

EXECULINK TELECOM INC.
(Execulink Telecom)

GENERAL ILEC TARIFF

Containing

Definitions

Tariffs for:

Exchange Service

Inter-Exchange Services

Other Services and Facilities

This Tariff specifies the rates, charges and terms applicable to service, equipment and facilities furnished by the Company.

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PREFACE

1. GENERAL

- 1.1 RESERVED for future use.
- 1.2 The other sections contain the rates, rentals, and charges for all service, equipment and facilities provided on a general basis in all of the Company's exchanges.
- 1.3 The Company must apply the rates specified in this Tariff. There is no authority to apply different rates and charges for service, equipment or facilities unless otherwise specified in the Tariff.
- 1.4 In this General Tariff, "Commission" means the Canadian Radio-television and Telecommunications Commission.
- 1.5 Pursuant to Decision 2006-14, the Company's local exchange services may be resold in accordance with the conditions of this tariff. However, the resale of residential exchange services is only permitted to provide residential services.

2. TARIFF REVISIONS

- 2.1 Changes will be shown on the revised page as follows:
- (a) The revision issue will be shown at the top of the page immediately to the right of the page number.
 - (b) The revisions will be noted by a code and/or a symbol (see Section 30) shown in the left hand margin.
 - (c) Only the current changes will be indicated on the page.
- 2.2 Check pages (Section 50) will be issued with each set of revisions and will show all pages that have been revised or introduced by means of an asterisk (*).

3. NUMBERING

- 3.1 Numbering in this Tariff will be shown in the following manner:
- 120-2.01(a)(1)
 - 120 denotes the Section
 - 2 denotes the Sub-section
 - 2.01 denotes the Item
 - (a) denotes the Paragraph
 - (1) denotes the Article

4. SALE OF TARIFFS

For information on the sale of this Company's tariff, please refer to the OIST Item 16.

CODES AND SYMBOLS

CODE

DENOTES

C	Change in wording or correction
R	Reduction in rate or charge
A	Increase in rate or charge
N	New rate or charge
NC	Denotes no change in rate or charge
S	Reissued matter

GLOSSARY OF TERMS

ABBREVIATION

40MHZ

60HZ

110V

%

/sec

A.C.

Amp Hr.

A.S.R.

BIF

B.R.A.

B.S.S.

Bus.

C.D.F.

C.O.

Cont'd

D.C.

D.S.L.T.

E.A.S.

Ext.

H.F.

I/C

Km

L.R.A.

M.E.S.C.

MRC

N/A

No.

NRC

OIST

P.A.B.X.

P.B.X.

P.S.R.

P.T.C.

Rev.

R.G.

S/A

S.C.

SSB

SS-1

T.V.

TWX

USOC

VHF

WATS

DENOTES

40 megahertz

60 hertz

110 volts

per cent

per second

alternating current

ampere-hour

automatic sending and receiving (teletypewriter)

business interphone --F

base-rate area

business service systems

business

central distribution frame

central office

continued

direct current

dial station line terminal

extended area service

extension

high frequency

incoming

kilometer

locality rate area

multi-element service charge

monthly recurring charge

not applicable

number

non-recurring charge

Ontario Independent Services Tariff

private automatic branch exchange

private branch exchange

page type-sending and receiving (teletypewriter)

program transmission channel

revision

rate group

special assembly

service charge

single side-band

selective-signalling system

television

teletypewriter exchange service

uniform service order code

very high frequency

wide area telephone service

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				12	Original			
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	C 9	Original						
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GENERAL

1. **RETURNED CHEQUE CHARGE**

- 1.1 The returned cheque charge is forborne from regulation, pursuant to Telecom Regulatory Policy CRTC 2009-424, Section III. Returned cheque charges will be calculated as set out on the customer invoice, or at www.execulink.com.

GENERAL

2. LATE PAYMENT CHARGE

- 2.1 The late payment charge is forborne from regulation, pursuant to Telecom Regulatory Policy CRTC 2009-424, Section III. Late payment charges will be calculated as set out on the customer invoice, or at www.execulink.com.

3. GENERAL TERMS AND CONDITIONS

- 3.1 The following terms and conditions apply for all service, equipment and facilities furnished by the Company as provided for in its various Tariffs.
- 3.2 Except as provided for in the Term of Service (OIST Section 1-30), the Company may require that customers install and/or maintain telephones, equipment or facilities provided by the Company and assume all risks and liabilities incident to the installation, maintenance and operations thereof when such telephones, equipment or facilities are located in places involving unusual hazards. The Company may compensate such customers by means of monthly allowances to be set off against the Company's standard monthly rates.
- 7.1 The customer shall arrange and pay for a local supply of suitable commercial electric energy with outlet, when required for the operation of Company-provided equipment furnished to the customer.
- 7.2 For information on Interest Rate Calculation – Customer Cash Deposits, please refer to OIST Item 408.
- 7.3 For information on Telemarketing Rules, please refer to OIST Item 420.

4. INTEREST RATE CALCULATION – CUSTOMER CASH DEPOSITS

- 4.1 For information on Interest Rate Calculation – Customer Cash Deposits, please refer to OIST Item 408.

5. TELEMARKETING RULES

- 4.01 For information on Telemarketing Rules, please refer to OIST Item 420.

DEFINITIONS

ADDITIONAL TELEPHONES - See 220 - 1.01.

ADJOINING EXCHANGES - Exchanges whose boundaries are common at any point, except where a boundary consists of a large natural barrier.

BASIC SERVICE - Service that is limited to the offering of transmission capacity for the movement of information.

BAUD - The signaling speed of a channel in pulses.

BIT - A single binary decision or the equivalent amount of information to be transmitted or received.

BUILDING - A structure with outside walls and roof. Adjoining buildings with abutting walls are considered to be a single building for purposes of this Tariff when there are one or more suitable doorways in the walls at or above street level and the Company is able to route its channels through the walls.

BUSINESS SERVICE - See 170-2.01

CENTRAL OFFICE - Dial switching equipment used to terminate and interconnect central office lines and trunk lines. See also definition of wire center.

CENTRAL OFFICE LINE - A channel that connects one or more main telephone services directly with a central office.

CHANNEL - An electrical path provided by a physical conductor or otherwise, as the Company elects, for the transmission of electric energy.

CIRCUIT – See “Channel”

CLASS OF SERVICE

- When applied to customers' exchange service this is the term used to describe the character of its primary use which determines whether the business or residence rate classification applies (See 170-1.01).

- When applied to message toll service this is the term used to describe the type of message which determines whether the person-to-person or station-to-station rate classification applies.

DEFINITIONS

DEFINITIONS (Cont'd)

CLOSED CIRCUIT (VIDEO) - A channel that connects an originating point directly with viewing equipment provided by the lessee at one or more locations. Each such location is considered to be a service point.

CONNECTING COMPANY - A person, corporation, association or firm which operates one or more exchanges that interchange traffic with the Company.

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, or is the sole occupant of buildings located thereon, these portions of re considered to be continuous property if suitable poles, conduit or enclosed passageway for the placing of channels between them or between such buildings are provided, installed and maintained by or at the expense of the customer.

CUSTOMER - means an individual who has requested service and for whom telephone equipment has been installed or provided in designated premises by the Company so as to provide the service.

CUSTOMER CHANNELS - Data channels and teletype channels operate at signalling speeds in accordance with various schedules as stated below:

- Schedule 1 - operates at signalling speeds up to and including 45 bauds.
- Schedule 2 - operates at signalling speeds up to and including 55 bauds.
- Schedule 3 - operates at signalling speeds up to and including 82.5 bauds.
- Schedule 3a - operates at signalling speeds over 82.5 bauds up to and including 150 bauds.
- Schedule 4 - similar to channels provided for voice-grade channels. When the transmission characteristics do not meet the customer's requirements, a channel conditioned to provide certain envelope delay and loss deviation characteristics, may be provided at the appropriate rates and charges.

DUPLEX OPERATION - Operation that provides for simultaneous transmission in both directions over a channel.

DEFINITIONS

DEFINITIONS (Cont'd)

EQUIVALENT SERVICE - Two or more central-office lines or trunk lines provided for a customer from one central-office and are arranged so that an incoming call for the telephone number listed for the group of lines is completed to any available idle line within the group.

EXCHANGE - See 100-1.01.

EXCHANGE AREA - See 100-1.01.

EXCHANGE SERVICE - See 100-1.03.

EXTENDED AREA SERVICE - Those exchanges with which toll-free dialing is permitted. See 100 - 3.01 i), ii).

FLAT-RATE SERVICE - Primary exchange service furnished at a stipulated basic rate.

FOREIGN-EXCHANGE SERVICE - See 310-1.01.

GRADE OF SERVICE - The term used to describe customers' exchange service with respect to the service or equipment provided. The grades of exchange service furnished are individual line and two-party line.

INDIVIDUAL LINE SERVICE - A line arranged to serve only one main station.

INITIAL SERVICE PERIOD - The stipulated minimum period of time the Company will furnish the required services or equipment and for which the Company's charges must be paid whether or not the services are used by the customer for the whole of the period. The Initial Service Period commences from the date that service or equipment is provide.

LESSEE - A person, partnership, firm, body corporate or politic, government or department thereof and the legal representative thereof, which contracts for the lease of a channel.

LOCAL CHANNEL - See 260-2.

LOCAL MESSAGE - A message between two primary services in the same local-service area.

LOCAL SERVICE - See 100-1.03.

LOCAL SERVICE AREA - See 100-1.01.

DEFINITIONS

DEFINITIONS (Cont'd)

MAIN TELEPHONE (OR MAIN STATION)

- As used with telephone service, denotes a telephone connected to main telephone service or, if two or more telephones are connected to any such service, denotes the principal one of such telephones.

- As used with channels for telephotograph transmission, denotes a station designated by the lessee as the principal station (the term "main telephone" does not apply).

MAIN-TELEPHONE SERVICE - Primary exchange service which provides for the use of a central-office line.

MESSAGE (CALL) - A communication transmitted over facilities provided by the Company.

NETWORK - As used in connection with channels, denotes the channel facilities connecting two or more service points or stations of a lessee, when at all or certain times the service points or stations form a distinct operating group.

P.B.X. - PRIVATE BRANCH EXCHANGE.

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

PREMISES - The continuous property and the building or buildings located thereon, or the part or parts of a building, occupied at the same time by a customer.

PRIMARY EXCHANGE SERVICES - See 100-2.01.

PUBLIC TELEPHONE SERVICE - 150-1.01.

RATE CENTER - Each exchange is designated as a rate center.

RESIDENCE SERVICE - See 170-3.01.

DEFINITIONS

DEFINITIONS (Cont'd)

SEMI-PUBLIC TELEPHONE SERVICE - See 160-1.01.

SERVICE CHARGE - See 110-1.01.

SERVICE POINT - A point at which a circuit or channel is connected with equipment of a lessee; also a wire center or rate center of the Company to which measurement of an inter-exchange channel is made.

SET - See "Telephone".

STATION

- As used in connection with telephone service - See "Telephone".
- As used in connection with channels, denotes the termination of other equipment including the transmitting equipment, or combination transmitting and receiving equipment, at any location on the premises of a lessee and connected with any such channel.

TELEPHONE - A telephone instrument connected to permit the sending and receiving of messages.

TELEPHONE NUMBER - A distinctive designation assigned to each primary exchange service.

TWO-PARTY LINE SERVICE - A common line arranged to serve two main stations with automatic originating identification of each party and individual ringing capabilities.

WIRE CENTER - A structure that houses switching equipment to serve a designated geographical area. A wire center may include one or more central offices.

WIRE-CENTER AREA - The area served by a wire center.

EXCHANGE SERVICE – GENERAL

1. GENERAL

1.1 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, an exchange area includes two or more base rate areas.

1.2 When an exchange area contains one wire centre and more than one base rate area, then that wire centre is designated as the rate centre. When more than one wire centre and more than one base rate area exists in an exchange area, then only one of the wire centres is designated as the rate centre.

The rate centre location is used for determining message toll rate distance and in determining local, inter-exchange and foreign-exchange distance charges.

1.3 Exchange service (or local service) is the furnishing of the service and equipment required for telephone communication between primary exchange services of the same exchange or local-service area, and between such service and the associated toll office.

2. PRIMARY EXCHANGE SERVICES

2.1 Primary exchange services are the basic services which provide for the facilities essential to the service, according to their respective equipment specifications.

2.2 The following primary services are furnished in each exchange except where otherwise stated in this Tariff:

- (a) Flat-rate services, which consist of Customer services, namely, individual line service
- (b) Message-rate services, which consist of the following:
 - (1) Semi-public telephone service.
 - (2) Public telephone service.

EXCHANGE SERVICE - GENERAL

3. EXCHANGES

3.1 The exchange names, Central Office (NXX) codes and area code are as follows:

EXCHANGE NAMES	NXX NO.	AREA CODE
PORT FRANKS	243	519
THEDFORD	296	519
BURGESSVILLE	424	519
NORWICH INDEPENDENT	468	519
WOODSTOCK INDEPENDENT	456	519

- (i) Port Franks has Extended Area Service with Grand Bend (238) Ilderton (298, 666) London: 226 (234, 235, 236, 237, 238, 239, 268, 289 , 316, 358, 373, 374, 377, 448, 456, 580, 663, 678, 688, 700, 777, 781, 919, 925, 926, 927, 928, 973, 977, 980, 981) and 519 (200, 204, 266, 280, 281, 282, 286, 317, 318, 319, 430, 432, 433, 434, 435, 438, 439, 451, 452, 453, 455, 457, 471, 472, 473, 474, 476, 488, 494, 495, 518, 520, 521, 552, 601, 614, 615, 617, 619, 630, 636, 639, 640, 641, 642, 643, 645, 646, 649, 657, 659, 660, 661, 663, 667, 668, 670, 671, 672, 673, 675, 679, 680, 681, 685, 686, 690, 691, 694, 697, 701, 702, 709, 719, 777, 789, 808, 850, 851, 852, 854, 857, 858, 859, 860, 868, 870, 871, 872, 873, 878, 902, 907, 913, 914, 930, 931, 932, 933, 936, 937, 951, 953, 963, 964) Nairn (232) Parkhill (294, 459) Thedford (296)
- (ii) Thedford has Extended Area Service with Forest 226 (520) and 519 (786) Ilderton (298, 666) London: 226 (234, 235, 236, 237, 238, 239, 268, 289 , 316, 358, 373, 374, 377, 448, 456, 580, 663, 678, 688, 700, 777, 781, 919, 925, 926, 927, 928, 973, 977, 980, 981) and 519 (200, 204, 266, 280, 281, 282, 286, 317, 318, 319, 430, 432, 433, 434, 435, 438, 439, 451, 452, 453, 455, 457, 471, 472, 473, 474, 476, 488, 494, 495, 518, 520, 521, 552, 601, 614, 615, 617, 619, 630, 636, 639, 640, 641, 642, 643, 645, 646, 649, 657, 659, 660, 661, 663, 667, 668, 670, 671, 672, 673, 675, 679, 680, 681, 685, 686, 690, 691, 694, 697, 701, 702, 709, 719, 777, 789, 808, 850, 851, 852, 854, 857, 858, 859, 860, 868, 870, 871, 872, 873, 878, 902, 907, 913, 914, 930, 931, 932, 933, 936, 937, 951, 953, 963, 964) Nairn (232) Parkhill (294, 459) Port Franks (243)
- (iii) Burgessville has Extended Area Service with Beachville 226 (657) and 519 (423) Dorchester (202, 268, 499) Ingersoll (303, 425, 485, 926) London: 226 (234, 235, 236, 237, 238, 239, 268, 289 , 316, 358, 373, 374, 377, 448, 456, 580, 663, 678, 688, 700, 777, 781, 919, 925, 926, 927, 928, 973, 977, 980, 981) and 519 (200, 204, 266, 280, 281, 282, 286, 317, 318, 319, 430, 432, 433, 434, 435, 438, 439, 451, 452, 453, 455, 457, 471, 472, 473, 474, 476, 488, 494, 495, 518, 520, 521, 552, 601, 614, 615, 617, 619, 630, 636, 639, 640, 641, 642, 643, 645, 646, 649, 657, 659, 660, 661, 663, 667, 668, 670, 671, 672, 673, 675, 679, 680, 681, 685, 686, 690, 691, 694, 697, 701, 702, 709,

EXCHANGE SERVICE - GENERAL

719, 777, 789, 808, 850, 851, 852, 854, 857, 858, 859, 860, 868, 870, 871, 872, 873, 878, 902, 907, 913, 914, 930, 931, 932, 933, 936, 937, 951, 953, 963, 964) Norwich 226 (325) and 519 (863) Norwich Independent (468) Woodstock 226 (228, 232, 883, 888) and 519 (290, 320, 421, 532, 533, 535, 536, 537, 539, 602, 608, 788) Woodstock Independent (456)

- (iv) Norwich Independent has Extended Area Service with Beachville 226 (657) and 519 (423) Burgessville (424) Delhi (582) Dorchester (202, 268, 499) Ingersoll (303, 425, 485, 926) London: 226 (234, 235, 236, 237, 238, 239, 268, 289, 316, 358, 373, 374, 377, 448, 456, 580, 663, 678, 688, 700, 777, 781, 919, 925, 926, 927, 928, 973, 977, 980, 981) and 519 (200, 204, 266, 280, 281, 282, 286, 317, 318, 319, 430, 432, 433, 434, 435, 438, 439, 451, 452, 453, 455, 457, 471, 472, 473, 474, 476, 488, 494, 495, 518, 520, 521, 552, 601, 614, 615, 617, 619, 630, 636, 639, 640, 641, 642, 643, 645, 646, 649, 657, 659, 660, 661, 663, 667, 668, 670, 671, 672, 673, 675, 679, 680, 681, 685, 686, 690, 691, 694, 697, 701, 702, 709, 719, 777, 789, 808, 850, 851, 852, 854, 857, 858, 859, 860, 868, 870, 871, 872, 873, 878, 902, 907, 913, 914, 930, 931, 932, 933, 936, 937, 951, 953, 963, 964) Norwich 226 (325) and 519 (863) Otterville 226 (321) and 519 (879) Tillsonburg 226 (231) and 519 (403, 409, 544, 550, 688, 842, 983) Woodstock 226 (228, 232, 883, 888) and 519 (290, 320, 421, 532, 533, 535, 536, 537, 539, 602, 608, 788) Woodstock Independent 456
- (v) Woodstock Independent has Extended Area Service with Woodstock (421, 533-5-6-7-9), Beachville (423), Burgessville (424), Ingersoll (425, 485), Bright (454), Princeton (458), Hickson (462), Drumbo (463), Eastwood (467), Norwich Independent (468), Innerkip (469), Embro (475), Norwich (863) Dorchester (268) and London (310, 430-2-3-4-8-9, 451-2-3-5-7, 471-2-3-4, 521, 640-1-2-3-5-6-9, 657-9, 660-1-3-7-8, 670-1-2-3-5-9, 680-1-5-6, 850-1-2-7-8, 870-1-2-8). Beachville 226 (657) and 519 (423) Bright 226 (649) and 519 (454) Burgessville (424) Dorchester (202, 268, 499) Drumbo 226 (323) and 519 (463) Eastwood 226 (324) and 519 (467) Embro (475) Hickson (462) Ingersoll (303, 425, 485, 926) Innerkip 226 (322) 519 (405, 469) London: 226 (234, 235, 236, 237, 238, 239, 268, 289, 316, 358, 373, 374, 377, 448, 456, 580, 663, 678, 688, 700, 777, 781, 919, 925, 926, 927, 928, 973, 977, 980, 981) and 519 (200, 204, 266, 280, 281, 282, 286, 317, 318, 319, 430, 432, 433, 434, 435, 438, 439, 451, 452, 453, 455, 457, 471, 472, 473, 474, 476, 488, 494, 495, 518, 520, 521, 552, 601, 614, 615, 617, 619, 630, 636, 639, 640, 641, 642, 643, 645, 646, 649, 657, 659, 660, 661, 663, 667, 668, 670, 671, 672, 673, 675, 679, 680, 681, 685, 686, 690, 691, 694, 697, 701, 702, 709, 719, 777, 789, 808, 850, 851, 852, 854, 857, 858, 859, 860, 868, 870, 871, 872, 873, 878, 902, 907, 913, 914, 930, 931, 932, 933, 936, 937, 951, 953, 963, 964) Norwich 226 (325) and 519 (863) Norwich Independent (468) Princeton 226 (320, 652) and 519 (458) Woodstock 226 (228, 232, 883, 888) and 519 (290, 320, 421, 532, 533, 535, 536, 537, 539, 602, 608, 788)

EXCHANGE SERVICE - GENERAL

4. RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) SERVICE

- 4.1 A specific schedule of basic rates for primary exchange (or local) service.
- 4.2 The initial service period for all primary exchange services is one month.
- 4.3 The following are basic monthly rates for primary exchange service.

Note: Additional charges as specified in the Company's Tariff apply for telephones or other equipment provided by the Company.

USOC	DESCRIPTION	MONTHLY CHARGES FOR ALL RATE AREAS	
		Minimum rate	Maximum Rate.
1LR	Res. – Individual Line	*	\$32.35 (e)
1FL	Bus. – Individual		\$65.76 (e)

- (a) Equivalent service is provided at a monthly rate of \$3.85 (USOC B32) for each line as arranged.
- (b) Emergency Reporting Tel. is classified as a Business service.
- (c) Individual line service with Touch Tone will be the basic grade of service for all new and existing customers.
- (d) Touch Tone service is included in the above rates for Primary Exchange Services.
- (e) The minimum rates are filed in confidence

EXCHANGE SERVICE - GENERAL

5. CONNECTION OF PRIMARY EXCHANGE SERVICE TO INSIDE WIRE AND JACKS

5.1 General

The company furnishes all facilities on the customer's premises up to and including and demarcation point. Such demarcation point shall consist of a jack that will enable the customer to determine whether transmission problems are occurring on company-provided facilities (up to and including the demarcation point) or on customer-owned facilities (beyond the demarcation point).

- (a) Inside wire and jacks beyond the demarcation point are the responsibility of the customer.
- (b) For customers with no jack-ended demarcation device Execulink will provide diagnostic service free of charge. Following the diagnostic service and during the same visit Execulink will install a jack-ended demarcation device free of charge.

6. SUSPENSION OF SERVICE

- 6.1 For information on Suspension of Service, please refer to OIST Item 407.

SERVICE CHARGES

1. GENERAL

- 1.1 A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer and when the Company, at the customer's request, performs work for him. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.
- 1.2 Service charges apply in addition to other rates and charges unless otherwise stated.
- 1.3 In general a service charge applies for each item of service or equipment.
- 1.6 An additional charge may be made based on the additional actual expense incurred when:
- (a) it is necessary for the Company to install a special assembly of equipment or incur unusual expenses in order to meet the particular service requirements of a customer, or
 - (b) a customer stipulates the performance of work outside regular working hours or other conditions that cause unusual expense.
- 1.5 For outside work affecting wires, cables, poles and other equipment located on a customer's premises, a service charge may be made based on the actual expense incurred by the Company.
- 1.6 A service charge does not apply for the following:
- (a) Repair work, except for those conditions when stated in OIST Section 1-30 (Terms of Service) and Section 850 (Customer Provided Equipment) apply.
 - (b) The removal of service, equipment, and/or facilities.
 - (c) Reserved
 - (d) Work that the Company initiates for service reasons
 - (e) The re-establishment of service at the same or different premises after interruption caused by damage to the customer's premises beyond his control.

SERVICE CHARGES

2. MULTI-ELEMENT SERVICE CHARGES (MESC)

2.1 Customers' requests for service which involve installing, reconnecting, moving or changing telephone lines, sets, associated miscellaneous equipment, other services and records, are divided into six service charge elements. One or more of these elements apply when the requested service is provided except where otherwise stated in this General Tariff.

2.2 The three service charge elements are described as follows:

- (a) **ADMINISTRATION CHARGE** An Administration Charge applies to work involved in receiving, recording and processing information necessary to comply with a customer's request.

For requests other than new service connection, an administrative charge is applied once for each customer request regardless of the number of items to be carried out the same premises at the same time for the same billing telephone number.

- (b) **LINE CONNECTION** A Line Connection Charge applies to work done in the Company's central office and elsewhere when it is necessary to connect the customer's telephone line to the network. This work involves extending the telephone line from the customer's premises to the serving central office and making appropriate connections within the serving central office.

A Line Connection Charge applies:

- for each telephone line connected to the network;
- for other bridging connections carried out in the central office;
- for each customer's request that results in a change in telephone number.

- (c) **PREMISE VISIT** A Premise Visit Charge applies to the travel time spent in reaching a customer's premises. A Premises Visit Charge applies on a "Per Visit" basis whenever a Company's employee is dispatched to the customer's premise in response to a request for service regardless as to whether work is performed or not.

A Premise Visit Charge does not apply to subsequent visits required to complete an order for which a Premises Visit Charge has already been applied.

SERVICE CHARGES

3. ELEMENTS OF SERVICE CHARGE SCHEDULE

ELEMENTS OF SERVICE CHARGES	SERVICE CHARGES	
	RESIDENCE	BUSINESS
a) Administration Charge	\$18.00	\$35.00
b) Line Connection	\$32.00	\$69.00
c) Premise Visit	\$35.00	\$35.00

3.1 Partial Payment Provision

This allows single line residence customers to pay service charges in 2 monthly instalments. The conditions are as follows:

- (a) payment provision option provided on the basis of credit risk;
- (b) service charge must total \$50.00 or more;
- (c) a late-payment charge applies to the unpaid amount;
- (d) service charges must be paid in full before another partial payment provision is requested.

SERVICE CHARGES

4. APPLICATION OF MULTIELEMENT SERVICE CHARGES

The following tables show the application of MESC by work function.

4.1 New Service Connection

(a) Residential

Service Charge Elements	Service Charge
Administration	See Section 110 3
Line Connection	See Section 110 3
Premise Visit ¹	See Section 110 3

Note 1 - If a visit to the customer's premises is not required to complete the installation of new service the Premise Visit charge will not be applied.

(b) Business

Service Charge Elements	Service Charge
Administration	See Section 110 3
Line Connection	See Section 110 3
Premise Visit ¹	See Section 110 3

Note 1 - If a visit to the customer's premises is not required to complete the installation of new service, the Premise Visit charge will not be applied.

4.2 Changes to Existing Service

(a) Residential

Service Charge Elements	Service Charge
Administration	See Section 110 3
Premise Visit ¹	See Section 110 3

Note 1 - If a visit to the customer's premises is not required to complete the requested changes, the Premise Visit charge will not be included.

SERVICE CHARGES

(b) Business

Service Charge Elements	Service Charge
Administration	See Section 110 3
Premise Visit ¹	See Section 110 3

Note 1 - If a visit to the customer's premises is not required to complete the requested changes, the Premise Visit charge will not be included.

4.3 RESERVED FOR FUTURE USE

4.4 Other Applications

The appropriate service charges for other applications of multi-service element services will be applied based on the service charges outlined in Section 110 3.

SERVICE CHARGES

5. OTHER EQUIPMENTS AND SERVICE CHARGES

- 5.1 Many items of equipment have service charges of specific amounts which apply when these items are installed in which case Multi Element Service Charges are not applicable.
- 5.2 Installations, maintenance, moves, rearrangements and repairs of inside wire and jacks are provided, at the customer's request, on a time and materials basis only.

6. DIAGNOSTIC MAINTENANCE CHARGE

- 6.1 Refer to Customer Provided Equipment Section 850, Subsection 4. for details.

7. INSPECTION AND MODIFICATION CHARGE

- 7.1 Refer to Customer Provided Equipment Section 850, Subsection 5. for details.

8. TELEPHONE NUMBER SERVICES

- 8.1 Telephone Number Reservation permits customers to reserve one or more seven-digit telephone numbers. Telephone numbers may be reserved for a maximum period of 1 year.

USOC	DESCRIPTION	SERVICE CHARGE
TNR	Telephone Number Reservation	\$35.00

CONSTRUCTION CHARGES

1. GENERAL

- 1.1 Construction charges apply for the following:
- (a) For the initial provision of facilities at the request of an applicant, customer, lessee or developer in a territory in which the Company has no facilities. The Company provides these facilities to reach the property of the applicant, customer, lessee or developer and may locate them along public thoroughfares or other such location as required, or is suitable.
 - (b) For certain facilities provided on the private property of the applicant, customer or lessee.
- 1.2 The Company reserves the right to determine the type (wire, cable or radio) and location of facilities to be provided and the time at which it does the work. It makes an additional charge based on the additional expense incurred if it departs from the foregoing conditions at the request of an applicant, customer, lessee or developer, or when the nature of the locality causes it to incur unduly high construction expense and/or maintenance expense.
- 1.3 The Company provides, installs and maintains all facilities that it provides except as otherwise stated in this Tariff. However, the Company may use facilities of other public utility organizations or facilities belonging to or on the premises occupied by applicants, customers or lessees instead of providing its own construction, when in its opinion the circumstances warrant its doing so. When the Company uses the facilities of other public utility organizations that are located along public thoroughfares or other such places, it may assess its applicant, customer, lessee, or developer, any charges associated with such use. When such facilities are located on the private property of the applicant, customer or lessee, the construction charge is that which would apply if the Company provided the construction.
- 1.4 Construction charges are payable when application for service is made or when the account is rendered, at the option of the Company.

2. CONSTRUCTION ON A PUBLIC THOROUGHFARE

- 2.1 Monthly rates and rentals provide for a reasonable amount of construction for each service or facility which is to be considered as the first 150 meters. After the first 150 meters the customer pays \$2.00 per meter.
- 2.2 When construction, in addition to this reasonable amount as specified in Section 2.01, is furnished to provide the facilities requested by the applicant, customer or lessee, a construction charge applies based on the expense incurred by the Company.

CONSTRUCTION CHARGES

3. CONSTRUCTION ON PRIVATE PROPERTY

- 3.1 When cable is installed to provide service, a construction charge applies based on the expenses incurred by the Company. If the customer or lessee provides underground conduit, or does the trenching and back-filling for buried wire or cable, the construction charge will be reduced accordingly.
- 3.2 When construction is required to provide facilities to the building of the applicant, customer or lessee in which service is provided or the facilities are terminated, a construction charge applies based on the expense incurred by the Company.
- 3.3 When it is necessary for the Company to provide special protective equipment because of electrical hazards on the premises of an applicant or customer, the Company may charge the customer all or part of the expense which it incurs thereby.

4. INTERIOR CONSTRUCTION

- 4.1 The Company normally installs exposed wiring in buildings except as follows:
- (a) If an applicant, customer or builder provides suitable conduit or other means of concealment, which is acceptable to the Company, the latter installs wiring in it without additional charges.
 - (b) Subject to the following conditions, the Company installs concealed wiring in a residential dwelling during construction without additional charge if requested sufficiently in advance by a duly authorized person:
 - (1) The size of the building and the type and stage of construction are, in the Company's opinion, are suitable for the work to be performed.
 - (2) The Company decides the type of wiring to be used and the method of installing it.
 - (3) Should the wiring become unusable after its installation, the Company installs other inside wiring by one of the other methods described in this Section.
 - (4) The Company does not guarantee that subsequent changes in or additions to wiring installed during construction will be concealed.
- 4.2 When the Company otherwise installs concealed wiring at the request of an applicant, customer or builder, the latter may be required to pay the difference between the cost of the work done and the cost that the Company would have incurred for exposed wiring.

CONSTRUCTION CHARGES

4. INTERIOR CONSTRUCTION(Cont'd)

- 4.3 When the Company has to use a non-standard method of wiring or installation because of the type of construction of a building, it may require the applicant, customer or builder to bear any unusual expense that the Company incurs.
- 4.4 The Company charges a Premise Work Charge for installing each pre-wired outlet at a single line residence,, business customer. The activation of the pre-wired outlet is done by the Company at no additional premise work charges. Other elements of the Multi-Element Service Charges apply accordingly.

DIRECTORIES

1. DIRECTORY LISTINGS

1.1 For information on Directory Listings, please refer to the OIST Item 900.

2. OPERATOR ASSISTANCE

2.1 For information on Operator Assistance, please refer to the OIST Item 900.

3. DIRECTORY FILE SERVICE

3.1 For information on Directory File Service, please refer to the OIST Item 910.

4. BASIC LISTING INTERCHANGE FILE

4.1 For information on Basic Listing Interchange File, please refer to the OIST Item 920.

PUBLIC TELEPHONE SERVICE

1. GENERAL

- 1.01 The Company furnishes, at its discretion, public telephone service primarily to make outgoing service available to the general public and determines the location of the service.

2. CONTRACT ARRANGEMENTS

- 2.1 The occupant of the premises on which service is to be furnished is to sign the standard public telephone service agreement, except when the Company arranges for space and installs public telephones without providing for supervision by the occupant.

3. LISTINGS

- 3.1 Public telephone services are listed in telephone directories only when the Company considers it necessary for the service in general.

4. EQUIPMENT

- 4.1 Public telephones are equipped with coin-collecting devices. Where there are more than one public telephone at one location at least one public telephone will be equipped with coin-collecting devices.

5. RATES AND CHARGES

- 5.1 A rate of 50¢ applies for each originating local call.
- 5.2 Regular rates apply for message toll service.

SEMI-PUBLIC SERVICE

1. **GENERAL**

- 1.1 Semi-public telephone service is a message-rate service furnished at the Company's discretion at the following types of locations:
- (a) Where a public service does not seem warranted and there is an indication of combined customer and public usage.
 - (b) Where there is collective use of the service by guests, members or similar occupants of the premises and a business service is unsuitable.
- 1.2 Semi-public telephone service is furnished as main telephone service not as foreign exchange service.
- 1.3 The customer-agent is to sign the standard semi-public telephone service agreement with the Company.

2. **SERVICE AND EQUIPMENT**

- 2.1 Semi-public telephones are equipped with coin collecting devices and service is furnished on an individual line.

3. **RATES AND CHARGES**

- 3.1 The customer-agent is to guarantee a minimum daily local message revenue for each semi-public telephone service as specified in the agreement referred to in subsection 1.03.
- 3.2 Main-telephone receipts for originating local calls and message toll service are deposited in and collected from the coin telephone. The total local message receipts for one or more collection periods ending in the same billing period, are applied against the corresponding total amount of guarantee. A shortage is payable by the customer-agent on demand by the Company. An excess is not credited against the shortage for any collection period, nor against other amounts due to the Company from the customer-agent.
- 3.3 Local calls originating at semi-public telephones are charged at \$0.25 each.
- 3.4 The following monthly rate and service charge apply:

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
SPCN	Semi-Public Coin Telephone	\$30.00	\$100.00

BUSINESS AND RESIDENCE SERVICE

1. GENERAL

1.01 The Company classifies a customer's service as business or residence for the application of exchange service rates according to its primary use.

2. BUSINESS SERVICE

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

2.2 The business classification applies in such circumstances as the following:

- (a) When a directory listing indicates other than primarily domestic use.
- (b) When the service is advertised or publicized in connection with any non-domestic use; except that the residence service of a person may be publicized in connection with the person's business service where the two services are in the same local service area.
- (c) In boarding and rooming houses and other places in which four or more persons are accommodated for payment, and in residence quarters of any club, institution or similar place, where guests, boarders, employees or other persons not members of the customer's household have general access to the service.

2.3 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 that a customer may have the following:

- (a) When the customer's residence service is extended to equipment located on the premise of a telephone answering board.
- (b) A customer to both Business and Residence service may have either of the following:
 - (1) Connection of residence service with terminating equipment of the customer's business service.
 - (2) An additional telephone connected to the residence service at the location of the customer's business service.

BUSINESS AND RESIDENCE SERVICE

2. BUSINESS SERVICE (Cont'd)

2.03 When the Company is applying the residence classification but finds that the business classification is applicable, it may henceforth charge the appropriate business rate upon notifying the customer.

3. RESIDENCE SERVICE

3.01 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.

ADDITIONAL TELEPHONES

1. GENERAL

1.01 An additional telephone is a telephone connected with the same primary service as a main telephone.

2. REGULATIONS

2.1 Additional telephones are ordinarily installed in the same building as the main telephones but when facilities are available they may be installed:

- (a) On any premises of the same customer.
- (b) On premises of other than the customer if a separate primary service is furnished there.

NOTE: Channels that connect main and additional telephones in different buildings are subject to distance charges (See Section 260).

2.2 The number of additional telephones with bells that may be installed with a main telephone is governed by the limitation on the number of bells installed on one line. The Company may determine the number of additional telephones without bells to be installed with a main telephone.

2.3 The Company does not undertake to provide satisfactory transmission on any call on which two or more telephones connected with the same service are used simultaneously.

3. RATES

3.1 Additional telephones are provided by the Company at the rates and charges specified in this Tariff.

DISTANCE CHARGES

1. GENERAL

- 1.1 The regulations and charges herein apply to channels that are provided to meet special requirements of customers. Such charges are in addition to the other rates and charges applicable.
- 1.2 Distance charges are based on the provision of standard arrangements of equipment and facilities. When it is necessary for the Company to install special equipment or to incur any unusual expense in order to provide any of such channels, it may make an additional charge based on the equipment installed or other unusual expense incurred.

2. LOCAL CHANNELS

2.1 General

- (a) Local distance charges or rentals apply as follows to local channels between points in the same exchange, other than central office lines.

- (1) Between service points.
(2) Between service points and the rate centre location or wire centre used as a measuring point on an inter-exchange channel provided for the customer.

For the purpose of this section, a service point relates to a demarcation point, on a customer's premise, at a mutually agreed point which is eight inches from the closest non-competitive cable terminal or at the first logical point of entry on the customer's premise.

- (b) Voice-grade local channels are furnished by the Company with a band-width to carry telephone speech or its equivalent.
- (c) The monthly distance charge provides for one pair of wires or the equivalent between the telephone or service points. The multi element service charges provide the connection of a local channel to the service point which is the demarcation point.

DISTANCE CHARGES

2. LOCAL CHANNELS (Cont'd)

(d) When a multi-wire channel is provided, the following apply:

1. A charge applies for each pair of wires or the equivalent that is part of the channel when provided for the following, solely or in combination:
 - a) For duplex operation.
 - b) To connect customer-provided or lessee-provided equipment.
 - c) Solely within the exchange and with no inter-exchange connection.
2. When an additional single wire or the equivalent is used, it is charged for as a channel.
3. The initial 400-metre distance or 1/4 mile charge, if applicable, applies only once.
4. Multi-wire channels provided under any other circumstances than specified above are charged for as single channels.

2.2 Channel Measurement

Channels between buildings on different properties:

- (a) For a two-point local channel the charge or rental is based on the airline distance between the centres of the buildings in which the channel terminates and provides for the facilities to extend the channel to connect one or more additional telephones or service points in the same building. See Item 2.03(c) for channels between buildings on continuous property.
- (b) For a channel between more than two points (multi-point) the following applies:
 1. for a channel with no bunching arrangement, bridging arrangement or distributing amplifier the chargeable distance between each of the combinations of pairs of service points is determined separately. The total chargeable distance is the combination of distances connecting all service points that produce the lowest charge.
 2. for a channel with one or more distributing amplifiers, bridging arrangements, or bunching arrangements, the chargeable distance is the sum of the following, each being determined separately:

DISTANCE CHARGES

2.2 Channel Measurement (Cont'd)

- (a) The rental for the portion of channel between the lessee's premises and the wire centre in which a distributing amplifier, bridging arrangement (or the first of two or more), or a bunching arrangement is located. If there are two or more distributing amplifiers or bridging arrangements, measurement is continued from the wire centre previously mentioned and is the shortest distance linking all other wire centres in which there is a distributing amplifier or bridging arrangement on the same network. The rental is computed separately for each of the legs that comprise this portion of the channel. The initial 400 meter or 1/4 mile distance rental applies only once.
- (b) The rental for the portions of channel between a wire centre in which there is a distributing amplifier, bridging arrangement or bunching arrangement and each service point associated with it, each computed separately. The initial 400 meter or 1/4 mile distance rental does not apply to such portions.

2.3 Rates and Charges

(a) Channel between buildings on different properties:

1. Two-point local voice grade channel:

- (a) For voice-grade local channels the initial and additional 400-metre distance charges or rentals are specified below.

USOC	DESCRIPTION	MRC	SC
LCVGIB	Initial 1/4 mile - bus.	\$22.00	MESC
LCVGIR	Initial 1/4 mile - res.	\$22.00	MESC
LCVGAB	Additional 1/4 mile – bus.	\$3.30	MESC
LCVGAR	Additional 1/4 mile – res.	\$3.30	MESC

- (b) For an off premises extension channel provided to connect an additional telephone associated with the primary exchange line the charges are as follows:

The chargeable distance is that between the wire centre serving the main telephone and the building in which the additional telephone is installed.

Within the same wire centre:

USOC	DESCRIPTION	MRC	SC
1LLBYB	Initial 1/4 mile - bus.	\$15.00	MESC
	Initial 1/4 mile - res.	\$15.00	MESC
1ALBYB	Additional 1/4 mile - bus.	\$3.30	MESC
1ALBYR	Additional 1/4 mile - res.	\$3.30	MESC

When the main and additional telephones are in different wire centres charges apply as in Item 2.03(a) (1) a).

DISTANCE CHARGES

2.2 Rates and Charges (Cont'd)

(c) Signal Channels

USOC	DESCRIPTION	MRC	SC
1LMBY	Signal Channel	\$18.00	MESC

(d) Data Channels

USOC	DESCRIPTION	MRC	SC
SLL2	Local Loop - 2 Wire	\$37.40	MESC
SLL4	Local Loop - 4 Wire	\$74.80	MESC

2. Multi-point voice-grade local channel: The monthly charges or rentals apply as stated in 2.03 (a)(1)a) and the initial 1/4 mile distance charge or rental applies once on each channel.

(b) Channels between points in the same building.

The following apply for channels provided in the same building:

- (a) rates for additional telephone sets provide for the furnishing of service at any point in the building in which the related main telephone or switchboard is located.
- (b) a monthly charge applies for any other voice grade channel
- (c) a channel that extends a central office line or trunk line to an answering board
- (d) a monthly charge of \$5.00 applies for each voice channel.

DISTANCE CHARGES

2.3 Rates and Charges (Cont'd)

(b) Channels between buildings on continuous property.

1. When a channel is extended to connect one or more additional telephones or service points from the first telephone or service point on the customer's or lessee's premises, an additional charge applies as specified in 5.
2. The customer or lessee is to provide, install and maintain the underground conduit, or do the trenching and back-filling for buried wire or cable, required primarily for local channels provided for him on continuous property. The charges specified in (5) apply only when the customer or lessee complies with this condition. When the customer or lessee does not comply with this condition the monthly charges or rentals are those stated in Item 2.03(a)(1)a. for voice-grade channels.
3. When a channel is provided between points in more than two buildings, the charge applies to the portion of channel between each pair of buildings.
4. All types of channels provided for the same customer are combined in determining the distance charges.
5. The following charges apply for the provision of each voice channel between buildings on the same continuous property of the customer or lessee:

USOC	DESCRIPTION	MRC	SC
1LWC1B	Voice channel - business	\$5.00	MESC
1LWC1R	Voice channel - residence	\$5.00	MESC

FOREIGN EXCHANGE SERVICE

1. GENERAL

- 1.1 Foreign-exchange service is primary exchange service furnished from an exchange which does not normally serve the area in which the foreign-exchange customer is located. It is provided at the discretion of the Company and subject to the availability of suitable facilities and to the requirements of exchange service and message toll telephone service.
- 1.2 Foreign-exchange service is furnished with individual line service, except as otherwise specified in this Tariff.
- 1.3 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, an additional charge based on the equipment installed or other expense incurred. The Company may also specify an initial service period in excess of that otherwise applicable, in accordance with OIST Section 1-30.
- 1.4 Extra listings are provided without additional charge as follows:
- (a) When the customer has service from each exchange: one listing provided in the alphabetical list of the foreign exchange and one in that of the normal exchange.
 - (b) When the customer has service from the foreign exchange only: one listing provided in the alphabetical list of the normal exchange.
 - (c) Such listings contain a suitable reference to the service furnished from the other exchange.
- 1.5 Service charges and the local-service area of telephones connected for foreign-exchange service are those of the foreign exchange.

2. RATES AND CHARGES

- 2.1 The total monthly charges for foreign-exchange service is the sum of the following:
- (a) The monthly charge for a business individual line as specified in Section 1004.
 - (b) The instance between rate centres rounded up to the nearest mile multiplied by rates specified in Section 310 2.01.

Note: This applies only to Foreign Exchange lines with primary exchange service provided by one of the exchanges detailed in Section 100.

FOREIGN EXCHANGE SERVICE

2. FOREIGN EXCHANGE SERVICE (Cont'd)

2.2 The rates are as follows:

USOC	DESCRIPTION	MRC	SC
FXL01	FX Line - 1 Mile	\$12.00	MESC

MISCELLANEOUS EQUIPMENT

1. GENERAL

- 1.1 Miscellaneous equipment is provided at the rates and charges specified.
- 1.2 Items shown as destandardized are only available on returns to stock.

2. JACK AND PLUG EQUIPMENT

- 2.1 Jack and plug equipment is provided with certain telephones and other equipment for the connection of certain Company and/or customer provided equipment.
- 2.2 Rates and Charges

The following rates and service charges apply for each jack provided with each channel or other line furnished by the Company for the connection of certain Company and/or customer provided equipment

- (a) Single line jack

USOC	DESCRIPTION	MRC	SC
JKS	Four position jacks	No charge	MESC

- (b) Weatherproof jack

USOC	DESCRIPTION	MRC EXCHANGES 243, 296	MRC EXCHANGES 424, 456, 468	SC
JKT	Four position jack	\$1.20	\$1.75	MESC

- (c) Data Jack

USOC	DESCRIPTION	MRC	SC
DJ	Data Jack	\$3.25	MESC

MISCELLANEOUS EQUIPMENT

3. WEATHERPROOF TELEPHONE FEATURE

3.1 Weatherproof housing for outdoor telephone is provided with certain telephones when necessary.

3.2 Rates and Charges

USOC	DESCRIPTION	MRC	SC
H66	Weatherproof Telephone Feature	\$3.80	MESC

4. INTERCOM

4.1 General

- (a) The individual line revertive ringing feature allows a customer to communicate from a telephone set with other telephone sets connected to the same individual line.
- (b) By dialing the customer's own number, the customer receives a busy line signal and on replacing the handset, all additional telephone sets then ring. When a person at an additional telephone set answers the call, ringing stops at all telephone sets and the initiator of the call can then pick up the handset and engage in a conversation.
- (c) The feature is furnished through a software package and is available only to individual line customers.

4.2 Rates and Charges

USOC	DESCRIPTION	MRC	SC
ICB	Intercom Ringing - Bus.	\$1.00	MESC
ICR	Intercom Ringing - Res.	\$1.00	MESC

* Refer to Service Charges Section 110, Subsection 2 and 3.

MISCELLANEOUS EQUIPMENT

5. **TOUCH TONE**

- 5.1 Touch Tone is mandatory for all new and existing customers. Touch Tone is included in the rates for Primary Exchange Services. Refer to Section 100 –4.0

MISCELLANEOUS EQUIPMENT

6. CUSTOM CALLING FEATURES

- 6.1 These features are furnished with individual line service, excluding the semi-public telephone service. They are provided through a digital central office, subject to the availability of suitable facilities.
- 6.2 The following custom calling features are provided:
- (a) Call Forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred.
 - (b) Speed Calling permits a customer to place calls to a previously designated list of frequently called numbers by dialing a speed call code rather than the complete number. There are two list lengths being 8 entries and 30 entries.
 - (c) Three-way Calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local-service area of the telephone establishing the three-way call.
 - (d) Call Waiting provides the ability for a customer to receive an incoming call when his central-office line is in use. The called party hears a tone indicating an incoming call is waiting. At that point he can put the existing call on 'hold', or disconnect, and then receive the incoming call.
 - (e) Ident-A-Call 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. This feature may only be associated with private line service. Directory listings for additional telephone numbers are also provided.
- 6.3 The following rates and charges apply and are in addition to other rates and charges applicable:

- (a) Call Forwarding

USOC	DESCRIPTION		MRC	SC
CFFB	Fixed	Business	\$7.00	MESC
CFFR	Fixed	Residence	\$5.00	MESC
CFNAB	No Answer	Business	\$7.00	MESC
CFNAR		Residence	\$5.00	MESC
CFBB	Busy	Business	\$5.00	MESC
CFBR		Residence	\$3.00	MESC
CFCB	Customer Controlled	Business	\$5.00	MESC
CFCR		Residence	\$3.00	MESC

MISCELLANEOUS EQUIPMENT

6. CUSTOM CALLING FEATURES (Cont'd)

(b) Speed Calling

USOC	DESCRIPTION	MRC EXCHANGES 243, 296	MRC EXCHANGES 424, 456, 468	SC
SP8B	8-Code Business	\$5.00	\$5.00	MESC
SP8R	8-Code Residence	\$3.00	\$3.00	MESC
SP30B	30-Code Business	\$6.50	\$6.95	MESC
SP30R	30-Code Residence	\$4.95	\$4.95	MESC

(c) Three-Way Calling

USOC	DESCRIPTION	MRC	SC
TWCB	Business	\$7.00	MESC
TWCR	Residence	\$5.00	MESC

(d) Call Waiting

USOC	DESCRIPTION	MRC	SC
CWB	Business	\$8.00	MESC
CWR	Residence	\$6.00	MESC

(e) Ident-A-Call

USOC	DESCRIPTION	MRC	SC
IDC-B	Business	\$7.00	MESC
IDC-R	Residence	\$5.00	MESC

6.4 INTRODUCTORY OFFER

As an Introductory Offer for Individual Line Touch Tone customers who take one or more Call Answer Service/Voice Mail (Section 820), Custom Calling Features, or Call Management Service the Monthly Rate maybe waived for the first month.

MISCELLANEOUS EQUIPMENT

7. CALL MANAGEMENT SERVICES

7.1 These features are furnished with individual touch-tone service. These features also have the ability to furnish the telephone number from which a call originates and the associated name is subject to the availability of suitably-equipped digital switching equipment.

7.2 The following Call Management Service features are provided:

- (a) Call Return enables the customer to automatically redial the telephone number of the last incoming or outgoing call (known as Last Call Return and Busy Call Return respectively).
- (b) Call Screen enables the customer to have calls, which originate from up to 12 selected telephone numbers diverted to a standard announcement.
- (c) Call Trace allows the called customer to have the last incoming call traced and the telephone number recorded by the Company for use by law enforcement agencies. The charge for Call Trace is \$5.00 per successful trace or a monthly maximum charge of \$10.00.
- (d) Call Display provides the means to activate the CMS customer's visual display of the telephone number and name from which the call is originating. Customers may arrange to change the name, which is transmitted. However, residence customers must still include the family name, which is contained in their main listing and business names must be uniquely identifiable with the customer. Customers may also arrange to change the name transmitted so that "private name" is displayed. As an exception, the "private name" is not available for customers who make unsolicited voice or facsimile calls for the purpose of solicitation. No charge applies to the initial change and one order processing charge applies to each subsequent change.
- (e) Selective Call Blocking enables the customer placing a call to perform an activation procedure which 'blocks' the display of the customers telephone number and listed name. This service operates on a per call basis and is free of charge.
- (f) Total Line Blocking 'blocks' the display of a customer's number and listed name from all calls originated from the line, name and number is not listed in the directory or 411. 'Total Line Blocking' is available upon request for a monthly charge to both residential and business customers but Total Line Blocking is offered free to: social service agencies including crisis lines, community health clinics, shelters, public law enforcement agencies and customers identifying themselves as victims or potential victims of violence.

MISCELLANEOUS EQUIPMENT

- (g) Visual Call Waiting is an integrated package, comprised of a residential or business line with Call Waiting and Call Display functions, enhanced to also provide a visual display of the name and the number associated with incoming calls to an off-hook customer. As an exception, calls made with Call Blocking invoked will result in “Private Name/Private Number” being displayed. Visual Call Waiting is only available to single-line customers who are Call Display capable and who use a Spontaneous Call Waiting with Identification compatible display terminal.

- 7.3 The following rates and charges apply and are in addition to other rates and charges applicable:

USOC	DESCRIPTION	MRC	SC
CDB	Call Display Business	\$10.00	MESC
CDR	Call Display Residence	\$ 8.00	MESC
CRB	Total Line Blocking	\$3.00	MESC
CRR	Total Line Blocking Social Services	FREE	FREE
CRB	Call Return Business	\$7.00	MESC
CRR	Call Return Residence	\$5.00	MESC
CSB	Call Screen Business	\$7.00	MESC
CSR	Call Screen Residence	\$5.00	MESC
VCDB	Visual Call Display Business	\$17.00	MESC
VCDR	Visual Call Display Residence	\$14.00	MESC

- 7.4 ValuePac Basic contains Call Display, and Call Answer. This package is available to residential customers only. Customers subscribing to ValuePac Basic may be offered Call Waiting, Call Return and Ident-a-Call at a discounted rate. ValuePac contains Call Forwarding, Speed Calling (8 code), Three-way Calling, Call Waiting, Call Display, Call Return and Call Screen.

MISCELLANEOUS EQUIPMENT

7.5 The following rates and charges apply:

USOC	DESCRIPTION	MRC	SC
VALRB	ValuePac Basic Residential	\$10.50	MESC
VALCW	Call Waiting with ValuePac Basic	\$2.00	MESC
VALCR	Call Return with ValuePac Basic	\$2.00	MESC
VALIDC	Ident-a-call with ValuePac Basic	\$2.00	MESC
VALUB	ValuePac Business	\$18.95	MESC
VALUR	ValuePac Residence	\$13.95	MESC

MISCELLANEOUS EQUIPMENT

7.6 **INTRODUCTORY OFFER**

As an Introductory Offer for Individual Line Touch Tone customers who take one or more Call Answer Service/Voice Mail (Section 820), Custom Calling Features, or Call Management Service the Monthly Rate may be waived for the first month.

7.7 **CALL RETURN – PAY PER USE**

This service as described in 7.02 (a) is provided on a pay per use basis to all customers eligible for Call Management Service Features, except those currently subscribing on a monthly basis to Call Return. No Multi-Element Service Charge applies. The following usage charge applies:

(1)	Pay per use charge.....	\$0.95
	Maximum Charge, per month.....	\$6.00

8. **TOLL RESTRICTION SERVICE**

For information on Toll Restriction Service, please refer to OIST Item 409.

MISCELLANEOUS EQUIPMENT

8.03 Rates and Charges

The following rates and charges apply for toll restriction service:

USOC	DESCRIPTION		MRC	SC
TRR	Single Line	Residence	\$1.00	MESC
TRB		Business	\$1.00	MESC
TD7R	With Access	Residence	\$3.50	MESC
TD7B		Business	\$3.50	MESC

9. **RESERVED (for future use)**

10. **CALL BLOCKING SERVICE**

10.1 For information on Call Blocking Service, please refer to the OIST Item 404.

11. **RESERVED (for future use)**

12. **DATA EQUIPMENT RESERVED (for future use)**

MISCELLANEOUS EQUIPMENT

12. **DATA EQUIPMENT RESERVED (for future use)**

911 EMERGENCY REPORTING SERVICES (PERS)

1. 911 EMERGENCY REPORTING SERVICES (PERS)

- 1.01 For information on 911 Emergency Reporting Services (PERS), please refer to the OIST Item 404.

INTER-EXCHANGE SERVICES - GENERAL

1. GENERAL

- 1.1 Inter-Exchange services and channels provide for communication between exchanges or other rate centres.
- 1.2 The Company does not set rates for Message Toll Service which include:
- (a) Two-point service
 - (b) Conference service
 - (c) Overseas service
 - (d) Ship, Train and Aircraft service.
- 1.2 The Company also does not set charges and rentals for those portions of leased or rented Inter-Exchange channels and associated equipment that extend or are provided beyond the point of connection of the Company's facilities with those of other Carriers.
- 1.3 Rates and charges for Message Toll Service and for Inter-Exchange channels and equipment extending beyond the point of connection with other Carriers, are contained in the approved tariffs of the inter-connecting Carriers.

WIDE-AREA TELEPHONE SERVICE

800 SERVICE AND ENTRY - CANADA

1. SERVICE DESCRIPTION

- 1.1 800 Service and 800 Entry - Canada is a network service which allows the customer to receive incoming customer-dialed calls originating from points within Canada. 800 Service and 800 Entry - Canada calls are toll free to the caller.
- 1.2 An 800 number can terminate on a single line or on a group of equivalent lines. The calls to an 800 number are routed to either the number associated with the single line or a number associated with a line within the equivalent group of lines. This number is hereafter referred to as the conversion number.
- 1.3 Only one conversion number is assigned to an 800 number.
- 1.4 More than one 800 number can terminate on the same conversion number.

2. TERMS AND CONDITIONS

- 2.1 Each dedicated access line provide one-way incoming service only and includes a single connection to a demarcation point on a customer premise, at a mutually agreed point
- 2.2 A minimum service period of one month applies.
- 2.3 More than one 800 number, either Canada or U.S. service, can terminate on the same group of access lines.
- 2.4 800 Service and 800 Entry - Canada is not furnished as a Foreign Exchange Service.
- 2.5 This service may not be resold or shared to provide Message Toll Service or other inter-exchange voice services.
- 2.6 800 Service and 800 Entry - Canada is furnished subject to the availability of suitable facilities.
- 2.7 An 800 Service and 800 Entry - Canada customer may not receive calls from an exchange of a telephone system that does not participate in the provision of 800 Service and 800 Entry - Canada.

WIDE AREA TELEPHONE SERVICE

2. TERMS AND CONDITIONS (Cont'd)

- 2.8 An 800 Service and 800 Entry - Canada call that is received from within the customer's local calling area is chargeable at the rate for the home NPA. If the customer elects to receive calls from the home NPA, local calls cannot be blocked and the home NPA rate applies.
- 2.9 Calls must be customer dialed. As an exception, 800 Service and 800 Entry - Canada calls may be placed with the operator for completion in the following instances:
- (a) Calls that originate from exchanges where direct dialing is not provided.
 - (b) Calls that originate from a coin, mobile, ship or aircraft telephone service.
 - (c) Calls that are placed by guests of hotels with P.B.X. service.
- 2.10 A 800 Service and 800 Entry - Canada subscriber may be listed in the directories of the Company at the rates shown for Business Extra Listings (Section 140 6). Customers may also be listed in the directories for other Canadian telephone companies at the rates specified in their respective tariffs.
- 2.11 The customer has the option of receiving calls over dedicated or non-dedicated lines.

3. RATES AND CHARGES

USOC	DESCRIPTION	MRC	SC
8DA	800 Service Dedicated Access	\$30.00	MESC
8EC	800 Service Entry Canada	\$8.00	MESC
8NA	800 Service Non-dedicated Access	\$10.00	MESC

SYSTEM/NETWORK INTERCONNECTION

1. TOLL INTERCONNECTION SERVICES

1.1 General

The Toll Interconnection Services Tariff is comprised of charges for Direct Connection and Trunking.

1.2 Rates and Charges

Rates for the interconnection of equipment and facilities of interexchange carriers (IXCs) to Company provided equipment and facilities will apply.

1.3 Direct Connect Charge

The Direct Connect Charge will apply for each originating and terminating conversation minute. The applicable rate for the Company is \$ 0.002175.

1.4 Trunking Charge

For information on the Trunking Charge, please refer to the OIST Item 235.

2. BILLING AND COLLECTION SERVICES – TYPE 2

2.1 For information on Billing and Collection Services – Type 2, please refer to the OIST Item 1000.

3. COMPENSATION PER CALL (PAY PHONES)

3.1 For information on Compensation per Call (Pay Phones), please refer to the OIST Item 430.

4. INTEREXCHANGE CARRIERS

4.1 For information on Interexchange Carriers, please refer to the OIST Item 700.

OTHER SERVICES AND FACILITIES

1. GENERAL

- 1.1 The following sections in the 800 and 900 series, specify rates, rentals, charges and regulations for the following:
- (a) Telephone services other than exchange and inter-exchange service.
 - (b) Use of certain customer-provided equipment with the Company's facilities.
 - (c) Lease of channels.
 - (d) Arrangements for data transmission.
- 1.2 The foregoing are at the discretion of the Company and, where applicable, subject to the availability of suitable facilities and the requirements of exchange service and message toll telephone service.
- 1.3 When it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet the special requirements of an applicant or customer, the Company may make an additional charge based on the equipment installed or other unusual expense incurred.

CALL ANSWER SERVICE

1. **RESERVED** (for future use)
2. **VOICE MAIL** (Call Answer Service)
 - 2.01 Voice Mail charges are forborne from regulation, pursuant to Telecom Regulatory Policy CRTC 2010-777, Section III. Voice Mail charges will be calculated as set out on the customer invoice.
3. **RESERVED** (For future use)
4. **RESERVED** (For future use)

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

1. GENERAL

1.1

- (a) The NG9-1-1 service is enabled through the implementation of an all Internet Protocol (IP) infrastructure including but not limited to a managed, private and dedicated IP network referred to as the Emergency Services IP network (ESInet). The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant Public Safety Answering Points (i3-PSAPs) within the Serving Area, as well as CRTC-registered Originating Network Providers (ONPs) supporting mobile and fixed/native 9 1 1 calling over IP-capable networks. For i3-PSAPs, the ESInet is delivered using the Company's IP Virtual Private Network (IP VPN) service to the PSAPs' operations premises authorized by the 9-1-1 Authority. ONPs interconnect to the ESInet through designated physical points of interconnection (POIs). The NG9-1-1 service also provides a series of applications and services known as NG9-1-1 Core Services (NGCS). A Legacy Selective Router Gateway (LSRG) function is also available during the CRTC-mandated transition period allowing legacy E9-1-1 calls to be interworked and routed to i3-PSAPs, as well as for NG9-1-1 calls to the interworked and routed to PSAPs still served by the legacy E9 1 1 infrastructure. The NGCS provides a Hosted Location Information Server (LIS) and a Hosted Basic Call Additional Data Repository (ADR) made available to ONPs wishing to use these hosted functions instead of operating their own.
- (b) The rates and terms and conditions for NG9-1-1 Service set out in this tariff item apply in addition to the rates and terms and conditions as set out in the existing tariffs for 9-1-1 service.
- (c) NG9-1-1 Service provides for the following.
1. Provisioning of NG9-1-1 Service to the 9-1-1 Authority within the Serving Area.
 2. ESInet IP connection with redundant and, dependent upon availability, diverse facilities to i3-PSAP locations designated by the 9-1-1 Authority and as listed in Schedule C of the Next Generation 9-1-1 Authority Service Agreement.
 3. Selective routing and selective transfer of 9-1-1 Calls to the Primary-PSAP (P-PSAP), Secondary-PSAPs (S-PSAP) and Dispatch Agency according to policy routing rules crafted to the needs of the 9-1-1 Authority, including those described in PSAP Contingency Plans.

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

4. Transmit geodetic and/or civic location information and call back number of the 9-1-1 Caller and any additional data elements as made available by the ONP.
5. Receive, aggregate and maintain into a single dataset representative of the Company's entire serving area, mapping and addressing information provided by the 9-1-1 Authorities or to its designee.
6. Performance of Quality Assurance and Quality Control (QA/QC) on the aggregated dataset and provide mapping and addressing discrepancy/error reporting back to the 9-1-1 Authorities or to their designees.
7. A dedicated 24 hours per day, seven days per week 9-1-1 Control Centre to support the NG9-1-1 Service.
8. Maintain a Basic 9-1-1 Final Routing Alternative provisioned to handle the amount of calls approved by the CRTC.
9. Designated physical and geo-redundant NG9-1-1 POIs to which trusted entities such as ONPs can interconnect to the ESInet.
10. A LSRG function during the transition period.
11. A Hosted LIS function.
12. A Hosted Basic Call ADR function.
13. NENA i3-compliant NGCS.
14. Access to location information when provided by-reference by the ONP with the original NG9-1-1 call.
15. Access to the additional data repositories provided by trusted entities as defined by the CRTC.
16. Basic 9-1-1 Final Routing Alternative. Default call routing with a third-party call centre is available at the ESInet level. In such cases, the 9-1-1 Caller's call will be routed to an emergency operator (an Operator) where end-users are asked to verbally provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the 9-1-1 Caller's call to the appropriate PSAP corresponding to the provided address/location.

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

- (d) NG9-1-1 Service provides three-digit "911" dialling with direct access to emergency response agencies serving communities specified in the NG9-1-1 Authority Agreement. Answering of the call and the emergency response are the responsibility of the 9-1-1 Authority and is not provided by the Company as part of NG9-1-1 Service.
- (e) NG9-1-1 Service offers a rich set of features, including the following, which are described in detail for ONPs in: Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – Network-to-Network Interface for Originating Networks; and for PSAPs in Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – User-to-Network Interface for NENA i3 Compliant Public Safety Answering Points (ie i3 PSAPs):
1. Selective Routing
 2. Selective Transfer
 3. External Transfer
 4. Attended Transfer
 5. Blind Transfer
 6. Wireless 9-1-1 Phase II service
 7. Multiparty Bridging
 8. Emergency Callback
 9. Service/Agency Locator
 10. Civic Location Validation
 11. Alternate Routing
 12. Policy-Based Routing
 13. State-based Routing
 14. Emergency Incident Data Object (EIDO) Conveyance
 15. Policy Storage
 16. Call Reroute
 17. DNS Service
 18. NTP Service
 19. Logging Service
 20. Location De-reference
 21. Additional Data De-reference
 22. Incident Tracking Identifier
 23. Call Identifier
 24. PSAP ServiceState Consumer
 25. PSAP SecurityPosture Consumer
 26. PSAP jCard

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

27. PSAP Service URIs
28. Discrepancy Reporting
29. Abandoned Call Event
30. Public Key Infrastructure
31. Certificate Management
32. Test Calls
33. Policy Routing Rule Testing
34. High Service Availability
35. Cybersecurity & Perimeter Protection
36. PSAP Call Control support

- (f) NG9-1-1 Service is provided under the terms and conditions defined in the Tariff Item and in specific executed NG9-1-1 Service Agreements between a national NG9-1-1 network provider and Originating Network Providers and 9-1-1 Authorities respectively.

2. DEFINITIONS

- (a) For the purposes of this tariff item, the following definitions apply:
1. "9-1-1 Authority" means the municipality, local service board, first nation, province or any other authorized signing authority responsible for 9-1-1 service operations as described in this tariff item and in the NG9-1-1 Authority Service Agreement.
 2. "9-1-1 Call" means a request for public safety assistance signalled by a 9-1-1 Caller using a device and communications service supporting 9-1-1 dialling, and delivered through the NG9-1-1 Service, regardless of the media (voice, video, text, other) used to make that request.
 3. "9-1-1 Caller" means end user dialing 9-1-1
 4. "9-1-1 Control Centre" means the Company's 24 hours per day, seven days per week dedicated 9-1-1 support, maintenance and surveillance centre.
 5. "Additional Data Repository (ADR)" is a data storage facility for NG9-1-1 Additional Data.
 6. "Backup PSAP" or "Backup Public Safety Answering Point" means the backup PSAP as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

7. "Basic 9-1-1 Final Routing Alternative" means the designated last routing option involving a third-party call centre which will receive default routed 9-1-1 calls and attempt to ascertain the location of the emergency with the caller in order to route the call to the the appropriate or designated PSAP for that location.
8. "Basic Call-ADR" is a Call-ADR that is provisioned with and delivers Additional Data that is equivalent to non-location E9-1-1 data.
9. "Call-ADR" is an embodiment of an ADR that provides contact information for the ONP, the type of originating network used by the caller, the type of device used to initiate the communication, any subscriber information disclosed by the ONP as well as other types of additional information which may be added over time pursuant to applicable standards.
10. "Civic location Information" "Civic location Information" means a set of elements that describe detailed street address information. In NG9-1-1, civic location information is conveyed is a Presence Information Data Format – Location Object (PIDF-LO) and must be LVF-valid.
11. "CLEC" means Competitive Local Exchange Carrier.
12. "Conference Bridge" means an NGCS-based service comprising a set of functions that together, allows connecting multiple parties and mixing media so that each participant can converse with the others.
13. "ESInet" means the Emergency Services Internet Protocol network, which is a managed, private, dedicated IP network used for emergency services communications. The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant PSAPs within the Serving Area, as well as CRTC-registered ONPs supporting fixed/native 9 1 1 calling over IP-capable networks. For i3-PSAPs, the ESInet is delivered using the Company's IP VPN service to the PSAPs' operations premises authorized by the 9-1-1 Authority. ONPs interconnect to the ESInet through designated physical points of interconnection (POIs).
14. "Geographic Information System (GIS)" means a system for capturing, storing, displaying, analyzing and managing data and associated attributes that are spatially referenced.
15. "i3-PSAP" means a Public Safety Answering Point (PSAP) conformant to the NENA i3 standard (NENA-STA-010), which is capable of receiving IP-based signaling and media for delivery of emergency calls.

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

16. "ILEC" means Incumbent Local Exchange Carrier.
17. "Location Information Server (LIS)" is a functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device) which can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geodetic or civic forms and which can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. The LIS receives a unique identifier that represents the endpoint and returns the location (by-value or by-reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.
18. "NENA" means the National Emergency Number Association.
19. "NENA i3" means the standard established by NENA and documented in NENA-STA-010, which was mandated for use in Canada by the CRTC, setting out the baseline reference architecture for NG9 1 1 systems in Canada.
20. "NG9-1-1" means a secure, IP-based, open-standards system comprised of hardware, software, data, and operational policies and procedures that (a) provides standardized interfaces from emergency call and message services to support emergency communications, (2) processes all types of emergency calls, including voice, text, data, and multimedia information, (3) acquires and integrates additional emergency call data useful to call routing and handling, (4) delivers the emergency calls, messages and data to the appropriate PSAP and other appropriate emergency entities based on the location of the caller, (5) supports data, video, and other communications needs for coordinated incident response and management and (6) interoperates with services and networks used by first responders to facilitate emergency response.
21. "NG9-1-1 network provider" means a CRTC-mandated ILEC providing, operating, maintaining and being the custodian of the ESInet and NGCS within its 9 1 1 operating territory.
22. "Next Generation 9-1-1 Core Services (NGCS)" means the base set of services needed to process a 9-1-1 call on an ESInet. NGCS includes the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Border Control Function (BCF), Bridge, Policy Store, Logging Services and typical IP services such as Domain Name System (DNS). The term NGCS includes the services and not the network on which they operate (i.e., the ESInet).
23. "NNI" means Network-to-Network Interface.

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

24. "Originating Network Provider (ONP)" means a CRTC-approved trusted entity service provider that allows its subscribers to originate 9-1-1 dialled voice or non-voice calls from the public to PSAPs, including but not limited to wireline, wireless, and fixed/native voice over internet protocol (VoIP) services.
25. "Point of Interconnection (POI)" means a physical demarcation between an originating network and a NG9-1-1 network.
26. "Policy Routing Rule (PRR)" means the criteria which determine how 9-1-1 calls are routed under stated conditions such as when a target PSAP is unable to take 9-1-1 Calls.
27. "Public Safety Answering Point (PSAP)" means an entity responsible for receiving 9-1-1 Calls and processing those 9-1-1 Calls according to a specific operational policy – a Primary Public Safety Answering Point, Secondary Public Safety Answering Point and Backup Public Safety Answering Point – as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.
28. "PSAP Contingency Plans" means a plan in case of a disaster.
29. "PSAP Locations" means the civic address locations from where the PSAPs and 9 1 1 call takers operate, as identified in the NG9-1-1 Authority Service Agreement.
30. "Primary Public Safety Answering Point (P-PSAP)" means a communication centre which is the first point of contact for 9-1-1 Calls as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.
31. "Secondary Public Safety Answering Point (S-PSAP)" means a communication centre to which 9-1-1 calls are transferred from a P-PSAP, typically the fire, police or ambulance agency responsible for dispatching emergency personnel as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.
32. "Serving Area" means the geographic area as determined by the 9-1-1 Authority from which 9-1-1 calls will be directed to a particular P-PSAP.
33. "Selective Routing" means the process by which 9-1-1 Calls are routed to the appropriate PSAP or other designated destination, based on the 9-1-1 Caller's location information, which may also be impacted by other factors, such as time of day, call type, etc. Location may be provided in a specified format such as a valid civic address or in the form of geo coordinates (longitude and latitude);

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

34. "Selective Transfer" means the capability to transfer a 9-1-1 Call to a response agency by operation of one of several buttons typically designated as police, fire, and emergency medical, based on the location of the caller.

35. "UNI" means User to Network Interface.

3. TERMS AND CONDITIONS

- (a) 9-1-1 Authorities shall ensure that all addressing and mapping requirements set out in the Agreement for the Provision of Next Generation 9-1-1 Service are met.
- (b) ONPs including mobile wireless carriers, CLECs and other telecommunications providers operating IP-capable networks supporting mobile or fixed/native 9-1-1 access are required to interconnect directly with the ESInet through the designated physical NG9 1 1 POIs.
- (c) NENA i3 compliant PSAPs are required to interconnect directly to the ESInet through two Company-provided redundant and diverse IP VPN circuits deployed at the PSAPs' operations premises. NENA i3 compliant PSAPs must make use of all available in-house diversity. ESInet physical demarcation locations must be geographically located within the Company's NG9-1-1 Serving region.
- (d) ONPs must take all reasonable measures to (i) ensure that the communications destined for carriage over the Company's NG9-1-1 network will be secure, and (ii) protect the confidentiality of the information carried over these networks to the maximum extent feasible.
- (e) In accordance with the terms set out in the ONP Agreement, the ONP shall be responsible for providing, at its own expense, all necessary facilities and equipment required to interface with NG9-1-1 Service.
- (f) PSAPs shall be responsible for providing, at their own expense, all necessary facilities and equipment required to interface with NG9-1-1 Service.
- (g) Internet exchange-based interconnection is not permitted for the exchange of NG9 1 1 traffic between ONPs and NG9-1-1 network providers.

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

- (h) ONPs must ensure that NG9-1-1 traffic is routed to primary PSAPs over the appropriate NG9-1-1 network providers.
- (i) ONPs operating IP-capable originating networks are responsible for LIS and Call-ADR functionalities.
- (j) Hosted LIS and Basic Call-ADR functionalities are available from the Company's NGCS, if requested by an ONP opting not to operate its own LIS and/or Call-ADR.
- (k) ONPs are responsible for updating and maintaining LIS and Call-ADR information for their respective subscribers, regardless of whether the LIS and Call-ADR functionalities are provided through hosted solutions.
- (l) ONPs must interconnect at a minimum of two geo-redundant NG9-1-1 POIs for each NG9-1-1 network where they provide service, using two facilities taking diverse paths to each used NG9-1-1 POI.
- (m) An ONP may interconnect at more than two NG9-1-1 POIs.
- (n) All information or data that is provided by a 9-1-1 Caller, or on their behalf, for purposes associated with emergency services accessed through the NG9-1-1 networks and is stored or otherwise under the custody or control of a third party or ONP shall be used for the sole purpose of responding to 9-1-1-related communications, unless the 9-1-1 Caller provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power. For greater clarity, information or data related to a specific emergency occurrence shall be used only for the purpose of responding to that emergency, unless the 9-1-1 Caller provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power. The third party or ONP shall implement guidelines and procedures with respect to the retention and destruction of personal information related to NG9-1-1 services prior to the provision of those services.

4. DEPLOYMENT REQUIREMENTS FOR 911 AUTHORITIES

- (1) PSAP Requirements are set out in the NG9-1-1 Authority Agreement, which provides specific PSAP requirements, including the following.
 - (a) IP-VPN ESInet Interconnection;
 - (b) PSAP Customer Edge Equipment (CEE) Interconnection;
 - (c) i3 Call Handling CODEC;
 - (d) IP Network protocol support

NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE

- (e) End-to-End Encryption
- (f) Quality of Service (QoS) Support
- (g) Network Time Protocol (NTP) – NG9-1-1 network provider service
- (h) PSAP Credentialing Agency – NG9-1-1 network provider service
- (i) Domain Name Service (DNS) – NG9-1-1 network provider service
- (j) Contingency Routing

5. **TERMS AND CONDITIONS**

- (a) Existing 9-1-1 tariffs will continue to apply as noted in #.1(b) above.
- (b) A monthly rate as stated below applies per NAS or per working telephone number of the Company and ONPs, as set out in the tariff items identified in #.1.(b) above, and applies in addition to the rates set out in the tariff items identified in #.1.(b) above.

Monthly rate.....\$0.45

USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

GENERAL

- 1.1 Equipment, apparatus, or devices provided by a customer shall only be attached to or connected to or used with the Company's facilities in accordance with the requirements stated herein or such further and other requirements as may be specified from time to time by the Company.
- 1.2 Such equipment, apparatus, or devices shall be suitable for operation or use with the Company's facilities.
- 1.3 Any such 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 of damage or impair the functioning of the Company's service, equipment or channels or create a hazard of danger to the users of the Company's service, equipment or channels, its employees or the public.
- 1.4 The customer shall not have, acquire, secure, or derive any property or patent right in or control over the Company's equipment, apparatus, lines, channels 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 the Company's equipment, apparatus, lines, channels or devices. The Company reserves the right to change, in whole or in part, the design, function, operation or layout of its equipment, apparatus, lines, channels or devices as it considers necessary. The Company shall not be responsible to the customer for any of his equipment, 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, channels or devices.
- 1.5 The Company does not make any representation that its facilities are adapted to the use of the customer-provided equipment, apparatus or devices.
- 1.6 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 judgement, such 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 or remove the attachment or interrupt or terminate the connection or use with the Company's facilities.
- 1.7 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.

USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

1. GENERAL (Cont'd)

- 1.8 The limitation of 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.
- 1.9 Only customer-provided terminal equipment certified under the Terminal Attachment Program of the Government of Canada may be connected to the Company's facilities.

2. SINGLE LINE SERVICE

2.1 Individual Line Service

Individual line business and residential customers may provide and connect certified terminal equipment (item 1.09) to the Company's jack connection.

Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

2.2 Reserved (for Future Use)

USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

3. DIAGNOSTIC MAINTENANCE CHARGE

- 3.1 The customer, residence or business, is responsible for the operation and maintenance of customer-provided equipment, apparatus or devices attached or connected to or used with the Company's facilities.

When diagnostic testing is made to determine the source of a trouble, and only if the source of the trouble is found to be within the customer-provided equipment, apparatus or devices, a service charge applies for each trouble reported.

The applicable rates and charges for work performed during regular hours are:

Visit to Repair Customer Caused Trouble	Residence	\$65.95
	Business	\$65.95

Overtime rates and charges apply for work performed outside regular hours or during weekends and statutory holidays.

4. INSPECTION AND MODIFICATION CHARGE

- 4.1 The Company provides inspection and modification services for selected types of customer-provided sets.
- 4.2 Reserved.
- 4.3 The applicable non-recurring service charges to inspect, modify and connect a customer-provided telephone set are:

DESCRIPTION	INSPECT & MODIFY CHARGES	SERVICE CHARGE
Inspect at Company's office	\$8.00	MESC (Admin)
Inspect and Modify at Company's office	\$8.00	MESC (Admin)
Inspect and Modify at Company's office and Connect at Customer's premise	\$8.00	MESC (Admin) plus (Premise Visit and Premise Work)

DIGITAL NETWORK SERVICES

1. GENERAL DESCRIPTION

This section of the Tariff addresses Digital Network Access, Digital Exchange Access, Integrated Service Digital Network, and Internet Service Provider Link Service.

DIGITAL NETWORK SERVICES

2. GENERAL DEFINITIONS

“Access” - this provides the appropriate digital facilities between the rate centre/wire centre and the customer’s premises.

“Channelizing Feature” - is available whenever the service application requires one which enables a DS-1 access to be connected to DS-0 channels.

“Contracted Rates” - The customer must sign an agreement for 5 years of service to receive a lower rate for the service.

“Digital Network Access (DNA)” - provides for the digital transmission of information from the customer’s premises to another premise within the exchange at 1.544 MBPS or 44.736 MBPS or from the customer’s premises to the rate centre to connect with other network services at speeds of less than 1.544 MBPS, 1.544 MBPS or 44.736 MBPS.

“DS-0” is a channel capable of digital transmission at a nominal 64 Kbps rate.

“DS-1” is a channel capable of digital transmission at a 1.544 Mbps rate.

“DS-3” is a channel capable of digital transmission at a 44.736 Mbps rate. (Access is provided on Special Assembly basis, and intra exchange and inter-exchange channels are provided at tariffed rates.

“DS-0 Inter-Exchange Channel” - a digital facility between local rate centres providing transmission up to a rate of 64 KBPS.

“DS-1 Inter-Exchange Channel” - a digital facility between local rate centres providing transmission at a rate of 1.544 MBPS.

“DS-3 Inter-Exchange Channel” - a digital facility between local rate centres providing transmission at a rate of 44.736 MBPS.

“DS-0 Intra-Exchange Channel” - a digital facility providing transmission up to a rate of 64 KBPS between the customer’s serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange whenever the service application requires one.

“DS-1 Intra-Exchange Channel” - a digital facility providing transmission at a rate of 1.544 MBPS between the customer’s serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange whenever the service application requires one.

“DS-3 Intra-Exchange Channel” - a digital facility providing transmission at a rate of 44.736 MBPS between the customer’s serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange whenever the service application requires one.

DIGITAL NETWORK SERVICES

2. GENERAL DEFINITIONS (Cont'd)

“Link” - this provides the central office equipment required to connect:

- (a) an access to an intra-exchange channel
- (b) an access to a network service at the rate centre
- (c) an intra-exchange channel to a network service at the rate centre
- (d) an access to an access

Only one link charge applies per serving wire centre per circuit.

“Rate Centre” - each exchange is designated as a rate centre and the same message toll rates apply to all telephones served by one exchange.

DIGITAL NETWORK SERVICES

3. RESERVED FOR FUTURE USE

DIGITAL NETWORK SERVICES

4. DIGITAL NETWORK ACCESS (DNA)

Digital Network Access provides for the digital transmission of information from the customer's premises to another premise within the exchange at 1.544 Mbps or 44.736 Mbps, or from the customer's premises to the rate centre to connect with other network services at speeds of less than 1.544 Mbps, 1.544 Mbps or 44.736 Mbps.

4.1 GENERAL

The Company determines the serving areas within which it will provide service. The service is provided at the Company's discretion within a serving area. A construction charge may be required if suitable facilities are presently not available to satisfy a customer request. Each request will be examined individually.

The customer shall pay the following rates and charges for digital network access:

4.2 RATES AND CHARGES

ITEM CODE	DESCRIPTION	MRC	5Yr Contract Monthly Rate	SERVICE CHARGE
DS-1 ACCESS	DS-1 Digital Service	\$400.00	\$230.00	\$700.00
DS-3 ACCESS	DS-3 Digital Service	\$2950.00	\$1500.00	\$2000.00
DS-1 LINK	DS-1 Link Charge	\$60.00	N/A	N/A
DS-3 LINK	DS-3 Link Charge	\$100.00	N/A	N/A
DS-1 CF	Channelizing Feature	\$90.00	N/A	\$125.00
DS-1 CHAN	Inter or Intra-Exchange Channel	\$240.00	N/A	N/A
DS-0 CHAN	DS-0 Inter or Intra-Exchange Channel	\$20.00	N/A	N/A
DS-3 CHAN	Inter or Intra-Exchange Channel	\$1000.00	N/A	N/A

DIGITAL NETWORK SERVICES

5. DIGITAL EXCHANGE ACCESS (DEA)

5.1 GENERAL

- (a) Digital Exchange Access (DEA) Service provides a digital connection between the Public Switched Telephone Network (PSTN) and the DS-1 Access from the customer's premises or other service point.
- (b) The Company determines 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. A construction charge may be required if suitable facilities are presently not available to satisfy a customer request. Each request will be examined individually.

5.2 SERVICE COMPONENTS

DEA Service consists of the following components:
Access, Link and Network.

- (a) Access consists of an Access Facility and a PSTN Termination.
 - (1) 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.
 - (2) 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 sub-divided to 24 DS-0 Termination is required for each DS-1 Access Facility the customer obtains.

(b) Link

The Link component provides the central office equipment required to connect the Access to specific services. Links are charged for on a DS-0 time slot basis.

(c) Network

The Network component provides for the use of network facilities particular to a service which can be accessed through DEA.

DIGITAL NETWORK SERVICES

5.2 DIGITAL EXCHANGE ACCESS (continued)

5.3 RATES AND CHARGES

The following rates and charges apply at each location for each customer:

- (a) Access
 - (1) Access Facility - see 4.02
 - (2) PSTN Termination

	MONTHLY RATE	5 YR CONTRACT MONTHLY RATE	SERVICE CHARGE
Each DS-1 Access	\$216.00	N/A	-

- (b) Link - No Link charge applies for PSTN connectivity.
- (c) Network
 - (1) The following rates apply for each PSTN connectivity:

MONTHLY RATE	5 YR CONTRACT MONTHLY RATE
\$39.95	\$23.95

DIGITAL NETWORK SERVICES

6. **Reserved for future use**

DIGITAL NETWORK SERVICES

DIGITAL NETWORK SERVICES

7. **Reserved for future use**

DIGITAL NETWORK SERVICES

8. ASYMMETRIC DIGITAL SUBSCRIBER LINE (ADSL) ACCESS SERVICE

8.1 GENERAL

- (a) Asymmetric Digital Subscriber Line (ADSL) Access service enables a provider of high-speed applications such as Local Area Network (LAN) extensions and high-speed Internet access (hereinafter referred to as “service provider”), to establish a high-speed data access path between its end-user’s premises and The Company’s serving wire centre. For the purposes of this Item, “end user” is defined as being the service provider’s customer.
- (b) ADSL Access service uses available band width above the voice-band on the same local loop as the end-user’s existing Company – provided residential or business line, primary exchange service and Centrex voice locals terminating on other than EBS sets. The service is limited to lines terminating on single line station equipment. ADSL Access does not prevent the simultaneous use of the end-user’s telephone line for voice-band applications such as voice transmission, permissive data or facsimile.
- (c) The service demarcation for a given Company serving wire centre consists of a service provider-dedicated ADSL Interface. A service provider may connect to this interface, via appropriate Company-provided facilities, to achieve end-to-end connectivity for applications such as Internet access and Telework.
- (d) ADSL Access service has been structured to enable service providers to acquire the appropriate essential service elements required to offer a competitive alternative if desired.

8.2 TERMS AND CONDITIONS

- (a) The Company determines those serving wire centres that will support ADSL Access service.
- (b) ADSL Access service is only available to service providers in association with an end-user’s Company – provided residential or business, individual line, primary service including Centrex voice locals terminating on other than EBS sets. The service is limited to lines terminating on single line station equipment. Such services, however, are not included as part of ADSL Access service itself. It is the responsibility of the service provider to ensure that its end-user leases a residential or business, individual line, primary exchange service or Centrex voice local from the Company.

DIGITAL NETWORK SERVICES

- (c) The ADSL equipment itself is subject to operational constraints related to the characteristics of the underlying loop facility. Service providers may use ADSL Access service to establish high-speed connections to only those end-user premises located within the operational range of the ADSL transmission equipment associated with particular company serving wire centres. Service providers may not use ADSL Access service to establish high-speed connections to end-users premises, located outside the range of the ADSL, by The Company's primary exchange service or Centrex voice local facilities (loops), having excessive bridge taps, equipped with load coils or which are not capable of supporting metallic continuity.
- (d) If an end-user cancels his primary exchange service or if it is otherwise removed from service, billing for ADSL Access service will continue until The Company has been informed by the service provider, that ADSL Access service is to be terminated.
- (e) As an exception to the provisions of Section 1.30.20 of the Ontario Independent Services Tariff's Terms of Service, a service terminations charge equal to the total remaining balance of the monthly rates for the minimum contract period chosen by the service provider applies for early termination of this service.

8.3 RATES AND CHARGES

ADSL Access service: ADSL Access service enables service providers to establish a high-speed data access path between its end-user's premises and the Company's serving wire centre. The arrangement also provides for simultaneous use of the telephone line for voice-bank applications.

The service consists of three components, namely:

- (i) ADSL High Speed Service Provider Interface: a DS-3 interface, subject to a minimum contract period of 2 years, which concentrates a number of ADSL accesses for connection to the service provider's network. A minimum of one interface is required for each service provider in a given Company serving wire centre. This DS-3 interface is a pre-requisite for the ADSL Access component described below, and only available for use in conjunction with such Company-provided ADSL Access component. Alternatively, should a service provider require an alternative interface configuration, such requirements would be addressed by the Company via a Special Facilities Tariff.
- (ii) ADSL Loop Administration and Support: Verification that a particular end-user's Company – provided, individual line, primary exchange service or Centrex voice local will support ADSL Access service, cross-connection of the loop to the connecting link associated with the ADSL equipment and on-going administration

DIGITAL NETWORK SERVICES

and support of ADSL on the primary exchange or Centrex loop. This charge applies for each individual line, primary exchange service or Centrex voice local facility (loop) connected to the ADSL transmission equipment.

- (iii) ADSL Access: consists of the ADSL transmission equipment in the serving wire centre and the connecting link between the main distribution frame and the ADSL transmission equipment. One Access is required for each loop connected. ADSL Access is only available in conjunction with an existing ADSL High-Speed Service Provider Interface and an existing company – provided, residential or business line.

The following rates and charges apply to the various components:

ADSL Access (non-contract):

	<u>MONTHLY RATE</u>	<u>MESC.</u>
Business/Centrex	\$79.95	0.00
Residential	\$29.95	0.00

ADSL Access (contract period minimum of 3 years for a minimum quantity of 100):

Business/Centrex	\$39.95	0.00
Residential	\$14.95	0.00

ADSL high speed service provider Interface:

<u>CONTRACT PERIOD</u>	<u>MONTHLY RATE</u>	<u>MESC.</u>
2 years	\$7,700.00	1,555
3 years	\$5,500.00	1,555
5 years	\$3,500.00	1,555

ADSL Loop Administration and Support

	<u>MONTHLY RATE</u>	<u>MESC.</u>
Residential/Business/Centrex	\$5.05	10

