

August 16, 2018

TARIFF UPDATE

Northwestel Inc. Tariff Notice 1026
Introduce Special Assembly # 2A Layer 3 IP/VPN Service.

NOTE: Effective date – August 1, 2018

This tariff application was submitted to introduce CRTC 3010 Item 754, Special Assembly # 2A Layer 3 IP/VPN service (“SA 2A”). This service is a replacement to former Special Assembly # 2 Layer 3 IP/VPN Service (“SA 2”).

Note that there will be a transition phase from SA 2 to SA 2A where circuit speeds will be upgraded from those provided in SA2 to the initial speed options in SA 2A. This transition will begin upon the effective date of this tariff and when the full initial speed option offered at each site will be fully available by October 1, 2018.

This tariff application was approved on a final basis in Telecom Order CRTC 2018-287.

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CRTC 3010	86 th Revised Page 2 Check Sheet
CRTC 3010	23 rd Revised Page 3A Table of Contents
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SPECIAL SERVICES TARIFF

CHECK SHEET

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

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For explanation of symbols see Page 1

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SPECIAL SERVICES TARIFF

Item

754 SPECIAL ASSEMBLY #2A LAYER 3 IP/VPN SERVICE

(N)

A. General

This service is provided pursuant to an agreement between a specific customer and Northwestel (the “Company”) to provide a customized Layer 3 IP/VPN service with Class of Service options, Service Level Agreement and associated equipment to terrestrial sites in the Northwest Territories. The initial speed options range from 4 Mbps to 400 Mbps.

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 contract term starting upon Commission approval of this service and ending 30 September 2020 will apply. In the event that the operational requirements necessitate a short-term extension after the end of the initial term, this agreement may be extended for a period of no longer than three (3) months with the written consent of both parties. If the short-term extension is exercised, the services will be sold on a month-to-month basis at the rates specified below.

Special Assembly # 2A Layer 3 IP/VPN service (“this service”) is a replacement to the service offered in Special Assembly # 2 Layer 3 IP/VPN service (SA 2). There will be a transition phase from the circuit speeds offered in SA 2 to those offered in this service. This transition will begin upon the effective date of this tariff and the full initial speed option offered at each site will be fully available by 1 October 2018.

Sites are classified as Type X and Y according to the agreement with the customer.

The customer may terminate this contract at any time, upon giving written notice to this effect to the Company if, in the opinion of the customer acting reasonably: the Company is unable to perform the work as required; the Company's performance of the work is faulty; the Company becomes insolvent or commits an act of bankruptcy; in the event any actual or potential labour dispute delays or threatens to delay timely performance of this agreement; or the Company defaults or fails to observe the terms and conditions of this agreement in any material respect. This agreement shall terminate as of the day for termination set out in the written notice.

C. Rates and Charges

Initial Speed Option Monthly Rate:	\$ 250,834
Options for Increased Speed Levels for Type X Sites	
Each Additional Mbps Above the Initial Speed Option per Site Monthly Rate:	\$ 100
Options for Increased Speed Levels for Type Y Sites	
Each Additional Mbps Above the Initial Speed Option per Site Monthly Rate:	\$ 600

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.

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Item

754 SPECIAL ASSEMBLY #2A LAYER 3 IP/VPN SERVICE (continued)

(N)

D. Service Level Agreement (SLA) and Class of Service (CoS)**1. SLA and CoS Targets**

	Terrestrial Basic CoS	Terrestrial Premium CoS (40% of Basic CoS)
Network Availability	99.90%	99.90%
Packet Loss	N/A	<1%
Latency	N/A	<150ms
Jitter	N/A	<25ms

2. SLA Credit Rules

a) Network Availability for Terrestrial sites

For the first month in which there is a failure to satisfy the Network Availability CoS target at a site, Northwestel will provide a credit of 10% of the total applicable monthly fees payable for that site. If the CoS target is not met again in the following month, a credit of 20% of the total applicable monthly fees for that site will be applied. If the CoS target is met in the following month, any future month in which the CoS target is missed will be considered a first month and credited 10%.

b) Premium CoS for Terrestrial sites

For the first month in which there is a failure to satisfy the CoS target (Latency, Jitter, Packet Loss) at a site, Northwestel will provide a credit of 10% of the total applicable monthly fees payable for that site. If the CoS target is not met again in the following month, a credit of 20% of the total applicable monthly fees for that site will be applied. If the CoS target is met in the following month, any future month in which the CoS target is missed will be considered a first month and credited 10%.

c) Other rules

Credits are applied monthly on a community by community (individual circuit) basis. The credits in any given month cannot exceed the total monthly fee for any community. Only one credit for Packet Loss, Latency, Jitter or Network Availability is payable in any given month for a given circuit. Each CoS target miss will be investigated, analyzed and the cause found. Based on the cause credits may be applied. Should the customer purchase additional bandwidth in any community, the credits will increase on a pro-rata basis.