

3 October 2018

**TARIFF UPDATE**

**Northwestel Inc. Tariff Notice 1029**  
**Community Connect Special Services**

**NOTE: Effective date – 3 October 2018**

This tariff application was submitted to revise Special Services Tariff CRTC 3010 Item 748, Community Connect Service.

This tariff application was approved on an **interim** basis in Telecom Order CRTC 2018-386.

<b>Tariff</b>	<b>Description</b>
CRTC 3010	3 <sup>rd</sup> Revised Page 100
CRTC 3010	2 <sup>nd</sup> Revised Page 100A

## Item

## 748 COMMUNITY CONNECT SERVICE

## A. Description

This service is provided pursuant to an agreement between a specific customer and Northwestel (the “Company”). This service provides building-to-building connections for a customer in specific communities in the Northwest Territories using either:

- a) Copper Wire Service, which connects two customer locations through the Company’s central office in the form of a two-wire unconditioned copper loop.
- b) Fibre Strand Service, which connects two customer locations through the Company’s central office using a single fibre strand (Fibre 1 Strand Service) or two strands of fibre (Fibre 2 Strand Service).
- c) Active Link Service, which connects two customer locations through the Company’s central office using a combination of unconditioned copper and active electronics. The Active Link Service is provided at speeds under 10Mbps. The Company may use existing facilities to connect these Customer locations to the Company’s central office.

## B. Availability

Service	Community Type		Available Communities
Copper Wire Service	D	(C)	Yellowknife
Copper Wire Service	H1	(C)	Aklavik, Behchoko (Edzo, Rae), Colville Lake, Deline, Enterprise, Fort Good Hope, Fort Liard, Fort McPherson, Fort Providence, Fort Resolution, Fort Simpson, Fort Smith, Gameti, Hay River, Inuvik, Jean Marie River, Lutselk’e, Nahanni Butte, Norman Wells, Paulatuk, Sachs Harbour, Trout Lake (Sambaa K’e), Tsiigehtchic, Tuktoyaktuk, Tulita, Ulukhaktok, Wekweëti, Whati, Wrigley
Fibre Strand Service	D	(C)	Yellowknife
Fibre Strand Service	H1	(C)	Fort Good Hope, Fort Simpson, Fort Smith, Inuvik, Hay River, Norman Wells, Tuktoyaktuk, Fort Providence, Wrigley
Active Link Service	D	(C)	Yellowknife
Active Link Service	H1	(C)	Fort Providence, Fort Simpson, Fort Smith, Hay River, Inuvik, Norman Wells, Wrigley

For explanation of symbols see Page 1

Issued: 19 September 2018

Interim approval in Telecom Order CRTC 2018-386, 3 October 2018

Effective: 3 October 2018

**SPECIAL SERVICES TARIFF**

Item  
748 **COMMUNITY CONNECT SERVICE**

**C. Terms and Conditions**

The rates provided herein are for an initial five-year contract term. At the end of the initial term, the service will renew on a month-to-month basis, at the same rates, terms and conditions, with the mutual consent of the Customer and the Company. Pricing is based on existing fibre and copper access facilities.

(C)

**D. Rates and Charges**

Service	Recurring Monthly Rate		One-Time Charge
	Band D	Band H1	
Copper Wire Service	\$72.00	\$165.00	\$195.00
Fibre 1 Strand Service	\$307.00	\$567.00	\$1,250.00
Fibre 2 Strand Service	\$537.25	\$992.25	\$1,250.00
Active Link	\$421.00	\$713.00	Fee at Northwestel's Cost

(C)

- A minimum commitment of 200 Copper Wire and 30 Fibre Strand Services for Band H1 applies.
- A minimum commitment of 40 Fibre Strand and 15 Copper Wire Services for Band D applies.
- One-time charges include installation up to a demarcation point determined by the Company.
- Additional charges including work and equipment on the customer side of the demarcation point, as per the General Tariff (CRTC 3001).

**E. Service Level Agreement.**

In support of services outlined in the tariff the Company will respond to service related (repair) incidents within the following time frames based on community tier/type as identified in the Agreement:

(N)

Community Type	Mean Time to Repair (MTTR) in Hours		
	Copper	Fibre	Other
Tier 1	24	12	24
Tier 2	48	48	48
Tier 3	72	72	72

Penalties for Missed MTTR

4 hours or more beyond MTTR – 1 month credit equal to the value of the affected service

48 hours or more beyond MTTR – 2 months credit equal to the value of the affected service

The Company will not be penalized if MTTR delays are due to “force majeure” or if the customer delays access to the customer premises which delays completion of the repair.