5000 Series of multi-feature telephone equipment is designed specifically for suitably equipped line-serving switch Centrex Service. The Meridian 2000 Series digital telephone sets are exclusively for the use of Centrex Service offered off of the Company's Central Office Meridian - 1 PBX Platform. The M8009, M9316CW and M9417CW are available for rental in all areas where Centrex Service is offered. C

2. Rates and Charges C

(a) The following rates and charges are in addition to any other rates and charges applicable to this service: C

		Monthly Rental	Service Charge (Notes 1 & 2)	
1. SL-1 Regular Telephone Set (Note 4)	C	$ 12.65	Item 301	C
2. SL-1 Digit Display Set (Note 4)	|	19.90		
3. SL-1 Compact (Note 4)	|	19.45		
4. Add-on 10 Button Module (Note 4)	|	8.90		
5. Add-on 20 Button Module (Note 4)	|	15.65		
6. Hands free Adapter (for use with Companion 3) (Note 4)	|	3.10		
7. Headset Adapter (Note 4)	|	3.85		
8. M5009 (9 programmable keys) (Note 3)	|	15.90		
9. M5209 (9 programmable keys) (Note 3)	|	16.90		
10. M5112 (10 programmable keys, hands free) (Note 3)	|	22.35		
11. M5312 (10 programmable keys, display, hands free) (Note 3)	|	23.35		
12. M518 (18 button add-on module) (Note 3)	|	12.45		
13. M536 (36 button add-on module) (Note 3)	C	24.90		
14. Attendant Console (suitably equipped line-serving switch)		243.50		
15. Attendant Console SL-1 (Note 4)	C	210.00	$ 257.00	
16. M2006*		7.70		
17. M2008*		17.50		
18. M2616*		23.90		
19. M2250* (Attendant Console & Busy Lamp Field)		139.90		
20. M5208 (8 programmable keys)		17.90		
21. M5216 (16 programmable keys)		24.35		
22. M5316 (ACD set with 16 programmable keys)		24.35		
23. M522 (22 button add-on module)		16.20		
24. M8009 (Single-line business phone with 6 memory keys		6.95		
25. M9316CW (Single-line business phone with Caller ID/Display, 8 memory keys and hands free capability)		14.00		
26. M9417CW (Two-line business phone with Caller ID/Call Waiting/Display, six memory keys and hands free capability)		16.95		

* Available to Yellowknife Centrex customers only.

Note 1: Features programmed during initial installation, require an additional Premise Work Charge as per Item 301 for any number of features or button assigned to each SL-1, Meridian 5000 or Meridian 2000 Series telephone set during the same time. C

Note 2: Subsequent programming requires service charges as per Item 301. C

Note 3: Items 8 to 13 are manufacturer discontinued and are no longer available to customers. C

Note 4: Not available for new installations or for expansion of existing. N

For explanation of symbols see Page 1

PRIVATE BRANCH EXCHANGE SERVICE

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PRIVATE BRANCH EXCHANGE SERVICE

Item 809. **MERIDIAN BUSINESS SERVICES**

1. General

(a) Meridian Business Service (MBS) provides a customer with a practical means of business communications, through Central Office-based technology in addition to basic Exchange service.

(b) The service is presently available in Dawson City, YT; Watson Lake, YT; Hay River, NT and Iqaluit, NU. The service is available where facilities will accommodate up to 3,000 programmed Central Office lines.

2. Rates and Charges

	Monthly Rental	Service Charge
(a) Basic Service, per line	Item 207	Section 3
(b) MBS Service Package 1 or 2 Each main station line within the serving Central Office area (Note) Each line	$ 14.96 A	Section 3
(c) Station Rentals (applicable only when station rentals are furnished) Each telephone	Item 1403	Section 3
(d) Touch-tone Dialing Each line	Item 1403.2	Section 3

Note: Effective 14 September 2020, MBS Service Package 1 or 2 is no longer available for new installations, moves, rearrangements or other changes at the same or different premises.

PRIVATE BRANCH EXCHANGE SERVICE

Item 809. **MERIDIAN BUSINESS SERVICES - continued** C

2. Rates and Charges - continued C

	Monthly Rate		Service Charge	
(e) Extension Line, per line				
(1) Off-premises Extension	Item 701	C	Section 3	C
(2) On-premises Extension	Item 1403		Section 3	C
(f) Subsequent Charges				
Each request for any number of program changes subsequent to initial installation (to be implemented at the same time) to each individual MBS station (Note) C			Section 3	C

Note: This charge applies to MBS software changes only. All other changes will be subject to existing tariff and service charges.

PRIVATE BRANCH EXCHANGE SERVICE

Item
809. **MERIDIAN BUSINESS SERVICES - continued** C

3. Terms and Conditions

(a) Each customer group consists of a number of Central Office lines.

(b) Extension line mileage will apply to MBS extensions that are located on premises other than their associated primary service.

(c) Exchange line mileage charges will apply to MBS main stations outside the Base Rate Area. (Refer to Item 701 – Voice Channel Mileage). C

(d) The service charges and rates as specified in this tariff apply to standard MBS systems. Should it be necessary to incur any unusual expense to meet special requirements, additional service charges may be made and/or rates assessed based on the cost of equipment and service provided.

PRIVATE BRANCH EXCHANGE SERVICE

Item 809. **MERIDIAN BUSINESS SERVICES - continued** C

4. Basic Service Features

MBS packages provide the following features:

(a) Package One

(1) Direct Inward Dialing
(2) Direct Outward Dialing
(3) Call Forward
(4) Call Forward, No Answer
(5) Call Pick-up
(6) Call Transfer
(7) Convenience Dialing
(8) Distinctive Ringing
(9) Call Hold
(10) Directory Number Hunting
(11) Toll Identification
(12) Intercom
(13) Call Forward, Busy

(b) Package Two

Features (1) through (12) inclusive from Package One, plus Call Waiting and Distinctive Call Waiting.

(c) Feature Descriptions:

(1) *Direct Inward Dialing* – Permits the dialing of incoming calls to the stations of the system.

(2) *Direct Outward Dialing* – Permits a station user, by dialing an access code, to place external calls to the Exchange network.

(3) *Call Forward* – Incoming calls can be forwarded to another pre-selected line (either within or outside the customer group).

(4) *Call Forward Busy* – Incoming calls are automatically transferred to another pre-selected line, within or outside the MBS customer group, if the incoming call encounters a busy condition.

(5) *Call Forward, No Answer* – Calls destined to an idle station can be transferred to an assigned transfer destination, if the original station does not answer within a pre-selected number of ringing cycles.

M[37]

M[37] – Moved to Page 155D.

PRIVATE BRANCH EXCHANGE SERVICE

Item 809.

MERIDIAN BUSINESS SERVICES - continued C

4. Basic Service Features - continued C

(c) Feature Descriptions: - continued C

(6) *Call Pick-up* – A user may answer any ringing telephone within its group by dialing a code. M[37]

(7) *Call Transfer* – A station user can transfer an established call to another line within or outside the MBS group.

(8) *Convenience Dialing* – All lines in an MBS group share a list of frequently called numbers (maximum 30), which are accessed by an abbreviated dialing pattern. The list can be reprogrammed from a specific line within a group. M[37]

(9) *Distinctive Ringing* – The ring tone of an incoming call signifies if the call is from within or outside the customer group.

(10) *Call Hold* – An incoming call can be placed on hold while another station from within the group is dialed.

(11) *Directory Number Hunting (DNH)* – each MBS station in a customer group is assigned a dial number (DN) each of which can be arranged for DNH. For each package any one of the following four types of hunt can be used:

(a) *First Hunt* – hunting begins at the first DN in the list. C
(b) *Sequential Hunt* – hunting begins at the dialed DN and continues to the end of the list.
(c) *Circular Hunt* – hunting begins at the dialed DN and continues on through every DN in the list.
(d) *Distributed Hunt* – hunting begins at the next DN idle at the time of the last termination and continues once around the list. C

(12) *Toll Identification* – Toll calls originated from each directory number are billed to that number.

(13) *Intercom* (for touchtone lines only) – A station can dial another station by using a one-digit access code.

(14) *Call Waiting* – A station that is busy on a two-station call receives a tone when another call to that station is initiated.

(15) *Distinctive Call Waiting* – A station that is busy on a two-station call receives a distinct call waiting tone to distinguish if the call is from within or outside the customer group.

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PRIVATE BRANCH EXCHANGE SERVICE

Item 813. **SUPPLEMENTAL EQUIPMENT FOR PBX SERVICE**

This item is destandardized and will no longer be available to new customers. In addition, moves or rearrangements will no longer be carried out for existing customers.

(a) The rate for a PBX station line provides for one telephone set as listed below. Each telephone in excess of one on a line charged for at the same rate as that for the station line. C

			Monthly Rate			
			Business	Hotel	Service Charge	C
1.	Basic Rotary Dial-Wall or Desk, each (Note)	C	$ 5.55	$ 5.55	Section 3	C
2.	Basic Touch-Tone Wall or Desk, each (Note)	C	5.50	5.50	Section 3	C
3.	Basic Non-Dial Unit, each (Note)	C	4.00	4.00	Section 3	C
4.	Contempra Rotary Dial (Including Colour), each (Note)	C	5.55	5.55	Section 3	C
5.	Contempra Touch-Tone (Including Colour), each (Note)	C	5.50	5.50	Section 3	C
6.	Logic I Rotary Dial, each (Note)	C	8.60	8.60	Section 3	C
7.	Logic I Touch-Tone, each (Note)	C	9.30	9.30	Section 3	C
8.	187 Key Phone Rotary Dial, each (Note)	C	8.10	8.10	Section 3	C

Note: Not available for new installations or for expansion of existing N

(b) Tier "B" Rates – Miscellaneous Equipment: C

		Monthly Rate	C
Superset 4 Desk			
Superset 4 Wall Mount, each (Note)	C	$ 9.45	
Console for SX-20, each (Note)	C	28.80	

Note: Not available for new installations or for expansion of existing N

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PRIVATE BRANCH EXCHANGE SERVICE

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PRIVATE BRANCH EXCHANGE SERVICE

Item
816. **MITEL SX-50**

This item is destandardized and will not be available to new customers, moves or rearrangements. M38

1. General

(a) The SX-50 is a compact and reliable electronic telephone communications system employing solid-state space division switching and stored program control. This system is a Private Branch Exchange. C M38

2. Rates for Mitel SX-50

The following rates and charges are applicable in addition to other rates and charges:

(a) Multiplan Services C

1992 Vintage C

			Tier "B" Per Month
1.	SX-50 Packaged System, each (Note)	C	104.00
2.	MS-54 Software, each (Note)	C	17.15
3.	ONS Line Card (16 Station), each (Note)	C	19.95
4.	ONS Line Card (8 Station), each (Note)	C	12.80
5.	COV Line Card (8 Station) , each (Note)	C	14.30
6.	LS/GS Trunk Card (8 CCT) , each (Note)	C	21.60
7.	LS/GS Trunk Card (4 CCT) , each (Note)	C	13.55
8.	Universal Card, each (Note)	C	8.10
9.	E & M Trunk Card, each (Note)	C	7.15
10.	Music/Paging Module, each (Note)	C	2.00
11.	RMATS Module, each (Note)	C	5.55

Note: Not available for new installations or for expansion of existing. N

M39

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PRIVATE BRANCH EXCHANGE SERVICE

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PRIVATE BRANCH EXCHANGE SERVICE

Item
817. **MERIDIAN 1**

This item is destandardized and will no longer be available to new customers. In addition, moves or rearrangements will no longer be carried out for existing customers. M39

1. General

(a) The Meridian 1 is a digital, fully featured PABX. The system addresses the business market and its capabilities include a full range of value-added features such as Automatic Call Distribution, Integrated Voice Processing, Networking and Hospitality Voice Services. C

(b) Each Option 11 basic package contains the basic system hardware, software for the package, one line card for 16 stations and one trunk card for 8 trunks. Each Option 21 basic package includes cards for 16 lines and 8 trunks. The Option 61 basic package comes equipped for 0 lines and 0 trunks, additional cards are always required. Tier "B" rates are also applicable to maintenance agreements for customer-owned Meridian 1 systems, subject to the conditions below. C M39

2. Rates and Charges C

(a) The following rates and charges are applicable in addition to other rates and charges. C

(1) Multi-plan Services C

a. The rates and charges, which apply to the Meridian 1, are a Tier "B" rate which relates to continuing operating costs and applies for the life of the contract. C

(2) The Company may enter a maintenance agreement with a customer owning a Meridian 1 PABX using the rates below. This applies to systems purchased from the Company and to those from other suppliers, although the latter are subject to an examination by Company technicians. The equipment must pass an examination to the satisfaction of the Company before a maintenance agreement will be made. The Company's labour rate in Item 305 will apply for time spent on this examination. C C

(3) Customers usually enter a maintenance agreement with the Company at the time of purchase. If the customer wishes to enter a maintenance agreement later, any Meridian 1 system purchased from the company will be subject to an examination if, at any time since installation, the system has been without a Company maintenance agreement. The Company's labour rate in Item 305 will apply for time spent on this examination. C C

(4) The Company does not offer dedicated on-site sparing or other special services except on a special assembly basis. C

(5) Upgrades to older SL-1 systems not owned by the Company are offered under the rates below. If the customer wishes the Company to maintain the upgrade after installation, the entire system must also be maintained by the Company. The system will be subject to an examination, during which the Company's labour rate in Item 305 will apply. C C M40

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For explanation of symbols see Page 1

PRIVATE BRANCH EXCHANGE SERVICE

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PRIVATE BRANCH EXCHANGE SERVICE

Item
817. **MERIDIAN 1 - continued**

2. Rates and Charges - continued

(a) The following rates and charges are applicable in addition to other rates and charges. - continued

(6) The maintenance contract and Tier "B" rates below are for "Regular Service Regular Response" as defined in Item 1501. The following special maintenance services, as defined in Item 1501, will be offered at the following premiums over Regular Service Regular Response.

Regular Service – Enhanced Response	25%
Premium Service – Regular Response	50%
Premium Service – Enhanced Response	75%

(7) Package 1 includes a maintenance modem, printer and video display terminal.

a. Multi-plan Services

1993 Vintage

	Tier "B" Rate Per Month		
Option 11 Basic Packages/Software Options			
1. .....General Business Hospitality Package 1	$ 56.50	(Note 4)	
Option 11 Expansion Items			
6. .. Expansion Cabinet Package	$ 64.25	(Note 4)	
Option 11 Voice Mail Optional Packages			
42. External Tape Drive Kit (QCA7015A)	$ 10.95	(Note 4)	
Peripheral Equipment			
68. Line Card, 16 Port, Analogue Msg. Wait (MWLC) (NT8D09AK)	$ 23.80	(Note 4)	
69.. Line Card, 16 Port, Digital, Voice & Data (DLC) (NT8D02AB)	22.65	(Note 4)	
74.. Trunk Car, 8 Port, Universal Trunk (UL) (NT8D14AJ)	24.20	(Note 4)	
Meridian digital Sets and Set Options			
108....M2250 Console	$ 13.15	(Note 4)	
110....Busy Lamp Field for M2250 Console	10.15	(Note 4)	C
111....Power Supply for BLF	1.70	(Note 4)	
112....M2006 Single Line	5.60	(Note 4)	
113....M2008 Standard	5.85	(Note 4)	
114....M2008 Display	6.80	(Note 4)	
115....M2616 Standard	6.70	(Note 4)	
116....M2616 Display	7.35	(Note 4)	
117....M2216 ACD Display	7.70	(Note 4)	
118....M2317 Digital Telephone	7.90	(Note 4)	
120....Key Expansion Module (M2616)	3.80	(Note 4)	

PRIVATE BRANCH EXCHANGE SERVICE N

Item
817. **MERIDIAN 1 - continued**

2. Rates and Charges - continued

(7) Package 1 includes a maintenance modem, printer and video display terminal. - continued

a. Multi-plan Services - continued

1993 Vintage - continued N

Note 1: Tier "B" and Maintenance Contract charges for SL-1 systems that have been upgraded are equal to those for the level (Option 21 or 61) to which the system has been upgraded. M41

Note 2: Maintenance charges for maintaining terminal equipment can be found in Item 1501. C

Note 3: Once a replacement battery is installed, its maintenance is included in the batter unit rate.

Note 4: Charges for installation, moves, additions and changes will be actual expenses for time and materials as per the Company's labour rate in Item 305. C

Note 5: Refer to CRTC 3003, Item 301. C M41

M41 – Moved from Page 159.

PRIVATE BRANCH EXCHANGE SERVICE

Item 818. **NOTES AND CONDITIONS**

1. For PABX equipment Section 8, Items 813, 816 and 817 are applicable for all vintages. C

(a) The service charges for the software package include the initial programming of the system to include or exclude the features contained in the software or the system. Future reprogramming of system features, lines and trunks will be charged per Item 301. C C

(b) The service charge for each type of feature or data set connected to the PABX includes the wire run and initial programming. In the case of installation on an existing wire run, the premises work and programming charges will be charged per Item 301. C C

(c) Tier "A" rates specified in the preceding items reflect vintage costs and shall apply for the duration of the contracts individually entered into under the vintage. Subsequent additions will be contracted at the vintage rates in effect at that time. C

(d) The Company will provide additional station lines, trunk terminations, consoles, touch-tone receivers, etc. and maintain or replace defective components within the contract period, subject to the availability of equipment. C

(e) A customer may at any time, during the initial service period, make a single payment for the remaining Tier "A" charges. The amount of the payment is the present worth, using the Company's cost of money, of the remaining Tier "A" charges. C

(f) The service (contract) period on Tier rates, for additional equipment, shall not extend beyond the longest service (contact) period offered for the latest vintage of compatible equipment. C

(g) Telephones (other than proprietary telephone and data sets) and trunks are not available on Multi-plan rates and therefore are not part of the Multi-plan contract except as other wise indicated. C

(h) Monthly rates and conditions for suspension of service are as specified in Items 901, 902, 903 and 904. During the period of suspension reduced Tier "B" rates will apply. C

(i) Installation, programming and maintenance rates apply at locations staffed with qualified technicians. At other locations the customer shall bear the cost of transportation and lodging, together with the labour expense incurred during the traveling time and other associated incidental costs or in the case of maintenance, bear the cost of shipping the unit to one of our maintenance and repair depots. C

2. Maintenance and repair depot for BC and YT is in Whitehorse, YT. C

3. Maintenance and repair depot for NT and NU is in Yellowknife, NT. C

4. The customer will not bear any cost associated with travel and related expenses when the cause of the technician's visit is the result of an error on the part of the Company in installing the equipment. C

PRIVATE BRANCH EXCHANGE SERVICE

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SECTION IX – SUSPENSION OF SERVICE

See Page 5 for Table of Contents

SUSPENSION OF SERVICE

Item
901. **GENERAL CONDITIONS**

1. Suspension of service (residential or business) is a temporary discontinuance without termination, at the customer's request. Suspension and restoration of service are made effective on receipt of reasonable advance notice from the customer. C

2. The reduced charge does not apply for suspension during the initial service period. C

3. After the end of a period of suspension at the reduced rate, the regular charge for service applies for one month before the reduced rate may be applied for further suspension. C

4. Equipment, of the service temporarily suspended and if retained on the customer's premises, should be provided adequate protection to prevent such equipment from being damaged. The customer is liable for any such damage as outlined in Article 4 of the Terms of Service. C C

SUSPENSION OF SERVICE

Item
902. **PARTIAL SUSPENSION OF SERVICE**

1. This provides for the discontinuance of operation of one or more complete units of equipment, service being continued on one or more similar units of the same installation. C

2. Suspension at the reduced charge is provided for a minimum of one month. C

M[42]

M[43]

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SUSPENSION OF SERVICE N

Item
903. **COMPLETE SUSPENSION OF SERVICE** M[42]

1. This provides for the discontinuance of operation of a customer's primary service. C

2. Suspension is provided on any primary service except foreign-exchange, tie trunks and mobile service. C

3. Suspension at the reduced charge is provided for a minimum of one month. C M[42]

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SUSPENSION OF SERVICE N

Item
904. **CHARGES** M[43]

1. The charges due for the period of partial or complete suspension of service shall be 50% (fifty percent) of the regular charge due for all such service and equipment suspended. C C

(a) A service charge per application applies for all service suspended. C

(b) A service charge per application applies for all service restored. C

2. The foregoing charges apply, instead of the regular recurring monthly charges, for the service suspended except that the customer is responsible for payment of charges for rights-of-way and other like charges for his service that apply during the period of suspension. C

3. When unusual expenses are incurred by the Company to suspend or restore such service, an additional charge may be assessed the customer. C M[43]

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SUSPENSION OF SERVICE

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SECTION 11 – KEY TELEPHONE SYSTEMS C

See Page 5 for Table of Contents

KEY TELEPHONE SYSTEMS

Item
1101. **GENERAL**

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation, maintenance and rental of equipment for the provision of Key Telephone Systems as found within the Key Telephone Systems tariff, when provided in the Exchanges of Whitehorse and Yellowknife. Accordingly, Key Telephone Systems installation, maintenance and rental services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C

1. Key telephone systems are arrangements of equipment that include operating features in addition to those regularly provided with the basic exchange service. C

2. Regular tariff rates apply to telephones and lines provided with key telephone systems, except as otherwise indicated. C

3. When the Company incurs unusual expense for additions, deletions or service changes subsequent to the initial installation, it may make an additional charged based on the additional expense incurred. C

4. Each key telephone system is designed for the terminating of one or more incoming Central Office lines, PBX extension lines or intercommunicating circuits and depending upon the equipment used, provides pickup, line hold, illumination, combined line and busy signal, cutoff and exclusion features by means of buttons mounted either on the telephone or on an associated separate unit. C

5. Installation, programming and maintenance rates apply at locations staffed with qualified technicians. At other locations the customer shall bear the cost of transportation and lodging, together with the labour expense incurred during the traveling time and other associated incidental costs, or in the case of maintenance, bear the cost of shipping the unit to on of our maintenance and repairs depots. C

(a) Maintenance and repair depot for BC and the YT is Whitehorse, YT. Maintenance and repair depot for NT and NU is Yellowknife, NT. C C

(b) The customer will not bear any cost associated with travel and related expenses when the cause of the technicians' visit is the result of an error on the part of the Company in installing the equipment. C

M[44]

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KEY TELEPHONE SYSTEMS

Item 1102. **SYSTEMS AND RATES** C

1. The monthly rates specified below are in addition to the multi-line exchange access charges, miscellaneous equipment and mileage charges, which may apply for the basic service. C M[44] M[44]

2. Delphi 6 – (1985 Vintage) (Note) C

(a) Delphi 6 is a computerized electronic Touch-Tone telephone system. Only Delphi telephones are provided with the Delphi 6 system. C

(b) The system has a capacity for six Central Office, or PBX extension lines. A maximum of 12 station lines and two private intercom paths can be provided with each system. C C

Note: Available on recovery basis only and at the discretion of the Company. N

Delphi 6 Key Service Unit (KSU)

Contract Period	Monthly Rate		Maintenance Per Month		Initial Installation	
3 year	$ 40.55	C	$ 7.55	C	$ 300.00	C

Delphi 6 Desk Telephone

Contract Period	Monthly Rate		Maintenance Per Month		Initial Installation		Subsequent Installation	
1 year	$ 20.55	C	$ 3.20	C	$ 90.00 (Note 1)	C	$ 135.00 (Notes 2, 3 and 4)	C C
3 year	$ 17.10	C	$ 3.20	C	$ 90.00 (Note 1)	C	$ 135.00 (Notes 2, 3 and 4)	C C

D

Note 1: If existing wiring can be used, a rate of $60.00 will apply. C

Note 2: If existing wiring can be used, a rate of $105.00 will apply. C

Note 3: Each additional item of equipment on the same visit, a rate of $90.00 will apply if wiring required or $60.00 if existing wiring can be used. C

Note 4: An order processing charge as specified in Item 301 also applies. C

M[44] – Moved from Page 170.

KEY TELEPHONE SYSTEMS

Item 1102. **SYSTEMS AND RATES - continued** C

2. Delphi 6 – (1985 Vintage) (Note) – continued C

(c) Conditions C

a. The service charge for the Delphi 6 system includes the initial programming. Subsequent programming charges will cost $52.00 for the first item requiring a visit and $7.00 per additional item during the same visit. C

b. If a music source, supplied by the customer, is to be added to the system a charge of $10.00 will apply if this work is done concurrent to the original installation or $55.00 if a subsequent visit is made. C

c. The Company will maintain or replace defective units within the contract period, subject to the availability of equipment. C

d. Installation charges cover standard installations during normal business hours. When it is necessary to provide special equipment or to incur any unusual expense in order to furnish service, additional charges shall apply. C

e. The rental rates reflect current vintage costs and shall apply for the duration of the contracts individually entered into under this vintage. Subsequent additions will be contracted at the vintage rates in effect at that time. C

f. Installation and programming charges apply to work performed at locations staffed with qualified technicians. At other locations the customer shall bear the cost of transportation and lodging, together with the labour expense incurred during the traveling time and other associated incidental costs. C

g. Maintenance rates apply at locations staffed with qualified technicians. At other locations the customer shall bear the cost of shipping the unit to one of our maintenance and repair depots or bear the cost of transportation and lodging, together with the labour expense incurred during the traveling time and other associated incidental costs. C

(i) Maintenance and repair depot for BC and YT is Whitehorse, YT. C

(ii) Maintenance and repair depot for NT and NU is Yellowknife, NT. C

(iii) The customer will not bear any cost associated with travel and related expenses when the cause of the technician's visit is the result of an error on the part of the Company in installing the equipment. C

Note: Available on recovery basis only and at the discretion of the Company. N

KEY TELEPHONE SYSTEMS

Item
1102. **SYSTEMS AND RATES - continued**

3. Telephone Instruments

	Monthly Rate	Service Charge
6-button Telephone (Black) type 86 (Note 1).....	$ 5.30	Section 3
6-button Telephone type 186 (Note 2).....	6.10	Section 3

Note 1: Not available for new installations or for expansion of existing.

Note 2: Available on recovery basis only and at the discretion of the Company.

4. The following items are applicable to other in-service systems not specifically identified

	Monthly Rate		Service Charge
Central Office and/or PABX termination each (Note).....	$ 4.67	A	Section 3

Note: Available on recovery basis only and at the discretion of the Company.

(a) Intercommunication Circuit:

	Monthly Rate	Service Charge
Buzzer each) (Note).....	$ 0.40	Section 3
Touch-Tone each (Note)..... (required only if not already on key telephone – Touch-Tone required)	0.40	Section 3

Note: Available on recovery basis only and at the discretion of the Company.

(b) Intercommunicating channel (Note)

(1) In Nunavut:

a. An intercommunicating channel (including termination on a jack) is provided for continuous use between two or more terminals located in the same Exchange or different Exchanges. It may be connected to customer provided equipment, except a switching system classified as a PBX.

b. This method of calculating local distance will no longer apply in Nunavut. The rates and methods of measurement, outlined in Item 701, will apply for both off-premise extension mileage and mileage outside of the base rate area (including locality).

Note: Not available for new installations or for expansion of existing.

KEY TELEPHONE SYSTEMS

Item 1102. **SYSTEMS AND RATES - continued** C

4. The following items are applicable to other in-service systems not specifically identified - continued C C

(c) Intercommunicating Circuits with Dial Signaling C

	Monthly Rate	C	Service Charge	D
Selector only, common talk path up to 9 codes (including intercom circuit) (Note 2)..... C	$ 14.70 Note	C N	Section 3	C
Additional dial codes, up to 36, each (Note 2)..... C	1.10		Section 3	C
Single link, private talk path up to nine (9) codes (including intercom circuit) each (Note 2)..... C	36.85 (Note 1)	C N	Section 3	C
Additional dial codes, up to 36, each (Note 2)..... C	3.70		Section 3	C
Double link, private talk path up to nine (9) codes (including intercom circuit) each (Note 2)..... C	51.50 (Note 1)	C N	Section 3	C
Additional dial codes, up to nine (9), each (Note 2).... C	3.70		Section 3	C

Note 1: Rate includes intercommunications circuit. C

Note 2: Available on recovery basis only and at the discretion of the Company. N

KEY TELEPHONE SYSTEMS

Item 1102. **SYSTEMS AND RATES - continued** C

4. The following items are applicable to other in-service systems not specifically identified - continued C C

(d) Intercommunicating Circuits with Dial Signaling C

		Monthly Rate	C	Service Charge	
					D
Optional Features					
Camp-on (single or double link network only) (Note)	C	$ 2.95		Section 3	C
Pre-set Conference (Note)	C	2.95		Section 3	C
Add-on conference: selector only or single link network per Central Office line to be extended to intercom stations not having access to that line (Note)	C	2.95		Section 3	C
Double link network, per Central Office line to be extended to intercom stations not having access to that line (Note)	C	4.45		Section 3	C
Progressive Conference (selector only network) (Note)	C	2.95		Section 3	C
Long line termination per off premise telephone connected to intercom network (DC loop over 90 ohms and under 1000 ohms) (Note)	C	2.95		Section 3	C
Single digit dialing per single digit station in a 2-digit dial intercom network (10 or more stations) (Note)	C	2.25		Section 3	C
Busy Signaling Unit (Logic model) (Note)	C	16.95		$ 75.00	

Note: Available on recovery basis only and at the discretion of the Company. N

KEY TELEPHONE SYSTEMS

Item 1102. **SYSTEMS AND RATES - continued** C

5. Multi-line Service C

		Monthly Rate		Service Charge	
Type 87 three-line desk handset with flashing, ringing signal equipped to pick up and hold two lines (includes one bell) (Note 1)	C	$ 7.55		Section 3	C
Type 187 three-line telephone with flashing, ringing signal equipped to pick up and hold three lines (includes manual intercom circuit, one bell and customer's choice of available colour) (Note 2)	C	8.30		Section 3	C
Type 187 three-line telephone, Touch-Tone service with flashing, ringing signal equipped to pick up and hold three lines (includes manual intercom circuit, one bell and customer's choice of available colour) (Note 2)	C	9.20		Section 3	C
Additional buzzers, each (Note 2)	C	0.40	C	Section 3	C
Common audible signal unit, each telephone equipped (Note 2)	C C	1.00		Section 3	C
Low voltage power unit (Note 2)	C	5.05		Section 3	C
Dial intercom, basic equipment for up to 9 stations, including intercom circuit and power unit (Note 2)	C	14.70		Section 3	C

Note 1: Not available for new installations or for expansion of existing. N

Note 2: Available on recovery basis only and at the discretion of the Company. N

KEY TELEPHONE SYSTEMS

Item
1102. **SYSTEMS AND RATES - continued**

RESERVED FOR FUTURE USE

6	CANCELS	5	PAGE	176A
3	CANCELS	2	PAGE	176A-1

KEY TELEPHONE SYSTEMS

Item 1102. **SYSTEMS AND RATES - continued** C

6. Meridian Norstar C

(a) Multi-plan Services C

(1) 1992 Vintage C

	TIER "A" Rate per Month				TIER "B"	
	Single Payment Plan	3-year Payment Period	5-year Payment Period	7-year Payment Period	Rate Per Month	Service Charge
1. Norstar 616 KSU (Note) C	$ 968.00 C	$ 33.25 C	$ 23.00 C	$ 19.00 C	$ 7.60 C	$ 550.00 C
2. Norstar Modular 128 KSU (Note) C	2,800.00	96.25	66.75	55.25	22.35	720.00
3. 2 Port Expansion Cartridge (Note) C	314.00	10.75	7.50	6.25	2.05	32.50
4. 6 Port Expansion Cartridge (Note) C	848.00	29.25	20.25	16.75	5.60	32.50
5. C.O. Line Module (1.2 H 0) (Note) C	727.00	25.00	17.25	14.25	4.80	285.00
6. C.O. Line Cartridge (4 H 0) (Note) C	617.00	21.25	14.75	12.25	7.250	58.50
7. Station Module (0 H 16) (Note) C	1,168.00	40.25	27.75	23.00	9.65	185.00
8. DRII Software Norstar Modular (6 H 16) (Note) C	235.00	8.00	5.75	4.75	5.00	360.00
9. DRIII Software Norstar Modular (Note) C	735.00	25.25	17.50	14.50	5.80	455.00
10. Centrex Software Norstar Modular (Note) C	1,170.00	40.25	27.75	23.00	6.55	550.00
11. DRIV Software Norstar Modular (Note) C	1,170.00	40.25	27.75	23.00	6.55	950.00

Note: Not available for new installations or for expansion of existing. N

KEY TELEPHONE SYSTEMS

Item
1102. **SYSTEMS AND RATES - continued** C

6. Meridian Norstar - continued C

(a) Multi-plan Services - continued C

(2) 1992 Vintage - continued C

		TIER "A" Rate per Month				TIER "B"	
		Single Payment Plan	3-year Payment Period	5-year Payment Period	7-year Payment Period	Rate Per Month	Service Charge
12.	M7100 Basic Set (Note) C	$ 285.00 C	$ 9.75 C	$ 6.75 C	$ 5.60 C	$ 1.70 C	$ 110.00 C
13.	M7208 Square Set (Note) C	375.00	13.00	9.00	7.50	2.45	115.00
14.	M7310 Feature Set (Note) C	484.00	16.75	11.50	9.50	3.20	120.00
15.	M7324 Expanded Set (Note) C	508.00	17.50	12.00	10.00	3.35	125.00
16.	M7900 Executive Set (Note) C	1,676.00	57.75	40.00	33.00	7.40	150.00
17.	M7900 Applications Cartridge (Note) C	334.00	11.50	8.00	6.50	3.40	45.00
18.	M7900 Keyboard (Note) C	217.00	7.50	5.25	4.25	3.20	45.00
19.	Central Answer Position (CAP) for M79324 Set (Note) C	532.00	18.25	12.75	10.50	6.90	25.00
20.	Busy Lamp Field For M7310 Set (Note) C	162.00	5.50	4.00	3.25	1.35	25.00
21.	Enhanced Analog Terminal Adapter) (Note) C	302.00	10.50	7.25	6.00	2.25	70.00
22.	SMDR Module (Note) C	575.00	19.75	13.75	11.50	5.60	58.50
23.	Station Aux Power Supply (SAP)) (Note) C	99.00	3.50	2.50	2.00	-	Included

Note: Not available for new installations or for expansion of existing. N

KEY TELEPHONE SYSTEMS

Item
1102. **SYSTEMS AND RATES - continued** C

6. Meridian Norstar - continued C

(a) Multi-plan Services - continued C

(2) 1992 Vintage - continued C

		TIER "A" Rate per Month				TIER "B"	
		Single Payment Plan	3-year Payment Period	5-year Payment Period	7-year Payment Period	Rate Per Month	Service Charge
24.	Data Set Stand Alone (DCI Module) (Note) C	$ 905.00 C	$ 31.25 C	$ 21.50 C	$ 17.75 C	$ 6.10 C	$ 115.00 C
25.	Data Set M7310 Base (DCI for M7310 Set) (Note) C	905.00	31.25	21.50	17.75	6.10	60.00
26.	Duet Plus Loud Ringer (Note) C Connected to KSU (Note) C Connected to Set (Note) C	136.00 - -	4.75 - -	3.25 - -	2.75 - -	3.10 - -	- 100.00 60.00
27.	DRIV Upgrade (Note) C	727.00	25.00	17.25	14.25	6.55	950.00
28.	E&M/Disk Trunk Cartridge (Note) C	943.00	32.50	22.50	18.50	6.15	58.50
29.	DID Trunk Cartridge (Note) C	1,130.00	39.00	27.00	22.25	6.50	58.50
30.	PCI Interface Card (Note) C	795.00	27.75	19.00	15.75	5.90	25.00
31.	Norstar 3 H 8 KSU (Note) C	558.00	19.25	13.25	11.00	7.60	450.00
32.	Norstar 3 H 8 Power Supply (Note) C	138.00	4.75	3.25	2.75	0.25 C	Included
33.	StarTalk 110 (Note) C	14,990.00	515.00	357.00	295.00	41.80	1500.00
34.	StarTalk 165 (Note) C	19,550.00	672.00	465.00	385.00	49.30	1500.00
35.	StarTalk 385 (Note) C	25,430.00	874.00	606.00	500.00	70.30	1500.00

Note: Not available for new installations or for expansion of existing. N

KEY TELEPHONE SYSTEMS

Item
1102. **SYSTEMS AND RATES - continued** C

6. Meridian Norstar - continued C

(b) Conditions C

(1) The service charge for the Meridian Norstar system includes the initial programming. C
Subsequent programming charges will be per Item 301. C

(2) The Company will maintain or replace defective units within the contract period, subject to C
availability of equipment.

(3) Installation charges cover standard installations during normal business hours. When it is C
necessary to provide equipment or incur any unusual expenses in order to furnish service, additional charges shall apply.

(4) The rental rates reflect current vintage costs and shall apply for the duration of the contract C
individually entered into under this vintage. Subsequent additions will be contracted a the vintage rates in effect at that time.

(5) Installation, programming charges and maintenance apply to work performed at locations C
staffed with qualified technicians. At other locations the customer shall bear the cost of transportation and lodging, together with the labour expense incurred during the traveling time and other associated incidental costs.

KEY TELEPHONE SYSTEMS

Item
1102. **SYSTEMS AND RATES - continued** C

7. Trillium C

This item is destandardized and will no longer be available to new customers. In addition, moves or rearrangements will no longer be carried out for existing customers.

		Tier B
Trillium 308 KSU (Note)	C	$ 7.30
Trillium 308 Hands Free Set (Note)	C	4.15
Trillium 308 Desk Set (Note)	C	3.10
Trillium 616 KSU (Note)	C	9.35
Trillium 616 Hands Free Set (Note)	C	4.15
Trillium 616 Desk Set (Note)	C	3.10
Trillium 308/616 Power Fail Unit (Note)	C	1.05
Trillium 308/616 Door Answer Control (Note)	C	2.60
Trillium 308/616 Door Answer Box (Note)	C	1.05

Note: Not available for new installations or for expansion of existing. N

M[45]

M[46]

M[45] – Moved to Page 177A.
M[46] – Moved to Page 177B.

KEY TELEPHONE SYSTEMS

Item
1103. **LOGIC TYPE KEY TELEPHONES (V)** M45

This item is destandardized and will no longer be available to new customers. In addition, moves or rearrangements will no longer be carried out for existing customers. M45

		Monthly Rate	C	Service Charge	M45
Logic 10 Unit Touchtone, either warm white equipped with standard sand faceplate or chameleon grey equipped with standard brown faceplate	C	$ 15.00		$ 98.00	M45

M45 – Moved from Page 177.

KEY TELEPHONE SYSTEMS

Item
1104. **CONDITIONS** M[46]

1. Off premises telephones may be furnished subject to the conditions and rates governing off premises telephones elsewhere in this tariff. C

2. Key telephone service associated with a Private Branch Exchange (PBX) may be furnished off the premises on which the PBX is located. When provided by the Company, the connecting PBX extension lines are subject to the rates and conditions specified for PBX off premises extension lines. C

3. Mileage charges apply where applicable. C M[46]

M[46] – Moved from Page 177.

KEY TELEPHONE SYSTEMS

RESERVED FOR FUTURE USE.

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1	CANCELS	Original	PAGE	179
1	CANCELS	Original	PAGE	180

SECTION 12 – ANSWERING AND RECORDING FACILITIES

See Page 5 for Table of Contents

ANSWERING AND RECORDING FACILITIES

Item
1201. **SECRETARIAL ANSWERING UNIT SERVICE**

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation and maintenance of equipment for the provision of Answering and Recording Facilities as found within the Answering and Recording tariff, when provided in the Exchanges of Whitehorse and Yellowknife. Accordingly, Answering and Recording installation and maintenance services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C C

1. General

(a) Secretarial Answering Unit Service provides a termination at one or more points for several telephone lines, which may be Central Office lines, private branch exchange station lines, private lines, or any combination of such lines. C

2. Rates and Charges C

Standard Colour		Monthly Rate	C	Service Charge
(a) Six line unit with common audible signal (Note)	C	$ 9.60		Refer to Conditions
(b) 10 line unit with common audible signal (Note)	C	13.65		Refer to Conditions
(c) 20 line unit with common audible signal (Note)	C	23.40		Refer to Conditions

Note: Not available for new installations or for expansion of existing. N

3. Conditions

(a) The monthly rates specified above do not include the charge for the answering position and are in addition to all other charges for the equipment and service with which the Secretarial Answering Unit is associated. C

(b) A service charge applies for each installation or move of a Secretarial Answering Unit or for the connection of an additional line subsequent to the original installation of the unit. This charge is computed at the rate of $26.00 for each line connected up to 10 lines, with a maximum total charge of $130.00. Between 11 and 20 lines, the charge is calculated at the rate of $130.00 for the initial 10 lines, plus $15.00 for each additional line connected with a maximum total charge of $198.00. C

(c) The provision of a Secretarial Answering Unit in a non-standard colour is subject to an additional service charge of $26.00. C

ANSWERING AND RECORDING FACILITIES

Item
1202. **AUTOMATIC CALL ANSWERING AND RECORDING EQUIPMENT**

1. General

(a) The Company provides equipment for the automatic answering of a customer's telephone and the transmission of a recorded message to calling parties and, at his option, the automatic recording of a message from the calling party. C

(b) The equipment is for use with individual line service or PBX service in common battery exchanges solely to permit the customer to furnish a form of telephone secretarial service when his telephone service is unattended. C

(c) Recorded messages are to be free of matter that the Company considers objectionable or likely to cause such number of calls to the customer as to prevent a fair and proportionate use of telephone service by others. The customer is to be listed in the directory or on the information records. C

2. Rates and Charges C

		Monthly Rate		Service Charge	
(a) Automatic Answer Equipment	C		C		
(1) . Answer only (type AO) (Notes 2 & 6)	C	$ 21.15		Section 3	C
(2) . Additional answering tape (Notes 3 & 6)	C				
(b) Automatic Answering and Recording Equipment	C	Monthly Rate	C	Service Charge	
Long Play (Type LP) with talk down feature (Notes 2 & 6)	C	$ 45.00		Section 3	C
Short Play (Type SP) (Notes 2 & 6)	C	16.10		Section 3	C
Earset	C	1.20		Section 3	C
Model 985 B (less tapes) Type SP, Standard colours ivory or avocado (Notes 1, 5 & 6)	C C	28.15		Section 3	C
Type 222 Code-a-Phone (Note 6)	C	36.50		Section 3	C
Type 360 Code-a-Phone (Note 6)	C	36.50		Section 3	C
Type 200 Code-a-Phone (Note 6)	C	65.85		$ 143.00	C

ANSWERING AND RECORDING FACILITIES

Item
1202. **AUTOMATIC CALL ANSWERING AND RECORDING EQUIPMENT - continued** C

3. Conditions

(a) Automatic call answering and recording equipment is furnished in connection with individual line service or with Private Branch Exchange Service. C

(b) The electrical power necessary to operate this equipment and a conveniently located outlet shall be supplied by the customer. C

D

Note 1: Does not include charge for Exchange service available through telephone set. C

Note 2: Requires separate telephone instrument. C

Note 3: Additional announcing and recording tapes are the responsibility of the customer. C

Note 4: Service charge is waived if speaker monitor is supplied at the time recording equipment is installed. If supplied subsequent to initial service, the service charge applies. C

Note 5: A service charge as specified in Item 301 applies to each installation, move or change of each unit. C

Note 6: Available on recovery basis only and at the discretion of the Company. N

(c) For Customer Provided Equipment, see Terminal Attachment Plan, Item 1303. C

ANSWERING AND RECORDING FACILITIES

RESERVED FOR FUTURE USE.

5	CANCELS	4	PAGE	185
5	CANCELS	4	PAGE	186
6	CANCELS	5	PAGE	186A
9	CANCELS	8	PAGE	186B
6	CANCELS	5	PAGE	186C

ANSWERING AND RECORDING FACILITIES

Item
1204. **INTEGRATED VOICE MESSAGING (IVMS) ACCESS**

1. Description

(a) Integrated Voice Messaging Service (IVMS) access provides for integration between the Company's switching equipment and customer owned voice-messaging systems. Integration facilitates the transfer of voice and data information necessary for the operation of voice messaging systems. C C

2. Availability

(a) IVMS is offered from suitably equipped line-serving switch Central Office and at the discretion of the Company (based on power and space limitations within the Central Offices). C

3. Packages

(a) DMS-100/DMS-10 Access C

(1) One data access port, voice access lines and data facilities are required to connect DMS-100 and DMS-10 switching equipment to customer owned voice messaging systems. C

(2) IVMS includes an I/O port, RS232C interface, modem at the Central Office, use of Simplified Message Desk Interface (SMDI) software and Uniform Call Distribution or Directory Number Hunting for the voice access lines. C

(3) The customer must pay for voice access lines, data facilities, a data modem(s) located at the customer's premises, incremental power consumption and space required in the Company's Central Office(s). C

(b) GTD 5 Access C

(1) Voice Access and message waiting trunks are required to connect GTD-5 switching equipment to customer owned voice-messaging systems. C

(2) IVMS includes signaling for voice access and message waiting trunks. Directory Number Hunt for voice access trunks and use of the Company's channel banks. C C

(c) Meridian 1 Access C

(1) Proprietary switching hardware/software and access lines are required to connect Meridian 1 switching equipment to customer provided voice-messaging systems. C

(2) Access includes use of a proprietary equipment module; pedestal and top cap package, network and line cards, message centre software and call distribution for all access lines. C

ANSWERING AND RECORDING FACILITIES

Item
1204. **INTEGRATED VOICE MESSAGING (IVMS) ACCESS - continued** C

4. Rates and Charges

(a) The following rates and charges apply for IVMS:

DMS-100/DMS-10	Monthly Rate	Service Charge
Data Access Port, each	$ 400.00	$ 1,500.00
Voice Access Lines, each		
- DMS-100	$ 50.00	(Note 5)
- DMS-10	$ 50.00	(Note 5)
Data Circuit, each	(Note 2)	
Modem, each	(Note 3)	

GTD-5	Monthly Rate	Service Charge
IVMS Signaling	$ 500.00	$ 3,875.00
Voice Access Trunks	$ 50.00	(Note 5)
Message Waiting Trunks	$ 50.00	(Note 5)

Meridian 1	Monthly Rate	Service Charge
Meridian 1 Integration Access	$ 800.00	$ 2,850.00
Voice Access Lines, each	$ 50.00	(Note 5)

Note 1: Refer to Item 301.

Note 2: Refer to CRTC 3003, Item 303.

Note 3: Refer to CRTC 3003, Item 304.

Note 4: IVMS access requirements may differ for different voice messaging systems. IVMS access includes what the Company believes are the generic requirements for most voice messaging systems. Additional rates and charges will apply for items not included in this item.

Note 5: Voice Messaging systems located on the Company facilities will be charged for space and power requirements (CRTC 3010, Item 702). Space and power will be offered to customers subject to availability and at the discretion of the Company.

Note 6: Modems located at the customer's premises must be compatible with modems located in the Company's Central Office.

ANSWERING AND RECORDING FACILITIES

RESERVED FOR FUTURE USE.

SECTION 13 – CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

See Page 5 for Table of Contents

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1301. **GENERAL**

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation and maintenance of equipment for the provision of Customer-provided Equipment as found within the Connection of Customer-Provided Equipment tariff, when provided in the Exchanges of Whitehorse and Yellowknife. Accordingly, Customer-provided Equipment installation and maintenance services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C C

1. Equipment, circuitry, systems, apparatus or devices provided by a customer shall be interconnected with or attached to or connected to or used with the Company's facilities only in accordance with the requirements stated herein or such further and other requirements as may be specified from time to time by the Company or by special agreement. C

2. Such equipment, circuitry, systems, apparatus or devices shall be suitable for operation or use with the Company's facilities. C

3. Any such interconnection, attachment, connection or use shall be made only on the customer side of the demarcation point determined by the Company in accordance with the terms and conditions specified in Item 308 of this tariff. C C

4. Any such interconnection, attachment or connection to or use with, the Company's facilities shall be such that in the Company's opinion, it does not damage, interfere with or create a hazard, damage or impair the functioning of the Company's service, equipment or circuits or create a hazard or danger to the users of the Company's service, equipment or circuits, its employees or the public. C

5. The customer shall not have, acquire, secure or derive any property or patent right in or control over the Company's equipment, apparatus, lines, circuits or devices to which such attachment, connection or use is made or any property or patent right in or control over the design, function, operation or layout of its equipment, apparatus, lines, circuits or devices and the Company reserves the right to change any or al of these as it considers necessary. The Company shall not be responsible to the customer for any of its equipment, circuitry, systems, apparatus or devices, either in whole or in part, which ceases 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

(a) The Company will, however, give appropriate notice of such changes in accordance with Innovation, Science and Economic Development (ISED) "Procedures for Network Change Notices and Disclosures of New Terminal-to-Network Interfaces" (NCN-01) (formerly part of the Federal Department of Communication's Certification Procedure document (CP-01)). C C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1301. **GENERAL - continued** C

6. The Company does not make any representation that its facilities are adapted to the use of customer-provided equipment, circuitry, systems apparatus or devices. C

7. The Company may make such tests and inspections as it considers necessary to determine whether the customer is complying with any or all requirements herein. If, in the Company's judgment, such interconnections, attachments or connections or use with the Company's facilities do not conform with these requirements, the Company may, at any time, take such action as necessary to remove the attachment or interrupt or terminate the connection or use with the Company's facilities. C

8. When such attachment or connection to or use with the Company's facilities causes the Company to incur any unusual expense or any loss or damage it may recover any such unusual expense or any such loss or damage from the customer. C

9. The Company's liability in the attachment, connection or use by a customer or any other person of such customer-provided equipment, apparatus or devices is specified in Articles 15 and 16 of the Terms of Service. C C

10. Subject to the above requirements and regulations the following apply regarding the specified interconnection, attachment, connection or use with the Company's facilities of customer-provided equipment: C

(a) Inert equipment, apparatus or devices provided by a customer may be attached to the Company's telephones as specified in Item 1307. C

(b) Other equipment, circuitry, systems, apparatus or devices, except interexchange systems, provided by a customer may be connected by induction to the Company's telephones. C

(c) Equipment, apparatus or devices provided by a customer may be connected by electrical connection to the Company's facilities as specified in Item 1303. C

(d) Intraexchange circuitry or systems provided by a customer may be attached to the Company's facilities as specified in Item 1309. C

(e) Except by special arrangement or as otherwise permitted by the Company's tariffs, interexchange systems may not be connected to the Company's telephones or facilities. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1302. **SERVICE CHARGE**

1. The customer is responsible for the installation, operation and maintenance of equipment, circuitry, systems, apparatus or devices that it provides and which are interconnected or attached or connected to or used with the Company's facilities. When a repair visit is made to a customer's premises and no trouble is found in the Company's facilities but such trouble continues to be present when the customer-provided equipment or facility is reconnected to the Company's facilities, a charge as specified in Item 301.4 applies. C C

(a) If, however, the trouble is no longer present upon such reconnection, no charge will apply. C

2. If the trouble has cleared by the time company personnel test the service, no charge shall be made. C

3. The maintenance of customer-provided equipment or facilities shall be the responsibility of the customer. In the event the Company enters into an agreement to repair and maintain customer-provided equipment or facilities, such work shall be charged in accordance with a maintenance service agreement based on customer requirements. The maintenance service agreement will include rates, terms and conditions covering provision of such service. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1303. **TERMINAL ATTACHMENT PLAN**

1. General

(a) The electrical or acoustical connection the Company's facilities of customer-provided equipment that meets the specifications of the Company's Terminal Attachment Plan may be made under the terms and conditions of that plan which are specified in the following paragraphs. C

(b) Customer-provided terminal equipment which conforms to Innovation, Science and Economic Development (ISED) Telecommunication Apparatus Compliance Specification 03 (CS--03), is registered with ISED in accordance with the "Procedure for Declaration of Conformity and Registration of Terminal Equipment" (DC-01) and is marked with a Registration Number as defined in ISED document "Self-Marking of the Certification/Registration Number on Terminal Equipment", in accordance with the terms of the Terminal Attachment Program Procedures, may be electrically or acoustically attached to or used in conjunction with the Company's facilities, subject to the terms of Telecom Decision 82-14 and the Company's tariffs as applicable. C C C

(c) The purpose of terminal equipment certification and registration is to provide uniform standards for the protection of the telephone network. Certification is not intended to assure the user of terminal equipment any measure of performance or safety. C

(d) Customer-provided terminal equipment which performs any of the following functions may not be attached to the Company's facilities: C

(1) Makes fraudulent use of the telecommunications network in any manner, including, without limitation, the following: C

a. transmits and/or receives data signals when the off-hook time interval lasts less than two seconds; C

b. automatically changes from an on-hook mode to an off-hook mode except in response to an incoming call or to initiate an outgoing call. C

(2) Interconnects the Company's transmission facilities to those provided by the customer or others, except as otherwise permitted in the Company's tariffs. C

(3) Derives additional voice communications channels from or otherwise increases the call carrying capacity of the Company's facilities except as otherwise permitted by the Company's tariffs. C

2. Conditions

(a) Except for acoustically connected equipment, customer-provided terminal equipment shall be attached to the telephone network only on the customer side of the demarcation point determined by the Company in accordance with the terms and conditions specified in Item 308 of this tariff. C C C

(b) Except for jack-plug-cord ensembles (telephone extension cords), various plug adapter assemblies or other equipment as may be provided in the Company's tariffs, customer-provided terminal equipment may not be connected to the public telephone service. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1303. **TERMINAL ATTACHMENT PLAN - continued** C

2. Conditions - continued C

(c) Terminal equipment which meets the requirements of the Company's Terminal Attachment Plan may be attached to another item of terminal equipment which meets the requirements of the Company's Terminal Attachment Plan and is attached to the telephone network, subject to the following: C

(1) it must be designed for such use; and C

(2) the connection must conform to the wiring and installation provisions of ISED CS-03; hardwired connections may be made only with the agreement of the terminal equipment owners and in accordance with ISED DC-01. C C

(d) Provided they are DOC certified and labelled, jack-plug-cord ensembles (telephone extension cords), plug adapter units and single line and multi-line bridging adapters may be utilized to connect terminal equipment to the Company's facilities. C

(e) The Company's services may be shared or re-sold to provide basic local voice services in accordance with the terms and conditions outlined in Tariff 3003, Item 107. C

(f) The customer shall notify the Company prior to the attachment of customer-provided multi-line terminal equipment. Such notification shall include the manufacturer's name; the model number(s); type(s) of equipment; and ISED registration number(s), interface code(s) and connecting arrangement code(s), as defined in ISED CS-03. C C C

(g) The installation of customer-provided single and multi-line terminal equipment shall comply with the installation requirements as set out in ISED CS-03 and the Terminal Attachment Plan Procedures. C C C

(h) Routine repairs and maintenance of terminal equipment connected to the Company's facilities shall be carried out so as to ensure the continued compliance of such equipment with the appropriate technical standard in accordance with which such equipment has been certified. C

(i) Terminal equipment of a type which is not registered with ISED as defined in ISED DC-01, in accordance with the Terminal Attachment Plan Procedures may not be, or remain, attached to the Company's facilities. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1303. **TERMINAL ATTACHMENT PLAN - continued** C

2. Conditions - continued C

(j) Notwithstanding any of the terms of this tariff item, the following provision as prescribed in Telecom Decision CRTC 82-14 is applicable with respect to network addressing equipment: C

(1) Single and multi-line terminal equipment of a type already in service pursuant to the Company's tariffs and manufactured prior to 1 September 1984, may remain in service or be attached without further attestation or certification unless subsequently modified. In order to be attached by either a carrier or customer, single or multi-line terminal equipment manufactured after 31 August 1984 must be of a type registered with ISED DC-01 and be marked as described in ISED document "Self-Marking of the Certification/Registration Number on Terminal Equipment" as meeting the appropriate TAPAC and bear an ISED label indicating such certification. C C C C C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

RESERVED FOR FUTURE USE.

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1304. **VOICE RECORDER CONNECTING EQUIPMENT**

1. Recording equipment is apparatus for recording speech or other sounds for subsequent reproduction.

(a) General

(1) Recorder connectors are not required where customer-provided recording equipment is DOC certified and labeled.

(2) Recorder connectors, when required, may be installed and maintained by the customer.

(3) Where electrical power is necessary to operate the recorder connector, the power and a conveniently located electrical outlet shall be supplied by the customer.

(4) The customer-provided equipment is to be so arranged that at the will of the users it can be physically connected to and disconnected from the Company's facilities or switched on and off.

(5) The equipment to be attached must comply with the terms outlined in Item 1301.

2. Recorder Connector with Beep Tone

(a) A recorder connector provides a distinctive tone at intervals of approximately 15 seconds to signal that a two-way conversation is being recorded. Recorder connector equipment without the tone may be used at the customer's option.

(b) Rates and Charges C

	Monthly Rate	Service Charge
Recorder Connector with Beep Tone (Note 2).....	$ 4.00	Section 3
Recorder Connector without Beep Tone (Note 1).....	6.95	Section 3

Note 1: Not available for new installations or for expansion of existing.

Note 2: Available on recovery basis only and at the discretion of the Company.

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1304. **VOICE RECORDER CONNECTING EQUIPMENT - continued** C

3. Voice Station Coupler with Beep Tone

(a) Rates and Charges C

		Monthly Rate	C	Service Charge	
Voice Station Coupler with Beep Tone (Note)	C	$ 8.40		Section 3	C

Note: Not available for new installations or for expansion of existing. N

4. Conditions

(a) Voice station couplers are not required where customer-provided voice recording equipment is DOC certified and labeled. C

(b) Voice station couplers, when required, may be provided, installed and maintained by the customer. C

(c) The electrical power necessary to operate the connecting device and the required electrical outlet shall be supplied by the customer. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1305. **BROADCAST COUPLER EQUIPMENT**

1. Description of Service

(a) Broadcast coupler equipment consists of a telephone equipped with special jacks and switches and a plug-ended cord for use with a jack-ended individual main station line. The Company provides coupler equipment to permit the connection of customer-provided equipment to the Company's Exchange or interexchange facilities for the purpose of radio broadcasting from a location remote from the studio. Broadcast couplers are not required where customer-provided terminal equipment is DOC certified and labeled. C C

2. Rates and Charges C

	Monthly Rate	C	Service Charge
Individual Line	Item 207		
Jack	Item 308.1	C	
Broadcast Coupler Equipment	Item 1403.2		

3. Conditions

(a) Broadcast coupler equipment is provided for use with individual line service only. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item 1306. **RESTRICTIONS ON AUTOMATIC DIALING – ANNOUNCING DEVICES (ADADS) AND CONDITIONS FOR UNSOLICITED LIVE VOICE AND FACSIMILE CALLS FOR THE PURPOSE OF SOLICITATION** C

1. Definitions

(a) In this Item, C

"Automatic Dialing-Announcing Device (ADAD)" means any automatic equipment incorporating the capability of storing or producing telephone numbers to be called, used alone or in conjunction with other equipment to convey a pre-recorded or synthesized voice message to the telephone number called.

"Solicitation" means the selling or promoting of a product or service, or the soliciting of money or money's worth, whether directly or indirectly and whether or behalf of the ADAD user or of another party.

2. Prohibition on ADAD Calls for Solicitation

(a) The use of ADADs to make unsolicited calls for the purpose of solicitation is prohibited, including ADAD calls made to solicit on behalf of a charity, the use of ADAD messages to request that a called party hold until an operator is available (when the purpose of the all is to solicit), activities such as radio station promotions, or ADAD calls referring the called party to a 900 or 976 Service number. C

3. Restrictions on ADAD Calls for Other Than Solicitation

(a) ADADs may be used to make unsolicited calls for purposes other than solicitation, subject to the following conditions: C

(1) Calls may only be placed between 9:30 a.m. and 8:00 p.m., Monday through Friday; between 10:30 a.m. and 5:00 p.m. on Saturday; and between noon and 5:00 p.m. on Sunday. These restrictions apply in the event of conflict with territorial or provincial legislation governing the calling hours of certain calling activities, such as the collection of overdue accounts. C

(2) Calls must begin with a clear message identifying the person on behalf of whom the call is being made. This identification message must include: (1) a mailing address; and (2) a telephone number at which the called party can reach, at no charge, a responsible individual representing the originator of the message. If the actual message relayed exceeds 60 seconds, the identification message must be repeated at the end of the call. Where the person making the call is conducting a survey on behalf of a client, either the survey research organization or the client on whose behalf the call is made must be identified in accordance with the requirements of this section. C

(3) Calls must display either the originating calling number or an alternate number at which the call originator can be reached, except where number display is unavailable for technical reasons. C

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CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1306. **RESTRICTIONS ON AUTOMATIC DIALING – ANNOUNCING DEVICES (ADADS) AND CONDITIONS FOR UNSOLICITED LIVE VOICE AND FACSIMILE CALLS FOR THE PURPOSE OF SOLICITATION - continued** C C

3. Restrictions on ADAD Calls for Other Than Solicitation - continued C

(a) ADADs may be used to make unsolicited calls for purposes other than solicitation, subject to the following conditions: - continued C C

(4) Sequential dialing is prohibited. C M[47]

(5) Calls may not be placed to emergency lines or healthcare facilities. C

(6) ADAD users must make all reasonable efforts to ensure that their equipment disconnects within ten seconds of the called party hanging up.. C M[47]

(b) The restrictions in (a) do not apply to calls made for public service reasons, such as calls made for emergency or administrative purposes by police departments, fire departments, schools, hospitals or similar organizations. C

(c) Conditions for unsolicited live voice and facsimile calls (including calls made on behalf of charitable institutions) for the purpose of solicitation. C

Exception: These conditions do not apply to live voice and facsimile calls that do not solicit, including calls for emergency purposes, calls for account collection and market and survey research. C

(1) Persons placing unsolicited live voice or facsimile calls to solicit are to ensure that a customer's request not to be called again is respected and that the customer's name and telephone number are removed from calling lists within 7 days of the request for unsolicited facsimile calls and 30 days of the request for unsolicited live voice calls. A customer's "do not call" request is to remain active for three years. C

(2) Persons placing unsolicited live voice calls to solicit are to identify the person on behalf of whom the call is made and provide, upon request, the caller's telephone number and the name and address of a responsible party to whom the called party can write. C

(3) Persons placing unsolicited facsimile calls to solicit are to identify the person on behalf of whom the call is made as well as the caller's telephone number, facsimile number and the name and address of a responsible party to whom the called party can write. C

a. When the unsolicited live voice or fax call is placed by a professional calling organization on behalf of another organization, the professional calling organization must also provide the information set out in (2) and (3) above with respect to itself. C C

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CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1306. **RESTRICTIONS ON AUTOMATIC DIALING – ANNOUNCING DEVICES (ADADS) AND CONDITIONS FOR UNSOLICITED LIVE VOICE AND FACSIMILE CALLS FOR THE PURPOSE OF SOLICITATION - continued** C C

3. Restrictions on ADAD Calls for Other Than Solicitation - continued C

(c) Conditions for unsolicited live voice and facsimile calls (including calls made on behalf of charitable institutions) for the purpose of solicitation - continued C C

(4) Unless otherwise provided by law, unsolicited facsimile calls may only be placed between 9:00 a.m. and 9:30 p.m. Monday to Friday and between 10:00 a.m. and 6:00 p.m. on Saturday and Sunday. The permitted calling hours identified are those of the called party. C M[48]

(5) Unsolicited live voice or facsimile calls to solicit must display the originating calling number or an alternate number at which the call originator can be reached, except where number display is unavailable for technical reasons. C

(6) Sequential dialing for unsolicited live voice and facsimile calls for the purpose of solicitation is prohibited. C

(7) Unsolicited live voice and facsimile calls must not be placed to any emergency line or healthcare facility. M[48]

4. Enforcement

(a) Service used in the placing of calls that contravene the terms and conditions of this tariff may be suspended or terminated two (2) business days after notice from the Company of any alleged violation. C

5. Rates and Charges C

(a) The monthly rates specified for Private Branch Exchange Trunks in Item 207 and the service charges specified in Section 3 apply. C C

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CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1307. **CONNECTION OF CUSTOMER-PROVIDED ACCESORIES**

1. General

(a) Accessories are inert (non-electrical) devices, which are affixed to the exterior of the telephone or other Company-provided equipment. Examples of approved attachments are shoulder rests, pencil holders, labels, pad holders, ashtrays, non-skid telephone bases, cord protectors and dialing aids. C

2. Conditions

(a) Inert devices must not interfere with the operation of, or damage, the Company's equipment. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1308. **ALARM SENDING EQUIPMENT**

1. Description of Service

(a) Alarm sending equipment transmits dial pulses to connect an alarm signal to a predetermined telephone number.

(b) Rates and Charges

	Monthly Rate		Service Charge
QCS2B Alarm Coupler (Notes 1 and 2)	$ 8.28	A	Section 3

Note 1: The service charge applies to each installation or move.

Note 2: Available on recovery basis only and at the discretion of the Company.

(c) Conditions

(1) Customer-provided alarm sending equipment shall be connected only to individual main stations with the exception of medical emergency signalling services.

(2) Individual-line service is not available to the customer. If, however, individual-line service is subsequently offered by the Company, the customer must obtain it or else disconnect the device.

(3) The emergency alarm-signalling device must conform to Innovation, Science and Economic Development (ISED) CS-03 and be registered in accordance with ISED DC-01 and connected in accordance with other applicable provisions of Items 1301, 1302 and 1303.

(4) The device is used only in conjunction with a medical emergency support program.

(5) The device must be programmed to dial telephone numbers within the customer's local calling area only.

(6) If the operation of the emergency alarm-signalling device unduly interferes with another customer's telephone service, the Company may require the customer to detach the device immediately.

(7) The Company will not be responsible for the inability of a customer using such a device to place an emergency call due to the concurrent use of the line by another party-line customer.

(8) Customers attaching such a device will be responsible for the installation and maintenance of such equipment.

(9) The connection of the emergency alarm-signalling device to the Company's facilities will be made beyond the Company's demarcation point located within the customer's premises.

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1309. **INTERCONNECTION OF INTRAEXCHANGE SYSTEMS**

1. General

(a) The interconnection of non-carrier provided, private intraexchange systems and non-carrier provided, public non-voice intraexchange systems to the Company's facilities or services may be made subject to the terms of Telecom Decision CRTC 85-19 and the Company's tariffs as applicable. C

(b) Non-carrier provided private intraexchange systems may not be used to provide service to the general public. C

(c) Non-carrier provided public non-voice intraexchange systems are non-voice systems, which offer their services to the public. Such systems can provide access to data communications services. C

(d) An intraexchange circuit or system is defined as one, which is configured to operate within an Exchange free calling area. C

(e) The provision of non-carrier provided private intraexchange systems or circuitry that has access to the public switched telephone or telex network may not be connected to private interexchange networks. C

(f) Non-carrier provided intraexchange system interconnection must comply with Innovation, Science and Economic Development (ISED) CS-03 and be registered in accordance with ISED DC-01 and connected in accordance with other applicable provisions in Items 1301, 1302 and 1303. C | C

2. Conditions

(a) Non-carrier provided intraexchange systems shall be attached to the Company's facilities by means of connecting equipment provided by the Company. The customer shall be responsible for the provision of suitable housing or mounting space for the connecting equipment. C

(b) Reserved for future use. C

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CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT N

Item
1309. **INTERCONNECTION OF INTRAEXCHANGE SYSTEMS - continued** N

2. Conditions - continued N

(c) Use of the Company's facilities or services for the purpose of resale or sharing or interconnection of equipment or circuitry to the Company's facilities, shall conform to ISED CS-03 and be registered in accordance with ISED DC-01 and connected in accordance with other applicable provisions in Items 1301, 1302 and 1303. C M[49] C

(d) Non-carrier provided intraexchange systems or circuitry interconnected to the Company's facilities shall be adequately maintained to ensure the continued compliance of such systems with the appropriate technical standards in accordance with which such interconnection has been authorized. C

(e) Regular service charges shall apply in accordance with Section 3 of this tariff. C

(f) When such attachment or connection to or use with the Company's facilities cause the Company to incur any unusual expense or any loss or damage, it may recover any such unusual expense or any such loss or damage from the customer. C

(g) Notwithstanding any of the terms of this tariff item, the provisions of Telecom Decision 85-19 are applicable with respect to the interconnection of non-carrier provided intraexchange systems or circuitry. C M[49]

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CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1310. **SWITCHED ACCESS TYPES FOR CONVENTIONAL PUBLIC MOBILE RADIO SYSTEMS**

1. General

(a) Radio Common Carrier Systems – Network Connection Service (RCC Connection) provides access to and from the Company's Central Office switching equipment and the Public Switched Telephone Network (PSTN). Access is provided to the operator of a Radio Common Carrier system (RCC) licensed by the Federal Department of Communications (DOC) to provide a public commercial radio service within certain defined geographic areas. Access is provided in order to facilitate communications between mobile radio stations served by the RCC and other stations connected to the switched network. C

(b) The provision of RCC Connection is subject to the availability of suitable facilities and equipment and the other telecommunication requirements of the Company. C

(c) Switched Access Type 1: Line Access C

(1) RCC Connection provided via Switched Access Type 1 Line Access (SAT-1 Line Access) facilities provides access to and from the switched network via "line side" connections in Company Central Offices. Rotary hunting with a single seven-digit telephone number may be provided as an optional feature. C

(2) Directory listings are not provided with this service. C

(3) When used in the switched network terminating direction, the connecting trunk is provided with dial tone start dial signalling and dial pulse address signalling. Dual tone multi-frequency (DTMF) address signalling may be supplied as an option subject to the availability of suitable equipment. C

(4) Address signalling is not provided by the Company when SAT-1 Line Access is used in the switched network originating direction. If address signalling is required by the RCC it must be provided by the originating user utilizing inband tone signalling techniques. Such inband tone address signals are not regenerated by the Company and will be subject to the ordinary t4ransmission capabilities of the switched network. C

(5) The RCC shall be the Company's sole subscriber with regards to the connections provided under this item and shall be responsible for all charges due as a result of the use of all facilities or equipment provided. C

(6) All traffic to be carried on or over the RCC's network and interconnected with the Company's network shall be limited to calls where one or both of the terminating points of the call is a "mobile station" as defined in the International Telecommunications Union Radio Regulations, Chapter 1, Article 1, Section III, Part 4.8 as amended from time to time. C

(7) The provision of such connections and equipment as set forth in this item does not constitute a joint undertaking with the RCC in the furnishing of any service. C

(8) The provision of connections and equipment as set forth in this item will be subject to completion of a Special Agreement between the Company and each connecting RCC. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1310. **SWITCHED ACCESS TYPES FOR CONVENTIONAL PUBLIC MOBILE RADIO SYSTEMS - continued** C

1. General - continued C

(c) Switched Access Type 1: Line Access - continued C

(9) The Company shall not be responsible to the customers of the RCC for end-to-end service. C

(10) Charges for message toll service provided through any connections furnished to the RCC will be billed to and paid by the RCC. C

(11) The RCC will furnish to the Company, at no charge, adequate equipment space and electrical power required by the Company to provide the connections under this item. C

(12) Customer equipment attached to the Company's facilities must be in accordance with the Company's Connection of Customer-Provided Equipment, Items 1301, 1302 and 1303. C C

(13) Intermediate repeaters may not be installed to the RCC system without prior approval of the Company. C C

(14) All connections shall be available to the Company at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining these circuits in satisfactory operating condition. Such tests and adjustments shall be completed within reasonable time. C

(15) Where installation or special construction of equipment or facilities is required, such installation or construction shall be considered to have started when the Company incurs any cost in connection with such equipment or facilities. Where the RCC cancels an application for facilities prior to the Company incurring any costs, no charges shall apply. Where the RCC cancels an application for facilities after the Company incurs any costs, the charges to the RCC shall be the lesser of the charge for the initial contract period including the installation charge or the non-recoverable cost of installation and removal including the costs of engineering, labour, supervision, transportation, rights-of-way and any other associated costs. C

(16) The RCC shall furnish to the Company a forecast of its requirements for planning purposes in the form and manner as specified by the company from time to time. C

(17) The Company will initiate trouble repair procedures only when such trouble is reported to the Company by the RCC or its duly authorized representatives. The RCC's customer shall be instructed by the RCC to report all cases of trouble solely to the RCC. C

(18) The connection of the RCC's network with the switched network shall at all times be in accordance to Innovation, Science and Economic Development (ISED) CS-03 and be registered in accordance with ISED DC-01 and connected in accordance with other applicable provisions in Items 1301, 1302 and 1303. C | C

(19) When it is necessary to provide additional equipment or to incur any unusual expense in order to furnish service, an additional charge may be made based on the cost of the equipment installed or the other expenses involved. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

RESERVED FOR FUTURE USE.

3	CANCELS	2	PAGE	198C
3	CANCELS	2	PAGE	198D

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item 1310. **SWITCHED ACCESS TYPES FOR CONVENTIONAL PUBLIC MOBILE RADIO SYSTEMS - continued** C C

2. Rates and Charges C

(a) The following rates apply to each individual Radio Common Carrier connection to the Public Switched Telephone Network (PSTN). These are in addition to any other rates and charges that may be applicable. C

		Monthly Rate	N
Two-wire Touch-tone Access Line, each	C	$ 72.50	C
Toll Restriction Service		Item 1407	C
Non-recurring Service Connection		Item 301	C

Note 1: The rate is 25% higher than the Company's business multi-line rate (Item 207). This formula was approved by the Commission in Telecom Order CRTC 1988-16, 11 January 1988.

Note 2: Multi-line Hunt service provides for sequential hunting over two or more Central Office lines and is included in the monthly access rate above.

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS**

1. Service Description

(a) Wireless Service Provider – Network Access Service provides the interconnection between the Company's switched network and the system of a Wireless Service Provider (WSP) duly licensed pursuant to the *Radio Act* (Canada), as may be amended from time to time to provide cellular radio services in areas served by the Company. Access to the Company's switched network is provided through a Company Central Office equipped with digital switching equipment. C C C C

2. Definition

(a) Wireless Service Provider - Network Access consists of the following five parts: C

"Access Service *Channel"* - This part provides facilities from the WSP's point of interconnection to the Central Office. Both analogue and digital channels are available for Access Service. Analogue Access Service provides single analogue channels; Digital Access Service provides 24 DS-0 digital access channels, both terminated at the WSP's point of interconnection. C

"WSP Link" - The WSP Link part provides the Central Office equipment required to terminate an Access Service Channel in the Company Central Office. Answer supervision and multi-frequency signalling are included. C C

"WSP Network Access" - WSP Network Access part provides the additional common equipment and Facilities, both in the Company Central Office and in the local free calling area where the Message originates, required to process the Message in the public switched telephone network. C C

"Telephone Numbers" - The Telephone Numbers are 10 digit numbers (area code and seven digit telephone number) without pulsing. C

"CCS7 signalling Interconnection" - The CCS7 Interconnection service will provide WSPs using trunk-side interconnection with the ability to interconnect their own CCS7 signalling network with the Company's CCS7 signalling network in order to exchange the ISUP signalling information necessary to support the completion of calls between the two networks. CCS7 signalling between the WSP and ILEC networks is available only with trunk-side interconnection and where the ILEC has an STP. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS - continued** C

3. Conditions of Service

(a) WSP shall be the Companys sole customer for the connection and services provided under this item. The WSP shall pay to the Company all rates and charges incurred for services provided through any connections furnished to the WSP pursuant to the item, including Message Toll Service, Directory Assistance and other chargeable services. C C

(b) Service is provided subject to the availability of suitable facilities and equipment, the need for such facilities to meet the other telecommunications requirements of the Company and the terms and conditions of this tariff and the Terms of Service of the Company. The Company is not responsible for the design or operation of any system or service provided by the WSP and connected to the switched network. The Company's service is limited to the provision of access to and from the switched network. C C

(c) Wireless Service Provider – Network Access Service shall be provided by the Company upon request from a WSP at such locations and in respect of such facilities and equipment as meet the standards for interconnection established by the federal government's ad hoc Technical Committee on Cellular Radio Systems Interconnection. C

(d) Where the Company's network does not meet the technical service requirements of the WSP's wireless network, or any part thereof, the WSP shall obtain from the Company such supplemental service and equipment as required to meet such technical service requirements. The WSP shall pay to the Company all of the Company's charges for such supplemental service and equipment in addition to all other charges the WSP are required to pay to the Company pursuant to this item. C C C

(e) (1) All messages transmitted on or over the WSP's wireless network and interconnected with the Company's network shall be limited to messages where one or both of the intended terminating points of the message is a "mobile station" as defined in the International Telecommunications Union Radio Regulations, Chapter 1, Article 1, Section III, Part 4.8, as amended from time to time. C C

(2) The WSP, subject to the terms contained in this tariff item, is permitted to transmit interexchange messages in the Company's operating area on or over the WSP's network, provided the message originates from or terminates at a mobile station or radio pager. C C

(3) The WSP may interconnect with the Company's PSTN to provide transmission services to radio paging operators. C

(f) The Company shall not be responsible to the customers of the WSP for the end-to-end service. C

(g) The WSP will furnish to the Company, at no charge, adequate equipment, space and electrical power required by the Company. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS - continued** C

3. Conditions of Service - continued C

(h) (1) Item 1301, General, applies to Wireless Service Provider – Network Access. C

(2) The Company may provide notice to the WSP that the WSP's equipment, operated by the WSP or its customers is causing or is likely to cause such hazard or interference in which event the WSP shall take such steps as shall be necessary to remove or prevent such hazard or interference forthwith C

(i) The provision of Wireless Service Provider – Network Access service by the Company to the WSP pursuant to this item does not constitute an agency, partnership, joint venture or joint undertaking relationship between the Company and the WSP. C C

(j) For planning purposes only, the WSP shall furnish the Company in the format and in the manner specified by the Company from time to time, a five-year forecast of the WSP's requirements; however, the Company shall not be obligated to meet the WSP's requirements as forecast unless the WSP commits to procure such requirements from the Company, in which case the Company's obligation shall be limited to provision within a reasonable time C C

(k) (1) The Company shall only respond to trouble reports from the WSP or the WSP's duly authorized representatives after the WSP has first determined the trouble does not originate in the WSP's public cellular mobile radio-telephone system. The WSP shall instruct its subscribers to report all cases of trouble to the WSP. C

(2) Item 1302, Service Charge, applies to Wireless Service Provider – Network Access. C

(l) (1) Telephone numbers will be reserved for the WSP, at no cost to the WSP, in sufficient quantities to ensure that the WSP has an adequate supply of telephone numbers for the purposes of operating its system. Telephone numbers will be reserved on the basis of entire NXX codes (10,000 seven digit telephone numbers). Where the WSP projections of demand warrant. If the WSP does not request an entire NXX code, telephone numbers will be assigned in blocks of at least 100 numbers. C

(2) If there is a scarcity of NXX codes, the Company and the WSP's will share NXX codes on a fair and equitable basis. If only one NXX code is open in an Exchange, then two WSPs may be required to share the same NXX code, but in no event shall they be required to share within a discrete block of 1,000 numbers. C

(3) The WSP shall not acquire any property rights in reserved or assigned numbers, which may be changed in accordance with Article 14 of the Terms of Service. C C

(m) The WSP shall pay to the Company, Local Channel charges for facilities required from the Company's Central Office to the public cellular mobile radio-telephone system location (Tariff 3003, Item 202) where applicable. C C

(n) The WSP shall pay the Company for any Channel Conditioning required on Facilities from the Company Central Office to the public cellular mobile radio-telephone system location on a special assembly basis. C C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS - continued** C

3. Conditions of Service - continued C

(o) Where the WSP's Customer desires a directory listing for an assigned telephone number, such listing will be provided by the Company to the WSP in accordance with the applicable rates, charges and conditions for business extra listings (Item 402). C C

(p) A WSP may self-supply Message Relay Service and Internet Protocol Relay Service. C

(q) Where a WSP does not self-supply Message Relay Service or Internet Protocol Relay Service (IPRS) and it requires assigned cellular telephone numbers from the Exchanges referred to in Item 209.3., the WSP must also pay a monthly rate of $0.13 per number for Relay Service and IPRS in addition to the monthly rate identified. C C

4. Rates and Charges

(a) Line-side Access C

(1) Additional common equipment and facilities, both in the serving Wire Centre and the local calling area required to process a call on the PSTN. Since the call handling capacity of an access channel changes as the number of channels increases the corresponding network charge will vary as shown below. C

(2) Wireless Telephone Numbers C

a. The monthly recurring charges for 10-digit telephone numbers with outpulsing are: C

	Monthly Rate	C	Service Charge (Note)	C
Each group of 100 assigned numbers	$ 94.30		$ 71.30	
Each group of 100 reserved numbers	$ 94.30		$ 71.30	

b. Access Service Channel C

			Monthly Rate	C	Service Charge (Note)	C
a	Digital Access Channel: Digital Access, Channel and Construction	C	CRTC 3003 Item 1111		CRTC 3003 Item 1111	
b	Analogue Access Channel Analogue Access plus Digital Termination	C				
	i. 4-wire, Unconditioned Facility, Each Channel	C	CRTC 3003, Item 304		Item 301	C
	ii. Channel Bank Equipment	C	$ 17.85		Item 301	C
	iii. E & M Signalling Equipment	|	$ 14.50		Item 301	C
	iv. 4-wire Voice Frequency Gain Equipment; If Required; Each Channel; Each Unit	C	$ 15.12		Item 301	C

Note: Applies to each request for number blocks at any one location. C

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item 1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS - continued** C

4. Rates and Charges - continued C

(a) Line-side Access - continued C

(3) WSP Link C

	Monthly Rate	N	Service Charge	N
Central Office equipment associated with a digital or analogue access channel (applies instead of Digital Private Line link charges where Digital Private Line is used). Charge only applies where line-side interconnection is used.	$ 13.60		Item 301	C

(4) WSP Network Access – Line-side Access C

			Rate	C
i.	Each access channel to a maximum of 12 channels, per month	C	$ 33.35	
ii.	Each access channel to a maximum of 24 channels, per month	|	$ 59.80	
iii.	Each access channel to a maximum of 36 channels, per month	|	$ 70.15	
iv.	Each access channel to a maximum of 48 channels, per month	|	$ 75.90	
v.	Each access channel to a maximum of 60 channels, per month	|	$ 79.95	
vi.	Each access channel to a maximum of 72 channels, per month	|	$ 82.80	
vii.	Each access channel to a maximum of 84 channels, per month	|	$ 83.95	
viii.	Each access channel to a maximum of 96 channels, per month	|	$ 86.25	
ix.	Service Charge for each request to activate additional access channels at each location	C	$ 154.10	

(b) Trunk-side Access C

(1) Trunk-side access provides the additional common equipment and facilities in the Company's Central Office required to terminate a Trunk-side Access Channel in the Company's Central Office and to process a call on the Company's PSTN to the Company's subscribers in the local calling area of the originating Exchange. Trunk-side Access includes transiting of calls on the Company's PSTN to WSPs interconnecting to the Company's network in the local calling area of the originating Exchange. C C C

(2) WSP Network Access – Trunk-side Access C

a. These rates are for Trunk-side Access and are in addition to other rates and charges as applicable. C

			Rate	N
i.	Each access channel to a maximum of 24 channels, per month	C	$ 30.00	
ii.	Each access channel to a maximum of 48 channels, per month	|	$ 38.00	
iii.	Each access channel to a maximum of 72 channels, per month	|	$ 40.00	
iv.	Each access channel to a maximum of 96 channels, per month	|	$ 42.00	
v.	Service Charge for each request to activate additional access channels at each location	C	$ 80.00	

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS - continued**

4. Rates and Charges - continued

(b) Trunk-side Access - continued

(3) Number Block Routing C

a. This service provides for 1,000-Block and 100-Block Trunk Side routing of telephone numbers by seven digits from the Company switch in which the Central Office Code of the telephone numbers resides to the WSP switch. Available in conjunction with wireless Trunk Side interconnection. For Exchanges where a continuous 1,000-block is not available, the Company will provide 100-block routing.

	Monthly Rate	Service Charge
100 or 1,000-block Routing, each block	$ 62.90	$ 66.75 (Note)

Note: For each consecutive group of 100-blocks for which 100-block routing is provided, the WSP shall pay to the Company the applicable Service Charge.

(4) Wireless Telephone Numbers C

(a) The monthly recurring charges for 10-digit telephone numbers with outpulsing are:

	Monthly Rate	Service Charge
Each group of 100 reserved numbers	$ 94.30	$ 71.30

(5) Access Service Channel C

	Monthly Rate	Service Charge
Digital Access Channel:		
Digital Access, Channel and Construction	CRTC 3003 Item 1111	CRTC 3003 Item 1111

(6) CCS7 Interconnection Rates C

(a) CCS7 signaling between the WSP and ILEC networks is available only with trunk-side interconnection. CCS7 Interconnection provides for the exchange of ISUP signaling information between the WSP's network and the ILEC's network. The following rates and charges are in addition to the other applicable Wireless Trunk-side Network Service rates such as Digital Access Channel and Trunk-side access rates as specified in Item 1311.4.

CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Item
1311. **WIRELESS SERVICE PROVIDER – NETWORK ACCESS - continued**

4. Rates and Charges - continued

(b) Trunk-side Access - continued

(6) CCS7 Interconnection Rates - continued C

	Monthly Rate	Service Charge
i. WSP switch to a Company gateway STP Multiples of 2 links, each link	$ 1,400.00	
ii. Digital Transport Facilities – between a WSP STP and a Company`s designated gateway STP	CRTC 3003 Item 1112	CRTC 3003 Item 1112
iii. Administrative Charge (Note)		$ 69,500.00

Note: Administrative Charge applies to the initial engineering, planning and testing activities associated with a WSP's initial request to develop network interfaces and to implement CCS7 network interconnection arrangements. The activities include engineering, operations and translations work required to provision initial CCS7 interconnection for WSP STP to Company gateway STP connection.

(7) CCS7 Transiting C

(a) CCS7 Transit Services provides for the exchange of CCS7 signaling messages between two WSO's or between a WSO and an IXC when the two carriers exchanging CCS7 messages with each other have direct message trunking and the WSO is interconnected to the ILEC.

(b) The Company does not provide transiting service however the Company will not prevent a WSP from using transiting services from a CCS7 Transiting Network Provider. Any fees that are incurred by the Company as a result of this service will be passed on to the WSP using the transiting service from the third party providing the service. A WSP using transiting from another CCS7 provider will not be required to pay the Company's charges for Links, Digital Transport or Administration fees as found in Item 1311.4.(b)(5).

(c) The services are provided subject to the following conditions:

(1) they are provided based on existing CCS7 interconnection arrangements;

(2) a business arrangement exists between two carriers exchanging CCS7 messages with each other; and

(3) evidence of this business arrangement has been provided to the Company.

SECTION 14 – SUPPLEMENTAL SERVICE AND EQUIPMENT

See Page 5 for Table of Contents

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1402. **AUXILIARY SIGNALS**

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation, maintenance and rental of equipment for the provision of Supplemental Service and Equipment as found within the Supplemental Service and Equipment tariff, when provided in the Exchanges of Whitehorse and Yellowknife. Accordingly, Supplemental Service and Equipment installation, maintenance and rental services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C C

1. General

(a) Auxiliary Signals are operated by signal control equipment and are available with individual line and PBX service in common battery Exchanges. C

(b) One bell is provided with each telephone set or station, subject to any limitations specified elsewhere. C

(c) Bells in excess of one per station may be furnished at extension bell rates. C

(d) The circuits required to connect off premises extension bells are subject to a line mileage charge in addition to the equipment charges. C

(e) Where signals and control equipment are designed to operate on 110 Volt AC power, the power is to be supplied by the customer. Where the power supply differs from that stated, any additional expenses incurred by the Company to convert the power shall be assessed the customer. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1402. **AUXILIARY SIGNALS - continued** C

2. Rates and Charges C

Line Signals		Monthly Rate	C	Service Charge	
(a) Operated by Central Office ringing power:	C				
(1) Extension Bells, ordinary, each (Note)	C	$ 0.70	C	Section 3	C
(2) Extension bells, loud, each (Note)	C	0.20	C	Section 3	C
(3) Extra loud bells	C				
4 inch, each (Note)	C	2.45		Section 3	C
6 inch, each (Note)	C	2.75		Section 3	|
8 inch, each (Note)	C	3.20		Section 3	C
(4) Each neon lamp with mounting	C	0.50	C	Section 3	C
(5) Additional Bells – Indoor Locations	C				
Regular Type (Note)	C	1.90		$ 58.00	
Loud Ringing (Note)	C	2.85		58.00	
Loud Ringing, in weather proof housing (Note)		2.85		58.00	
(6) Buzzer (Note)	C	1.45		58.00	
(7) Cut-off feature (Note)	C	1.60		51.00	

The furnishing of visual signal lamps with mountings is the responsibility of the customer.

		Monthly Rate	C	Service Charge	
(b) Operated by commercial power:	C				
Signal control equipment:					
For intermittent signal (Note)	C	$ 1.20		Section 3	C
For sustained signal (Note)	|	1.45		Section 3	C
Horn (Note)	C	7.65		$ 64.00	

Visual signal lamps to be furnished by the customer. C

		Monthly Rate	C
(c) Signal Control Equipment:	C		
For line signals (bells or lamps) Continuous or non-continuous, each line (Note)	C	$ 4.30	

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1403. **MISCELLANEOUS EQUIPMENT AND SERVICE**

1. General

(a) Miscellaneous equipment consists of items furnished supplementary and subsidiary to facilities provided in conjunction with basic exchange service and the rates quoted are in addition to all other rates and charges for service. When not specifically stated, the costs incurred by the Company to install such miscellaneous items shall be assessed the customer. C

2. Rates and Charges

		Monthly Rate Residential	C	Monthly Rate Business	C	Service Charge	
(a)	Bell chimes, ivory (Note 3)..... C	$ 3.15		$ 3.15		Section 3	C
(b)	Cords, non-standard, line or handset (one-time actual cost) (Notes 1 & 3)..... C	N/A		N/A		Section 3	C
(c)	Special Telephone Instruments and Equipment:						
	(1) Basic telephone rotary dial, wall or desk (Note 3) C	5.55		5.55 (Note 2)		Section 3	C
	(2) Basic telephone Touch-tone, wall or desk (Note 4) C	6.30		6.30 (Note 2)		Section 3	C
	(3) Handset for hard of hearing.....	2.00		2.00 (Note 2)		Section 3	C
	(4) Contempra telephone (includes colour charge) rotary dial (Note 3) C	5.55		5.55 (Note 2)		Section 3	C
	Touch-tone dial (Note 3)..... C	6.30		6.30 (Note 2)		Section 3	C
	(5) Companion 2 hands-free speaker unit including transformer (Note 3)..... C	13.70		13.70 (Note 2)		Section 3	C

Note 1: Does not apply to modular equipment.

Note 2: Does not apply to PBX service. Refer to Section 8.

Note 3: Not available for new installations or for expansion of existing. N

Note 4: Available on recovery basis only and at the discretion of the Company. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued**

2. Rates and Charges- continued

(c) Special Telephone Instruments and Equipment - continued

	Monthly Rate Residential		Monthly Rate Business		Service Charge
(6) Logic 1, warm white equipped with standard sand faceplate or chameleon grey equipped with standard brown faceplate					
a. Touch-tone (Notes 1 & 4).....	N/A		$ 7.60		Section 3
b. Companion 3 hands-free speaker unit including transformer (Notes 2 & 4)	N/A		15.45		Section 3
(7) Venture 1 Headset (Note 4)	-		8.20		-
(8) Solo Touch-tone Telephone (Note 4).....	$ 5.85		6.05		Section 3
(9) Packaged Residence Telephones:					
a. Package No. 1 One Solo, one Signature and one Harmony telephone (Note 4).....	10.70		N/A		N/A
b. Package No. 2 One Solo and one Signature Telephone (Note 4).....	9.35		N/A		N/A
(10) Prestige Plus telephone set (Notes 3 & 4)	4.96	A	5.65	A	N/A

Note 1: Does not apply to PBX service. Refer to Section 8.

Note 2: The Companion 3 is restricted to use with Logic telephone sets.

Note 3: Technical limitations of the Prestige Plus telephone set preclude its use with speakerphones, volume control equipment, noisy location equipment, automatic dialers, touch-tone telephone systems and PBX service.

Note 4: Not available for new installations or for expansion of existing.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued** C

2. Rates and Charges - continued C

(c) Special Telephone Instruments and Equipment - continued C

D

			Monthly Rate Business	C	Service Charge	
(11) Unity SE and SE Plus Telephones: These are single-line Touch-tone telephones equipped with hold, link, last number redial and message waiting indication. The Unity SE Plus telephone has programmable direct memory dialing, line release button and feature-in-use indication as additional features. These telephones are available for business applications only.		N				
a.. Unity SE telephone, each (Note)		C	$ 6.30	C	N/A	
b. Unity SE Plus telephone, each (Note)		C	7.53		N/A	
c. Package No. 1: One Unity SE and one Unity SE Plus telephone (Note)		C	12.30		N/A	
d. Package No. 2: Two Unity SE Plus telephones (Note)		C	11.75		N/A	
(12) Data Telephones Type 565						
a. Rotary Dial (Note)		C	3.20		Section 3	C
b. Touch-tone (Note)		C	3.95		Section 3	C

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued** C

2. Rates and Charges- continued C

(c) Special Telephone Instruments and Equipment - continued C

		Monthly Rate	C	Service Charge	
(13) Unity Single-Line Telephone Sets:					
a. Unity II (Note 2)	C	$ 6.30		Section 3	C
b. Unity Plus (Note 2)	C	10.55		Section 3	C
c. Companion 4L Standalone Hands-free Speaker (Note 2)	C	11.05		Note 1	C
d. Headset module (Note 2)	|	5.50		Note 1	|
e. Noisy location headset (Note 2)	|	2.35		Note 1	|
f. Amplified receiver module (Note 2)	C	4.95		Note 1	C
(14) Talk-to 1000 (Note 2)	C	23.10		Section 3	C
(15) Technico TT2281 Prestige Electronics (Note 2)	C	27.55		Section 3	C
(16) Elevator Telephone: A telephone with flush mounting designed primarily for installation in an elevator. A monthly rate as specified below applies for the telephone in addition to other rates and charges, as applicable. Monthly rate, each elevator telephone (Note 2)	C	5.60		-	
(17) Conference 2000 (Note 2)	C	84.00		75.00	
(18) Call Display Sets					
a. Prevue					
i. Residence (Note 2)	C	3.50		Section 3	C
ii. Business (Note 2)	C	4.25		Section 3	C
b. Other					
i. Residence		9.10		Section 3	C
ii. Business		10.20		Section 3	C

Note 1: A premises work charge (Item 301.3.(a)(4)) will apply when provided in conjunction with the initial installation of a telephone. N N

Note 2: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued** C

2. Rates and Charges- continued C

(c) Special Telephone Instruments and Equipment - continued C

		Monthly Rate	C	Service Charge	
(19) Meridian 9000 Series Business Sets Feature LCD Display, CMS Capability, Link, Hold, Redial, Indicator Light (Visual Ringing, Visual Call Forward, Visual Call on Hold, and Call Logging (Note)).	C				
a. Meridian 9009, 6 Autodialers, logs last Incoming call (Notes 1 and 3)	C	$ 8.90	C	Section 3	C
b. Meridian 9316, 50 Name/Number Directory. Hands-free, Directory, Logs 50 Calls 10 Autodialers (Notes 1 and 3).....	C C	16.10		Section 3	C
c. Meridian 9417, 2-Line Set, Hands-free. 100 Name/Number Directory, Logs 100 Calls 8 Autodialers (Notes 1 and 2).....	C C	19.45		Section 3	C
(20) Meridian 8009 Business Set, 6 Autodialers, Link, Hold, Redial, Release, Indicator Light (Visual Ringing, Visual Call Forward, Visual Call on Hold) ...		7.95		Section 3	C

Note 1: With associated network features: Call Forwarding, see Item 1407; Call Display, see Item 1412; and Voice Messaging which is forborne from regulation. C C

Note 2: Not available for new installations or for expansion of existing. N

Note 3: Available on recovery basis only and at the discretion of the Company N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued** C

2. Rates and Charges - continued C

		Monthly Rate		Service Charge	
(d)	Transmitter cut-out switch with handset instrument or as a foot switch (Note)	C	$ 0.55 C	Section 3	C
(1)	Outdoor-type Telephones: The standard type of weatherproof telephone consists of a handset and associated equipment in a weatherproof cabinet and is for use in common battery exchanges. A monthly rate applies in addition to other rates and charges applicable.	C			
	Each unit (Note)	C	9.10	N/A	
(2)	Noisy-location Telephone Equipment: A handset equipped with a noisy location transmitter that transmits less extraneous noise than the standard transmitter. It is not available for moves, new installations or expansion of existing installations.				
	Handset, each (Note)	C	3.50	$ 64.00	
(3)	Illuminated 6 Button Multi-line set (Note)	C	9.60	N/A	
(4)	Push Button Line, Illuminated (Note)	C	11.35	N/A	
(5)	Noisy Location Cutoff (Note)	C	1.45	N/A	
(e)	Terminal Equipment				
(1)	Data Control Unit: This equipment consists of a telephone with or without a line control switch, used in conjunction with a data set to perform both line control and network addressing functions.				
	a. Data Control Unit, with line control feature, each (Note)	C	6.40	-	
	b. Data Control Unit, without line control feature, each (Note)	C	4.35	-	

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued** C

2. Rates and Charges - continued C

			Monthly Rate		Service Charge	
(f)	Repertory Dialer, stand-alone, Teledialer Model 32 (Note).	C	$ 27.45	C	Section 3	C
(g)	Two-way Key Switch (Note).....	C	0.80		Section 3	C
(h)	Alarms					
	(1) Alarm Console (Note)	C	48.00		N/A	
	(2) Alarm Panel (Note)	C	27.75		N/A	
	(3) Alarm Control System (Note).....	C	20.25		N/A	

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1403. **MISCELLANEOUS EQUIPMENT AND SERVICE - continued** C

3. Terms and Conditions

(a) Signal circuits as described above and at the rates shown shall be furnished for use in connection with telephone service only. C

(b) The Company does not guarantee that the use of special handsets or amplifiers by a customer with impaired hearing will produce satisfactory results in all cases.

(c) When any equipment requiring commercial electrical power is provided, the electrical power necessary to operate the equipment and a conveniently located outlet shall be furnished by the customer.

(d) When assistive devices for the deaf, deafened, hard of hearing or speech-impaired are supplied, the customer assumes all risk of injury to any person resulting from the use of the device.

(e) The number of bells shall be limited to four in the case of individual service.

(f) The number of telephones, with or without bells, which may be installed with Primary Exchange Service shall be limited to a number that the Company judges shall not interfere with the efficiency of the service.

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1405 **MODEMS**

1. GDC 201C Modem changed and moved to CRTC 3003, Item 304.D, 2400 bps. C

2. 202S Modem changed and moved to CRTC 3003, Item 304.D, 1200 bps. C

3. Synchronous Modems, Stand-alone Terminals (Note) C

	Non-contracted Monthly Rate	Service Charge	
Modem Speed 2400 bps	$ 70.00	-	
Maintenance Charge	12.00	-	
PL/PSTN Modem 2400 bps	92.00	$ 160.00	C

Rack Mounted	3-year Contracted Monthly Rate	Service Charge
Modem Speed 4800 bps	75.00	80.00

4. Asynchronous/Synchronous Modems, Stand-alone and Rack Mounted Terminals (Note) C

Stand-Alone	Non-contracted Monthly Rate	Service Charge	
Modem Speed 1200 bps	$ 69.00	$ 160.00	C

Rack Mounted	Non-contracted Monthly Rate	Service Charge
Modem Speed 300 bps	38.00	100.00

Note: Not available for new installations or for expansion of existing. N

5. Data Connector Equipment (Note) C

	Non-contracted Monthly Rate
Connecting equipment – furnished to connect customer-provided equipment. Data Connector, each	$ 11.90

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1406. **EMERGENCY ALERTING SYSTEMS**

1. Wescom 931 Emergency Alerting Systems – Multi-plan Service (Note) C

(a) The rates and charges, which apply to the Wescom 931 Emergency Alerting System, are represented by a Tier B rate, which relates to continuing operating costs and applies for the duration of the service. C

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1406. **EMERGENCY ALERTING SYSTEMS - continued**

1. Wescom 931 Emergency Alerting Systems – Multi-plan Service (Note) - continued

(b) Tier B Rates

	Monthly Rate	
1-7 lines	$ 136.66	A
8-18 lines	158.14	A
19-27 lines	212.35	A
28-38 lines	225.59	A
39-45 lines	288.03	A
46-57 lines	317.68	A
Ring Generator	7.67	A
Terminal Card	5.74	A

Note: Not available for new installations or for expansion of existing.

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1406. **EMERGENCY ALERTING SYSTEMS - continued**

1. Wescom 931 Emergency Alerting Systems – Multi-plan Service - continued

(b) Tier B Rates - continued

	Monthly Rate	
Emergency Reporting Applique	$ 3.92	A
Two-Digit Decoder	9.97	
Single Button Encoder	1.45	
Two Button Encoder	1.57	
Ring Applique	3.87	A

Notes:

1. Each basic equipment configuration includes one emergency reporting appliqué. Each access station requires an emergency reporting appliqué.

2. No charge if installed at the same time as installation of basic equipment. Subsequent installation $96.80. A

3. A Decoder Unit is required to control customer owned sirens or like equipment. Each decoder provides contact closure for a maximum of 3 loops rated at ½ amp. 28 volts. Customer to provide CSA approved interface relay.

4. An Encoder Unit is required at each volunteer location, which is equipped with rotary dial service designated to access the siren remotely.

5. Required with all digital Exchanges.

6. One terminal card required per station.

(c) Conditions

(1) Installation and maintenance rates apply at locations staffed with qualified technicians. At other locations the customer shall bear the cost of transportation and lodging, together with the labour expense incurred during the traveling time and other associated incidental costs.

(2) The Company shall not be liable for damage, loss or injury (including death) whether suffered or incurred by the customer or any third party, in any manner based upon, or arising directly or indirectly from the service provided hereunder and whether arising from the negligence of the Company, its servants, agents or employees or otherwise.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1406. **EMERGENCY ALERTING SYSTEMS - continued** C

1. Wescom 931 Emergency Alerting Systems – Multi-plan Service - continued C

(c) Conditions - continued C

(3) Any addition to the basic system will only be offered under the Single Payment Plan. C

(4) The Tier A rates specified in Item 1406.1 preceding, reflect current vintage costs and shall apply for the duration of the contracts individually entered into under this vintage. Subsequent additions will be contracted at the vintage rates in effect at that time. C

(5) A customer may at any time during the initial service period, make a single payment for the remaining Tier A charges. The amount of the payment is the present worth, using the Company's cost of money, of the remaining Tier A charges. C

(6) The service (contract) period on Tier Rates for Wescom 931 Emergency Alerting System additional equipment, ie., Item 1406.1, shall not extend beyond the longest service (contract) period offered for the latest vintage of compatible service. C

(7) Monthly rates and conditions for suspension of service are as specified in Section 9. During the period of suspension the Tier B rates will not apply and the Tier A rates will still be applicable. C

(8) Further clarification of the terms and conditions applicable to the multi-plan portion of this service is contained in the general form Multi-plan Services Contract as filed with the Canadian Radio-television and Telecommunications Commission. C

(9) When it is necessary to provide special equipment or to incur any unusual expense in order to furnish service, an additional charge may apply. C

(10) The Company will provide additional lines and trunks, etc., and maintain or replace defective components within the contract period, subject to the availability of equipment. C

2. Individual Type Reporting System

(a) General C

(1) This system is for use in small common-battery exchanges in which the fire hall is not continuously attended. C

(2) A Central Office line arranged for inward service only is connected with from two to six reporting telephones at indoor locations designated by the municipality, on of which is normally in the fire hall. The bell at each telephone rings when the line is called. A regular exchange service telephone should be available for use at the location of each reporting telephone. C

(3) A siren provided by the customer may be actuated over the Central Office line by a key installed at each reporting telephone. C

(4) This system is not available for new installations, for expansion of existing installations or for changes of address. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1406. **EMERGENCY ALERTING SYSTEMS - continued**

2. Individual Type Reporting System - continued

(b) Rates and Charges

(1) Monthly rates and distance charges are as follows; service charges are specified in Section 3:

	Monthly Rate	
Central Office Line	Business Individual Line service rate (Item 207)	
Each Telephone	Business Telephone Rate (Item 1403.2)	
Each key at a telephone to actuate siren	$ 3.80	A
Common equipment in Wire Centre for operation of siren	43.49	A
Signal-control equipment for siren non-continuous, each line	4.16	A
Local Distance charges between main telephone and additional telephones	Item 701	
Between the building in which the siren is located and whichever of the following produces the lower distance charge; the nearest other building in which a reporting telephone is located	Note	
The Wire Centre	Note	

	3 to 5		6 to end	
Note: Each 400 metres or remaining fraction	$ 2.35	A	$ 2.35	A

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1406. **EMERGENCY ALERTING SYSTEMS - continued**

3. Fire Alerting Systems

(a) General

(1) The Emergency Alerting system is available primarily for reporting fire emergencies but may be used for other emergency community or municipal services. The community or municipality or its officers shall assume complete control and responsibility for use of this service.

(b) Rates and Charges

(1) Tier A Rates: First time installation of complete equipment.

	Single Lump Sum Payment Option		5-year Payment Option				Service Charges (One Time)	
			Initial Payment		Monthly Payment			
1-10 Lines	$ 12,366.20	A	$ 2,480.50	A	$ 223.85	A	$ 1,258.40	A
11-15 Lines	$ 17,266.70	A	$ 3,448.50	A	$ 272.25	A	$ 1,887.60	A
16-20 Lines	$ 19,723.00	A	$ 3,944.60	A	$ 350.90	A	$ 1,887.60	A

(2) Tier A Rates: Subsequent expansion option.

For Every Additional	Single Lump Sum Payment		Service Charges (One Time)	
5 Lines	$ 4,840.00	A	$ 629.20	A
10 Lines	$ 7,381.00	A	$ 629.20	A

5-year payment option is not available for expansion option.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1406. **EMERGENCY ALERTING SYSTEMS - continued**

3. Fire Alerting Systems - continued

(b) Rates and Charges - continued

(3) Tier B Rates:

Tier B rates/line..... $ 7.26 /month **A**

Notes:

1. The service charge in Tier A at the time of installation does not include travel and travel time costs. These costs will be charged to the customers as applicable.

2. The customer will enter into a five-year maintenance contract with the Company. The Company will maintain or replace defective components free of charge within the contract period, subject to the availability of components.

3. The Company will be responsible for routine preventive maintenance performed by Company technicians during scheduled visits to the service location.

4. The cost of travel and travel time and labour at all locations where there is no qualified Company technician for repairs shall be the responsibility of the customer. Such travel will be undertaken only upon specific request from the customer.

5. When special equipment or unusual expenses are required to furnish service, additional charges may apply.

4. Limitation of Liability and Indemnity

(a) The customer is responsibility for, and releases the Company, its serving agents and employees from all claims, demands, actions, costs of or expenses arising from any cause or loss, damage or injury arising directly or indirectly from this service whether arising from the negligence of the Company, or otherwise. Customers subscribing to this service also agree to fully indemnify and save harmless the Company, its agents and employees in respect of any claims demands, actions, loss or expenses in any way related to this service whether arising from the negligence of the Company or otherwise.

5. Form of Contract

(a) The customer will be required to execute a contract with the Company substantially in the form approved by the Commission.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1407. **ENHANCED CALLING FEATURES**

1. General

(a) Enhanced Calling Features are a group of network-based line features that are available with individual line residential and business service.

(b) Enhanced Calling Features are provided subject to the availability of suitable facilities and are available for use with touch-tone equipped individual line service.

(c) Notwithstanding any other provisions of the Company's tariffs and as an exception to Article 11 of the Terms of Service, any non-published/unlisted telephone number from which a call originates is furnished (as facilities permit) on a call-by-call basis to Call Management Services (CMS) customers and to the Company for Call Trace. C C

(d) Customers may also request one or more existing lines to be arranged to transmit a replacement telephone number in lieu of the originating number. This is provided when the replacement number is associated with a line of the same class of service and is working for the same customer at the same premises. The charges for Call Display Number Replacement service are as specified in Item 301.3(a) Standard Service Charges.

(e) CMS are not available for use with PBX service. Calling numbers will not be delivered over long distance without CCS7 signaling technology.

(f) Customers who subscribe to Call Display shall provide, at their own cost, a display telephone or adjunct device to attach to their Exchange line(s). Customer-Provided Equipment shall be in accordance with Section 13, Connection of Customer-Provided Equipment. C

2. Custom Calling Features (CCF) Description

(a) *Call Waiting* - Permits a customer with a call in progress to receive a second call. The customer is alerted of the second call by a tone. In addition, Cancel Call Waiting gives the customer the option of disengaging Call Waiting on a per-call basis (Cancel Call Waiting is not available in all communities with Call Waiting).

(b) Call Forwarding Variable - Permits a customer to have incoming calls transferred to another telephone number by dialing a code and then dialing the number to which the calls are to be forwarded. Dialing a deactivation code returns incoming calls to the primary telephone number.

(c) *Call Forwarding Fixed* - Permits a customer to have incoming calls transferred to a fixed telephone number either by dialing a code or on a permanent basis. If a customer requests that calls to be forwarded to a fixed long distance telephone number on a permanent basis, see Item 1415, Remote Call Forwarding for applicable rates. C

(d) *Call Forwarding Busy/No Answer* - Permits customers to have incoming calls transferred to another telephone number if the line is busy or there is no answer. If the customer requires two different numbers for Call Forwarding Busy versus No Answer, two Call Forwarding charges will apply.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1407. **ENHANCED CALLING FEATURES - continued** C

2. Custom Calling Features (CCF) Description - continued C

(e) *Three-way Calling* - Permits a customer while holding an existing call (local or long distance) to dial a third number (local or long distance) thereby extending the call to include that number.

(f) *Speed Call* - Permits a customer to store eight numbers (i.e., frequently called or emergency numbers) which can then be reached by a one digit access code on a telephone key pad.

(g) *Smart Ring* - Provides the ability for a customer to have one or two additional telephone numbers assigned to a Central Office line. A distinctive ringing pattern is provided for each telephone number.

(h) *Autodial* - Permits a customer's line to automatically dial a predetermined phone number upon lifting the handset.

3. Call Management Services (CMS) Description

(a) *Call Display* - Enables a customer to view the telephone number of the calling party before the call is answered. The calling party's telephone number will be displayed after the first ring and requires telephone equipment that is CMS compatible (i.e., Call Display telephone set or adjunct box).

(b) *Call Return* - Allows a customer to automatically redial the last incoming or outgoing number, whether the call was answered or not. If the redialed number is busy, the switch will monitor the busy line for a period of 30 minutes. When the busy line is free, the switch notifies the customer via a distinctive ringing signal. The call is automatically placed when the customer goes off-hook.

(c) *Call Trace* - Allows a customer to initiate an automatic trace of the last incoming call. The traced and called numbers, date and time of day will be recorded by the Company for possible use by law enforcement agencies. The Company does not release a traced number directly to a customer under any circumstance.

(d) *Automated Call Display Block* - Enables the customer to block the display of their telephone number. Automated Call Display Block requires the customer to perform activation on a per call basis.

(e) *Call Screen* - Allows a customer to block incoming calls from unwanted sources. When a customer receives an unwanted or harassing telephone call the subscriber can dial an access code to deny future calls from that source. Subsequent numbers can be added to the screened callers list. The list can also be edited by the customer and temporarily activated or deactivated. The screened caller receives a rejection message. The subscriber's phone does not ring.

(f) *Call Waiting ID* - Enables a customer to view the telephone number of the calling party from an incoming call waiting call. The calling party's telephone number will be displayed on telephone equipment that is Call Waiting ID compatible. In order for Call Waiting ID to work a customer must also subscribe to Call Display and Call Waiting.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1407. **ENHANCED CALLING FEATURES - continued**

4. Rates and Charges

	Monthly Rate Residence		Monthly Rate Business	
(a) CCF Rates				
Call Waiting	$ 6.23	A	$ 9.17	A
Call Forwarding	6.23	|	9.52	|
Three-way Calling	6.06	|	9.17	|
Speed Call-8 Code	6.06	|	9.17	|
Smart Ring	6.06	A	9.17	|
Autodial	n/a		9.17	A
(b) CMS Rates				
Call Return	$ 6.06	A	$ 9.17	A
Call Display	8.65	A	10.94	A
Call Trace	Note 3		Note 3	
Call Display Block	Note 4		Note 4	
Call Screen	6.06	A	9.17	A
Call Waiting ID	6.06	A	9.17	A

Note 1: After the service introduction, the monthly rate for ECF will be waived for the first month for six months after service introduction in each Exchange Area.

Note 2: Service charges (Item 301) do not apply when provisioning ECF services.

Note 3: No fee for activation.

Note 4: Automated Call Display Block is available free of charge to those customers who request it. Where the provision of per call blocking is unavailable for technical reasons, a customer who requests Call Display Block will be offered per line blocking, until such time as per call blocking becomes available. Call Display Block, on a per line basis, is available free of charge to Shelters for Victims of Domestic Violence that have registered with the Company in CMS areas and to customers who request it in non-CMS areas.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1407. **ENHANCED CALLING FEATURES - continued**

4. Rates and Charges - continued

(c) Discount Package Rates:

(1) Discount packages can include any combination of CCF and CMS. The same structure applies for both Residential and Business customers.

(2) The discount package structure is applied to the total monthly charges as follows:

Package (Note)	Discount
a. Two Features	20% Off
b. Three Features	30% Off
c. Four or More Features	40% Off

Note: Customers must sign up for the packages in order to be eligible for the discount rates.

(d) Business Solutions Rates:

(1) Business Solutions, available to business customers, is comprised of Call Display, Call Forwarding – Variable and forborne voice messaging service.

Business Solutions, per month	$ 18.48	A

(2) Additional calling features are available to Business Solutions customers at the following discounted rates:

	Monthly Rate	
a. Call Return	$ 4.41	A
b. Call Screen	$ 4.41	
c. Call Waiting	$ 4.62	
d. Call Waiting ID	$ 4.62	
e. Smart Ring	$ 4.62	
f. Speed Call	$ 4.41	
g. Three-Way Calling	$ 4.62	
h. Call Forward Busy or No Answer	$ 4.41	A

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) C

1. General

(a) Ruraltel is designed to provide individual line telephone service in remote rural locations where conventional telephone facilities are both technically and economically non-feasible. This service is provided using an automated radiotelephone system. It allows calls to be placed to and to be received from customers using similar systems or the conventional telephone facilities. C

(b) Customers using Ruraltel will have a seven-digit telephone number with direct dial capabilities on local and long distance calls. C

2. Rates and Charges C

		Monthly Rate	C	One-time Service Charge	
(a) Customer Terminal Unit	C	$ 40.00		$ 200.00	
(b) Touch-tone Access	C				
Residence		24.60		Item 301	C
Business		34.80		Item 301	C
(c) All Airtime	C	$ 0.04/minute or fraction thereof			

(d) Customers cannot own their own radio terminal units. However, they can purchase their own telephone sets to be used on this system as per Items 1303 and 1403. Customers can rent telephones from the Company as per Item 1403. C | C

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

3. Conditions

(a) The Company is responsible for licensing the terminal units with the Department of Communications. C

(b) Customers are responsible for the provision of power (continuous, 110V, AC – commercial source, or other, as approved by the Company) to operate their terminal unit, and any additional facilities required (e.g., poles, miscellaneous equipment). C C

(c) Initial installation will be completed by the Company's radio technician. They will conduct field strength tests and path profiles to determine service availability. C

(d) Ruraltel is not available to those customers who have access to conventional cable facilities or other facilities, as the Company deems appropriate. C C

(e) There must be access, by road, to the customer's premises. C

(f) Under certain conditions (no propagation path, radio signal interference or other technical problem) it may be necessary to direct a customer to a site other than the closest, if possible. C

(g) New installations are only available in Ruraltel Service Areas that are within range of Cellular 800 Service, using fixed station Cellular 800 equipment. No new Cellular 400 Service installations or moves are available. C

(h) Service charges as per Item 301 and Item 305, will be applied for service calls that are made as the result of failure of customer provided power facilities. C

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas

(a) Ruraltel is offered in the areas identified below. Availability is contingent on path profiles and field strength tests. C

(1) One kilometer on either side of: C

1.	Alaska Highway	from km 110 to km 1530
2.	Klondike Highway	from km 0 to km 33
3.	South Klondike Highway	from km 111 to km 164
4.	Carcross-Tagish road	from km 0 to km 54
5.	Takhini Hot Springs Road	from km 0 to km 10
6.	Atlin Road	from km 0 to km 12
7.	Mackenzie Highway	from km 0 to km 471
8.	Hay River Highway	from km 0 to km 43
9.	Yellowknife Highway	from km 0 to km 304
10.	Fort Smith Highway	from km 0 to km 291
11.	Pine Point Highway	from km 0 to km 91
12.	Ingraham Trail	from km 0 to km 34

(2) Other such area as designated by the Company. C

(3) The following maps define, more specifically, certain of the coverage areas. C

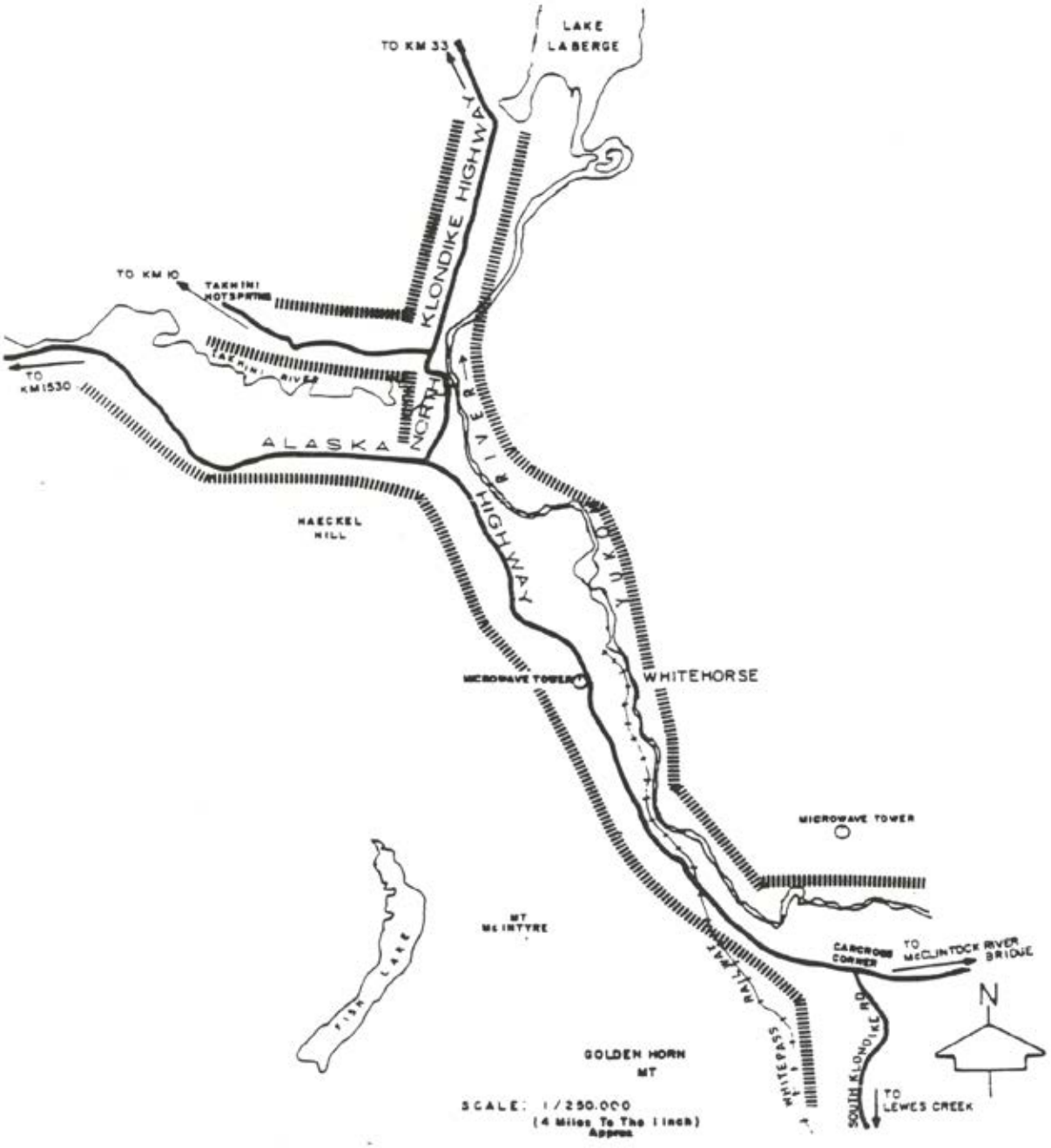
Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas - continued C

(b)(1) Whitehorse Ruraltel Coverage Area C



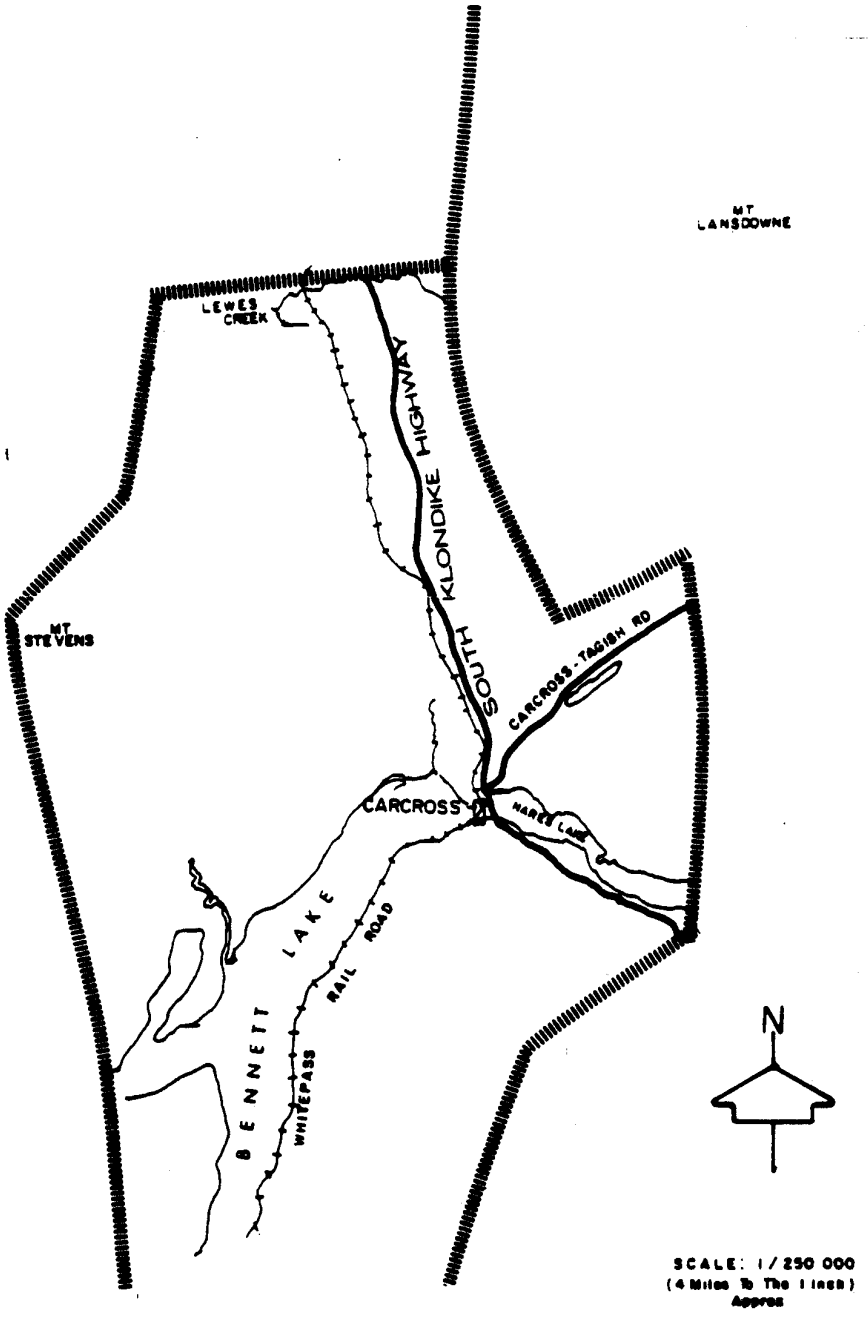
Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas - continued C

(b)(2) Carcross Ruraltel Coverage Area C



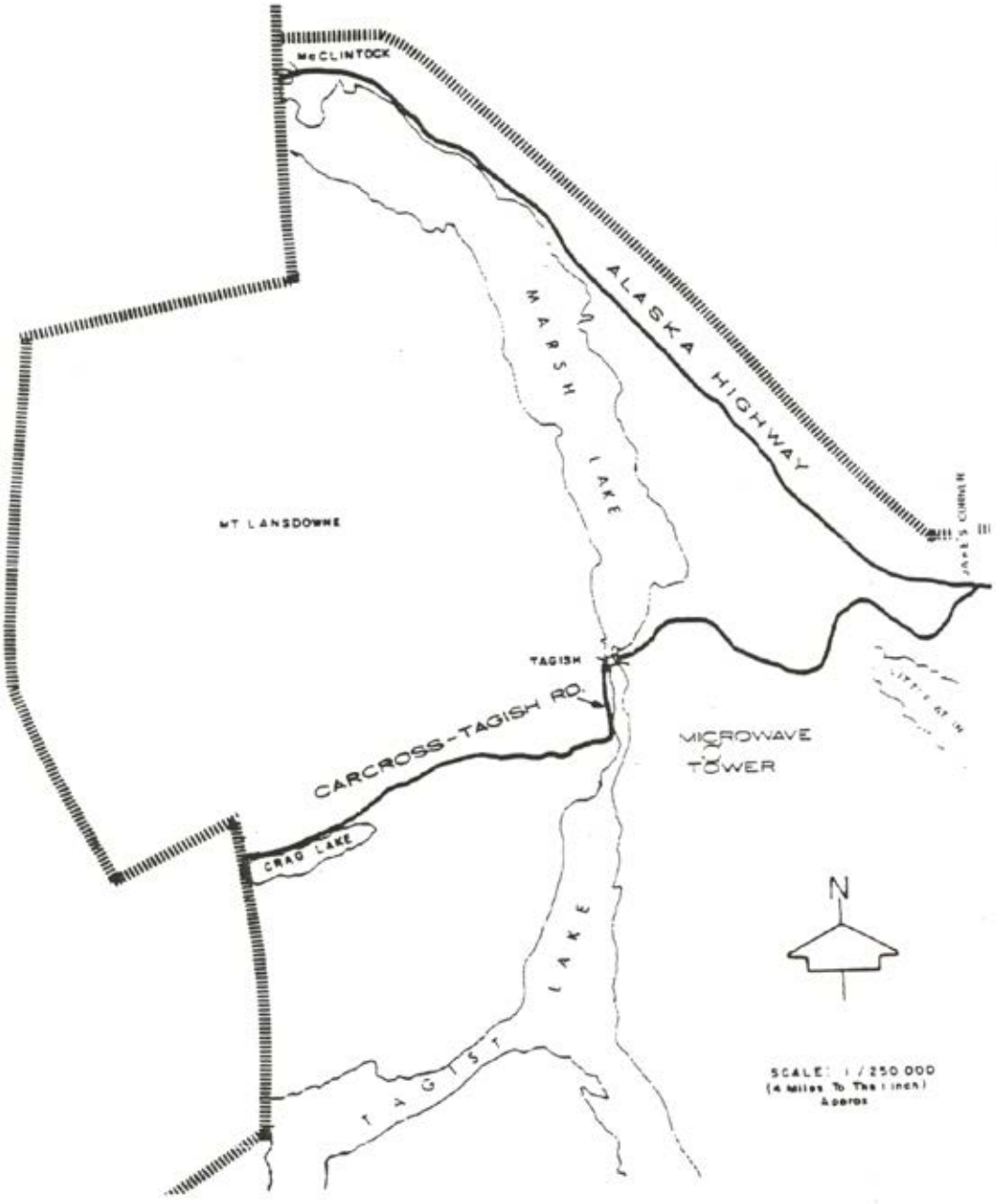
Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas - continued C

(b)(3) Tagish Ruraltel Coverage Area C



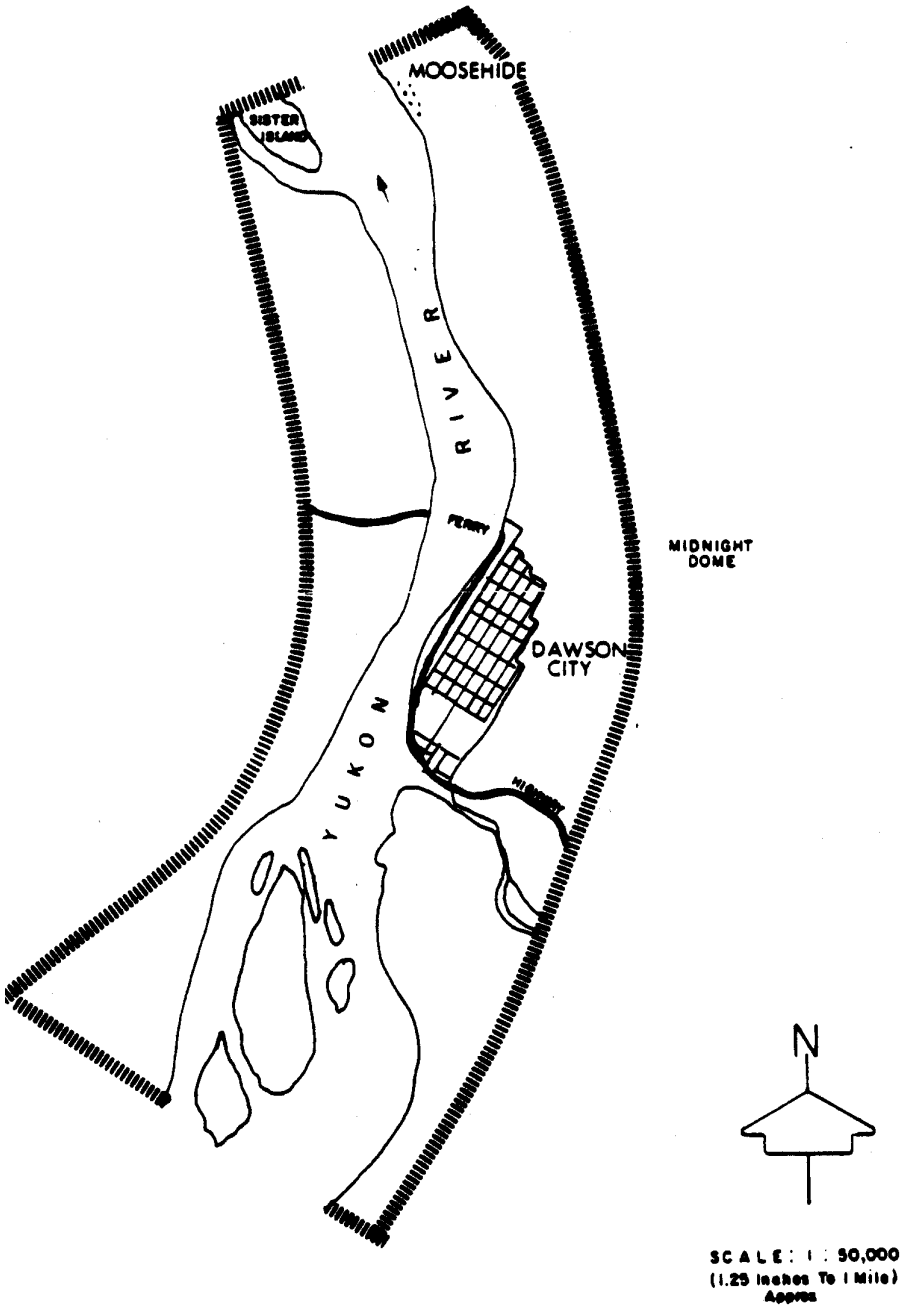
Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas - continued C

(b)(4) Dawson City Ruraltel Coverage Area C



Note: Not available for new installations or for expansion of existing. N

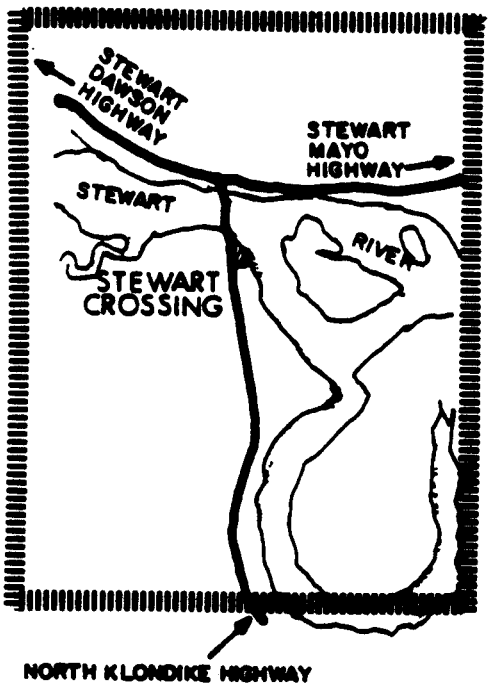
SUPPLEMENTAL SERVICE AND EQUIPMENT

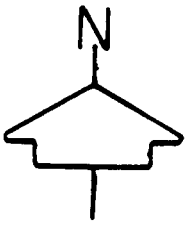
Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas - continued C

(b)(5) Stewart Crossing Ruraltel Coverage Area C

FERRY
HILL
MICROWAVE SITE





SCALE: 1 : 50,000
(1.25 Inches To 1 Mile)
Approx

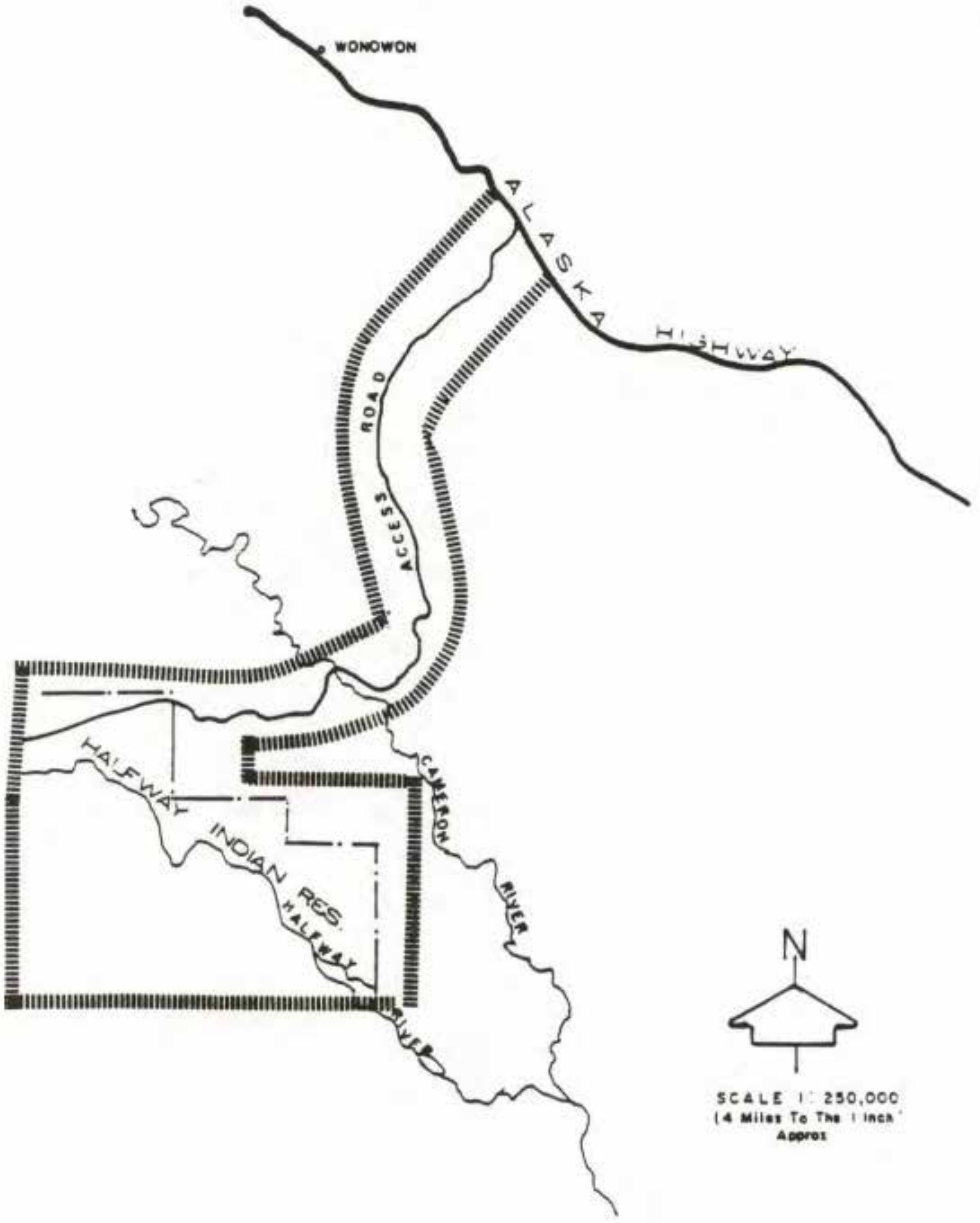
Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1408. **RURALTEL** (Note) – continued C

4. Service Areas - continued C

(b)(6) Halfway Indian Reserve Ruraltel Coverage Area C



Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item 1409. **900 SERVICE**

1. General C

(a) 900 Service is a service whereby customers may place calls to certain 900-prefixed telephone numbers. C

(b) Customers may place calls to the following call type arrangements. C

(1) Information Arrangement - Callers who dial a particular 900-prefixed telephone number will hear live or recorded "sponsor" provided information. C

(2) Call Count Arrangement - Calls who dial certain 900-prefixed telephone numbers will hear a universal call completion announcement of less than 20 seconds duration. No other message will be given. C

(c) This arrangement will enable calls to have their calls tabulated for call-in survey programs. C

(d) A sponsor is a company/individual who has 900 Service for the purpose of furnishing one of the above call type arrangements. C

2. Conditions of Service C

(a) The following types of calls are not permitted with 900 Service: Collect Calls, Third Number Calls, Calling Card Calls, Operator-Handled Calls, calls originating from coin or hotel telephones. C

(b) Service is furnished at the Company's discretion and subject to the availability of the facilities and service components required to provide the desired service. C

3. Rates and Charges C

(a) When the sponsor subscribes to the Caller Free Option, the calling party is not charged for calls. C

Service Arrangement		Usage Charges	
		Initial Minute	Additional Minute
Call-Count Arrangement.....		$ 0.50	--
Information Arrangement (Note 1) (each call).....	C	$ 0.50	--
Information Arrangement (Note 2) (each call).....	C	$ 0.50	$ 0.35

Note 1: Messages of 60 seconds or less in duration. C

Note 2: Messages in excess of 60 seconds duration. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1410. **TOLL DENIAL**

1. Description

(a) Toll Denial restricts business and residence line access to the long distance message toll network by blocking the operator and direct distance dialing codes. This service may restrict access to Directory Assistance and Repair service in certain Exchanges. C

(b) Toll Denial also restricts billing of collect calls or third number calls. (Note 2) C

2. Rates and Charges C

	Monthly Rate	C	Service Charge		Deactivation Charge
Toll Denial – Business	$ 6.00		Item 301 (Note 1)	C	No Charge
Toll Denial – Residential	No Charge		No Charge		$ 10.00

D

Note 1: A service charge does not apply for the provision of Toll Denial if established at the time other work is being done for which a similar service charge applies. C

Note 2: The Billed Number Screening platform used to block Third Number and Collect Calls, may not be available for certain locations, particularly many overseas origination points. The customer will be responsible for any collect third number billed charges, which might, due to technical limitations, bypass the Company's restriction mechanism and be accepted by any person at that customer's premises. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1411. **LOUDSPEAKER SYSTEMS** (Note)

1. Paging and Announcing Systems

(a) Paging and announcing systems are provided for the transmission of voice or other sounds from an input point to one or more loudspeakers. C

(b) An initial service period of two years at the same location applies for the initial installation of a high power system, except that for a special installation of less than one week, the charge is the amount of the monthly rate, plus a service charge as specified in (c) below for each loudspeaker and each amplifier. The initial service period does not apply for a customer who changes from a low-power system to a high-power system C

(c) Each .....$ 216.00 C

2. Rates and Charges

(a) Rates and charges for amplifiers and loudspeakers are for standard types. For other types, charges are based on cost. These systems are no longer available for new installations. Addition to existing systems are provided from returns to stock only. C

	Monthly Rate	Service Charge
Loudspeakers		
Low Output	$ 4.85	$ 53.00
Medium Output	7.35	53.00
Amplifiers		
High Power (8 to 75 watts)	31.70	108.00
Amplifier-Loudspeaker		
(Not provided for new installations or changes of address)		
Low Power (up to and including 7 watts)	18.60	108.00
Input		
Microphone.....	12.90	53.00
For connection of a customer-provided radio and customer-provided equipment used for the reproduction of music and voice or both.....	14.20	53.00

(b) The foregoing rates provide for the necessary channel within one building. Local distance charges (Item 701) apply to channels between buildings. A signal-control channel between the input point and amplifiers is provided without additional charge. C C

Note: Not available for new installations or for expansion of existing. N

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1412. **FAXCOM SERVICE**

1. General C

(a) FaxCom Service is a line-based subscription service which provides customers with a usage rate structure for eligible customer-dialed message toll calls placed over a designated line for the purpose of facsimile transmission. FaxCom Service is offered subject to the availability of suitable facilities. C

(b) In connection with the transmission of material over lines designated for FaxCom Service, no liability shall attach to the Company because of defects in the material transmitted or because of the quality of the transmission, regardless of cause. Chargeable time begins when the connection is established between the calling station and the called station and ends when the call is terminated. C

(c) FaxCom Service is available on any number of individual lines, centrex extension lines or locals, and information-system access lines. C

(d) This service may also be used for data transmission. C

(e) FaxCom usage rates apply for customer-dialed message toll calls originating from FaxCom designated lines and terminating at locations in Canada and the United States (excluding Alaska and Hawaii). Normal message toll rates apply for those customer-dialed message toll calls terminating in other locations. C

(f) Calls placed to 976 Service or 900 Service are not eligible for FaxCom usage rates. C

(g) Calls originating from designated FaxCom lines are electronically monitored using equipment located on Company premises. C

(1) This equipment is activated only for calls which have a "1" as the first digit of the dialing sequence and determines if the calls are placed for the purpose of a facsimile or data transmission. The equipment interrupts calls which are not for the purposes of facsimile or data transmission and transfers them to a recorded announcement. C

(2) Calls interrupted by the monitoring equipment and transferred to the recorded announcement are subject to differing disconnection treatments according to the customer's serving Central Office technology as noted below. Rates apply for the connection time prior to call disconnection as specified in (3)a. below. C

a. For customers served by Stored Program Control Central Offices, all such calls are automatically disconnected after the recorded announcement. C

b. For customers served by other than Stored Program Control Central Offices, a discernable tone is transmitted on the designated line after the recorded announcement has ended. Disconnection by either the calling or called party is required. C

c. In either of the cases identified in a. and b. above, a customer may disconnect the call at any time prior to or during the recorded announcement. C

M[51]

M[51] – Moved to Page 219B.1.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1412. **FAXCOM SERVICE - continued** C

1. General - continued C

(g) Calls originating from designated FaxCom lines are electronically monitored using equipment located on Company premises. - continued N N

(3) a. For customer-dialed calls to locations in Canada and the United States (excluding Alaska and Hawaii), FaxCom rates apply for the connection time prior to call disconnection. C M[51]

b. For customer-dialed calls to locations other than in Canada and the United States (excluding Alaska and Hawaii), regular message toll rates apply for the connection time prior to call disconnection. C

(4) The equipment allows all calls which do not have a "1" as the first digit of the dialing sequence to be placed on designated FaxCom lines. These calls are not eligible for FaxCom usage rates and charges apply, as appropriate. C

(h) FaxCom designated lines cannot be accredited for other line based message toll pricing plans. In addition, calls originating from FaxCom designated lines cannot be included in any other message toll pricing plans. C M[51]

M[51] – Moved from Page 219B.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1412. **FAXCOM SERVICE - continued**

2. Rates and Charges

(a) The monthly subscription fee and the service charge for each designated FaxCom line is specified below. These charges apply in addition to the monthly rates and service charges for the individual lines, trunk lines, centrex extension lines or locals, or information-system access lines.

	Monthly Subscription Fee		Service Charge
Each FaxCom Line	$ 16.87	A	--

(b) The usage rates for FaxCom calls between Exchanges of the Company and Exchanges in Canada or the United States (excluding Alaska and Hawaii) are in (1) below and are subject to the discounts specified in (2) below. Each call is subject to a minimum charge specified in (3) below. Calls are rated in increments of six seconds or any remaining fraction thereof.

(1) Usage Rates

	Rate for Each Six Seconds or Remaining Fraction Thereof	
Rate Distance (Miles)	FaxCom Calls to Locations in Canada (Note)	FaxCom Calls to Locations in the United States (excluding Alaska and Hawaii)
0-25	$ 0.018	$ 0.026
26-50	0.023	0.030
51-100	0.025	0.036
101-200	0.026	0.037
201-425	0.026	0.038
426-680	0.033	0.046
681-1000	0.043	0.051
1001-1400	0.044	0.052
1401-Over	0.045	0.053

Note: The maximum rate for each six seconds or remaining fraction for FaxCom calls to Ontario, Quebec and Nunavut is $0.033.

SUPPLEMENTAL SERVICE AND EQUIPMENT N

Item
1412. **FAXCOM SERVICE - continued** N

2. Rates and Charges - continued

(b) The usage rates for FaxCom calls between Exchanges of the Company and Exchanges in - continued N

(2) Discounts C M[52]

a. For FaxCom calls placed from Monday to Friday between 6pm and 8am and all day Saturday and Sunday, 65% of the regular charge applies. C

b. For FaxCom calls placed on Christmas Day and New Year's Day, 65% of the regular charge applies. When Christmas Day and New Year's Day fall on a Sunday, reduced Sunday FaxCom rates apply on the following Monday. C

(3) Minimum Charge C

a. For calls to locations in Canada, a minimum charge of $0.15 per call applies. C

b. For calls to locations in the United States (excluding Alaska and Hawaii), a minimum charge of $0.25 per call applies. C M[52]

M[52]- Moved from Page 219C.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1413. **SET REPLACEMENT CHARGE**

1. Description

(a) A Set Replacement Charge for the equipment listed in Item 1413.2 at the corresponding rate will be levied for the replacement of missing rental sets.

2. Rates and Charges

Description	One-time Charge	
Meridian 5209-5312	$ 302.50	A
SL-1	378.73	
Rotary 500	48.40	
Harmony	60.50	
Solo	108.90	
Signature	102.85	
Vista 200	217.80	
Prevue	90.75	
Logic-TT	84.70	
Unity I	108.90	
Unity II	108.90	
Unity Plus	133.10	
Contempra Rotary	72.60	
Contempra – TT	84.70	
Meridian 9009	200.86	
Meridian 9316	356.95	
Meridian 9417	423.50	
Meridian 8009	181.50	
Vista 10	148.83	
Meridian 2006	232.32	
Meridian 2008	567.49	
Meridian 2616 (incl. power supply)	797.39	
Meridian 2250	2,285.69	
Meridian 2250 Busy Lamp Field (incl. power supply)	2,078.78	A

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1414. **REVERSE-A-CALL**

1. Description

(a) Reverse-a-Call service provides facilities that automatically reverse the message toll charges on calls originating within the Company's operating area and terminating at a Reverse-a-Call number.

2. Rates and Charges

(a) The rates specified below are in addition to any other applicable rates and charges as per this tariff.

	Monthly Rate		Service Charge
Each telephone number assigned (Reverse-a-Call Service)	$ 48.40	A	Section 3

3. Additional Directory Listings

(a) Additional directory listings (as per Section 4) that specify "Toll Free Calling" associated with Reverse-a-Call will be provided in the Company Telephone Directories at no charge.

4. PABX/Key Systems

(a) PABX or Key System installations that utilize Rotary Hunt service require only one Reverse-a-Call number.

M[53] – Moved to Page 219E.1.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1415. **REMOTE CALL FORWARDING (RCF)**

1. Description

(a) Remote Call Forwarding (RCF) enables a business or residential customer to receive long distance message toll calls, at no charge to the calling party, and is provided by assigning a local telephone number in the distance Exchange. RCF if furnished only to individual line and private branch exchange customers.

2. Rates and Charges

	Monthly Rate		Service Charge
RCF Service	$ 29.33	A	Section 3

3. Conditions

(a) The above rates entitle the customer to one free listing in the alphabetical portion of the Company's directory. Additional directory listings, if desired, will be provided at the rates specified in Item 402.

(b) Regular customer-dialed station-to-station rates are in addition to the foregoing rates and apply to each call.

(c) RCF is provided subject to the availability of suitable facilities in Central Offices as determined by the Company.

(d) RCF is not provided between Central Offices within the same free calling area.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1416. **TOLL TELEPHONES**

(a) Toll Telephones are available to customers in the Company's Exchanges in Nunavut. C

(b) A toll telephone is a telephone for the furnishing of message toll service in a locality in which Exchange service is not furnished. Regular message toll rates apply. C

(c) Toll telephones are normally for use by the public, but may be installed for private use at the Company's discretion. When toll telephones are installed for private use, the facilities used to provide service are terminated on a jack at no additional charge. Service charges as specified in Item 301, apply for each additional jack installed on the line. C C

(d) When the Company incurs unusual expense in installing and/or furnishing service to a toll telephone provided at the request of an applicant, it may levy a service charge and apply a monthly rate, in addition to the amount chargeable to the telephone for message toll service, such amounts being payable by the applicant. The Company may also require the applicant to bear a reasonable part of the expense of maintenance and to provide, install, own and maintain specified equipment other than telephones. C

M[54]

M[54] – Moved to Page 219F.1.

SUPPLEMENTAL SERVICE AND EQUIPMENT N

Item
1417. ***BUSINESSCENTS* TOLL-FREE SERVICE (Canada & U.S.)** M[54]

1. Definitions C

"Account" is a unique toll-free number.

"Aggregation" is the process used to apply the threshold volume discounts to toll-free usage. It is available to any customer having more than one toll-free account within the Company's operating area and the same billing telephone number (BTN). Usage for each individual account with the same BTN for the same customer is aggregated and the threshold volume discounts are then applied to the total usage. Aggregation is not allowed with accounts located outside of the Company's operating area.

"Conversion Number(s)" is the designated number(s) to which toll-free calls are routed (the number the toll-free call terminates on). Only one conversion number is assigned to a toll-free number, except as defined in Features. More than one toll-free number can terminate on the same conversion number.

"Dedicated Line" provides a circuit from the switched network to the customer location via the Company's Central Office. This provides incoming service only for toll-free calls and includes a single connection at the customer's location. The designated conversion number of the toll-free number is different than the POTS number of the customer's existing business network access line(s).

"Home NPA" is the same NPA (within the Company's operating area: 867W, 867E and 250N) of the conversion number.

"Non-dedicated Line" is any toll-free service where the designated conversion number of the toll-free number is the same as the POTS number of a customer's existing business network access line. M[54]

M[54] – Moved from Page 219F.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1417. ***BUSINESSCENTS* TOLL-FREE SERVICE (Canada & U.S.) - continued** C

Definitions - continued C

"Non-home NPA" is any NPA (including the Company's operating area NPA's of 867W, 867E and 250N) which is not the same as that of the conversion number.

"NPA" is equivalent to Area Code.

"POTS" is the plain old telephone service number.

"Western Arctic" calling area located within area codes 250N and 867W is within the Company's operating area.

"Home NPA" is the same NPA (within the Company's operating area: 867W, 867E and 250N) of the conversion number.

"Non-dedicated Line" is any toll-free service where the designated conversion number of the toll-free number is the same as the POTS number of a customer's existing business network access line.

2. Description C

(a) Toll-free service is a network service that allows the customer to receive and be billed for customer-dialed 800, 888 and 877 calls from Canada and the United States over a business network access line. Toll-free calls are toll-free to the caller. C

(b) Toll-free calls are charged on the basis of the NPA's from which they originate and terminate. C

(c) Customers can define the NPA's from which they will receive calls. C

(d) Non-dedicated toll-free service incorporates a monthly subscription fee. C

(e) Customers have the option of adding additional features to either service for additional charges. C

3. Billable Usage C

(a) Chargeable time for each toll-free call begins when communication is established between the caller and the toll-free number and ends when the connection is terminated. The time at the terminating location determines the applicable off-peak discount. C

(b) Usage is accumulated in 6-second increments. Any fraction of an increment is regarded as a whole increment. Each call is subject to a 30-second minimum. C

(c) Toll-free calls are charged on the basis of the NPA's from which they originate and terminate. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1417. ***BUSINESSCENTS* TOLL-FREE SERVICE (Canada & U.S.) - continued** C

4. Rates and Charges C

(a) The following rates apply: C

(1) Dedicated or Non-dedicated Access C

a. For Non-dedicated service the customer must use their existing business network access as the conversion number for their toll-free number and they are not charged an additional access charge. C

b. For Dedicated service the customer is charged for a dedicated access line as per rates in the table below: C

Service	Non-dedicated Access		Dedicated Access
Toll-free	Item 207	C	$ 60.00

c. Non-dedicated lines are provisioned as local business network access lines per Item 207. Dedicated lines are provisioned to accept incoming toll-free calls only and include a single connection at the customer's location. C

(2) Mileage charges as per Item 207, where applicable. C

(3) Extra listings per Item 402, where applicable. C

(4) Non-recurring installation charges provisioned as per Item 301. C

(5) Subscription Fees (for each toll-free number): C

Service	Non-dedicated Access	Dedicated Access
Toll-free	$ 8.00/month	No monthly subscription fee

(6) Usage rates for local and long distance calls: C

a. local calls in the Western and Eastern Arctic will be charged at $0.18/minute; C

b. long distance toll-free calls originating anywhere in Canada and the U.S.A. (including Alaska and Hawaii) and terminating anywhere in the Company's operating area will be charged at $0.18/minute. C

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1417. ***BUSINESSCENTS*** **TOLL-FREE SERVICE (Canada & U.S.) - continued** C

5. Features C

(a) General C

(1) Additional call routing and call management features for toll-free calls originating in Canada or in the United States can be added to each Toll-free number. These features are provided subject to the availability of suitable facilities. C C

(2) An initial period of one month applies to each feature. C

(b) Description of Features C

(1) Customers may use a single toll-free number to terminate calls on multiple conversion numbers at the same or different premises for the same customer. The toll-free calls are terminated to a designated conversion number based on the following options: C

a. *Area Code Route* calls are routed to a designated conversion number based on the originating Area Code for Canadian service and State for U.S. service. C

b. *Exchange Route* provides for calls originating in Canada only to be routed to a designated conversion number based on the originating Exchange. When calls are routed from Exchanges in more than one area code, charges for Area Code Route also apply. C

c. *Call Allocator* allocates and routes calls on a random basis to two or more conversion numbers based on the customer's pre-specified percentage distribution. C

d. *Call Prompter* routes calls to various designated conversion numbers via customers recorded voice prompts (maximum length 30 seconds). When a caller inputs incorrect prompt codes or fails to input prompt code, the calls will reach an alternative answering arrangement which must be provided by the toll-free features customer. C

(c) Rates and Charges C

(1) Rates and charges for each feature are in addition to all other rates and charges for toll-free service. C

(2) Calls, which as a result of feature usage, terminate in the United States will be billed to the U.S. destination at the U.S. Carrier's toll-free service usage charge. C

(3) Calls routed from the U.S. to destinations in Canada will be rated according to Rates (page 219H). C

M[55]

M[55] – Moved to page 219I.1.

SUPPLEMENTAL SERVICE AND EQUIPMENT N

Item 1417. ***BUSINESSCENTS* TOLL-FREE SERVICE (Canada & U.S.) - continued** N

5. Features - continued N

(d) Rates and Charges (for each toll-free number) C M55

Feature	Monthly Rate	Usage	Service Charges (Note 1)	M55
Area Code Route	$ 50.00	N/A	$ 100.00 (Note 2) C	
Exchange Route	$ 50.00	N/A	$ 100.00 (Note 2) C	
Call Allocator	$ 50.00	N/A	$ 100.00 (Note 2) C	
Call Prompter	$ 25.00 (Note 3) C	$ 0.15 each call (Note 4) C	$ 100.00 (Note 2) C	M55

Note 1: In addition to feature service charges listed, an order processing charge for subscription to each feature as per Item 301, also applies. C M55 C M55

Note 2: A service charge of $100.00 applies for each request of one or more features. Each additional request (addition or change) will incur a service charge of $100.00. M56

Note 3: $25.00 for each prompt that routes calls from Call Prompter to a conversion.

Note 4: A $0.25 per minute charge applies when a caller disconnects prior to connection to the conversion number. M56

M55 – Moved from page 219I.
M56 – Moved from page 219J.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1417. ***BUSINESSCENTS*** **TOLL-FREE SERVICE (Canada & U.S.) - continued** C

5. Features - continued C

M[56]

(e) Terms and Conditions C

(1) Access is provided on a dedicated or non-dedicated basis. Rates and charges per Item 207. C

(2) A customer may lease as many toll-free lines as required to effectively accommodate incoming traffic; however, the Company reserves the right to specify the minimum number of lines necessary. C

(3) Toll-free service is offered in all communities served by the Company, subject to the availability of suitable facilities. C

(4) Each toll-free number must have a designated conversion number. Only one conversion number is assigned to each toll-free number, except as defined in Description of Features (page 219I), where more than one toll-free number can terminate on multiple conversion numbers (rates and charges apply as defined on page 219I). C

(5) A toll-free customer may not receive calls from an exchange of a telephone system that does not participate in the provisioning of toll-free service. C

(6) A toll-free number can terminate on a single business network access line or on a group of equivalent lines. More than one toll-free number can terminate on the same group of access lines. C

(7) Calls can be forwarded via Remote Call Forwarding (RCF) to a Toll-free service number but a toll-free call cannot be re-routed through RCF. C

(8) The customer has the option of having a name listed on Toll-free Directory Assistance at no charge. C

(9) A Toll-free service customer may be listed in the directories of the Company at the rates shown for Business Extra listing, Item 402. C C

(10) A minimum service period of one month applies. C

M[56] – Moved to page 219I.1.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1417. ***BUSINESSCENTS*** **TOLL-FREE SERVICE (Canada & U.S.) - continued** C

5. Features - continued C

(e) Terms and Conditions - continued C

(11) Toll-free service is not furnished as a foreign exchange service. C

(12) Toll-free service calls must be customer dialed with the exception of the following calls which may have to be placed through the operator: C

a. for calls that are placed by guests of hotels where Hotel PBX Service is provided; or C

b. for calls that originate from public, semi-public, radio telephone, shop or aircraft telephones, or toll stations. C

(13) A Toll-free service call received from within the customer's local calling area is chargeable at the toll-free service rates. C

(14) A Toll-free number cannot terminate on any mobile service. C

(15) A Toll-free number must terminate on at least one individual business line.

M[57]

M[57] – Moved to page 219K.1.

SUPPLEMENTAL SERVICE AND EQUIPMENT N

Item
1418. **SHIP SERVICE** M[57]

1. General C

(a) Ship service is furnished between a land telephone and a ship or between two ships through one or more land radio telephone stations. The service is available to ships equipped for this service when within range of such land radio telephone stations, and is furnished subject to transmission, atmospheric and like limitations. C

(b) Land radio telephone stations are designated as high seas or coastal harbour, according to the area of operation for which they are primarily designed. C

2. Classes of Services C

(a) Calls may be placed either for a specified person or for a specified telephone, the rate being the same in either case. C

3. Timing of Messages C

(a) Messages are times as stated in Item 110 of this tariff. C

4. Reversal of Charges (Collect Calls) C

(a) Reversal of charges is permitted on calls through coastal harbour stations and on calls from ships through high seas stations. C M[57]

M[57] – Moved from page 219K.

SUPPLEMENTAL SERVICE AND EQUIPMENT

Item
1418. **SHIP SERVICE - continued** C

5. Rates and Charges C

(a) The land line rate is the person-to-person rate (day, evening or night) between the land telephone and the coastal harbour station. C

(b) Rates and charges for service through Canada and United States high seas and coastal harbour stations are contained in the Toll Rate and Route Guide of the American Telephone and Telegraph Company Long Lines Department. C

(c) In the case of service to or from Canadian National ferries operating between Sydney, Nova Scotia and Port Aux Basques, Newfoundland and Labrador, the land line rate is person-to-person (day, evening or night where applicable) between the land telephone and the radio telephone station at Gander, Newfoundland and Labrador. C

(d) In addition, "Time other line" (Radio Link) charges apply as follows: C

Initial 3 minutes:	MF Band.....	$ 4.88
	HF Band.....	4.48
	VHF Band.....	3.11
Each Additional Minute:	MF Band.....	$ 1.61
	HF Band.....	1.81
	VHF Band.....	1.02

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE.

3	CANCELS	2	PAGE	219M
2	CANCELS	1	PAGE	219N
2	CANCELS	1	PAGE	219O
2	CANCELS	1	PAGE	219P
2	CANCELS	1	PAGE	219Q

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE.

3	CANCELS	2	PAGE	219R
2	CANCELS	1	PAGE	219S
5	CANCELS	4	PAGE	219T

SUPPLEMENTAL SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE.

2	CANCELS	1	PAGE	219T.1
2	CANCELS	1	PAGE	219T.2
2	CANCELS	1	PAGE	219T.3
4	CANCELS	3	PAGE	219U
2	CANCELS	1	PAGE	219U.1
2	CANCELS	1	PAGE	219U.2
2	CANCELS	1	PAGE	219U.3
2	CANCELS	1	PAGE	219V

SECTION 15 – MAINTENANCE AND REPAIR

See Page 5 for Table of Contents

MAINTENANCE AND REPAIR

Item 1501. **MAINTENANCE OF BUSINESS EQUIPMENT** (Note) C

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation maintenance and rental of equipment for the provision of Maintenance and Repair service as found within the Maintenance and Repair tariff, when provided in the Exchange centres of Whitehorse and Yellowknife. Accordingly, Maintenance and Repair installation, maintenance and rental services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C

1. Definitions

"Regular Service" means service offered during regular Company business hours. C

"Premium Service" means service offered 24 hours a day, 7 days per week. C

"Regular Response" means service providing 4 working hour response time for major failures and 8 working hour response time for other failures. C

"Enhanced Response" means service providing 2 working hour response time for major failures and 4 working hour response time for other failures. C

"Company Business Hours" means those hours the Company is open to conduct business as established by the Company. C

"Major Failures" means those failures for the equipment as listed below except as may from time-to-time be approved as ordered by the CRTC, effective as and when approved and ordered by the CRTC: C

(a) PABX C
- Complete System Failure
- Console Failure
- Major Alarm on System
- Failure of 1 Entire Trunk Group
- Failure of 50% of Stations

(b) Key Systems (KSU and KSU-less) C
- Complete System Failure
- Failure of 50% of Stations
- Failure of 50% of Trunks

(c) Facsimile C
- Complete System Failure

(d) Entrephone C
- Complete System Failure

(e) FM Series Call Accounting C
- Complete System Failure
- System Not Collecting Calls

M[59]

Note: Not available for new installations or for expansion of existing. N

M[59] – Moved to Page 221.1.

MAINTENANCE AND REPAIR N

Item
1501. **MAINTENANCE OF BUSINESS EQUIPMENT** (Note) - continued N

1. Definitions - continued N

"Major Failures" means those failures for the equipment as listed below except as may from time-to-time be approved as ordered by the CRTC, effective as and when approved and ordered by the CRTC: - continued N N

(f) Single Line Set (not attached to a system) C M[59]
- Complete System Failure

"Other Failures" means equipment failures caused by normal wear and tear, other than those listed above.

2. Application

(a) This item provides for maintenance of equipment by the Business Systems Division under an agreement, not specifically covered elsewhere in the Company's tariffs. C

(b) Rates and conditions specified in this tariff are available only to equipment covered under maintenance contracts purchased before 21 January 2001. For maintenance contract rates and conditions applicable to equipment purchased after 21 January 2001, please see Item 1502. Customers with equipment covered under maintenance contracts purchased on or after 1 January 1999, have the option of moving to the new contract rates specified in Item 1502. Rates apply after the manufacturer's warranty on equipment has expired. C M[59]

Note: Not available for new installations or for expansion of existing. N

M[59] – Moved from Page 221.

MAINTENANCE AND REPAIR

Item 1501. **MAINTENANCE OF BUSINESS EQUIPMENT** (Note) - continued C

3. Conditions

(a) Service is provided at the Company's discretion. C

(b) Service is provided pursuant to the terms and conditions of the agreement. C

(c) Maintenance rates apply at locations staffed with qualified technicians. At other locations, the customer shall bear the cost of transportation and lodging and other associated incidental costs or in the case of maintenance bear the cost of shipping the unit to and from one of our maintenance and repair depots. C

(1) The maintenance and repair depot for BC and the YT is in Whitehorse, YT. The maintenance and repair depot for the NT is in Yellowknife, NT. The maintenance and repair depot for NU is in Iqaluit, NU. C C

(2) The customer shall not bear any costs associated with travel and related travel expenses when the cause of the technician's visit is the result of an error on the part of the Company in installing the equipment. C

(d) For new agreements, additions of items of equipment or renewals of existing agreements, current vintage rates apply. C

(e) The Company shall determine normal wear and tear. C

(f) For work resulting from other than the normal wear and tear of equipment, material at actual cost and labour at rates as per Item 305, Installation, Maintenance, Move, Rearrangement and Repair Service by the Business Systems Division shall apply. C C

Note: Not available for new installations or for expansion of existing. N

MAINTENANCE AND REPAIR

Item
1501 **MAINTENANCE OF BUSINESS EQUIPMENT** (Note) - continued C

3. Conditions - continued C

(g) Reserved for future use. C

Note: Not available for new installations or for expansion of existing. N

MAINTENANCE AND REPAIR

Item
1501. **MAINTENANCE OF BUSINESS EQUIPMENT** (Note) - continued C

4. Rates and Charges C

Telephony Equipment	1992 Vintage (1) Regular Service Regular Response	(2) Regular Service Enhanced Response	(3) Premium Service Regular Response	(4) Premium Service Enhanced Response
(a) PABX				
ea. single line set	$ 6.65 C	$ 8.30 C	$ 9.95 C	$ 11.60 C
ea. feature set	13.90	17.40	20.85	24.30
ea. feature set with data capability	18.15	22.65	27.20	31.75
ea. data set	13.90	17.40	20.85	24.30
b) Electronic Key System with KSU				
ea. device requiring a station port	5.15	6.45	7.75	9.00
(c) electronic Key System without KSU				
ea. device with line privacy	6.45	8.05	9.65	11.25
ea. device without line privacy	8.25	10.30	12.35	14.45
(d) Facsimile Equipment				
ea. device, feeder ≤ 10 pp.	25.75	32.20	38.65	45.10
ea. device feeder > 10 pp.	36.10	45.10	54.10	63.15
(e) Entrephone, each suite	5.65	7.05	8.50	9.90
(f) FM Series Call Accounting System C				
ea. system, ≤ 60 stations	41.25	51.55	61.85	72.15
ea. system, > 60 stations	46.40	58.00	69.60	81.20
(g) Single Line Set not attached to a System				
ea. device	1.40	1.70	2.10	2.40

Note: Not available for new installations or for expansion of existing. N

MAINTENANCE AND REPAIR

Item
1502. **MAINTENANCE OF BUSINESS EQUIPMENT VINTAGE 2000** (Note) C

1. Definitions

(a) In this Item, C

"Regular Service" means service offered during regular Company business hours.

"Company Business Hours" means those hours the Company is open to conduct business as established by the Company.

"Vintage 2000" refers to all equipment that meets the conditions of maintenance contracts that are covered under this tariff.

(b) Please see Item 1502.3.(e). C

2. Application

(a) This item provides for maintenance of equipment by the Business Systems Division under an agreement, not specifically covered elsewhere in the Company's tariffs.

(b) The rates specified in this Tariff covers equipment sold by the Company since 22 January 2001. Customers with equipment purchased after 1 January 1999, have the option of migrating onto the terms and conditions specified under Item 1502. This Tariff does not apply to equipment purchased before 1 January 1999. Rates apply after the manufacturer's warranty on equipment has expired. C C C

3. Conditions

(a) Service is provided at the Company's discretion.

(b) Service is provided pursuant to the terms and conditions of the agreement.

(c) Maintenance rates apply at locations staffed with qualified technicians. At other locations, the customer shall bear the cost of transportation and lodging and other associated incidental costs or in the case of maintenance bear the cost of shipping the unit to and from one of our maintenance and repair depots.

(1) The maintenance and repair depot for BC and the YT is in Whitehorse, YT. The maintenance and repair depot for the NT is in Yellowknife, NT. The maintenance and repair depot for NU is in Iqaluit, NU. C | C

(2) The customer shall not bear any costs associated with travel and related expenses when the cause of the technician's visit is the result of an error on the part of the Company in installing the equipment. C

(d) For new agreements, additions of items of equipment, or renewals of existing agreements, current vintage rates apply.

(e) The Company shall determine normal wear and tear.

Note: Not available for new installations or for expansion of existing. N

MAINTENANCE AND REPAIR

Item
1502. **MAINTENANCE OF BUSINESS EQUIPMENT VINTAGE 2000** (Note) - continued

3. Conditions - continued

(f) Maintenance contracts cover only that equipment outlined, it does not include unlisted items such as: call accounting software, inside wiring, wireless phones systems, redundant CPU's or UPS etc. These items, if sold by the Company, are repaired on a time and materials costs basis.

(g) Maintenance contracts will not be honoured for systems that are not protected by a UPS sold or recommended by the Company.

(h) Where repair or maintenance of equipment requires an upgrade of software or equipment the customer will be required to pay for that upgrade.

(i) Equipment that the Company can no longer maintain such as manufacture discontinued products, may not be covered under maintenance contracts. In such cases the Company will provide written notification to the customer in advance.

4. Maintenance Rates and Charges

(a)

	System Large		System Medium		System Small	
Monthly Charge	PABX/PBX		MICS		CISC, 3x8 etc.	
Base Charge	$ 154.35	A	$ 138.60	A	$ 66.15	A
Capacity Fee (sets included) 16 Stations Capacity	$ 70.56	A	$ 35.28	A	N/A	
Capacity Fee (Analog sets not included) 16 Station Capacity*	$ 35.28	A	N/A		N/A	
Additional Consoles	$ 27.56	A				

(b) For work resulting from other than the normal wear and tear of equipment, material at actual cost and labour rates as per Item 305 "Installation, Maintenance, Move, Rearrangement, Escort and Repair Service" by the Company shall apply.

(c) Definitions of Systems

"Large Systems" are PBX's and PABX's

"Medium Systems" are Modular Integrated Communication Systems.

"Small Systems" are all systems equivalent or smaller than Compact Integrated Communications Systems: CICS and 3x8 etc.

Note: Not available for new installations or for expansion of existing.

MAINTENANCE AND REPAIR

Item
1502. **MAINTENANCE OF BUSINESS EQUIPMENT VINTAGE 2000** (Note) - continued

4. Maintenance Rates - continued

(d) Fees

(1) *Base Charge:* Each system type has a base monthly fee regardless of the number of sets.

(2) *Capacity Fee (sets included):* This charge varies with the capacity of the system. It is charged for each block of 16-station capacity that requires the addition of cards or expansion modules to the core system.

(3) *Capacity Fee (Analogue sets not included):* Where the customer does not wish to have analogue sets covered under maintenance. This fee is charged for each block of 16-station capacity for analogue sets in place of the higher fee that would include sets.

(e) Restrictions

(1) The option of excluding analogue sets is only available to PBX and PABX customers. The customer can choose to either have all analogue sets included in the maintenance contract or not to include any analogue sets.

(2) All proprietary (digital) sets must be included under maintenance and billed for.

(3) Where the customer adds capacity (cards or expansion modules) the Company will automatically charge the appropriate rate that reflects this greater capacity.

(f) Consoles

(1) The base charge for PBX's includes maintenance on one console. Each additional console is charged a monthly maintenance fee. All consoles must be included in maintenance.

(g) Voice Mail

(1) Voice mail maintenance is an additional charge above the charge for system and sets.

System Size/Capability	Price/Month		Systems Currently Sold
Small Systems	$ 42.00	A	Norstar Flash Lite
Mid	$ 75.07		Norstar Flash and Express Messenger
Large	$ 110.25		NuPoint Lite and Norstar Voice Mail
Very Large	$ 220.50	A	Meridian Mail and NuPoint Messenger

Note: Not available for new installations or for expansion of existing.

MAINTENANCE AND REPAIR

Item
1502. **MAINTENANCE OF BUSINESS EQUIPMENT VINTAGE 2000** (Note) - continued C

4. Maintenance Rates and Charges - continued C

(h) Definition of Voice Mail C

Small System: Norstar Flash Lite
Mid Sized: Norstar Flash and Express Messenger
Large: NuPoint Lite and Norstar Voice Mail
Very Large: Meridian Mail and NuPoint Messenger

(i) General Restrictions C

(1) If the product is subject to abuse, misuse, neglect, flooding, fire, lightning, power surges or "dirty power", third party error or omissions, acts of God, damage or accident. C

(2) If the product is modified or altered (unless explicitly authorized in writing by the Company). C

(3) If the product is installed or used in combination or in assembly with products not supplied or authorized by the Company and/or which are not compatible with or are of inferior quality, design or performance to the Company supplied product so as to cause diminution or degradation in functionality. C C

(4) If there is a failure to follow specific restrictions in operating instructions or if payment for a product has not been timely made. C

Note: Not available for new installations or for expansion of existing. N

MAINTENANCE AND REPAIR N

Item
1503. **MAINTENANCE OF IP-PBX AND PBX BUSINESS EQUIPMENT**

1. Definitions

"Regular Service" means service offered during regular Company business hours. C

"Company Business Hours" means those hours the Company is open to conduct business as established by the Company. Under normal circumstances, this includes weekdays from 8:00 am to 5:00 pm and excludes weekends or holidays. C

"System" refers to all IP PBX, key system, or PBX/PAPBX equipment that meets the conditions of maintenance contracts that are covered under this tariff. C

2. Application

(a) This item provides for maintenance of equipment by the Business Systems Division under an agreement, not specifically covered elsewhere in the Company's tariffs. The rates specified in this Tariff cover all IP PBX equipment and PBX/PAPBX equipment sold by the Company since 1 January 2005. C C

(b) Rates apply after the manufacturer's warranty on equipment has expired.

(c) Customers currently on destandardized Contracts (Item 1501) or on Contracts under Item 1502 will have the option to move to Contracts under Item 1503 if their systems can be supported under this contract. C

3. Conditions

(a) Service is provided at the Company's discretion.

(b) Service is provided pursuant to the terms and conditions of the agreement.

(c) Maintenance rates apply at locations staffed with qualified technicians. At other locations, the customer shall bear the cost of transportation and lodging and other associated incidental costs or, in the case of maintenance, bear the cost of shipping the unit to and from one of our maintenance and repair depots.

(1) The maintenance and repair depot for BC and the YT is Whitehorse, YT. The maintenance and repair depot for the NT is Yellowknife, NT. The maintenance and repair depot for NU is Iqaluit, NU. C C

(2) The customer shall not bear any costs associated with travel and related expenses when the cause of the technician's visit is the result of an error on the part of the Company in installing the equipment. C

(d) The Company shall determine normal wear and tear.

M[60]

M[60] – Moved to Page 226C.1.

MAINTENANCE AND REPAIR N

Item
1503. **MAINTENANCE OF IP-PBX AND PBX BUSINESS EQUIPMENT - continued** N

3. Conditions - continued N

(e) Maintenance contracts cover only that equipment outlined; it does not include unlisted items such as: call accounting software, inside wiring, wireless phone systems, redundant CPU's or UPS, etc. These items, if sold by the Company, are repaired on a time and materials costs basis. M[60]

(f) Maintenance contracts will not be honoured for systems that are not protected by a UPS sold or recommended by the Company. C

(g) Where repair or maintenance of equipment requires an upgrade of software or equipment the customer will be required to pay for that upgrade. M[60]

(h) Equipment that the Company can no longer maintain, such as manufacture-discontinued products, may not be covered under maintenance contracts. In such cases the Company will provide written notification to the customer in advance. M[61]

(i) In the case of major failures outside Company business hours, labour will be charged at the applicable labour rate (Item 305). Major failures will include: C

(1) Complete system failure; C
(2) Console failure;
(3) Major alarm on system;
(4) Failure of 50% of trunks;
(5) Failure of 50% of stations; and
(6) Other major failures as determined at the Company's discretion. C M[61]

M[60] – Moved from Page 226C.
M[61] – Moved from Page 226D.

MAINTENANCE AND REPAIR

Item
1503. **MAINTENANCE OF IP-PBX AND PBX BUSINESS EQUIPMENT - continued**

4. Maintenance Rates and Charges

(a) *Base Fee:* Each system type has a base monthly fee regardless of the number of sets.
Large Systems: Greater than 24 – station capacity.
Small Systems: 24 – station capacity or less.

(b) *Capacity Fee:* This charge varies with the capacity of the system. It is charged for each block of 4-station capacity that requires the addition of cards or expansion modules to the core system.

(c) *Capacity Fee (sets not included):* This charge applies where the customer does not wish to have telephone sets covered under maintenance. This fee is charged for each block of 4-station capacity for sets in place of the higher capacity.

(d) *Additional Controllers:* Where the customer requires additional controllers typically at additional locations, a controller fee is charged for each additional controller required.

(e) *Voice Mail:* When used in conjunction with the controller, selected Voice Mail systems are covered under the Base Fee. Select Large Voicemail systems are subject to a monthly charge. It is at the Company's discretion to determine whether the Voice Mail system can be supported under this contract agreement. Voice Mail systems the Company cannot support will not be covered in the contract agreement.

Voicemail	Monthly Rate	
Large Voicemail Systems – One Year Contract	$ 220.50	A
Large Voicemail Systems – Three Year Contract	$ 192.93	A

Large Systems One-year Contract	Monthly Rate	
Base Fee per Controller	$ 88.20	A
Capacity Fee per 4 sets (IP or TDM)	$ 18.18	
Additional Controllers (each)	$ 38.58	
Capacity fee per 4 sets (set not included)	$ 9.09	A

MAINTENANCE AND REPAIR

Item
1503. **MAINTENANCE OF IP-PBX AND PBX BUSINESS EQUIPMENT - continued**

4. Maintenance Rates and Charges - continued

(e) *Voice Mail:* - continued

Large Systems Three-year Contract	Monthly Rate	
Base Fee per Controller	$ 80.85	A
Capacity Fee per 4 sets (IP or TDM)	$ 17.32	
Additional Controllers (each)	$ 33.07	
Capacity fee per 4 sets (set not included)	$ 8.26	A

Small Systems One-year Contract	Monthly Rate	
Base Fee per Controller	$ 28.87	A
Capacity Fee per 4 sets (IP or TDM)	$ 19.05	
Additional Controllers (each)	$ 16.53	A

Small Systems Three-year Contract	Monthly Rate	
Base Fee per Controller	$ 23.10	A
Capacity Fee per 4 sets (IP or TDM)	$ 17.32	
Additional Controllers (each)	$ 17.32	A

(f) For work resulting from other than the normal wear and tear of equipment, material at actual cost and labour rates as per Item 305, Installation, Maintenance, Move, Rearrangement, Escort and Repair Service, by the Company shall apply.

(g) Where the customer adds capacity (cards or expansion modules) the Company will automatically charge the appropriate rate that reflects this greater capacity.

MAINTENANCE AND REPAIR N

Item
1503. **MAINTENANCE OF IP-PBX AND PBX BUSINESS EQUIPMENT - continued** N

5. General Restrictions M[62]

(a) The Company's responsibility to provide maintenance under this service is null and void if any of the following conditions occur: C

(1) the product is subject to abuse, misuse, neglect, flooding, fire, lightning, power surges or "dirty power", third party error or omissions, acts of God, damage or accident; C

(2) the product is modified or altered (unless explicitly authorized in writing by the Company); C

(3) the product is installed or used in combination or in assembly with products not supplied or authorized by the Company and/or which are not compatible with or are of inferior quality, design or performance to the Company supplied product so as to cause diminution or degradation in functionality; C C

(4) there is a failure to follow specific restrictions in operating instructions or if payment for a product has not been made in a timely manner. C M[62]

M[62] – Moved from Page 226E.

SECTION 16 – SWITCHED DATA SERVICES

See Page 5 for Table of Contents

SWITCHED DATA SERVICES

Item
1601. **DATA56 SERVICE**

Pursuant to Telecom Decision CRTC 2012-102, the Company is forborne on service terms with regard to the installation, maintenance and rental of equipment for the provision of Switched Data Services as found within the Switched Data Services Tariff when provided in the Exchange centres of Whitehorse and Yellowknife. Accordingly, Switched Data Services installation, maintenance and rental services in Whitehorse and Yellowknife may be offered on rates or terms different from those below. C

1. Description

(a) Data56 Service provides for the non-featured digital transmission of information within and between suitably equipped Central Offices and compatible terminal equipment located at the customer's premises. The service includes network access with carries up to 56 kilobits per second. The channel will be used for circuit switched data transmission. C

2. Availability

(a) Data56 Service is provided at the Company's discretion, subject to the availability of suitable facilities. The Company determines the Exchanges where service will be provisioned. C

(b) Data56 Service access may not be available in all areas of the serving Central Office due to limitations of transmission facilities. C

(c) The provision of Data56 Service is subject to the ability of the Company and the customer to satisfy existing transmission standards. The service will be provisioned within the Company's operating limitations and equipment capabilities. C

(d) The Company determines the Central Offices from which Data56 Network Access shall be provided. C

3. Components

(a) Data56 Service consists of the following components: C

(1) Access C

a. This provides the customer with a jack-terminated digital loop between the serving Central Office and the customer's premises. C

(2) Terminal Equipment C

a. At the customer's premises Data56 Access may be connected to Company-provided terminal equipment at the rates and charges below, or to compatible customer-provided equipment subject to the terms and conditions of Item 1303. C C

SWITCHED DATA SERVICES

Item
1601. **DATA56 SERVICE - continued**

4. Rates and Charges

(a) Access rates and charges apply as:

Rate Group	Rate Per Month		Service Charge for Installation		Service Charge for Moves and Changes
H1	$ 153.06	A	$ 363.00	A	Item 301

(b) Service is available only where suitable facilities are in place.

(c) Data56 Terminal Equipment may be leased at the following rates and charges:

Data Unit Device	Rate Per Month		Service Charge for Installation, Moves and Changes
V.35 Interface	$ 108.90	A	Item 301
RS232 Interface	$ 108.90	A	Item 301

(d) Where facilities must be upgraded to extend Data56 Service to the customer, the cost of the upgrade, including labour rates per Section 3 will be charged to the customer.

5. Terminal Equipment Connections

(a) Data56 Service Access may be connected to either customer or the Company-provided terminal equipment located at the customer's premises, under the terms and conditions of Item 1303.

(b) One Data Unit Device, either customer or Company-provided, is required per Data56 Access.

SWITCHED DATA SERVICES

RESERVED FOR FUTURE USE.

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BUNDLES AND DISCOUNTED SERVICES C

See Page 5 for Table of Contents

BUNDLES AND DISCOUNTED SERVICES C

Item
1700. **GENERAL**

1. This section includes the rates, charges, terms and conditions that apply to the Company's services that provide specific incentives or are offered on a promotional basis. The promotions apply to the specific services, as stated herein, which may be contained within all of the Company's tariffs.

BUNDLES AND DISCOUNTED SERVICES C

Item
1701. **DISASTER WAIVER**

1. General

(a) In cases where a residential or small business customer is affected by a Qualifying Disaster Event as defined in (b) below, the Company may, at its discretion, provide one or more of the following:

(1) Suspension of services at the affected premises at no charge;
(2) Waiver of Internet data overage charges;
(3) Waiver of voice and/or Internet monthly recurring charges;
(4) Reference of calls and/or call forwarding services for voice services;
(5) Reconnection of service(s) at no charge; and/or
(6) Other such relief as the Company may deem reasonable and that best addresses the needs of the customer(s).

(b) "Qualifying Disaster Event" means an event beyond the reasonable control of the customer that requires evacuation of the customer premises for safety reasons for a period greater than 48 hours which includes fire, flood, earthquake, elements of nature, and other acts of God. A state of emergency and/or mandatory evacuation order issued by a duly authorized local, municipal, provincial, territorial or national government or government authority, including orders issued by police or fire services, is required to exercise this offer.

2. Terms and Conditions

(a) The customer must apply for relief under this Item within 14 days of the onset of a Qualifying Disaster Event. Wholesale and Enterprise customers are not eligible for this offer.

(b) Where an entire community is affected, for example, by fire or flood, the Company may initiate relief for affected customers.

(c) The relief provided will depend on the unique needs of the customer and/or community in the given circumstances of each Qualifying Disaster Event.

(d) The relief provided will end when the state of emergency and/or mandatory evacuation order as noted in 1.(b) above is lifted.

(e) If the customer is able to return to their premises, but the Company's service(s) remain unavailable, then any relief provided under this Item is in addition to refunds calculated pursuant to Item 10, Article 15.

BUNDLES AND DISCOUNTED SERVICES

Item
1702. **INTRODUCTORY FIBRE-TO-THE-PREMISES (FTTP) PROMOTION FOR ATLIN, BC** N

1. Description

(a) The Company is permitted to waive the standard service charge associated to Internet installations for eligible residential and business customers who subscribe to a new qualifying FTTP Internet package pursuant to Item 1735 – Terrestrial Internet Services, as detailed below.

(b) The Company is also permitted to charge the rates as set out in Item 1733.4.(a) for six months to all residential customers who subscribe to a new qualifying unlimited FTTP Internet package, as set out below.

2. Terms and Conditions

(a) The Company will waive the standard service charge associated to new Internet installations where the customer meets the following eligibility criteria:

(1) The customer service location is located in the Exchange of Atlin, BC;
(2) The customer is in good standing; and
(3) The customer is subscribing to one or more new FTTP Internet packages pursuant to 1735.4.(c)(1)a, 1735.4.(c)(2)a., or 1735.4.(c)(2)c.

(b) The Company will waive the standard service charge associated to Internet package upgrades or downgrades (speed increases or decreases, or changes between capped and uncapped packages), so long as the customer meets the eligibility criteria in (c) below.

(c) The Company will charge residential customers who subscribe to a new unlimited FTTP Internet package a discounted monthly rate for the specific package for a period of six months from the installation of the new Internet package, in addition to the waiver of the service charge as set out in (a) above, where the customer meets the following eligibility criteria:

(1) The customer service location is located in the Exchange of Atlin, BC;
(2) The customer is in good standing; and
(3) The customer is installing one or more new residential FTTP Internet packages pursuant to 1735.4.(c)(1)a.

(d) The promotion is available from 15 June 2025 to 15 December 2025. Orders placed on or before 15 December 2025 but installed up to one month after that date will have the standard service charge waived and the discounted monthly rate applied for six months, as applicable.

(e) The promotion can be combined with other bundles, discounts or promotions that the customer qualifies for.

3. Rates and Charges

(a) The Company will waive the standard service charge as set out in Item 301.3, for one or more of the following rate elements, as applicable:

(1) 301.3.(a)(1) - Order Processing Charge;
(2) 301.3.(a)(2) – Line Connection Charge;
(3) 301.3.(a)(3) – Premises Visit Charge; and
(4) 301.3.(a)(4) – Premises Work Charge. N

Item
1702. **INTRODUCTORY FIBRE-TO-THE-PREMISES (FTTP) PROMOTION FOR ATLIN, BC – continued** N

3. Rates and Charges – continued

(b) The Company will charge residential customers who subscribe to a new unlimited FTTP Internet package the monthly recurring rate shown in Item 1733.4.(a) for the specific package for a period of six months from the installation of the new Internet package, in addition to the waiver of the service charge as set out in (a) above.

(1) Customers may upgrade or downgrade their package during the trial and pay the corresponding discounted rate for the new speed tier they have selected; however, the total number of months the customer shall receive the promotional rate for all packages is six months. N

BUNDLES AND DISCOUNTED SERVICES C

RESERVED FOR FUTURE USE.

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BUNDLES AND DISCOUNTED SERVICES C

Item
1732. **INTERNET AND RESIDENTIAL PES BUNDLE DISCOUNT**

1. Description

(a) A bundled discount is provided to customers who subscribe to both Item 207 - Individual Residential Primary Exchange Service (PES) and to one of the eligible Residential Cable or FTTP Internet packages described below. Customers will be required to pay the tariffed rates for PES and Cable or FTTP Internet package as set out in Item 207 – Exchange Rates and Item 1735 – Terrestrial Internet Services, respectively, and a discount will be applied to the customers invoice each month.

2. Discount Period

(a) The discount period is ongoing.

3. Terms and Conditions

(a) To be eligible for the discount, a customer must maintain on the account for which the discount will be applied, a subscription to both residential PES and one of the Cable or FTTP Internet packages specified below. Availability of Cable or FTTP Internet service is subject to available facilities.

(b) The PES and Cable or FTTP Internet package subscription must be located at the same service address. Customers are only eligible for one discount per account, regardless of the number of services or packages they subscribe to.

(c) When a customer subscribes to multiple instances of Cable Internet at the same address, the customer will qualify for the discount that corresponds to the highest Cable Internet package.

(d) Eligible packages are non-destandardized residential Internet packages as shown in:

(1) Item 1735.4.(b)(1)a.
(2) Item 1735.4.(b)(1)b.
(3) Item 1735.4.(c)(1)a.
(4) Item 1735.4.(c)(1)b.

4. Rates and Charges

(a) The applicable bundle discount is $8.00 per month.

BUNDLES AND DISCOUNTED SERVICES

Item
1733. **WINBACK DISCOUNT FOR RESIDENTIAL UNLIMITED INTERNET PACKAGES**

1. General

(a) The Company is permitted to offer a discounted monthly rate for a period of six months for residential Unlimited Internet Packages as set out in section 4 below, for eligible customers as described in section 3 below.

2. Discount Period

(a) The discount period is six months from the date of the installation of the service.

3. Terms and Conditions

(a) To be eligible for the discounted rate, the customer must meet the following eligibility criteria:

i. The customer does not have an active Company-provided Internet package at the service location;
ii. The customer previously subscribed to a Company-provided residential Internet package for at least one month, and that residential Internet package has been disconnected for a period of at least one month;
iii. The customer's previous account is in good standing; and
iv. The customer disconnected their previous Company-provided Internet service in order to subscribe to an Internet service of an alternative service provider within the Company's operating territory.

(b) The Winback Discount for Residential Unlimited Internet Packages can be combined with other bundles, discounts or promotions that the customer qualifies for.

(c) If the customer subscribes to multiple instances of residential unlimited Internet packages at the same address, the customer will qualify for only a single discounted package.

(d) The customer may only benefit from the Winback Discount for Residential Unlimited Internet Packages once in any 12-month period.

4. Rates and Charges

(a) The following discounted rates apply for the following residential unlimited Internet packages for a period of six months. After the six-month discount period, the customer's residential unlimited Internet package rate shall be the monthly rate for the identical package as shown in the Reference Tariff Item, below: C | C

Reference Tariff Item	Package Name	Discounted Monthly Rate
1735.4.(b)(1)a.	Cable Internet 1 Gbps Unlimited	$ 169.95 N
	Cable Internet 700 Unlimited	169.95
	Cable Internet 500 Unlimited	159.95
	Cable Internet 300 Unlimited	149.95
	Cable Internet 200 Unlimited	139.95
	Cable Internet 100 Unlimited	99.95
	Cable Internet 50 Unlimited	79.95
1735.4.(c)(1)a.	FTTP Internet 1 Gbps Unlimited	$ 169.95 N
	FTTP Internet 700 Unlimited	169.95
	FTTP Internet 500 Unlimited	159.95
	FTTP Internet 300 Unlimited	149.95
	FTTP Internet 200 Unlimited	139.95
	FTTP Internet 100 Unlimited	99.95
	FTTP Internet 50 Unlimited – Mass	79.95

SECTION 18 – TERRESTRIAL INTERNET SERVICES

See Page 5 for Table of Contents

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES**

1. General

(a) This tariff applies only to the Company's terrestrial retail Internet services. The rates, terms and conditions set out in this Item for terrestrial residential Internet services reflect the Commission's determinations in Telecom Regulatory Policy CRTC 2019-269, *The Internet Code* (the Code) and together with the Code govern the provision of terrestrial residential Internet services by the Company.

(b) Business and Residence Classification - The Company classifies a customer's service as Business Service or Residence Service for the purpose of offering services pursuant to this Item and applicable rate(s). See Items 203 to 205. C C

(c) Classification by Technology - The Company further classifies a customer's service based on whether the service is provided through Cable or DSL infrastructure for the purpose of offering services pursuant to this Item and applicable rate(s). C

(1) DSL is an Internet service which provides high-speed transmission of data using available bandwidth above the voice-band on the customer's local loop. The customer may or may not have local telephone service on their local loop. DSL service provided over a local loop at a premises where the customer does not also subscribe to local telephone service is referred to as Standalone DSL service.

(2) Cable Internet is an Internet service which provides high speed transmission of data over coaxial cable.

(3) Fibre to the Premises (FTTP) is Internet service which provides high speed transmission of data over optical fibre.

(d) Service Availability - Service is subject to the availability of suitable facilities. Not all the service package offerings or infrastructure are available in all service areas or in all communities. Customers should contact the Company to determine package availability. Internet packages for residential and business customers located in the communities served by the Mackenzie Valley Fibre Link (MVFL) in the Northwest Territories are provided at the rates shown in Items 1735.4.(a)(1)b., 1735.4.(a)(2)b., 1735.4.(b)(1)b., 1735.4.(b)(2)b., 1735.4.(c)(1)b., and 1735.4.(c)(2)b. Communities served by the MVFL are Fort Good Hope, Fort Simpson, Inuvik, Norman Wells, Tulita, and Wrigley. MVFL is a fibre facility owned by the Government of the Northwest Territories. C

M[63]

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TERRESTRIAL INTERNET SERVICES N

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued** N

2. Definitions M63

"Data Usage Allowance" is the monthly amount of data that the Company permits a customer to download or upload within the specific Internet Package paid for by the customer. Usage is measured in gigabytes (GB). C

"Download Speed" is the speed at which the data from a remote system is downloaded to a customer's system. Download speed is measured in megabits per second (Mbps) or kilobits per second (kbps). C

"Reserved Internet Protocol (Reserved IP)" refers to Dynamic Host Configuration Protocol (DHCP) reservation which is a feature in the DHCP server that allows Company DHCP administrators to reserve one or more IP addresses for particular mission-critical devices only. In order to configure DHCP reservation, the administrators are required to know the physical addresses (a.k.a. MAC addresses) of the target devices for which the particular IP addresses are to be reserved. Once the MAC addresses are known, Company administrators can then reserve the appropriate IP addresses by mapping them with the MAC addresses. C

"Gigabyte" is a unit of measurement of data transmitted or stored. The Company measures usage in Gigabytes (GB) using the International System of Units (SI) standard. The Company uses the following conversion: 1,000,000,000 Bytes = 1 GB. C

"Internet Traffic" is the flow of data on the Internet. C

"Modem" is a device that enables a computer to transmit (send or receive) data. FTTP Internet service also requires an optical network terminal (ONT). C M63

"Services" include terrestrial DSL Internet, Cable and FTTP Internet Packages and optional services. C M64

"Standalone DSL Service" permits customers to have DSL Internet service without subscribing to telephone service. C

"Terrestrial" is service offered in communities that are served through transport infrastructures that utilize terrestrial based facilities (such as microwave radio or fibre) as opposed to communities served through satellite technologies. C

"Upload Speed" is the speed at which the data from a customer's system is uploaded to a remote system. Upload speed is measured in Mbps or kbps. C M64

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M64 – Moved from Page 272.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

3. Terms and Conditions

Except as otherwise specified within this Item, the Terms of Service - Articles 1 to 22 and Items 104 to 107 apply to Terrestrial Internet Services.

(a) Billing - Commencing on the in-service date, the Company will invoice the customer on a monthly basis the amounts set out in this Item. All amounts are in Canadian dollars and are exclusive of taxes. The monthly rate for the Internet Package chosen by the customer will be billed one month in advance. Usage-based services and Non-recurring Charges incurred in one calendar month will generally be billed in the following month.

(1) As an exception to Article 20.1, there is no minimum contract period for any residential Internet service.

(2) As an exception to Article 21.1, the Company will cease billing and cancel the customer's residential Internet service on the day requested by the customer or by another party acting on behalf of the customer.

(3) The Company will refund to the customer following the cancellation of residential Internet service some or all of the monthly rates billed in advance, pro-rated and based on the number of days left in the last monthly package subscription period after the cancellation.

(4) The customer's entire data usage allowance for residential packages, as shown in Item 1735.4, will be applied to the customer's usage in any partial monthly package subscription period.

(5) Credits for Service Outages

a. As an exception to Item 10 Article 15, the Company will automatically credit customers who experience a service outage of 24 consecutive hours or more from the time the Company becomes aware of the service outage with respect of their terrestrial Internet service pursuant to this Item for the time they are out of service. Credits will be prorated based on the monthly rate of the customer’s package and the duration of the outage and will be issued to customers no later than three billing cycles from the date of the outage. Credits will be identified on the customer’s bill as a separate line item, showing the date of the outage and the amount of the credit. N

b. Exceptions - As an exception to (5)a. above, the Company will not issue credits to customers for outages beyond the reasonable control of the Company, including but not limited to fire, flood, earthquake, elements of nature, acts of God, epidemic, pandemic, explosion, commercial or customer-generated power failure, third party-caused damage to network infrastructure (e.g., cable cut), war, terrorism, cyber terrorism/warfare, revolution, civil commotion, acts of public enemies, law, order, regulation, ordinance or requirement of any government or legal body having jurisdiction, any act or omission of a third party, such as another network user or telecommunications provider whose network is used to provide the Internet service, or labour unrest such as strikes, slowdowns, picketing or boycotts; so long as the Company uses commercially reasonable efforts to avoid and to expeditiously remove the causes of such default or delay in the service performance. N

M[1]

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TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

3. Terms and Conditions - continued

(a) Billing - continued N

(5) Credits for Service Outages - continued

b. Exceptions - continued

The Company will not issue credits for outages or service performance issues caused by third parties or the customer, including if the customer transmits data at a rate that exceeds the bandwidth provisioned for their service package; error, negligence or willful misconduct of the customer or parties authorized by the customer; activities under the direct control of the customer or their sub-contractors or third party-provided services which interfere with service delivery; any outage during a period when the customer has released the service to the Company for the purpose of implementing a change to the service (for example, when relocating a mobile or modular home, relocating a business structure, making repairs or significant changes to a structure, or making enterprise-grade network changes); or any issue on the customer's side of the demarcation, including but not limited to inside wire or customer-provided equipment. N

(b) Acceptable Use Policy - The following activities are prohibited: M[1]

(1) use of the Services for commercial purposes such as web hosting, commercial e-mail hosting, commercial FTP sites, or advertising unless specifically authorized by the Company;

(2) transmission or link to any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulations, including those which deal with obscene communications, or its transmission is for the purpose of making an annoying or offensive communication to any other person;

(3) engaging in an unsolicited mass distribution of any message;

(4) uploading, publishing, defacing, modifying or distributing any information, software or material which is protected by copyright or other legal protection without obtaining permission of the copyright owner or rights holder; M[1]

(5) disrupting or interfering with any service provided by the Company or any service of any other service provider;

(6) engaging in any activity that could in the opinion of the Company significantly compromise or degrade network performance or affect the ability of others to use the Services, including but not limited to dissemination of viruses and other harmful or unsolicited code and generating levels of traffic sufficient to impede the ability of other users to send or retrieve information, or failing to maintain inside wiring or Customer Equipment in good condition;

(7) engaging in any activity that could compromise the security of the Services or the security of other computers on the Internet; and

(8) sharing, reselling, or providing, as part of any commercial transaction, the Services to any third party.

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For explanation of symbols see Page 1

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued** C

3. Terms and Conditions - continued C

(c) Customer Equipment

(1) Except for Company-provided Equipment, all equipment, devices, software or other things (including inside wiring) that the customer may deploy to use the Services (Customer Equipment) shall be and will remain the customer's responsibility.

(2) The customer is responsible for maintaining Customer Equipment in good working order in order to avoid network harm.

(3) The Company is not responsible for supplying, installing, or operating Customer Equipment, including without limitation, the suitability of Customer Equipment or compatibility of Customer Equipment with any Company-provided equipment or Services. The Company has no obligation to maintain, repair or provide service or support for Customer Equipment.

(d) Usage Allowance - The Company may provide customers with a base usage allowance for the amount of data that customers can upload or download, based on the customer's Internet Service package. For any data uploaded or downloaded above such base usage allowance, the Company will charge a unit rate per gigabyte as an additional usage charge. The base usage allowance in a given calendar month may only be applied to the current calendar month; any unused amounts cannot be carried over to subsequent months. It is the customer's responsibility to monitor and manage monthly activity and to ensure the usage allowance selected by the customer is adequate for the customer's requirements.

(e) Usage Measurement Tools - All usage is measured using the Company's network tools. Any usage measurement using other tools will not be accepted by the Company.

(f) Speed Performance - Download and upload speeds may vary with Internet Traffic. The Company does not guarantee the maximum service performance levels or throughput speeds, as they may be affected by the wider network architecture of the Internet itself. Any content that the customer accesses through the Services may be subject to "caching" at intermediate locations on the Internet. Simultaneous use of high bandwidth applications (such as streaming media or video downloads) by one or more users may result in performance that is slower when compared to a single application used by a single user. Speed performance may also be impacted by the quality or condition of Customer Equipment.

(g) Destandardized Packages - Services, including Internet Packages, labeled as "destandardized" are not available to new customers and may no longer be added to existing customers' accounts. If a customer moves to a new premises, that customer will not be able to migrate a destandardized service to the new location. The customer may elect to disconnect the service or select a different service.

(h) E-Mail Accounts/Addresses - Customers do not have any proprietary rights in e-mail addresses assigned to them by the Company. If an e-mail account provided for customer use by the Company has been inactive for at least six months, the Company may delete the account without notice and may re-assign the e-mail address to another customer. An inactive e-mail account is an account that has not been checked using POP, IMAP or webmail, regardless of whether any e-mails have been sent to or received by the user. Accounts with e-mail addresses that are forwarded to another e-mail address are considered active accounts.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued** C

3. Terms and Conditions - continued C

(i) Company-provided Equipment - The Company will provide a modem to the customer as part of the Internet Package. The Company will only provide Services to a Company-provided modem. The Company will also provide an ONT with FTTP Internet Packages, and may install Ethernet or other cabling as required to install the service. Inside wiring beyond that deemed necessary by the Company for service installation is subject to the rates, terms and conditions of Item 308.1 – Inside Wire and Jacks.

(j) Vacation Suspension - Customers may suspend Internet Packages for one to six months for a rate of $10 per month. If the customer is already paying to suspend phone or cable TV on the same account, then the $10 monthly rate will be waived. No reconnection fee will be assessed for the Internet Packages or optional services when service is reactivated after Vacation Suspension is ended. Customers have the option to suspend their Services while maintaining other services. Customers may continue using their Company-provided email address while on Vacation Suspension. This offer is not available to customers on destandardized Internet Packages. Bundle discounts may not apply while on Vacation Suspension.

(k) No Warranties - To the extent permitted by law, the Company makes no warranties, representations, claims, guarantees or conditions of any nature, express or implied, including fitness for a particular purpose, merchantability, title or non-infringement, with respect to any Services. The Company assumes no liability for any claims, damages, losses or expenses arising out of or otherwise relating to the unavailability of any Services, even where such unavailability occurs after installation of the Services.

(l) Limited Liability - The Company's liability for negligence, breach of contract, tort or other causes of action, including fundamental breach, is limited to the payment(s) provided for in the Terms of Service, Articles 15.1 and 16.1. Other than the foregoing payment(s) and to the extent C
permitted by law, the Company is not responsible to anyone for any damages, including direct, indirect, special, consequential, incidental, economic, exemplary or punitive damages. As stated C
in the Terms of Service, Articles 1.2 and 16.1, this limitation of liability does not apply to physical C
injuries, death or damage to customer premises or other property wholly caused by the Company's gross negligence.

(1) The Company is not responsible for any claims if an installation appointment for any of the C
Services is missed, or for any claims related to distribution of content by customers. The Company is not responsible for failing to meet obligations due to causes beyond its reasonable control, including acts of nature, work stoppage, labour disputes and strikes, pandemics, war, terrorism, civil insurrection, government decree, failure of the public power grid, unlawful acts, or the act or omission of customers or third parties, including a telecommunications carrier whose network is used in establishing connection to a point which the Company doesn't directly serve.

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TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued** C

3. Terms and Conditions - continued C

(l) Limited Liability - continued C

(2) In addition, the Company is not responsible for: C M66

a. The denial, restriction, blocking, disruption, interruption or unavailability of the Services; C

i. Any breaches of confidentiality or privacy resulting from the use of the Services or Customer Equipment; or C

ii. Any damages a customer may incur as a result of the operation or failure of Customer Equipment, including if Customer Equipment is or becomes incompatible with Company-provided Equipment and/or the Services. C

(m) The Company, when suspending or disconnecting a customer's service in accordance with Article 22, will provide the customer reasonable notice at least 14 days before disconnection, unless such disconnection is being made pursuant to the Terms of Service, Article 22.4.(b). C C M66

(n) Internet Traffic Management Practices - The Company may manage network resources using filtering for spam and malicious or illicit content, anti-virus mechanisms or other measures to protect the integrity of the network (such as the blocking of customer traffic or other traffic in the event of denial of service attacks) or Internet traffic management practices consistent with the Commission's determinations in Telecom Regulatory Policy CRTC 2009-657 and subsequent determinations. The Company will post a description of our current Internet traffic management practices at www.nwtel.ca/ITMP.

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TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges

(a) DSL Internet Packages – Monthly Recurring Charges

(1) Residence DSL Internet Packages

a. All Communities except MVFL Communities

DSL Package Name	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included
DSL Internet 15	$83.97	15	1	300	$2.50	5
DSL Internet 5	$62.97	5	0.512	200	$2.50	5
DSL Internet 2	$58.46	2.5	0.384	80	$2.50	5
DSL Internet Lite	$37.76	0.768	0.128	10	$2.50	2

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b. MVFL Communities

DSL Package Name	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included
DSL Internet 15 MV	$76.95	15	1	300	$2.50	5
DSL Internet 5 MV	$56.25	5	0.512	200	$2.50	5
DSL Internet 2 MV	$51.95	2.5	0.384	80	$2.50	5
DSL Internet Lite MV	$37.76	0.768	0.128	10	$2.50	2

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued** C

4. Rates and Charges - continued C

(a) DSL Internet Packages – Monthly Recurring Charges - continued C

(2) Business DSL Internet Packages

a. All Communities except MVFL Communities

DSL Package Name	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	Optional Reserved IP	
DSL Business Internet 15	$299.95	15	1	325	$2.50	5	$19.95	
DSL Business Internet 5	$249.95	5	0.768	250	$2.50	8	$19.95	
DSL Business Internet 2	$169.95	2	0.384	80	$2.50	5	$19.95	
DSL Business Internet 1	$109.95	1.5	0.128	30	$2.50	3	$19.95	
Business Essential	$109.95	1.5	0.128	30	$5.00	3	$19.95	V
Business Ultra Internet	$239.95	5	0.768	85	$5.00	8	$19.95	V
Business Classic Internet	$159.95	2	0.384	30	$5.00	5	$19.95	V

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b. MVFL Communities

DSL Package Name	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	Optional Reserved IP
DSL Business Internet 15 MV	$269.95	15	1	325	$2.50	5	$19.95
DSL Business Internet 5 MV	$224.95	5	0.768	250	$2.50	8	$19.95
DSL Business Internet 2 MV	$149.95	2	0.384	80	$2.50	5	$19.95
DSL Business Internet 1 MV	$99.95	1.5	0.128	30	$2.50	3	$19.95

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TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(a) DSL Internet Packages – Monthly Recurring Charges - continued

(3) Reserved for future use. D

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(4) Service Availability

a. Where DSL and Cable Internet facilities are both available to the premises, the Company will provision Cable Internet service. The rates and charges for Cable Internet service are provided in Item 1735.4.(b).

b. Where FTTP facilities and DSL and/or Cable Internet facilities are both available to the premises, the Company will provision FTTP Internet service. The rates and charges for FTTP Internet service are provided in Item 1735.4.(c).

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges – continued

(a) DSL Internet Packages – Monthly Recurring Charges - continued

(5) Additional Usage Block

a. DSL customers purchasing any non-destandardized DSL package pursuant to Item 1735.4.(a)(1) or (2) have the option to purchase one or two additional monthly usage block(s) of 75 GB for $40.00 per month per block. Additional Usage Block(s) would be in addition to the regular monthly data usage allowance included in each subscription, as shown in Item 1735.4.(a)(1) or (2). The following conditions also apply: Customers must purchase the Additional Usage Block(s) for a minimum three-month period. Customers may purchase the Usage Block(s) at any time during the month.

(b) Cable Internet Packages – Monthly Recurring Charges

(1) Residence Cable Internet Packages

a. All Communities except MVFL Communities

Cable Package Name	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	
Cable Internet 1 Gbps Unlimited (Note 1)	$219.95	1,000	30	Unlimited	N/A	5	N N
Cable Internet 700 Unlimited (Note 1)	$219.95	700	25	Unlimited	N/A	5	
Cable Internet 500 Unlimited (Note 1)	$209.95	500	20	Unlimited	N/A	5	
Cable Internet 300 Unlimited (Note 1)	$199.95	300	17.5	Unlimited	N/A	5	
Cable Internet 200 Unlimited (Notes 1 & 2)	$189.95	200	15	Unlimited	N/A	5	
Cable Internet 125 Unlimited (Notes 1 & 3)	$189.95	125	12.5	Unlimited	N/A	5	
Cable Internet 100	$139.95	100	10	500	$1.50	5	
Cable Internet 100 Unlimited	$149.95	100	12.5	Unlimited	N/A	5	
Cable Internet 50 Unlimited	$129.95	50	10	Unlimited	N/A	5	
Cable Internet 50	$110.95	50	4	400	$2.00	5	
Cable Internet 20	$79.95	20	3	300	$2.00	5	
Cable Internet 15	$57.95	15	2	200	$2.00	5	
Cable Internet 10	$62.95	10	2	200	$2.00	2	
Cable Internet 5	$41.95	5	1	50	$2.00	2	

Note 1: Package available only where suitable facilities exist.

Note 2: Existing customers with service prior to 1 September 2021 may require a new modem in order to achieve the maximum download speeds. The Company will contact the customer to arrange this upgrade at no charge to the customer. Customers who decline to upgrade their modem will not be able to achieve the maximum download speed.

Note 3: Package only available in Fort Nelson, BC.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES – continued**

4. Rates and Charges - continued

(b) Cable Internet Packages – Monthly Recurring Charges - continued

(1) Residence Cable Internet Packages - continued

b. MVFL Communities

Cable Package Name (Note 1)	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	
Cable Internet 100 MV	$110.95	100	10	500	$1.50	5	
Cable Internet 50/10 MV	$101.95	50	10	400	$2.00	5	N
Cable Internet 50 MV	$101.95	50	4	400	$2.00	5	
Cable Internet 20 MV	$76.95	20	3	300	$2.00	5	
Cable Internet 15 MV	$51.95	15	2	200	$2.00	5	
Cable Internet 10 MV	$62.95	10	2	200	$2.00	2	
Cable Internet 5 MV	$41.95	5	1	50	$2.00	2	

Note 1: For unlimited packages and for service speeds greater than 100 Mbps, rates in MVFL Communities are as shown in Item 1735.4.(b)(1)a.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(b) Cable Internet Packages – Monthly Recurring Charges - continued

(2) Business Cable Internet Packages

a. All Communities except MVFL Communities – Capped Packages

Cable Package Name	Monthly Rate	2 Year Contract Rate, per month	3 Year Contract Rate, per month	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	Optional Reserved IP, each
Cable Business Internet 300 (Note 1)	$499.95	$449.95	$399.95	300	20	750	$1.50	10	$19.95
Cable Business Internet 150 (Note 1)	$449.95	$399.95	$349.95	150	15	625	$1.50	10	$19.95
Cable Business Internet 100	$399.95	Contract Rates not available		100	10	500	$1.50	8	$19.95
Cable Business Internet 80	$309.95			80	6	375	$2.00	8	$19.95
Cable Business Internet 40	$209.95			40	4	200	$2.00	5	$19.95
Cable Business Internet 50 C	$199.95			50 C	10 C	750 C	$2.00	5	$19.95
Cable Business Internet 20	$149.95			20	2	90	$2.00	5	$19.95
Cable Business Internet 15	$99.95			15	3	200 C	$2.00	3	$19.95
Cable Business Internet 10	$79.95			10	1	50	$2.00	3	$19.95

Note 1: Package available only where suitable facilities exist.

b. MVFL Communities – Capped Packages

Cable Package Name (Note 1)	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	Optional Reserved IP, each
Cable Business Internet 100 MV	$359.00	100	10	500	$1.50	8	$19.95
Cable Business Internet 80 MV	$279.95	80	6	375	$2.00	8	$19.95
Cable Business Internet 40 MV	$189.95	40	4	200	$2.00	5	$19.95
Cable Business Internet 50 MV C	$199.95	50 C	10 C	750 C	$2.00	5	$19.95
Cable Business Internet 20 MV	$129.95	20	2	90	$2.00	5	$19.95
Cable Business Internet 15 MV	$99.95	15	3	200 C	$2.00	3	$19.95
Cable Business Internet 10 MV	$69.95	10	1	50	$2.00	3	$19.95

Note 1: For service speeds greater than 100 Mbps, rates in MVFL Communities are as shown in Item 1735.4.(b)(2)a.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES – continued**

4. Rates and Charges - continued

(b) Cable Internet Packages – Monthly Recurring Charges - continued

(2) Business Cable Internet Packages - continued

c. All Communities – Uncapped Packages

Cable Package Name (Note)	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Email Accounts Included	Optional Reserved IP, each	
Cable Business Internet 750 Unlimited	$499.00	750	35	Unlimited	8	$19.95	N N
Cable Business Internet 550 Unlimited	$474.00 R	550	30	Unlimited	8	$19.95	
Cable Business Internet 350 Unlimited	$449.00	350	25	Unlimited	8	$19.95	
Cable Business Internet 250 Unlimited	$399.95	250	20	Unlimited	8	$19.95	
Cable Business Internet 150 Unlimited	$299.95	150	15	Unlimited	5	$19.95	

Note: Package available only where suitable facilities exist.

(3) Business Services Longer Term Contract Options

a. If a customer on a two or three year contract term service cancels service before the end of the contracted term, a termination charge of one-half of the charges remaining for the unexpired portion of the contract period will be applied. If a customer upgrades Internet service to the same contract length term for another Internet service with a higher rate, the Company will waive the early termination fee. If a customer moves from a contracted Internet service to any business Unlimited Internet package available pursuant to Item 1735 where the monthly rate is equal to or greater than their existing contracted monthly rate, the Company will waive the early termination fee.

b. Additionally, termination charges as set out above will be reduced or waived if the customer contracts for another Company service as follows:

i. If the committed revenues under the new contract(s) are equal to or greater than those remaining under the original contract(s), the termination charges for the original contract(s) will be waived;

ii. If the committed revenues under the new contract(s) are less than those remaining under the original contract(s), a termination charge of one half of the difference between the two amounts applies.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(c) FTTP Internet Packages – Monthly Recurring Charges

(1) Residence FTTP Internet Packages

a. All Communities except MVFL Communities

FTTP Package Name	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	
FTTP Internet 1 Gbps Unlimited (Note 1)	$219.95	1,000	1,000	Unlimited	N/A	5	N N
FTTP Internet 700 Unlimited (Note 1)	$219.95	700	700	Unlimited	N/A	5	
FTTP Internet 500 Unlimited (Note 1)	$209.95	500	500	Unlimited	N/A	5	
FTTP Internet 300 Unlimited (Note 1)	$199.95	300	300	Unlimited	N/A	5	
FTTP Internet 200 Unlimited (Note 1)	$189.95	200	200	Unlimited	N/A	5	
FTTP Internet 100	$139.95	100	10	500	$1.50	5	
FTTP Internet 100 Unlimited (Note 1)	$149.95	100	100	Unlimited	N/A	5	
FTTP Internet 50 Unlimited - Mass	$129.95	50	50	Unlimited	N/A	5	
FTTP Internet 50 Unlimited (Notes 1 & 2)	$149.95	50	50	Unlimited	N/A	5	
FTTP Internet 50	$110.95	50	4	400	$2.00	5	
FTTP Internet 20	$79.95	20	3	300	$2.00	5	
FTTP Internet 15	$57.95	15	2	200	$2.00	5	
FTTP Internet 10	$62.95	10	2	90	$2.00	2	
FTTP Internet 5	$41.95	5	1	25	$2.00	2	

Note 1: Package available only where suitable facilities exist.
Note 2: Package available only in communities served with microwave transport. Once a community is upgraded from microwave to fibre transport, customers will automatically be upgraded to FTTP Internet 100 Unlimited.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(c) FTTP Internet Packages – Monthly Recurring Charges - continued

(1) Residence FTTP Internet Packages - continued

(b) MVFL Communities

FTTP Package Name (Note 1)	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	
FTTP Internet 100 MV	$110.95	100	10	500	$1.50	5	
FTTP Internet 50/10 MV	$101.95	50	10	400	$2.00	5	N
FTTP Internet 50 MV	$101.95	50	4	400	$2.00	5	
FTTP Internet 20 MV	$76.95	20	3	300	$2.00	5	
FTTP Internet 15 MV	$51.95	15	2	200	$2.00	5	
FTTP Internet 10 MV	$62.95	10	2	90	$2.00	2	
FTTP Internet 5 MV	$41.95	5	1	25	$2.00	2	

Note 1: For unlimited packages and for service speeds greater than 100 Mbps, rates in MVFL Communities are as shown in Item 1735.4.(c)(1)a.

c. Reserved for future use.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(c) FTTP Internet Packages – Monthly Recurring Charges - continued

(2) Business FTTP Internet Packages

a. All Communities except MVFL Communities – Capped Packages

FTTP Package Name	Monthly Rate	2 Year Contract Rate, per month	3 Year Contract Rate, per month	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	Optional Reserved IP, each
FTTP Business Internet 300 (Note 1)	$499.95	$449.95	$399.95	300	20	750	$1.50	10	$19.95
FTTP Business Internet 150 (Note 1)	$449.95	$399.95	$349.95	150	15	625	$1.50	10	$19.95
FTTP Business Internet 100	$399.95	Contract Rates not available		100	10	500	$1.50	8	$19.95
FTTP Business Internet 80	$309.95			80	6	375	$2.00	8	$19.95
FTTP Business Internet 40	$209.95			40	4	200	$2.00	5	$19.95
FTTP Business Internet 50 C	$199.95			50 C	50 C	750 C	$2.00	5	$19.95
FTTP Business Internet 20	$149.95			20	2	90	$2.00	5	$19.95
FTTP Business Internet 15	$99.95			15	15	200 C	$2.00	3	$19.95
FTTP Business Internet 10	$79.95			10	1	50	$2.00	3	$19.95

Note 1: Package available only where suitable facilities exist.

b. MVFL Communities – Capped Packages

FTTP Package Name (Note 1)	Monthly Rate	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Additional Data Usage (per GB)	Email Accounts Included	Optional Reserved IP, each
FTTP Business Internet 100 MV	$359.00	100	10	500	$1.50	8	$19.95
FTTP Business Internet 80 MV	$279.95	80	6	375	$2.00	8	$19.95
FTTP Business Internet 40 MV	$189.95	40	4	200	$2.00	5	$19.95
FTTP Business Internet 50 MV	$199.95	50 C	50 C	750 C	$2.00	5	$19.95
FTTP Business Internet 20 MV	$129.95	20	2	90	$2.00	5	$19.95
FTTP Business Internet 15 MV	$99.95	15	15	200 C	$2.00	3	$19.95
FTTP Business Internet 10 MV	$69.95	10	1	50	$2.00	3	$19.95

Note 1: For service speeds greater than 100 Mbps, rates in MVFL Communities are as shown in Item 1735.4.(c)(2)a.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(c) FTTP Internet Packages – Monthly Recurring Charges - continued

(2) Business FTTP Internet Packages - continued

c. All Communities – Unlimited Packages

FTTP Package Name (Note 1)	Monthly Rate (Note 3)	Download Speed Up to (Mbps)	Upload Speed Up to (Mbps)	Monthly Data Usage Allowance (GB)	Email Accounts Included	Optional Reserved IP, each	
FTTP Business Internet 750 Unlimited	$499.00	750	750	Unlimited	8	$19.95	N N
FTTP Business Internet 550 Unlimited	$474.00 R	550	550	Unlimited	8	$19.95	
FTTP Business Internet 350 Unlimited	$449.00	350	350	Unlimited	8	$19.95	
FTTP Business Internet 250 Unlimited	$399.95	250	250	Unlimited	8	$19.95	
FTTP Business Internet 150 Unlimited	$299.95	150	150	Unlimited	8	$19.95	
FTTP Business Internet 50 Unlimited (Note 2)	$299.95	50	50	Unlimited	8	$19.95	

Note 1: Packages available only where suitable facilities exist.

Note 2: Package available only in communities served with microwave transport. Once a community is upgraded from microwave to fibre transport, customers will automatically be upgraded to FTTP Business Internet 150 Unlimited.

Note 3: Contracted terms not available.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

4. Rates and Charges - continued

(c) FTTP Internet Packages – Monthly Recurring Charges - continued

(3) Business Services Longer Term Contract Options

a. If a customer on a two or three year contract term service cancels service before the end of the contracted term, a termination charge of one-half of the charges remaining for the unexpired portion of the contract period will be applied. If a customer upgrades Internet service to the same contract length term for another Internet service with a higher rate, the Company will waive the early termination fee.

(d) Non-Recurring Internet Service Charges

(1) Wireless Home Network Kit - Where an existing Internet customer opts for a Company-provided modem with wireless home networking functionality, the customer is responsible for installation and configuration.

Wireless Home Networking Kit Rate (Business and Residence), one-time charge	$29.95
Equipment Loss or Damage charge, one-time charge	$99.00
Reserved IP Address Set-up charge, one-time charge	$19.95

(2) Other Non-Recurring Charges may be applicable as described in Items 301 to 308. Where a customer upgrades, downgrades, increases or decreases the speed of an existing Internet Package or purchases or removes an Additional Usage Block, the Order Processing Charge does not apply. C C D D

(e) Enhanced Wireless Internet Gateway Service

(1) The modem the Company uses to provide the customer's Internet services may not include wireless routing functionality. Gateway Service includes a wireless modem/router combined into a single device, which provides a Wi-Fi network allowing the customer to connect to their Internet service without having to connect their devices via a cord to their modem. Gateway Service allows the customer to wirelessly share several devices at the same time such as printers, computers, scanners and/or web cameras without having to move or unplug them. Gateway Service is provided free of charge on the following Internet Packages: All Business DSL, Cable and FTTP Internet Packages, and to Residential Cable and FTTP Internet 300, 500, 700, and 1 Gbps packages. All other Internet Service Package subscribers pay $4.95 per month for Gateway Service.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued**

5. Connecting Families Internet Packages

(a) Terms and Conditions

(1) Connecting Families Internet packages are residential terrestrial Internet packages provided at reduced rates to eligible low-income residential customers. To be eligible for a Connecting Families Internet Package, a customer will be notified by Industry, Science and Economic Development (ISED, or a successor or designated agency) and must register and qualify through the ISED-designated portal as detailed in their notice, in order to participate. Business customers are not eligible for Connecting Families Internet Packages.

(2) Customers may need to requalify on an annual basis through the ISED-designated portal, as determined by ISED. Customers are eligible to subscribe to Connecting Families Internet Packages for a period of at least 12 months after an initial or subsequent annual requalification. All Connecting Families Internet Packages are provided on a month-to-month basis.

(3) Customers who are not in good standing with the Company are not eligible to subscribe to Connecting Families Internet Packages.

(4) The modem, including wi-fi functionality, and up to five email addresses are included with each Connecting Families Internet Package.

(5) Customers subscribed to DSL service may purchase optional additional usage blocks pursuant to Item 1735.4.(a)(5)a. C

(6) Customers are not eligible for any other promotional offer or bundle discount while subscribed to Connecting Families Internet Packages.

(b) Rates and Charges

(1) The following rates and charges apply:

Package	Monthly Rate	Download Speed (Mbps)	Upload Speed (Mbps)	Included Usage (GB)	Overage Charge, per GB	Installation Charge
Connecting Families 1.0 **(Note 1)**	$ 10.00	15	1	300	$ 1.00	N/A
Connecting Families 2.0 **(Note 2)**	$ 20.00	50	10	400	$ 1.00	N/A

Note 1: In DSL-served areas that cannot support speeds of 15 Mbps download and 1 Mbps upload, the Company will provision its best available speed for the same monthly rate. This package is available in DSL-, cable-, and FTTP-served areas.

Note 2: This package is available in cable- or FTTP-served areas only.

TERRESTRIAL INTERNET SERVICES

Item
1735. **TERRESTRIAL INTERNET SERVICES - continued** M[1]

6. FTTP Introductory Promotion

(a) For customers upgrading their existing service from a DSL or Cable Internet package to an FTTP Internet package, the Company may offer a discount of 25% of the monthly recurring rate for the FTTP Internet package for a period of no less than one and no more than six months. This promotion is not available to new customers or existing customers in conjunction with a move order. FTTP Internet packages are only available where suitable facilities and equipment exist. M[1]

M[1] - Transferred from Page 276E.
For explanation of symbols see Page 1

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES**

1. General

(a) This tariff only applies to the Company terrestrial retail Internet services. C

(b) Business Classification - The Company classifies a customer's service as a business service or residence service for the purpose of offering an Internet service and applicable rate. See the Definition of Business Service in Item 204. C C

(c) Service Availability - An Internet Service is subject to the availability of suitable facilities. Not all the service package offerings or infrastructure are available in all service areas or in all communities. Customers should contact the Company to determine package availability. C

2. Definitions

"Customer Equipment (CE)" refers to the equipment, inside wiring, software or other devices that a customer will be required to own or lease, operate, license and maintain in order to effectively and efficiently interface with the Company's Service Facilities. C

*"Data Usage Allowance" m*eans the monthly amount of data that the Company permits a customer to download or upload within the specific Service package paid for by the customer. Usage is measured in gigabytes (GB). C

*"Download Speed" r*efers to the speed at which the data from a remote system is downloaded to a customer's system. Download speed is measured in megabits per second (Mbps) or kilobits per second (kbps). C

*"Gigabyte" r*efers to a unit of measurement of data transmitted or stored. The Company measures usage in Gigabytes (GB) using the International System of Units (SI) standard. The Company uses the following conversion: 1,000,000,000 Bytes = 1 GB. C

*"Services" m*eans enhanced Internet services provided to business, enterprise and government customers in terrestrial communities. C

*"Service Facilities" r*efers to all infrastructure, equipment, software or other devices that the Company may deploy to provision Internet Services, but does not include CE. C

M[68]

M[68] – Moved to Page 277.1.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

2. Definitions - continued

"Reserved Internet Protocol (Reserved IP)" refers to one or more public IP addresses assigned for the eclusive use of the customer. C C

*"Terrestrial" r*efers to service offered in communities that are served through transport infrastructures that utilize terrestrial based facilities (such as microwave radio or fibre) as opposed to communities served through satellite technologies.

*"Upload Speed" r*efers to the speed at which the data from a customer's system is uploaded to a remote system. Upload speed is measured in Mbps or kbps.

M[68] – Moved from Page 277.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

3. General Conditions C

(a) Except as otherwise specified within this tariff, the Terms of Service, Articles 1 to 22 and Items 104 to 107 apply to Terrestrial Enterprise Internet Services.

(b) Billing - Commencing on the in service date, the Company will invoice the customer on a monthly basis the amounts set out in the tariff. All amounts are in Canadian dollars and are exclusive of taxes. The monthly rate will be billed in advance. Usage-based services and Non-recurring Charges incurred in one calendar month will generally be billed in the following month.

(c) Customer Equipment

(1) Except for Service Facilities, all CE shall be and will remain the customer's responsibility.

(2) The customer is responsible for maintaining CE in good working order in order to avoid network harm.

(3) The Company is not responsible for installing, maintaining, or operating CE on the customer's side of the demarcation point, including without limitation, the suitability of CE or compatibility of CE with any Service Facilities, the Company-provided equipment or Services.

(4) Customer equipment attached to the Company's facilities must be in accordance with the Company's Connection of Customer-Provided Equipment, Items 1301, 1302 and 1303.

(d) Usage Allowance – The Company may provide customers with a base usage allowance for the amount of data that customers can upload or download based on the customer's Internet Service package. For any data uploaded or downloaded above such base usage allowance, the Company will charge a unit rate per gigabyte as an additional usage charge. The Company will invoice the customer for any such charges on the invoice in the month following the month in which the extra usage charges were incurred. The base usage allowance in a given calendar month may only be applied to the current calendar month; any unused amounts cannot be carried over to subsequent months. It is the customer's responsibility to monitor and manage monthly activity and to ensure the usage allowance selected by the customer is adequate for the customer's requirements.

(e) Usage Measurement Tools - All usage is measured using the Company's network tools. Any usage measurement using other tools will not be accepted by the Company.

(f) Destandardizeded Services - Services described as "destandardized" are not available to new customers and may no longer be added to existing customers' accounts.

(g) Speed Performance - Download and upload speeds may vary with Internet traffic. The Company does not guarantee the maximum Service performance levels or throughput speeds, as they may be affected by the wider network architecture of the Internet itself. Any content that the customer accesses through the Service may be subject to "caching" at intermediate locations on the Internet. Simultaneous use of high bandwidth applications (such as streaming media or video downloads) by one or more users may result in performance that is slower when compared to a single application used by a single user. Speed performance may also be impacted by the quality or condition of CE.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

3. General Conditions - continued C

(h) Contract Period and Termination

(1) The minimum contract period for the Services is one month unless a customer has signed a written agreement for a longer contract period.

(2) After the expiry of the minimum contract period, the Company shall continue to provide the Services on a month-to-month basis at the then applicable current monthly rate.

(i) Termination Charges

(1) In the event of termination of the Services by the customer prior to the expiry of the minimum contract period, the customer shall pay to the Company all charges due for Services plus a termination charge equal to 50% of the monthly charges applicable to the unexpired portion of the contract period.

(2) Termination charges will be reduced or waived if the customer enters into a contract with the Company for another Internet Service, when:

a. The total committed recurring charges for the new Service under the new contract(s) are equal to or greater than those remaining under the original contract(s), the termination charges for the original contract(s) will be waived; or

b. If the committed revenues under the new contract(s) are less than those remaining under the original contract(s), a termination charge of one half of the difference between the two amounts applies.

(j) Extraordinary Charges - 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 Item 305 - Installation, Maintenance, Move, Rearrangement, Escort and Repair Service.

(k) Service Demarcation Point - The service demarcation point is the customer-facing Ethernet port(s) at the customer defined location.

(l) Acceptable Enterprise Internet Use – The customer shall not:

(1) circumvent user authentication or security of any host, network, or account;

(2) cause disturbances, outages or other problems which may affect Service Facilities, the Company's network or network based equipment, or which may adversely affect the Company's ability to provide services to other customers;

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

3. General Conditions - continued C

(l) Acceptable Enterprise Internet Use – The customer shall not: - continued

(3) adapt, reproduce, translate, modify, decompile, disassemble, reverse engineer or otherwise interfere with any software, applications or programs used in connection with the Company's Services for any purpose including "testing" or research purposes;

(4) modify, alter or deface any of the trade-marks or other intellectual property made available through the Company's Services or use any intellectual property except for the express purpose for which such intellectual property is made available to the customer through Company Services;

(5) engage in any unsolicited mass distribution of any message; or

(6) use, enable, facilitate, or permit the use of any Company Service for an illegal purpose, criminal or civil offence, intellectual property infringement, harassment (including disruptive, intimidating, annoying or offensive communications), or in a manner that would breach any law, regulation or the policies of any Internet host, or cause interference with the Company's network operations (including preventing a fair and proportionate use by others).

(m) Credits for Service Outages N

(1) As an exception to Item 10 Article 15, the Company will automatically credit customers who experience a service outage of 24 consecutive hours or more from the time the Company becomes aware of the service outage with respect of their terrestrial Internet service pursuant to this Item for the time they are out of service. Credits will be prorated based on the monthly rate of the customer's package and the duration of the outage and will be issued to customers no later than three billing cycles from the date of the outage. Credits will be identified on the customer's bill as a separate line item, showing the date of the outage and the amount of the credit.

(2) Exceptions - As an exception to (m)(1) above, the Company will not issue credits to customers for outages beyond the reasonable control of the Company, including but not limited to fire, flood, earthquake, elements of nature, acts of God, epidemic, pandemic, explosion, commercial or customer-generated power failure, third party-caused damage to network infrastructure (e.g., cable cut), war, terrorism, cyber terrorism/warfare, revolution, civil commotion, acts of public enemies, law, order, regulation, ordinance or requirement of any government or legal body having jurisdiction, any act or omission of a third party, such as another network user or telecommunications provider whose network is used to provide the Internet service, or labour unrest such as strikes, slowdowns, picketing or boycotts; so long as the Company uses commercially reasonable efforts to avoid and to expeditiously remove the causes of such default or delay in the service performance. N

M[1]

M[1] – Moved to Page 281.

For explanation of symbols see Page 1

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

3. General Condidtions - continued N

(m) Credits for Service Outages - continued

(2) Exceptions - continued

The Company will not issue credits for outages or service performance issues caused by third parties or the customer, including if the customer transmits data at a rate that exceeds the bandwidth provisioned for their service package; error, negligence or willful misconduct of the customer or parties authorized by the customer; activities under the direct control of the customer or their sub-contractors or third party-provided services which interfere with service delivery; any outage during a period when the customer has released the service to the Company for the purpose of implementing a change to the service (for example, when relocating a mobile or modular home, relocating a business structure, making repairs or significant changes to a structure, or making enterprise-grade network changes); or any issue on the customer's side of the demarcation, including but not limited to inside wire or customer-provided equipment. N

4. Packages and Rates M[1]

(a) Additional Features – Available for all Enterprise Services M[1]

Description of Feature	One-time Charge	Monthly Charge
Reserved IP - Block of 5 Addresses	N/A	$ 8.00
Reserved IP - Block of 13 Addresses	N/A	16.00
Reserved IP - Block of 29 Addresses	N/A	32.00
Reserved IP - Block of 61 Addresses	N/A	64.00
Reserved IP - Block of 125 Addresses	N/A	128.00
Reserved IP - Block of 253 Addresses	N/A	256.00
Activation of Additional Port on CE	$200.00	55.00
Change of Package within or between any of the following Services Enterprise Performance, Hospitality Enterprise or Optimized Internet Packages	200.00	N/A
Addition of a New Dedicated Internet Service (Enterprise Performance, Hospitality Enterprise, Optimized Internet Packages) on the Existing CE	200.00	N/A

M[1]

(b) Reserved for future use.

M[1] – Moved from Page 280.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** C

4. Packages and Rates - continued C

(c) Reserved for future use. C

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(d) Enterprise Performance Service

(1) Service Description

a. Enterprise Performance Service is a symmetrical high speed Internet service offered at transmission speeds ranging from 2 Mbps to 1 Gbps. Each speed tier includes a monthly usage allowance and a public IP address. C

(2) Terms and Conditions

a. The Service is offered in the communities set out in Item 1736.4.(h)(3), for Community Types A, B or C, as shown.

b. The service is offered in Type A, B and C communities at monthly rates on a month-to-month basis or for a term of 1, 3 or 5 years. An Unlimited Usage option is available in Type A communities.

c. The actual availability of a speed tier in a community is contingent on the availability of appropriate facilities in the community. C

d. Reserved for future use.

e. The monthly rates include a usage allowance. The speed tiers up to 7 Mbps in Type A communities include unlimited internet usage; speed tiers from 5 Mbps and above may offer both unlimited and defined usage allowance options. C

f. Customers in Type B and C communities may add or remove Usage Blocks at any time, subject to a one- month minimum commitment for each Usage Block added. Charges for additional usage block(s) will appear on the next available invoice.

g. Destandardized Services offered in Type A communities are no longer available to new customers.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(d) Enterprise Performance Service - continued

(3) Rates

a. Community Type A, per circuit

Symmetrical Transmission Speed Tier	Monthly Usage Allowance	Monthly Rate				Additional Usage Rate (per GB)
		Month to Month	1-year Contract	3-year Contract	5-year Contract	
2 Mbps	Unlimited (Note)	$720.00	$600.00	$500.00	$435.00	N/A
3 Mbps	Unlimited (Note)	$1,026.00	$855.00	$684.00	$599.00	N/A
4 Mbps	Unlimited (Note)	$1,428.00	$1,190.00	$952.00	$833.00	N/A
5 Mbps	500 GB (Note) Unlimited (Note)	$1,200.00 $2,100.00	$960.00 $1,750.00	$840.00 $1,400.00	$720.00 $1,225.00	$2.00 N/A
7 Mbps	Unlimited (Note)	$3,456.00	$2,880.00	$2,304.00	$2,016.00	N/A
10 Mbps	500 GB (Note) Unlimited (Note)	$1,335.00 $5,790.00	$1,068.00 $4,825.00	$934.50 $4,100.00	$801.00 $3,619.00	$2.00 N/A
20 Mbps	1,700 GB (Note)	$6,600.00	$5,500.00	$4,675.00	$4,125.00	$2.50
50 Mbps	1,000 GB (Note)	$1,680.00	$1,344.00	$1,176.00	$1,008.00	$2.00
100 Mbps	1,620 GB (Note)	$6,240.00	$5,200.00	$4,420.00	$3,900.00	$2.50
100 Mbps	1,000 GB (Note) 1,500 GB (Note)	$2,300.00 $2,875.00	$1,840.00 $2,300.00	$1,610.00 $2,012.50	$1,380.00 $1,725.00	$2.00
150 Mbps	1,500 GB (Note) 2,000 GB (Note)	$3,881.25 $4,851.56	$3,105.00 $3,881.25	$2,716.88 $3,396.09	$2,328.75 $2,910.94	
1 Gbps	Unlimited	$11,666.67	$9,333.33	$8,166.67	$7,000.00	N/A N

Note: This Speed Tier is destandardized and is not available to new customers. Existing customers may continue to use the Speed Tier but may not make moves, adds or changes.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** **C**

4. Packages and Rates - continued **N**

(d) Enterprise Performance Service - continued **C**

(3) Rates - continued **C**

b. Reserved for future use.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** C

4. Packages and Rates - continued N

(d) Enterprise Performance Service - continued C

(3) Rates - continued C

c. Community Type B, per circuit

Symmetrical Transmission Speed	Monthly Usage Allowance	Monthly Rate				Additional Usage Rate (per GB)	Incremental Usage Blocks	Installation Charge	
		Month to Month	1-year Contract	3-year Contract	5-year Contract				
5 Mbps	500 GB	$1,420.00	$1,136.00	$944.00	$852.00	$2.50	N/A	See 1736.4.(d)(4)	C
10 Mbps	1,000 GB	$1,750.00	$1,400.00	$1,225.00	$1,050.00				
20 Mbps	1,250 GB	$2,250.00	$1,800.00	$1,575.00	$1,350.00				
30 Mbps	1,250 GB	$2,340.00	$1,872.00	$1,638.00	$1,404.00				C
50 Mbps	1,500 GB	$2,500.00	$2,000.00	$1,750.00	$1,500.00				
100 Mbps	2,000 GB	$2,675.00	$2,140.00	$1,872.50	$1,605.00				

d. Community Type C, per circuit

Symmetrical Transmission Speed	Monthly Usage Allowance	Monthly Rate				Additional Usage Rate (per GB)	Incremental Usage Blocks	Installation Charge	
		Month to Month	1-year Contract	3-year Contract	5-year Contract				
5 Mbps (Note)	150 GB	$2,603.00	$2,082.40	$1,665.92	N/A	$5.00	50 GB for $225/100 GB for $400 (Note)	See 1736.4.(d)(4)	C
5 Mbps	500 GB	$1,750.00	$1,400.00	$1,225.00	$1,050.00	$3.00	N/A		
10 Mbps	1,000 GB	$2,600.00	$2,080.00	$1,820.00	$1,560.00				C
20 Mbps	1,250 GB	$3,400.00	$2,720.00	$2,380.00	$2,040.00				
30 Mbps	1,250 GB	$3,500.00	$2,800.00	$2,450.00	$2,100.00				
50 Mbps	1,500 GB	$3,900.00	$3,120.00	$2,730.00	$2,340.00				
100 Mbps	2,000 GB	$4,550.00	$3,640.00	$3,185.00	$2,730.00				

Note: This Speed Tier and the associated Incremental Usage Blocks are destandardized and are not available to new customers. Existing customers may continue to use the Speed Tier and the associated Incremental Usage Blocks but may not make moves, adds or changes.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(d) Enterprise Performance Service - continued

(4) Installation Charge

Non-Recurring Installation Charge	Per Customer, Per Building
Set up fee (up to 400 metres cable length from splice point) including CPE installation	$2,640.00

a. The Non-Recurring Installation Charge applies where the demarcation point at the customer's premise is within 400 metres of the nearest Company network access point. Distances are measured in actual cable distance.

b. If the customer's premise is further than 400 metres (cable length) from the nearest Company network access point, or when it is necessary to install special equipment, or to incur an unusual expense to establish a service connection, see Item 309 - Fibre Construction for Enterprise Services. C C

TERRESTRIAL INTERNET SERVICES

RESERVED FOR FUTURE USE.

5	CANCELS	4	PAGE	286
1	CANCELS	Original	PAGE	286A

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** C

4. Packages and Rates - continued C

(f) Reserved for future use. C

TERRESTRIAL INTERNET SERVICES

Item
1736. **RESERVED FOR FUTURE USE** C

D

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** C

4. Packages and Rates - continued C

(h) Optimized Internet Service C

(1) Service Description C

a. Optimized Internet service provides various Internet transmission speed options ranging from 5 Mbps to 250 Mbps, dependent on the type of community. The services offered are based on availability of suitable facilities and is sold by community type as identified in the Service Availability Table in Item 1736.4.(h)(3). Customers will have the flexibility to define how much of the transmission speed is allocated to upload and download speed in increments of 1 Mbps. The service includes unlimited monthly usage as well as a single reserved IP address. C C

(2) Terms and Conditions C

a. In addition to the initial transmission speed service set up at installation, within the first two months of the service, customers are permitted to change the upload and download transmission speed allocation twice, free of charge. A Transmission Speed Service Charge applies for all other speed changes within the first two months of service.

b. After the first two months of service, customers are permitted to change the upload and download speed allocation twice per year throughout the contract term period without charge. A Transmission Speed Service Charge applies for all other speed changes within a 12-month period.

c. A customer on a 1, 3 or 5-year contract may increase the total upload and download transmission speeds for a limited duration and pay the higher monthly rate based on the number of days the customer keeps the higher transmission speeds (prorated). A customer will be charged one Transmission Speed Service Charge to adopt the temporary higher transmission speed but not an additional Transmission Speed Service Charge when converting back to the original lower total transmission speed.

d. A customer on a month-to-month contract who increases the total upload and download transmission speed for a limited duration will be required to pay the new monthly fee for the minimum contract period of one month beginning at the date of change. A customer will be charged one Transmission Speed Service Charge to adopt the temporary higher transmission speed but not an additional Transmission Speed Service charge when converting back to the original lower total transmission speed.

M[71]

M[71] – Moved to Page 289.1.

TERRESTRIAL INTERNET SERVICES N

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** N

4. Packages and Rates - continued N

(h) Optimized Internet Service - continued N

(2) Terms and Conditions - continued N

e. Reserved for future use. M[71]

f. Reserved for future use.

g. The Service is not assured if total cable distance exceeds 5,000 meters as measured from the serving Central Office to the customer premises. It is at the sole discretion of the Company to offer the service outside the 5,000 meters limit (cable distance). Additional distance charges for installation will be applicable in accordance with Private Wire Services Tariff, CRTC 3003, Item 1118.

h. If the CRTC forbears from rate regulation of the services or a portion of the service, and if the customer is on a month-to-month contract basis, then the Company may cancel the service by giving 30-days notice for the forborne portion. If the customer is on a term contract, then the terms and conditions apply to the end of that time period as contracted for.

i. The service is available for a minimum of one month (month-to-month) and, 1-year, 3-year, and 5-year contract terms. Optimized Internet will be offered in communities based on rate classification Types A, B and C. M[71]

M[71] – Moved from Page 289.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(h) Optimized Internet Service - continued

(3) Service Availability

a. This Service is offered in the following Company Operating Communities:

Community Type	Community List	Province/Territory
A	Fort Nelson	BC
	Hay River	NT
	Whitehorse	YT
	Yellowknife	NT

Community Type	Community List	Province/Territory	
B	Atlin	BC	N
	Beaver Creek	YT	
	Behchokǫ̀	NT	
	Blueberry	BC	
	Burwash Landing	YT	
	Carcross	YT	
	Carmacks	YT	
	Champagne	YT	
	Dawson City	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	
	Fort Smith	NT	
	Haines Junction	YT	
	Inuvik	NT	
	Jean Marie River	NT	
	Kakisa	NT	
	Lower Post	BC	
	Marsh Lake	YT	
	Mayo	YT	
	Muncho Lake	BC	
	Norman Wells	NT	
	Pelly Crossing	YT	
	Prophet River	BC	
	Ross River	YT	
	Swift River	YT	
	Tagish	YT	
	Teslin	YT	

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(h) Optimized Internet Service - continued

(3) Service Availability - continued

b. This Service is offered in the following Company Operating Communities: - continued

Community Type	Community List	Province/Territory	
B	Toad River	BC	
	Tsiigehtchic	NT	N
	Tulita	NT	
	Upper Halfway	BC	
	Watson Lake	YT	
	Wonowon	BC	
	Whatì	NT	
	Wrigley	NT	

Community Type	Community List	Province/Territory	
C	Aklavik	NT	
			D
	Dease Lake	BC	
	Déljne	NT	
			D
	Good Hope Lake	BC	
	Iskut	BC	
	Keno	YT	
	Nahanni Butte	NT	
	Telegraph Creek	BC	
			D
	Tuktoyaktuk	NT	

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(h) Optimized Internet Service - continued

(4) Rates and Charges

Combined Upload and Download Transmission	Monthly Usage Cap	Type A Community - Monthly Rates			
		Month-to-Month	1-year	3-year	5-year
5 Mbps (Note)	Unlimited	$720.00	$597.60	$496.80	$432.00
10 Mbps (Note)	Unlimited	$1,245.00	$996.00	$871.50	$747.00
15 Mbps (Note)	Unlimited	$1,865.00	$1,492.00	$1,305.50	$1,119.00
20 Mbps	Unlimited	$1,245.00	$996.00	$871.50	$747.00
40 Mbps	Unlimited	$2,040.00	$1,632.00	$1,428.00	$1,224.00
60 Mbps	Unlimited	$2,380.00	$1,904.00	$1,666.00	$1,428.00
80 Mbps	Unlimited	$2,720.00	$2,176.00	$1,904.00	$1,632.00
100 Mbps	Unlimited	$3,060.00	$2,448.00	$2,142.00	$1,836.00
120 Mbps	Unlimited	$3,400.00	$2,720.00	$2,380.00	$2,040.00
140 Mbps	Unlimited	$3,740.00	$2,992.00	$2,618.00	$2,244.00
200 Mbps	Unlimited	$4,590.00	$3,672.00	$3,213.00	$2,754.00
240 Mbps	Unlimited	$5,440.00	$4,352.00	$3,808.00	$3,264.00
300 Mbps	Unlimited	$6,120.00	$4,896.00	$4,284.00	$3,672.00
400 Mbps	Unlimited	$8,160.00	$6,528.00	$5,712.00	$4,896.00
450 Mbps (Note)	Unlimited	$21,300.00	$17,040.00	$14,910.00	$12,780.00
500 Mbps	Unlimited	$9,860.00	$7,888.00	$6,902.00	$5,916.00
600 Mbps	Unlimited	$13,167.00	$10,533.60	$9,216.90	$7,900.20

Combined Upload and Download Transmission	Monthly Usage Cap	Type B Community - Monthly Rates				
		Month-to-Month	1-year	3-year	5-year	
5 Mbps	Unlimited	$1,399.00	$1,299.00	$1,099.00	$899.00	
7 Mbps	Unlimited	$1,599.00	$1,499.00	$1,299.00	$1,099.00	
10 Mbps	Unlimited	$2,299.00	$2,199.00	$1,999.00	$1,799.00	
15 Mbps	Unlimited	$2,899.00	$2,799.00	$2,599.00	$2,399.00	
20 Mbps	Unlimited	$4,299.00	$4,199.00	$3,999.00	$3,799.00	
30 Mbps	Unlimited	$5,399.00	$5,299.00	$5,099.00	$4,899.00	
40 Mbps	Unlimited	$7,299.00	$7,199.00	$6,999.00	$6,799.00	
50 Mbps	Unlimited	$9,199.00	$9,099.00	$8,899.00	$8,699.00	
100 Mbps	Unlimited	$11,500.00	$11,400.00	$11,200.00	$11,000.00	
200 Mbps	Unlimited	$15,500.00	$15,400.00	$15,200.00	$15,000.00	
300 Mbps	Unlimited	$19,375.00	$19,275.00	$19,075.00	$18,875.00	N
500 Mbps	Unlimited	$30,400.00	$30,300.00	$30,100.00	$29,900.00	N

Note: This package is destandardized and is not available to new customers. Existing customers may continue to use the package but may not make moves, adds or changes.

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued** C

4. Packages and Rates - continued C

(h) Optimized Internet Service - continued C

(4) Rates and Charges- continued C

Combined Upload and Download Transmission	Monthly Usage Cap	Type C Community - Monthly Rates			
		Month-to-Month	1-year	3-year	5-year
5 Mbps	Unlimited	$2,099.00	$1,999.00	$1,799.00	$1,599.00
7 Mbps	Unlimited	$2,699.00	$2,599.00	$2,399.00	$2,199.00
10 Mbps	Unlimited	$3,599.00	$3,499.00	$3,299.00	$3,099.00
15 Mbps	Unlimited	$5,199.00	$5,099.00	$4,899.00	$4,699.00
20 Mbps	Unlimited	$6,699.00	$6,599.00	$6,399.00	$6,199.00
30 Mbps	Unlimited	$8,699.00	$8,599.00	$8,399.00	$8,199.00
40 Mbps	Unlimited	$11,849.00	$11,749.00	$11,549.00	$11,349.00
50 Mbps	Unlimited	$14,999.00	$14,899.00	$14,699.00	$14,499.00
100 Mbps	Unlimited	$17,500.00	$17,400.00	$17,200.00	$17,000.00
200 Mbps	Unlimited	$24,500.00	$24,400.00	$24,200.00	$24,000.00

(5) Reserved for future use. C

TERRESTRIAL INTERNET SERVICES

Item
1736. **TERRESTRIAL ENTERPRISE INTERNET SERVICES - continued**

4. Packages and Rates - continued

(h) Optimized Internet Service - continued

(6) Installation and Service Charges

Non-Recurring Installation Charge	Per Customer, Per Building
Set up fee (up to 400 metres cable length from splice point) including CPE installation	$2,640.00

a. The Non-Recurring Installation Charge covers the initial service installation including the initial transmission speed set-up. The Non-Recurring Installation Charge of $2,640 will be waived if a customer migrates from an Enterprise grade Internet service (Item 1736) or migrates between transmission speeds within the Optimized Internet service.

b. If the customer's premise is further than 400 metres (cable length) from the nearest Company network access point, or when it is necessary to install special equipment, or to incur an unusual expense to establish a service connection, see Item 309 - Fibre Construction for Enterprise Services. C C

Service	Monthly Rate	One Time Service Charge
Change in Upload and Download configurations within a Transmission Speed Tier (Note 1)	N/A	$200.00
Change in Transmission speeds (Note 2)	N/A	$200.00

Note 1: Only a single One-time Service Charge applies to make changes in the Upload and Download Transmission configurations within a Speed Tier per customers request.

Note 2: Only a single One-time Service Charge applies to make changes to Transmission speeds per customers request.

TERESTRIAL INTERNET SERVICES

RESERVED FOR FUTURE USE.

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