

April 12, 2017

TARIFF UPDATE

Northwestel Inc. Tariff Notice 981
Special Services Tariff – Special Assembly # 1 Layer 3 IP/VPN

NOTE: Effective date – April 12, 2017

This Tariff Notice was submitted to propose changes to Northwestel's Special Services Tariff Item 752, Special Assembly #1 Layer 3 IPVPN, to revise the total number of terrestrial served circuits to 31 communities with 36 sites and to remove reference to satellite served locations which is forborne from CRTC rate regulation.

The CRTC has approved this tariff in Telecom Order CRTC 2017-98 on April 12, 2017.

Tariff	Description
CRTC 3010	1 st Revised page 107
CRTC 3010	1 st Revised page 107A
CRTC 3010	1 st Revised page 108

SPECIAL SERVICES TARIFF**Item****752 SPECIAL ASSEMBLY #1 LAYER 3 IP/VPN SERVICE****A. General**

This service is provided pursuant to an agreement between a specific customer and Northwestel (the “Company”) with a defined initial capital contribution commitment from the customer. This service provides a customized Layer 3 IP/VPN service with Service Level Agreement and associated equipment to 36 sites and 31 terrestrial served communities in Northwestel’s serving area. The initial speed options range from 768Kbps to 10Mbps, with future upgrade opportunities. The customer can optionally add class of service (CoS) and additional VRF/VLAN capacity.

Network services will be provided using terrestrial MPLS technology. The network is custom built for the customer. Network services will be symmetrical and meshed. Network services will be provisioned to the customer in areas which include the Northwest Territories and the Yukon. Bandwidth is scalable up to 100 Mbps in Whitehorse and Yellowknife and scalable up to 1.536 Mbps in all other communities.

Network services are fully managed. Included in the monthly recurring cost are full 24X7 network monitoring, trouble ticket resolution (including travel and capital costs), online network reporting, project management during deployment and all customer premises equipment.

Provided that there is no inconsistency with the terms and conditions set out in this tariff, the services in this tariff are also subject to the terms and conditions provided for in Private Wire Service CRTC 3003 Item 1110, Retail V-Connect Service. Where the terms or conditions set out in this Special Services Tariff differ from the Retail V-Connect Service Tariff, Item 1110, the terms and conditions of this Special Services Tariff will apply.

B. Terms and Conditions

An initial five-year contract term applies. Termination of the contract prior to the end of the initial contract term will result in termination charges equal to the present value of the remaining committed revenues payable in a single payment on the termination date. Following the initial term, this agreement may be renewed on a month-to-month basis terminable by the customer on thirty (30) calendar days written notice.

During the last twelve months of the initial contract term, subject to the mutual agreement of the Customer and the Company, the Customer may convert from this arrangement to a new contract for another Company-provided IP VPN service of equal or greater capacity, without being liable for termination charges.

Customer equipment attached to the Company’s facilities must be in accordance with Northwestel’s Connection of Customer-provided Equipment Tariff, CRTC 3001, Items 1301, 1302 and 1303.

Local access facilities for interconnection to this system must be provided by the Company and are provided at the rates, terms and conditions as specified in the Company's tariffs where appropriate or at the applicable price for forborne services.

(M) – Item 752. C. Rates and Charges moved to original page 107A

For explanation of symbols see Page 1

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C. Rates and Charges

(M)

Table 1: Service Rates and Charges

Service Item	Monthly Charges	One-time Charges
Base Monthly Charge	\$76,605.75	n/a
Additional VRF / VLAN	Per CRTC 3003.1110 V-Connect Service	Per CRTC 3003.1110 V-Connect Service
Circuit Upgrades	Per CRTC 3003.1110 V-Connect Service	Per CRTC 3003.1110 V-Connect Service
Class of Service (CoS) Upgrades	Per CRTC 3003.1110 V-Connect Service	Per CRTC 3003.1110 V-Connect Service

(C)

When it is necessary to obtain equipment and/or facilities from other communications organizations to provide the service, the Company will levy contract terms and conditions and charges imposed by other communications organizations, plus reasonable mark up.

(M) – Item 752.C. Rates and Charges moved from 1st Revise Page 107

For explanation of symbols see Page 1

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SPECIAL SERVICES TARIFF

Item 752 SPECIAL ASSEMBLY #1 LAYER 3 IP/VPN SERVICE (continued)

D. Service Level Agreement (SLA)

1. Site Availability SLA

Site Availability shall be measured as uptime for an individual connection between the routers at each end of the Company’s supplied connection. Availability shall be measured as per the following formula:

$$\text{Availability (\%)} = (\text{Total Time} - \text{Outage Time}) / \text{Total Time} * 100$$

Outage time attributed to customer router failure, power failure or customer network maintenance shall not be attributed to the availability number. Outage time shall be traced for all connections, and adjusted when clearance is not in the Company’s control, as stated above.

2. Network Availability SLA

Network Availability shall be measured as uptime for all connections.

Network Availability means:

$$\text{Network Availability (\%)} = ((\text{Total Time for all Connections} - \text{Outage time for all Connections}) / \text{Total Time for all Connections}) * 100$$

Outage time attributed to customer router failure, power failure or customer network maintenance shall not be attributed to the availability number. Outage time shall be traced for all connections, and adjusted when clearance is not in the Company’s control, as stated above.

3. SLA Targets and Credit Rules

Item	Service Performance Characteristic	Period of Measure	Service Level Agreement (SLA)	Remedial Action
1	Site Availability	Monthly	Terrestrial 99.9% (D) 	For the first failure, a credit equal to 25% of that month’s total monthly charge. For the second failure (which must follow in the month immediately after the first failure), a credit equal to 50% of the second month’s total monthly charge.
2	Network Availability	Monthly	Minimum average of 99.0%	If the aggregate network availability is below 99.0% for three consecutive months, a 100% credit for monthly charges for all locations for the three months in which the aggregate network availability was below the SLR target.

For explanation of symbols see Page 1