
TITLE PAGE

QUADRO COMMUNICATIONS CO-OPERATIVE INC.



GENERAL TARIFF

Containing:

Terms of Service

Definitions

Tariffs for:

Exchange Service

Inter-Exchange Services

Digital Network Services

Other Services and Facilities

This Tariff, together with the Ontario Independent Services Tariff where referenced, specifies the rates, charges and terms applicable to service, equipment and facilities furnished by the Company.

PREFACE

1. GENERAL

- 1.01 This General Tariff contains the terms and conditions of the basic contract for service that exists between Quadro Communications Co-operative Inc., hereinafter called the Company, and each of its customers or lessees for all services, equipment and facilities furnished by the Company. Refer to the Ontario Independent Services Tariff Section 1 Item 30, Terms of Service.
- 1.02 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.
- 1.03 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.
- 1.04 In this General Tariff, "Commission" means the Canadian Radio-television and Telecommunications Commission.

2. TARIFF REVISIONS

- 2.01 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.
- 2.02 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

- 3.01 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

2. SALE OF TARIFFS

For information on the sale of this Company's tariff, please refer to the Ontario Independent Services Tariff manual Section 1 Item 111.

CODES AND SYMBOLS

<u>CODE</u>	<u>DENOTES</u>
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

ABBREVIATIONS

<u>ABBREVIATION</u>	<u>DENOTES</u>
%	per cent
CO	central office
EAS	extended area service
MESC	multi-element service charge
MRC	monthly recurring charge
N/A	not applicable
PABX.....	private automatic branch exchange
PBX	private branch exchange
Rev.	revision
RG	rate group
SC	service charge
USOC	uniform service order code

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TERMS OF SERVICE

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Refer to the Ontario Independent Services Tariff Section 1 Item 30.2.

3. OBLIGATION TO PROVIDE SERVICE

Refer to the Ontario Independent Services Tariff Section 1 Item 30.3.

4. COMPANY FACILITIES

Refer to the Ontario Independent Services Tariff Section 1 Item 30.4.

5. COMPANY RIGHT TO ENTER PREMISES

Refer to the Ontario Independent Services Tariff Section 1 Item 30.5.

6. TWO-PARTY AND FOUR-PARTY SERVICE

Refer to the Ontario Independent Services Tariff Section 1 Item 30.6.

7. DEPOSITS AND ALTERNATIVES

Refer to the Ontario Independent Services Tariff Section 1 Item 30.7.

8. RESTRICTIONS ON USE OF SERVICE

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Refer to the Ontario Independent Services Tariff Section 1 Item 30.9.

10. DISPUTE PROCEDURE

Refer to the Ontario Independent Services Tariff Section 1 Item 30.10.

11. CONFIDENTIALITY OF CUSTOMER RECORDS

Refer to the Ontario Independent Services Tariff Section 1 Item 30.11.

12. DIRECTORIES

Refer to the Ontario Independent Services Tariff Section 1 Item 30.12.

TERMS OF SERVICE

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GENERAL

1. RETURNED CHEQUE CHARGE

For information on the Returned Cheque Charge, please refer to the Ontario Independent Services Tariff manual Section 1 Items 20 to 25.

2. LATE PAYMENT CHARGE

C

For information on the Late Payment Charge, please refer to the Ontario Independent Services Tariff manual Section 1 Item 26.

3. GENERAL TERMS AND CONDITIONS

3.01 The following terms and conditions apply for all service, equipment and facilities furnished by the Company as provided for in its various Tariffs.

3.02 Except as provided for in the Ontario Independent Services Tariff Section 1 Item 30.4.03, 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.

3.03 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.

DEFINITIONS

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

BASE RATE AREA - The area served by an exchange where Primary Exchange Services are provided at basic rates.

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

BAUD - The signalling 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 or manual switching equipment used to terminate and interconnect central office lines and trunk lines. See also definition of wire centre.

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.

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 land are 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.

DEFINITIONS

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.

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

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 - 3.03.

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 provided.

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 - A non-switched telephone line connecting two user locations in the same local exchange.

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.

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.

DEFINITIONS

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. For mobile-telephone service, each mobile unit of the customer is considered a separate part of his premises.

PRIMARY EXCHANGE SERVICES - See 100-2.

PUBLIC TELEPHONE SERVICE - 150-1.01.

RATE CENTRE - each exchange is designated as a rate centre and the same message toll rates apply to all telephones served by one exchange.

RESIDENCE SERVICE - See 170-3.01.

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 centre or rate centre of the Company to which measurement of an inter-exchange channel is made.

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.

TOLL OFFICE - The operating unit for the furnishing of message toll service.

WIRE CENTRE - A building that houses switching equipment to serve a designated geographical area. A wire centre may include one or more central offices.

WIRE-CENTRE AREA -The area served by a wire centre.

EXCHANGE SERVICE – GENERAL

1. GENERAL

1.01 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.

1.02 One or more wire centres are usually located in the base-rate area of each exchange, one being 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.

1.03 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 services and the associated toll office.

2. PRIMARY EXCHANGE SERVICES

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

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

(a) **Flat-rate Services**, providing touch tone signaling, which consist of customer services, namely, individual line service and private branch exchange service.

(b) **Message-rate Services**, which consist of the following:
(1) Semi-public telephone service.
(2) Public telephone service.

2.03 Call Display Blocking is included as a primary exchange service in all exchanges, provided in the following forms:

(a) **Call Display Blocking** may be used by any person wishing to protect the anonymity of their calling number or name. No charge is made for using per call Call Display Blocking.

(b) **Per Line Call Display Blocking** is provided upon request, to social service agencies (including crisis lines, community health clinics, shelters for victims of domestic violence and public law enforcement agencies) and customers identifying themselves as victims or potential victims of violence. No charge is made for providing Per Line Call Display Blocking.

EXCHANGE SERVICE – GENERAL

3. EXCHANGE RATE GROUPS

3.01 Exchanges are classified in rate groups for the application of exchange service rates according to the total telephone-number count for rate grouping purposes in the local-service area, including telephone numbers of the service systems. The total telephone-number count for rate grouping purposes for each exchange is the sum of the following:

- (a) For the exchange itself, the total telephone numbers in it excluding those assigned to public telephones
- (b) For each of the other exchanges in the local-service area, the toll telephone numbers, excluding those assigned to public telephones, in each such exchange multiplied by a weighting factor, where applicable, that is appropriate to the rate distance between the exchange specified in (a) above and each other exchange. The weighting factors are as follows:

<u>Rate Distance</u>	<u>Weighting Factor</u>
01 to 10 miles	1.1
11 to 15 miles	1.6
16 to 20 miles	2.1
21 to 25 miles	3.1
26 to 30 miles	5.2
31 to 40 miles	6.0

3.02 The rate groups are as follows:

<u>Rate Group</u>	<u>Total Telephone-number Count for Rate Grouping Purposes</u>
1	1 - 2,300,000
2	2,300,001 - 4,200,000
3	4,200,001 - and more

3.03 Extended Area Service (the addition of an exchange to a local-service area) may be established when the following three criteria are met:

- (a) At least 60% of subscribers in one exchange must call the other exchange at least once a month;
- (b) The distance between the exchanges' rate centres must not exceed 40 miles, and;
- (c) A simple majority (over 50% of subscribers who vote) of subscribers whose basic local rates would be increased must approve of the new service.

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EXCHANGE SERVICE – GENERAL

3.04 Exchange descriptions are as follows:

Exchange	Rate Distance	Rate Group	Exchange	Rate Distance	Rate Group
GRANTON, ONT		1	KIRKTON, ONT		1
Dublin, Ont. (Bell Co.).....	21		Dublin, Ont. (Bell Co.).....	13	
Ilderton, Ont. (Bell Co.).....	11		Exeter, Ont. (Bell Co.).....	9	
Kirkton, Ont.	8		Granton, Ont.	8	
London, Ont. (Bell Co.).....	17		Ilderton, Ont. (Bell Co.).....	18	
Lucan, Ont. (Bell Co.)	6		London, Ont. (Bell Co.).....	24	
Mitchell, Ont. (Bell Co.).....	18		Lucan, Ont. (Bell Co.)	11	
St. Marys, Ont. (Bell Co.).....	9		Mitchell, Ont. (Bell Co.).....	6	
Sebringville, Ont.	18		St. Marys, Ont. (Bell Co.).....	10	
			Sebringville, Ont.	14	
			Stratford, Ont. (Bell Co.).....	18	
SEBRINGVILLE, ONT		1	UNIONDALE, ONT		1
Granton, Ont.	18		Ilderton, Ont. (Bell Co.).....	19	
Ilderton, Ont. (Bell Co.).....	28		Kintore, Ont. (Bell Co.).....	7	
Kirkton, Ont.	14		London, Ont. (Bell Co.).....	19	
London, Ont. (Bell Co.).....	31		St. Marys, Ont. (Bell Co.).....	5	
Lucan, Ont. (Bell Co.)	29		Sebringville, Ont.	14	
Milverton, Ont.(Ind. Co.)	13		Stratford, Ont. (Bell Co.).....	12	
Mitchell, Ont. (Bell Co.).....	9		Thorndale, Ont. (Bell Co.).....	9	
St. Marys, Ont. (Bell Co.)	11				
Stratford, Ont. (Bell Co.).....	5				
Thorndale, Ont. (Bell Co.).....	22				
Uniondale, Ont.	14				

4. RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) SERVICE

Monthly charges for Rate Groups are as follows:

	USOC	Monthly Rate	Monthly Rate
RATE GROUP	DESCRIPTION	MINIMUM	MAXIMUM
1 1RRG	Residence - Individual Line	****	\$ 30.00
2 1BRG	Business – Individual Line	****	\$ 45.45

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****PLEASE NOTE THE MINIMUM RATE IS FILED IN CONFIDENCE****

SERVICE CHARGES

1. GENERAL

- 1.01 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 them. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.
- 1.02 Service charges apply in addition to other rates and charges unless otherwise stated.
- 1.03 In general a service charge applies for each item of service or equipment.
- 1.04 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.
- 1.05 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.
- 1.06 A service charge does not apply for the following:
- (a) Repair work, except for those conditions when the Ontario Independent Services Tariff Section 1 Item 30.4.03, 30.4.04, 30.4.05 (Terms of Service) and Section 850 (Customer Provided Equipment) apply.
 - (b) The removal of service, equipment, and/or facilities.
 - (c) A change from one grade of main-telephone service to another type of service.
 - (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.

2. MULTI-ELEMENT SERVICE CHARGES

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

An Administration Charge is applied once for each customer's request, regardless of the number of items to be completed if work is to be carried out on the same premises at the same time for the same billing telephone number.

SERVICE CHARGES

2. MULTI-ELEMENT SERVICE CHARGES (Continued)

2.02 (Continued)

(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) PREMISES VISIT

A Premises 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 premises in response to a request for service regardless as to whether work is performed or not.

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

(d) PREMISES WORK CHARGE

A Premises Work Charge applies for each item of work carried out at the customer's request and on the customer's premises to install, move or change a telephone line and/or other miscellaneous equipment.

A Premises Work Charge does not apply if:

- One or more telephones and/or items of equipment are in place at the time service is established and no move or change of the telephones and/or equipment is requested by a customer;
- A telephone equipped with a plug is delivered by a Company representative to a customer's premises.

3. SERVICE CHARGES SCHEDULE

ELEMENTS OF SERVICE CHARGES:	RESIDENCE	CHARGES	BUSINESS	CHARGES
	USOC	AMOUNT	USOC	AMOUNT
a) Administration Charge	SCRA	\$20.00	SCBA	\$21.00
b) Line Connection	SCRNC	\$21.00	SCBNC	\$21.00
c) Premise Visit	SCRPV	\$35.70	SCBPV	\$35.70
d) Premise Work	SCRPW	\$8.90	SCBPW	\$8.90

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SERVICE CHARGES

4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

The following table shows the application of MESC charges by work function. One or more work functions are required for the installation, change, reconnection or change of location of a service requested by a customer.

WORK FUNCTION	ADMIN CHARGE	LINE CONNECT CHARGE	PREMISES VISIT CHARGE	PREMISES WORK CHARGE
<u>Receiving, recording and processing Customer's request.</u> Apply: - once for each request regardless of number of items to be completed on same premises at same time and for same billing number.	X			
<u>Connecting telephone line to the network.</u> Apply for: - each line connected to the network - other bridging connections in the Central Office - each customer's request resulting in a number change.		X X X		
<u>Visit to Customer's premises to complete a Customer's request.</u> Apply for each visit whether work is done or not <u>Does not</u> apply to subsequent visits to complete an order where a Premises Visit charge has already been applied.			X	
<u>Work performed at the Customer's premises at Customer's request.</u> Apply to install, move or change a telephone line or miscellaneous equipment. <u>Does not</u> apply when: - equipment is in-place at the time service is established and no move or change is requested - a telephone equipped with a plug is delivered by the Company to a customer's premises.				X

5. OTHER EQUIPMENTS AND SERVICE CHARGES

5.01 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.

6. DIAGNOSTIC MAINTENANCE CHARGE

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

7. INSPECTION AND MODIFICATION CHARGE

7.01 Same charge amount as diagnostic maintenance charge for Customer Provided Equipment.

CONSTRUCTION CHARGES

1. GENERAL

1.01 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.

1.02 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.

1.03 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.

1.04 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

2.01 Monthly rates and rentals provide for a reasonable amount of construction for each service or facility which is to be considered as the first 161 meters or one-tenth of a mile (route measurement) of such measurement.

2.02 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

- 3.01 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, installs and maintains the poles or underground conduit, or does the trenching and back-filling for buried wire or cable, the construction charge will be reduced accordingly.
- 3.02 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.
- 3.03 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

- 4.01 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.
- 4.02 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.
- 4.03 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.
- 4.04 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 charge. Other elements of the Multi-Element Service Charges apply accordingly.

DIRECTORY LISTINGS

For information on Directory Listings and Local Directory Assistance, please refer to the Ontario Independent Services Tariff manual Section 9 Item 900.

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

- 2.01 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

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

4. EQUIPMENT

- 4.01 Public telephones are equipped with coin-collecting devices.

5. RATES AND CHARGES

- 5.01 A rate of 25¢ applies for each originating local call.
- 5.02 Regular rates apply for message toll service.

SEMI-PUBLIC TELEPHONE SERVICE

1. GENERAL (none in existence at QCCI)

- 1.01 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.
- 1.02 Semi-public telephone service is furnished as main telephone service not as foreign exchange service.
- 1.03 The customer-agent is to sign the standard semi-public telephone service agreement with the Company.

2. SERVICE AND EQUIPMENT

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

3. RATES AND CHARGES

- 3.01 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 .
- 3.02 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.
- 3.03 Local calls originating at semi-public telephones are charged at \$0.25 each.
- 3.04 Service charges for the installation of a semi-public telephone service are those for business service and apply in accordance with Section 110-3.

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

- 2.01 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.

- 2.02 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.

- 2.03 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.

- 2.04 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.

PRIVATE BRANCH EXCHANGE SERVICE

1. GENERAL

- 1.01 P.B.X. service affords a combination of exchange service & intercommunicating service. Connections between P.B.X. telephones, and between telephones and trunk lines, are made by manually-operated, dial-operated or automatic switching equipment of the P.B.X. system.
- 1.02 When the Company incurs unusual expense to meet special requirements of an applicant or customer, it may make an additional charge based on the additional expense incurred.
- 1.03 The customer is to operate his P.B.X. in accordance with the Company's practices.

2. TIE TRUNKS

- 2.01 Tie trunks are channels between P.B.X. switchboards. Tie trunks may be provided between equipment of different customers.
- 2.02 Tie trunks are provided for communications Between such terminating equipment of one system, through a trunk line of the other system, with any other primary service in the same or another exchange (two-point only). Standard operation and transmission may not be obtained if they are used otherwise.
- 2.03 Tie trunks having terminals in different buildings are subject to local and inter-exchange distance charges in Section 260.2 and Section 690.

3. DIRECT INWARD DIALING (DID)

3.01 General

This arrangement provides the necessary central office equipment to permit direct inward dialing to an additional line or local of a Company provided PBX system or of a customer provided switching system classified as a PBX from a central office line. It is provided subject to the availability of suitable facilities and is available only to a customer who is provided service from a DMS central office.

3.02 Rates and Charges

(a) DID Numbers

USOC	DESCRIPTION	MRC	SC
DID	Telephone numbers equipped with outpulsing for one-way tone & voice page - per number	\$1.10	MESC
TRUNK	Direct inward dialling trunk	\$45.45	MESC

(b) Private Automatic Branch Exchange (PABX) Trunk

In addition, the Customer is required to provide suitable trunk equipment as part of the PABX to terminate each Company supplied DID Access feature.

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DIGITAL SWITCHED SERVICE

1. GENERAL

- 1.01 Digital Switched Service (DSS) provides digital access service between the customer's premise or other service point and the Company's Public Switched Telephone Network (PSTN). The access is provided on a DS-1 basis (1.544 Mbps) subdivided into 24 DS-0 time slots at the Company's digital switching systems.
- 1.02 The Company determines the exchanges where DSS service will be provided. The service is provided at the Company's discretion within an exchange, subject to the availability of suitable facilities.
- 1.03 DSS is offered on a monthly basis, or on a on-to-five year Minimum Contract Period (MCP) basis.
- 1.04 DSS may be connected to Company-provided or customer-provided terminal equipment subject to the terms and conditions in Item 850.

2. SERVICE COMPONENTS

2.01 Access

The Access consists of an Access Facility and a PSTN Termination. The optional access D Channel Signaling can be provisioned as an addition feature to the PSTN Termination.

- (a) The Access Facility provides the customer with a jack-ended digital loop from the customer's premise or other service point to the serving central office. The access facility is available on a DS-1 basis consisting of 24 DS-0 time slots.
- (b) 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 into 24 DS-0 time slots. A PSTN Termination is required for each DS-1 Access Facility.
- (c) D Channel signaling equips DSS with the Integrated Service Digital Network (ISDN) Primary Rate Interface (PRI) standard. If a customer subscribes to ISDN signaling, one DS-0 access must be dedicated to ISDN signaling. This DS-0 is designated as the D channel and all other DS-0s are designated as B channels. The following features are included with the D Channel Signaling feature: Calling Line Identification and Calling Name Identification. A Back-Up D Channel feature can be provided in conjunction with the D Channel Signaling feature.

2.02 Connectivity

These provide for the central office equipment required to connect access DS-0's to local exchange or inter-exchange services.

- (a) PSTN Connectivity enables the customer to access the PSTN for voice and data uses.
- (b) Internet Service Provider (ISP) Connectivity provides an integrated access arrangement to connect incoming data calls from modems, Switched Kbps services or ISDN services, to an Internet Service Provider's equipment. ISP Connectivity service may also be provided to customers with similar requirements except that they may not be used for ordinary voice communication or outgoing calls.

2.03 Other

- (a) Five Direct Inward Dialing numbers are provided with each DS-1 access. Additional Direct Inward Dialing numbers may be subscribed to under Item 190.
- (b) Translation Changes involve subsequent installation of additional accesses and/or D-Channels, PSTN/ISP Connectivities or each time the DS-1 system group is modified at the customer request.

DIGITAL SWITCHED SERVICE

3. RATES AND CHARGES

3.01 Access

(a) Access Facility

The rates and service charges are those specified for access in Item 900, Digital Network Services.

(b) Termination

USOC	DESCRIPTION	MRC	SC
DSPSTN	PSTN Termination, per DS-1 Access		
	Monthly option	\$ 289.80	\$ 315.00
	MCP options 1 year	115.50	315.00
	2 years	105.00	315.00
	3 years	84.00	--
	4 years	73.50	--
	5 years	63.00	--
DSISDN	D Channel signaling, per DS-1 Access	60.00	(x)
DSISDB	Back-up D Channel	25.00	(x)

(x) – Translation Charges (Item 3.03) apply except when the items are provisioned during the initial installation of the Digital Switched Service.

3.02 Connectivity, per DS-0

The rates and charges for Connectivity's and Links are applied as appropriate to the customer's individual network requirements. They are in addition to the rates and charges for access listed in 3.01 above. The connectivity charges do not apply to the D Channel. Configuration of different connection types on the same DS-1 access is not available.

USOC	DESCRIPTION	MRC	SC
1-PSTN	PSTN Connection, per DS-0 (Notes 1 & 2)	\$32.00	(x)
1-ISP	ISP Connection, per DS-0 (Note 2)	22.00	(x)

(x) – Translation Charges apply except when the connections are provisioned during the initial installation of the Digital Switched Service.

Note 1: 9-1-1 Public Emergency Reporting Service charges (Ontario Independent Services Tariff Item 404) apply to each connection

Note 2: Relay Service charges (Ontario Independent Services Tariff Item 405) apply to each connection.

3.03 Other

USOC	DESCRIPTION	MRC	SC
-	Translation Charges	--	\$262.50

DISTANCE CHARGES

1. GENERAL

- 1.01 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.
- 1.02 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

2.01 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.

- (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:
 - (i) For duplex operation.
 - (ii) To connect customer-provided or lessee-provided equipment.
 - (iii) 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.

2.02 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.

DISTANCE CHARGES

LOCAL CHANNELS (Continued)

2.02 Channel Measurement (Continued)

- (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:
 - (i) 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.
 - (ii) 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.

2.03 Rates and Charges

(a) Channel between buildings on different properties:

- (1) Two-point local voice grade channel:
For a channel, signal or data, provided to serve an off premise additional telephone or equipment, the chargeable distance is that between the wire centre that serves the main telephone or equipment and the building in which the additional telephone or equipment is installed.

USOC	DESCRIPTION	MRC	SC
1MABY	Each 1/4 mile	\$1.30	MESC

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- (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:

- (1) 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.

DISTANCE CHARGES

(2) See section 690 for intercommunicating channels.

2. LOCAL CHANNELS (Continued)

2.03 (b) Channels between points in the same building (Continued)

(3) a monthly charge applies for any other voice grade channel

(4) a channel that extends a central office line or trunk line to an answering board

(c) 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 poles or 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) 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 (CBB) on the same continuous property of the customer or lessee:

USOC	DESCRIPTION	MRC	SC
1LWC1	CBB - single (first) line (each)	\$1.30	MESC
1LWC	CBB - 2 to 10 lines (each)	\$0.80	MESC
1LWC2	CBB - 11 to 25 lines (each)	\$0.60	MESC
1LWC3	CBB - over 25 lines (each)	\$0.30	MESC

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FOREIGN-EXCHANGE SERVICE

1. GENERAL

- 1.01 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.
- 1.02 Foreign-exchange service is furnished with individual line service, except as otherwise specified in this Tariff.
- 1.03 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 the Ontario Independent Services Tariff Section 1 Item 30.20.01.
- C** 1.04 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.
- 1.05 Service charges and the local-service area of telephones connected for foreign-exchange service are those of the foreign exchange.
- 1.06 The channel measurement and rate distance for the inter-exchange part of each central-office line or trunk line are specified as follows:
- Channel measurement..... See Section 690
 - Rate distance See Section 690
- 1.08 The monthly charge is that specified in Section 690.

MISCELLANEOUS EQUIPMENT & SERVICES

1. CUSTOM CALLING FEATURES

1.01 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.

1.02 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) Distinctive Ring provides the customer with the convenience of a maximum of two additional phone numbers on one line. Each number has a distinguishing ring that allows the customer to identify the number being called. Note that if the customer subscribes to Call Forwarding, the Distinctive Ring numbers can only be forwarded to one number and the ring at the forwarded location will be the regular ring and not the Distinctive Ring.
- (f) Simultaneous Ringing allows a pre-defined group of up to 5 Directory Numbers (DNs) to be alerted simultaneously when a specific member of this group, referred to as the pilot DN, is called. The first alerted DN that answers the call is connected to the calling party, while the calls to the other alerted member DN's are released.

1.03 The following rates and charges apply and are in addition to other applicable rates and charges as specified in the Company's Tariff:

USOC	DESCRIPTION	MRC	SC
CFWD	Call Forwarding	\$2.10	n/a
SPC8	Speed Calling: 8-Code	\$2.10	n/a
SPC30	Speed Calling: 30-Code	\$2.10	n/a
3WC	Three-way Calling	\$2.10	n/a
CWT	Call Waiting	\$2.10	n/a
RES D RING	Distinctive Ring - Residence	\$2.10	n/a
BUS D RING	Distinctive Ring - Business	\$3.70	n/a
SIMRNG	Simultaneous Ringing	\$3.20	n/a

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1.04 The Three-way Calling feature referenced in 1.02 (c) above is also provided on a pay-per-activation basis on individual lines, except those lines already subscribing to Three-way Calling or equipped for equivalent service or for data communications. The following usage charges apply to the features:

- (a) Activation of a feature each ----- \$ 0.50
- Maximum charge, per month, each line ----- \$ 6.00

MISCELLANEOUS EQUIPMENT & SERVICES

2. CALL MANAGEMENT SERVICES

- 2.01 Call Management Services (CMS) is comprised of network-based line features which are furnished with individual-line primary exchange services except Public and Semi-Public Telephone services. CMS will be available to multi-line and Centrex customers as the availability of suitable terminal equipment exists. The provision of these features, and the ability to furnish the telephone number from which a call originates, are available from a DMS-100 switch and are subject to the availability of suitable facilities.
- 2.02 Notwithstanding any other provisions of the Company's tariffs and as an exception to the Ontario Independent Services Tariff Section 1 Item 30, any non-published telephone number from which a call originates is furnished, as facilities permit, on a call-by-call basis to CMS customers.
- 2.03 Any persons wishing to protect their anonymity may do so using Call Display Blocking options specified in Section 100.
- 2.04 The following features are provided in the Group of CMS Features (for administration purposes USOCs are provided to count the type of feature):
- (a) Call Display (administration USOC is CMSCD) provides the means to activate the CMS customer's visual display of the telephone number from which the call is originating. In order to access this feature the customer must have a display device which is compatible with CMS.
 - (b) Call Return (administration USOC is CMSCR) enables the customer to automatically re-dial the telephone number of the last incoming or outgoing call, whether the call is answered or not. If the number is busy, the network scans its availability for a period of 30 minutes and, when it is free, notifies the customer by a distinctive ringing signal. The call is automatically processed when the customer answers.
 - (c) Call Screen (administration USOC is CMSCS) lets the customer create their own list of up to 12 telephone numbers to screen out. When any of these callers try to call the customer, the caller will hear a recorded message: "The party you are trying to reach has chosen not to take calls at this time". The customer will not even hear the phone ring.

The following rates and charges apply to the Group of CMS Features for each line equipped and are in addition to other applicable rates and charges:

USOC	DESCRIPTION	MRC	SC
CMS1	1 feature	\$4.20	n/a
CMS2	2 features	\$6.90	n/a
CMS3	3 features	\$9.20	n/a
NND	NAME AND NUMBER DISPLAY	\$4.50	n/a



MISCELLANEOUS EQUIPMENT & SERVICES

2. CALL MANAGEMENT SERVICES (Continued)

2.05 The following CMS feature is provided outside of the Group of CMS Features:

- (a) Name Display provides the means to activate the CMS customer's visual display of the name of the caller. In order to access this feature the customer must already subscribe to the Call Display feature from the Group of CMS Features described in 2.04(a) above and must have a display device which is compatible with CMS.

The following rates and charges apply to the CMS feature for each line equipped and are in addition to other applicable rates and charges:

USOC	DESCRIPTION	MRC	SC
CMSND	Name Display	\$2.10	n/a

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2.06 The following CMS feature is provided on a per-use basis:

- (a) 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. Call Trace is offered as part of the basic network access service to individual line customers.

The following rates and charges apply to the CMS feature for each line equipped and are in addition to other applicable rates and charges:

USOC	DESCRIPTION	PER USE	MONTH MAXIMUM
CALL TRACE	Call Trace - successful traces	\$5.00	\$10.00

2.07 The Last Call Return and Busy Call Return features referenced in 2.04 (b) above are also provided on a pay-per-activation basis on individual lines, except those lines already subscribing to Call Return or whose lines are equipped for equivalent service or for data communications. The following usage charges apply to the features:

- (a) Activation of a feature each ----- \$ 0.50
Maximum charge, per month, each line ----- \$ 6.00

MISCELLANEOUS EQUIPMENT & SERVICES

3. BUSY LINE VERIFICATION AND BUSY LINE INTERRUPTION

For information on Busy Line Verification and Busy Line Interruption services, please refer to the Ontario Independent Services Tariff manual Section 4 Item 400.

4. TOLL RESTRICTION SERVICE

For information on Toll Restriction services, please refer to the Ontario Independent Services Tariff manual Section 4 Item 409.

5. CALL BLOCKING SERVICE

For information on Call Blocking Service, please refer to the Ontario Independent Services Tariff manual Section 4 Item 402.

6. AUTOMATED DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

For information on Automated Directory Assistance Call Completion Service, please refer to the Ontario Independent Services Tariff manual Section 4 Item 403

INTER-EXCHANGE SERVICES – GENERAL

1. GENERAL

- 1.01 Inter-Exchange services and channels provide for communication between exchanges or other rate centres.
- 1.02 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.
- 1.03 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.
- 1.04 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 and a copy of the relevant sections of these tariffs may be inspected at the Company's business office during regular business hours.

INTER-EXCHANGE DISTANCE CHARGES – GENERAL

1. GENERAL

- 1.01 Inter-exchange distance charges or rentals apply to channels provided between exchanges or other rate centres.
- 1.02 The Company provides voice-grade, inter-exchange, channels with band-widths to carry telephone speech or its equivalent.

2. CHANNEL MEASUREMENT

2.01 Voice-Grade Channels

For a two-point channel, the distance charge or rental is based on the rate distance between wire centres or rate centres (Section 100-1.02) in the exchanges in which the customer's or lessee's telephones or service points are located as follows:

- (a) Adjoining exchanges - between wire centres in whose areas the telephones or service points are located except as in (2) below.
- (b) Non-adjoining exchanges - between the rate centres of exchanges, except for a channel provided between an exchange or rate centre of the Company and a rate centre of another telephone company in which case the measurement is made between the two rate centres via the point(s) of connection. The percentage of this measurement which lies in the Company's territory is then applied to the actual airline distance between the rate centres to determine the charge for the Company's portion.

3. RATES AND CHARGES FOR INTER-EXCHANGE CHANNELS AND THE ASSOCIATED LOCAL CHANNELS

- (a) Link
The link charge applies for links provided by the Company for each originating and terminating point on a channel and at the originating and terminating point of each leg of a multi-point channel.
- (b) Distance
Distance charges per channel consist of a base rate charge and a charge per mile for each mile of fraction thereof as per 260 2.03 (a), (b).

NOTE 1: Charges do not include local channel charges. Local channel charges are based on airline distances measured from the Company's central office to the customer location. Rates for local channels are shown in Section 260 - 2.03.

NOTE 2: For channels inter-connected with other Carriers' facilities, the charges of the inter-connecting Carrier(s) are added to the Company's charges.

OTHER SERVICES AND FACILITIES – GENERAL

1. GENERAL

- 1.01 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.
- 1.02 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.
- 1.03 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.

SUPPORT STRUCTURE SERVICE

1. GENERAL – SERVICE DESCRIPTION

Support Structure Service provides, where Spare Capacity is available, a cable television undertaking or a Canadian carrier access to use Company owned or controlled Support Structures for the placement of its Facilities.

2. DEFINITIONS

2.01 *Application*

The document provided by the Company or, where forms are not provided a detailed description of the information required, completed by the Licensee to apply for access to Support Structures.

2.02 *Conduit*

A reinforced passage or opening in, on, over or through the ground or watercourses capable of containing communication facilities and includes main Conduits, laterals into buildings, underground dips, short sections of Conduit under roadways, driveways, parking lots and similar Conduit installations but excludes Manholes, central-office vaults or other access points and Conduit entering the central-office vault.

2.03 *Conduit Connection*

Those parts of a Licensee-provided Conduit affixed to the Company's underground Support Structure that consists of the following:

- (a) 0.3 metres of the Licensee's Conduit, where it enters a Company Manhole, measured from the inside wall of the latter.
- (b) the Licensee's connection and Conduit for a distance of 0.9 metres when the Licensee's Conduit is connected to the Company's Conduit, measured from the center line of the Company's Conduit at the point of intersection and along the Licensee's Conduit.

2.04 *Construction Standards*

The document which describes or references the Company's safety and technical requirements and industry standards, that a Licensee must comply with when performing work on its Facilities on, in or in proximity to the Company's Support Structures.

2.05 *Duly Authorized Representative*

A Licensee's employee, contractor or agent who provides a signature, consent or authorization on behalf of the Licensee, shall be deemed by the Company to have been duly authorized by the Licensee to provide such signature, consent or authorization.

2.06 *Joint-User*

A party, such as an electric utility company, which has executed a joint-use or joint-ownership agreement with the Company providing for either the reciprocal right to use the Support Structures of the other party or joint-ownership of the Support Structure.

2.07 *License*

A non-exclusive License granted by the Company to a Licensee to use Support Structures for the placement of Licensee's Facilities under the terms and conditions of this Support Structure Service Tariff and the Support Structure License Agreement.

2.08 *Licensee*

A cable television undertaking duly licensed or exempted by the Canadian Radio-television and Telecommunications Commission (Commission) or a Canadian carrier as defined in the telecommunications Act, that has been granted License pursuant to the terms and conditions of the Tariff item.

SUPPORT STRUCTURE SERVICE

2. DEFINITIONS (continued)

2.09 *Licensee's Facilities*

The cables, equipment and other facilities permitted to be placed on or in the Company's Support Structures pursuant to a Permit.

2.10 *Manhole*

An underground chamber which provides access to Conduit to place and maintain underground facilities but excludes central-office vaults and controlled environmental vaults.

2.11 *Permit*

An Application which has been approved in writing by the Company.

2.12 *Spare Capacity*

The difference between unused capacity of the Support Structure, where unused capacity is the difference between the capacity of the Support Structure based upon its design limitations and the capacity used by the Company to meet its current service requirements and any capacity previously allocated to a Licensee, and the capacity required by the Company to meet its anticipated future service requirements.

2.13 *Support Structure License Agreement (SSA)*

The agreement between the Company and a Licensee, the form of which has been approved by the CRTC, which sets out in further detail the rights and obligations of the Company and the Licensee in respect of the Support Structure Service. The SSA is subject to the prior approval of the Commission.

2.14 *Support Structures*

The supporting structures, including Conduits and Manholes (but excluding central office vaults and controlled environmental vaults) which the Company owns or which the Company does not own but for which it has the right to grant Permits thereto.

SUPPORT STRUCTURE SERVICE

3. TERMS AND CONDITIONS

- 3.01 The Licensee must enter into a Support Structure License Agreement (SSA) with the Company, the form of which has been approved by the Commission and together with this Tariff item make up the Support Structure Service. The terms of the Support Structure Service are governed by the Tariff item. The Tariff item on Support Structures shall prevail in all cases where it conflicts directly with the SSA. Where the General Tariff including the Terms of Service, conflicts directly with the specific Tariff item on Support Structures or the SSA, the aforementioned Tariff item or the SSA as applicable, shall prevail.
- 3.02 The Company provides to the Licensee the use of Support Structures where Spare Capacity is available except where such use will unduly interfere with the rights of any Joint-User or other Licensee.
- 3.03 The Licensee may not assign, sub-let, sub-lease or otherwise transfer its access to Support Structures to third parties without the Company's prior written consent, which consent shall not be unreasonably withheld. The Licensee may share ownership of its facilities with a third party. In all such cases, the Licensee remains fully responsible for compliance with the rates, terms and conditions of Support Structures access as if it remained sole owner of the facilities for which it shares an ownership interest.
- 3.04 In all circumstances, the Company has priority access to Support Structures in order to meet its current and anticipated future service requirements.
- 3.05 At the time of any Application for use of, and continued presence on or in Company Support Structures, the Licensee must be the holder of all required authorizations from all authorities having jurisdiction, and must furnish documentary evidence of same at the request of the Company.
- 3.06 The Licensee must obtain and maintain any rights-of-way or consents, as identified in the SSA, required for the placement, removal, maintenance and operation of the Licensee's Facilities on or in the Company's Support Structures and must provide written evidence of same upon request by the Company.
- 3.07 Nothing contained in this Tariff item limits, restricts or prohibits the Company from honouring existing or entering into futures joint-use or joint ownership agreements regarding Support Structures used or offered under this Tariff item and the SSA, provided that the existing rights of a Licensee shall not be prejudiced by a joint-use or joint-ownership agreement entered into by the Company after the Licensee has been granted access to Support Structures. The one exception to this provision is a circumstance in which the Company is forced to move a Support Structure by a property owner, in which case a Licensee must move its facilities at its own expense.
- 3.08 The Company shall set and enforce Construction Standards based on safety and technical requirements for Support Structures which the Company owns or controls, provided that those standards do not unreasonably impede access by other Licensees or Joint-Users.
- 3.09 The types of Facilities placed by the Licensee on or in the Company's Support Structures must conform with the standards and requirements specified in the Construction Standards as modified or replaced from time to time by the Company.
- 3.10 Licensee owned Conduit which is connected to the Company's Support Structures must meet the requirements identified in the Construction Standards. Conduit connections are only permitted for the Licensee to access its Facilities which are using the Company's Support Structures.
- 3.11 There are no restrictions on the type of service provided by the Licensee using the Support Structures, as long as those services are provided in accordance with applicable legislation, regulations and Commission decisions.

SUPPORT STRUCTURE SERVICE

3. **TERMS AND CONDITIONS (continued)**

- 3.12 On-going inspections for conformance with the terms and conditions of Support Structure Service will be conducted by the Company at its own cost. When non-conformance with the terms and conditions of Support Structure Service is found, the Company will notify the Licensee of the defects and charge the Licensee based on the expense incurred for the inspection. The Licensee will correct such defects within a time period specified by the Company, to be no less than ninety (90) days following written notification of the Licensee of the defects. The Licensee will notify the Company within seven (7) calendar days of the defect being corrected. After the specified notification period expires, the Company may re-inspect the Licensee's Facilities and, if the defects have not been corrected to the Company's reasonable satisfaction, the Company may have such defects corrected or may remove the Licensee's Facilities and terminate any associated Permit for the affected Facilities, provided that the Licensee has given written notice that it prefers removal to correction. Charges based on expense incurred will apply.
- 3.13 The Company has no obligation to provide any Support Structures to the Licensee if such Support Structures do not exist. When the Company elects to place or obtain such Support Structures at the request of and for the use of the Licensee, a make-ready charge applies.
- 3.14 If the Company decides to remove or abandon any Support Structures used by a Licensee(s), the Company shall give the Licensee prior notice at the time that the Company decides to proceed or at least one hundred and eighty (180) days before the event whichever is the earlier date. Where the Company has the authority to do so, it shall, at the same time, notify the Licensee(s) that such Support Structures may be purchased at fair market value. The Licensee(s) shall have the first ninety (90) days of the notice period to decide whether to purchase such Support Structures.
- In the event that the Licensee or other Licensees do not purchase the Support Structures each Licensee, at its expense, shall have its Facilities removed from the Company's Support Structures within the notice period. When the Licensee's Facilities have been removed, the Licensee shall notify the Company which will then terminate the affected Permit or Permits. If the Licensee fails to remove its Facilities from the Support Structures within the notice period, the Company may remove the Licensee's Facilities from the structures and a charge will apply based on the expense incurred.
- 3.15 When access to Support Structures is required to restore services offered by the Company or a Licensee, the Company and Licensee agree to work jointly to restore their respective services. If service cannot be restored jointly, then each party shall identify their priority services and mutually agree to the restoration sequence. If mutual agreement cannot be reached, the Company will have priority.
- 3.16 Whenever emergency work is required to be performed on the Licensee's Facilities, the Company will immediately advise the Licensee to take necessary action. However, if the emergency is such that the Company does not have time to notify the Licensee and must take action immediately, the Company may perform the necessary emergency work, at the Licensee's expense, and shall advise the Licensee of the situation as soon as possible. In such event, the Company shall not be responsible for any damages to the Licensee's Facilities or for interruption of service subject to the provisions of the SSA regarding the Company's liability.
- 3.17 Nothing contained in this Tariff item or the SSA, or any agreement between the Licensee and its contractor or agent, shall create a contractual relationship between a Licensee's contractor or agent and the Company.

SUPPORT STRUCTURE SERVICE

4. ACCESS APPROVAL REQUIREMENTS

- 4.01 The Licensee must submit Applications for each use of, or connections to, Support Structures for additions to, rearrangements, transfers, replacements or removals of the Licensee's Facilities located on or in the Company's Support Structures, for which a rental is provided in this Tariff item and/or which affects the consumption of capacity of the Support Structure. Applications are not required for repair or routine maintenance work on the Licensee's Facilities, which will not affect location and/or consume additional capacity on or in the Support Structure. Each Application shall be considered on a first come first served basis and without undue preference based on the date of receipt of each Application by the Company.

The Company's response time for Applications will vary depending on the circumstances outlined below. In all cases, an Application will either be approved or denied in the response times identified below.

1. Response time within fifteen (15) calendar days applies to an Application for five (5) Manholes or less.
 2. Response time within thirty (30) calendar days applies to an Application for more than five (5) but less than fifteen (15) Manholes.
 3. Response time to be determined based on specifics of the request applies to:
 - an Application exceeding the number of poles or Manholes specified in 2 above.
 - An Application impacted by unusual conditions.
- 4.02 A Licensee applying to attach to or work on another Licensee's Facilities must provide to the Company, in all cases, whether an Application is required or otherwise, written confirmation of consent provided from the other Licensee identifying the specific Support Structure(s) for which access is requested on the Application or on which work will be performed.
- 4.03 When the Application is for use of underground Support Structures, the Licensee shall provide, upon request, two sets of plans indicating the proposed route.
- 4.04 In all cases, the Licensee shall pay a search charge whether the Application is accepted, withdrawn by the Licensee, or rejected by the Company due to the unavailability of Spare Capacity.
- 4.05 Where Spare Capacity is not available, the Company will identify on or with the Application form the reasons why. If the Company elects to create the necessary Spare Capacity, the Company will estimate the necessary make-ready charges and forward them to the Licensee for approval. The Company will determine, in the best interest of all parties, whether the Applications requiring make-ready should be grouped into one or many projects.
- 4.06 The Licensee must authorize or refuse the estimated make-ready work and return all applicable forms completed to the Company within thirty (30) calendar days from the date of receipt. The Company may close any Application for which the Licensee has not provided authorization to proceed within thirty (30) calendar days and may require the Licensee to submit a new Application. After receipt of all forms completed and approved by the Licensee, the Company will initiate the necessary make-ready.
- 4.07 When Spare Capacity is available the Company will issue a Permit to the Licensee allowing the Licensee to use the Support Structure as described in the Permit. The Permit will identify the specific locations in the Support Structures (such as the specific Conduit or specific location in a Manhole) assigned to the Licensee.

SUPPORT STRUCTURE SERVICE

4. ACCESS APPROVAL REQUIREMENTS (continued)

- 4.08 The Licensee is permitted to construct, remove, maintain and operate its Facilities on, in or in proximity to the Company's Support Structures, using the Licensee's own labour force or any person, firm, partnership or corporation (hereinafter "contractor"), subject to the terms and conditions contained in this Tariff item, the SSA and the Construction Standards. The Licensee shall provide the name and the type of work function to be performed by each contractor.

The Licensee shall provide the Company with a list of contractors who are to carry out work under this Tariff item, on the Licensee's behalf.

- 4.09 In the event that a Licensee wishes to use a contractor not on the list, the Licensee must notify the Company in writing, at least twenty (20) calendar days in advance of such contractor commencing work.
- 4.10 When an Application requesting removal of Licensee's Facilities results in the requirement for the Licensee's Facilities to be abandoned, and where such Application is approved by the Company, the Company will issue a Permit for transfer of ownership. Once notification of Licensee's work completion has been received by the Company, the transfer of ownership will be effective and adjustments to the billing of the abandoned rental units will come into effect.
- 4.11 The Licensee must notify the company of its start date. The Licensee must also notify the Company within seven(7) calendar days of the permitted work being completed.
- 4.12 The Licensee shall have sixty (60) days from receipt of a Permit to commence work in accordance with such Permit, failing which the Permit shall be deemed to be revoked. In the event that a Licensee cannot reasonably commence such work within the sixty (60) day period, the Licensee may submit a written request for an extension provided such request is received prior to the expiry of the initial sixty (60) day period, provided that the basis for the extension is beyond the control of the Licensee and provided, also, that both parties are in agreement regarding the length of such extension. Should the Licensee not start installation of its Facilities within the period of the extension, the Permit shall be deemed to be revoked.
- 4.13 Where work is required to restore a Conduit, assigned in a Permit, to a useable condition, the Licensee may determine who will do the work, subject to the requirements of other related terms and conditions of the Tariff on Support Structure Service. The Licensee will advise the Company of work completion within 10 days. The Company will have 20 days from the date of this notice to inspect and advise the Licensee of any further work required. All work and material required to make such Conduit usable by the Licensee will be at the Licensee's expense. The Licensee is also responsible for any backfilling, repaving, restoration of landscaping, curb, gutter and sidewalk expenses.
- 4.14 For assigned Conduit occupied by Company Facilities, the Company has the option of performing the installation work and charging the Licensee based on the expense incurred. For assigned Conduit occupied by another Licensee's Facilities, the applicant is responsible to notify the other Licensee and make suitable placing arrangements.
- 4.15 The Company may inspect the work performed by the Licensee, its contractors and agents. Notice of any defect found while the Licensee's work is underway will be transmitted to the Licensee who shall have the defect corrected within the time period specified by the Company, to be no less than 90 days following written notification of the defects of the Licensee.

After the specified time period expires, the Company may re-inspect the Licensee's Facilities and, if the defects have not been corrected, have such defects corrected, or remove the Licensee's Facilities and terminate the Permit for the Licensee's Facilities provided that the Licensee has given written notice that it prefers removal to correction. Charges based on expense incurred will apply.

SUPPORT STRUCTURE SERVICE

5. RATES AND CHARGES

The Licensee must provide thirty (30) days advance notice of a change to the Licensee's billing/invoicing name and/or address, specifying the details of the change.

5.01 **Non-Recurring Charges**

The Company may require the Licensee to pay in advance any of the estimated non-recurring charges stated in this Tariff item. In the event of a dispute between the Company and a Licensee regarding the reasonableness of any non-recurring charge, the Licensee shall pay the undisputed portion of the charge. Disputes regarding contested charges shall be treated in accordance with section 11 of the SSA. The following non-recurring charges are applicable:

(1) *Unauthorized Placement*

An unauthorized placement charge shall apply where a Licensee has installed a Facility in Support Structures for which a Permit has not previously been issued. The unauthorized placement non-recurring charge does not apply, and the Company will issue a Permit, where the placement complies with the applicable Construction Standards and where the Licensee can substantiate to the reasonable satisfaction of the Company that a monthly rental has been applied with respect to such placement or where the Licensee can substantiate to the reasonable satisfaction of the Company that the Company has approved the placement of the Licensee's Facility but has not issued a Permit.

Unauthorized Placement per rental unit \$100.00

(2) *Search Charge*

A charge, based on the expense incurred and where appropriate using hourly labour rates, which applies for all work required to determine the availability of Spare Capacity on or in the Company's Support Structures, to estimate make-ready charges and to process applicable documentation. When requested by the Licensee or determined necessary by the Company, estimated charges for a search necessary to implement the Licensee's Application(s), will be forwarded to the Licensee for approval.

(3) *Make-Ready Charge*

A charge, based on the expense incurred and where appropriate using hourly labour rates, applies for any material used and for any work performed on, in or in proximity to the Company's Support Structures or on the Company's or Joint-User's facilities, including, but not limited to, any additional investment or advance planned investment or reinforcement required, in order to meet the Licensee's requirements for Support Structure Service. In individual cases, with the mutual agreement of the Company and the Licensee, the Licensee may perform make-ready work at its own expense.

(4) *Inspection Charge*

A charge, based on the expense incurred and where appropriate using hourly labour rates, will apply for all inspections of the Licensee's Facilities. This charge will apply to all inspections necessary to ensure the installation of such Facilities has been completed in accordance with the Permit and that the installation complies with the Construction Standards.

There is no charge for inspection of a Permit if such inspection has not commenced within sixty (60) calendar days from the date of notification to the Company by the Licensee that construction has been completed.

CALL ANSWER SERVICE

1. GENERAL

- 1.01 Call Answer is a voice answering service for residential and business users. Incoming calls not answered directly are routed to a personalized pre-recorded announcement requesting callers to leave a voice message to be subsequently retrieved by the Call Answer subscriber.
- 1.02 The facilities for this service are located in the central office and are remotely controlled from any touch tone telephone. A personal password is used to ensure privacy and security.

2. DESCRIPTION OF SERVICES

2.01 Call Answer - Residence Only

- receives messages
- message length is 3 minutes
- gives message to owner when requested
- personal greeting length is 3 minutes
- retains messages for 7 days
- retains read messages for 3 days after being read
- storage limit of 10 minutes, expanded to 20 minutes upon request
- available to residence customers only

2.02 Extension Call Answer - Residence Only

- chargeable features in addition to Call Answer
- provides personal greeting and answering for up to 4 people
- messages are stored with complete privacy and security for each person

2.03 Voice Mail - Business only

- includes all features of Call Answer
- send messages to other Voice Mail subscribers without ringing their telephone or talking to them directly
- storage limit of 20 minutes, expanded to 30 minutes upon request
- retains messages until deleted by user
- allows customer to have group lists for sending messages to a group of Voice Mail subscribers
- allows all messages to be forwarded to customer or only forwards messages marked as "urgent"
- Out-dialing permits out calling from customer's Voice Mail mailbox to another telephone number or pager (additional charge)

2.04 Additional Line Answer

- available for both residence and business customers
- forwards additional lines to main line Call Answer or Voice Mail answering system

2.05 Bulletin Board

- recorded information service for associations, clubs etc.
- gives message to callers when requested
- message length is 10 minutes
- retains messages until modified

CALL ANSWER SERVICE

3. RATES AND CHARGES

The following monthly rates apply to company-provided Call Answer Service:

USOC	DESCRIPTION	MRC	SC
C ANSW	Call Answer - Residence only	\$3.00	n/a
CA EXT	Extension Call Answer	\$1.50	n/a
V MAIL	Voice Mail - Business only	\$5.00	n/a
VM OUT	Out-dialing for Voice Mail customers	\$1.00	n/a
VM ADD	Additional line answered	\$1.00	n/a
BUL BD	Bulletin board	\$15.00	n/a

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

1. GENERAL

- 1.01 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.
- 1.02 Such equipment, apparatus, or devices shall be suitable for operation or use with the Company's facilities.
- 1.03 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.
- 1.04 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.
- 1.05 The Company does not make any representation that its facilities are adapted to the use of the customer-provided equipment, apparatus or devices.
- 1.06 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.
- 1.07 When such attachment or connection to or use with the Company's facilities causes the Company to incur any unusual expense or any loss or damage it may recover any such unusual expense or any such loss or damage from the customer.
- C 1.08 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 is specified in the Ontario Independent Services Tariff Section 1 Item 30.16.
- 1.09 Only customer-provided terminal equipment certified under the Terminal Attachment Program of the Government of Canada may be connected to the Company's facilities.

EXCHANGE SERVICE – GENERAL

2. SINGLE LINE SERVICE

- 2.01 Individual line business and residential customers may provide and connect certified terminal equipment (item 1.09) to the Company's jack connection.
- 2.02 Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

3. MULTI LINE SERVICE

- 3.01 Multi-line customers may provide and attach to the Company's facilities certified terminal equipment (item 1.09). The equipment is connected at the demarcation point on the customer's premises.
- 3.02 Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

4. DIAGNOSTIC MAINTENANCE CHARGE

- 4.01 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 standard work charges plus:

Diagnostic Charge (USOC - DIAG) \$89.95/per hour

A

Measurement of time starts upon the arrival of the repairman at the premise where the customer's equipment is located.

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

DIGITAL NETWORK SERVICES

1. DS-1 SERVICE

1.01 General

- (a) DS-1 Service is furnished as a non-public network addressing service which provides for the digital transmission of information as 1.544 Mb/s (DS-1) between two points in the same exchange or between different exchanges.
- (b) The service is provided at the discretion of the Company, depending on the availability of suitable facilities.
- (c) DS-1 Service is offered on a monthly basis, or on a on-to-five year Minimum Contract Period (MCP) basis.
- (d) The service may be connected to customer-provided terminal equipment on the customer's premises or to other terminal equipment provided by the Company.
- (e) Multi-point and multi-drop configurations are not available.
- (f) The service consists of the following components:
- 1) DS-1 Access:
Provided at the customer's premise and includes a jack-ended 1.544 Mb/s interface and a digital local loop connected to the serving central office.
 - 2) DS-1 Link:
The central office equipment required to interconnect an Access with another Access within the same central office or to a channel connected to an Access in another wire centre.
 - 3) DS-1 Interexchange Channel:
Provides the 1.544 Mb/s digital network (Digital Access Channel) between central offices, as required, to interconnect Digital Access Systems located in different central offices and adjoining exchanges.

1.02 Rates and Charges

- (a) The following monthly rates and service charges apply for Digital Channel Service.

USOC	DESCRIPTION	MRC	SC
DS0AC	DS-0 (or slower) Access	\$ 40.00	\$ 300.00
DS1AC	DS-1 Access	See MCP table below	
DSLK	Digital Channel Link, per channel	60.00	\$80.00
DS1IK	DS-1 Interexchange Channel, each channel, per 400 metres	35.00	No Charge
DS1CF	DS-1 Channelizing feature	90.00	No Charge

Quantity of DS-1's	Monthly Rate						SC each DS-1	
	Non-Contracted	Minimum Contract Period					Non-Contracted	Contracted
		1 Year	2 Years	3 Years	4 Years	5 Years		
initial 4, each	420	300	275	245	235	220	1,400	700
over 4, each	420	205	195	180	170	150	1,400	700
maximum, each 28	8,400	4,480	4,220	3,860	3,660	3,280	1,400	700

- (b) Construction

A maximum of \$9,000 construction charge will apply, based on material and labour costs, for the provision of special cable at the customer's premises.

ARRANGEMENTS FOR DATA TRANSMISSION

1. GENERAL

- 1.01 The Company provides the following arrangements for the transmission and reception of data and text material between service points in the same or different exchanges.

For the purpose of this section, a service point relates to a demarcation point, at 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.

- (a) Channels for data transmission - see Sub-section 2.
- (b) Terminal equipment - see Sub-section 3.

2. CHANNELS FOR DATA TRANSMISSION

2.01 General

- (a) The Company leases channels for data transmission within one exchange or between two or more exchanges. The lessee may connect equipment he provides or he may lease it from the Company.
- (b) The conditions specified in Section 690-1 apply to these channels.

2.02 Transmission may be in one direction or it may be simultaneous or alternate in both direction.

2.03 Channels will be leased under schedules as stated in Section 690.

2.04 Channel distance measurement and rates are as follows:

- (a) Local channel between service points on different properties.
 - (1) All schedules - see Section 260-2.03.
- (b) Inter-exchange channel - See Section 690-3

ARRANGEMENTS FOR DATA TRANSMISSION

3. TERMINAL EQUIPMENT

3.01 General

- (a) The terminating equipment provided for in this sub-section is furnished for connection to the Company's exchange or inter-exchange services, or it may be leased for connection to data channels leased to the lessee.
- (b) The equipment furnishes one or more of the following functions:
 - (1) It provides for direct data input or output.
 - (2) It is connecting equipment between the Company's facilities and customer-provided input and output equipment.
 - (3) It conditions the signals generated by the data equipment to signals suitable for transmission over the Company-provided facilities and conditions the signals received from those facilities for delivery to data equipment.
- (c) Connection of data equipment to the Company's exchange service and inter-exchange service is to be by means of a modem or data connector equipment provided by the Company and which performs the specified in (b) (2) and (b) (3).
- (d) Customer-provided data transmitting and receiving equipment may be connected to any of the Company's services except two-party, and public telephone service.

3.02 Rates and Charges for Equipment

USOC	DESCRIPTION	MRC	SC
MERID51A	QVF51A Card	\$8.10	MESC

3.03 F1F2 Subscriber Set

- (a) The F1F2 subset is installed for alarm and telemetering applications.
- (b) The F1F2 subset is a self contained stand alone unit enclosed in a plastic case which can be wall or desk mounted. The subset is capable of operating in answer or originate modes.
- (c) The subset converts digital data up to 300 bauds to voice frequency tones for transmission to the Central Office equipment.