

CENTREX SERVICE

1. GENERAL

- 1.01 Centrex Service allows a Central Office switch facility consisting of a local channel and a line card to terminate on a jack arrangement at a customer premise. The connection of a Centrex Service is called a local and provides a combination of exchange and intercommunicating services. (C)

The Centrex Service is provided subject to availability of facilities.

Two locals within an exchange is the minimum requirement to provide Centrex Service to a customer.

Centrex Service provides basic and optional features.

The initial service period for Centrex Service is three months.

- 1.02 The monthly rates and service charges as specified in Section 210 apply for each local of the Centrex Service which provides the following services:

- a) Access to Centrex basic service features. Refer to Section 210 for details.
- b) Common equipment and switching equipment as required.
- c) Circuitry to connect the customer location to the Central Office serving the area in which the terminal equipment is located. (C)
- d) One group of trunk lines for incoming service to the attendant's position. The Company determines the number of such lines in the group based on the customer's requirements. The charge for equivalent service specified in Section 100 4.03 applies.
- e) Trunk lines, as determined, for incoming and outgoing calls from locals of the system.
- f) Push-Tone dialing capabilities. (C)
- g) Inward dialing which permits the dialing of incoming calls to locals of the system and also permits direct inward calling from the network to specific stations.
- h) Customer Detailed Billing provides the customer with details of all long distance calls made by every local in the customer's Centrex system.

See Section 30 Page 1 for an explanation of symbols

CENTREX SERVICE

- 1.03 The monthly rates and service charges as specified in Section 210 apply for each Centrex optional service features which are described in Section 210.
- 1.04 Software changes made to the features of the Centrex Service, after the initial installation, are subject to the service charges stated in Section 210.
- 1.05 A directory listing will be provided for a Centrex local if requested by the customer. Additional directory listings will be rated as in Section 140.

2. RATES AND CHARGES

- 2.01 The initial service period for Centrex Service is three months.
- a) The following monthly rates and service charges for each local including the basic service features described in Section 210-3 are:

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
RXCB	Centrex Basic	\$ 12.00	MESC
RXCT	Centrex + tone	\$ 15.00	MESC
RXTF	Centrex + tone + features	\$ 18.00	MESC
RXMB	Centrex + tone + features + mail box	\$ 27.00	MESC

3. CENTREX BASIC SERVICE FEATURES

- 3.01 Call Transfer allows a call to be transferred from one telephone set to another.
- 3.02 Class of Service provides the capability to deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations.
- 3.03 Extension Calling allows station users with 7 digit dialing to use the intercom. For those users with 9 + 7 digits, they can have 4 digit dialing for internal calls.
- 3.04 Group Intercom allows a station user to direct an intercom call to any user-member or pre-designated group.

4. CENTREX OPTIONAL SERVICE FEATURES

- 4.01 Call Forward allows one call at a time to be forwarded from a telephone set to a predetermined telephone number.
- 4.02 Call Pick-Up allows a station user to answer incoming calls to another station within a defined Call Pick-Up Group by accessing the pick-up code or feature access code.
- 4.03 Three Way Conference allows the caller to add on conference three conferees for an instant meeting with internal or external calls.

See Section 30 Page 1 for an explanation of symbols

CENTREX SERVICE

- 4.04 A Centrex Billing Number is an optional feature which allows a Centrex customer to have additional locals for Customer Detailed Billing.
- 4.05 Speed Call allows the station user to store frequently-called numbers against an access code and to place calls to these numbers by dialing only the access code. The Short List consists of 10 numbers and the Long List consists of 50 numbers.
- 4.06 Traffic Study provides the customer with a detailed analysis of the traffic capacity of trunk groups and the amount of blockage that has occurred. The Company provides one Traffic study per year at no cost to the customer. Any subsequent requests will be billed a flat rate to the customer.
- 4.07 Voice Messaging provides individual voice mailboxes to a local for user messages.

See Section 30 Page 1 for an explanation of symbols

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ADDITIONAL TELEPHONES

1. GENERAL

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

2. REGULATIONS

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

a) On any premises of the same customer.

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

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

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

3. RATES

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

See Section 30 Page 1 for an explanation of symbols

MULTI-LINE TELEPHONE SYSTEMS AND KEY EQUIPMENT

1. GENERAL

No longer under CRTC tariff requirement as per CRTC equipment forbearance decision.

See Section 30 Page 1 for an explanation of symbols

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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 or 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 CHANNEL**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 mutually agreed point which is eight inches from the closest no-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:
 - a. For duplex operation.
 - b. To connect customer-provided or lessee-provided equipment.
 - c. Solely within the exchange and with no inter-exchange connection.
 - 2) When an additional single wire or the equivalent is used, it is charged for as a channel.
 - 3) The initial 400-metre distance or ¼ 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:

See Section 30 Page 1 for an explanation of symbols

DISTANCE CHARGES

- 1) 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.
- 2) For a channel between more than two points (multi-point) the following applies:
 - a. 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.
 - b. For a channel with one or more distributing amplifiers, bridging arrangements, or bundling arrangements, the chargeable distance is the sum of the following, each being determined separately:
 - A. The rental for the portion of channel between the lessee's premises and the wire centre in which a distributing amplifier, bridging arrangement (or the first of two or more), or a bunching arrangement is located. If there are two or more distributing amplifiers or bridging arrangements, measurement is continued from the wire centre previously mentioned and is the shortest distance linking all other wire centres in which there is a 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 ¼ mile distance rental applies only once.
 - B. The rental for the portions of channel between a wire centre in which there is a distributing amplifier, bridging arrangement or bunching arrangement and each service point associated with it, each computed separately. The initial 400 meter or ¼ 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:
 - a) For a channel provided to serve an off premise additional telephone, the chargeable distance is that between the wire centre that serves the main telephone and the building in which the additional telephone is installed.

USOC	DESCRIPTION	MRC	SC
1LLBY	Initial ¼ mile	\$2.25	MESC
1ALBY	Additional ¼ mile	\$0.75	MESC

- 2) Multi-point voice-grade local channel:
The monthly charges or rentals apply as stated in 203 (a) (1) a) and the initial ¼ mile distance charge or rental applies once on each channel.

See Section 30 Page 1 for an explanation of symbols

b) Channels between points in the same building:

The following apply for channels provided in the same building:

- a) Rates for additional telephone sets provide for the furnishing of service at any point in the building in which the related main telephone or switchboard is located.
- b) A monthly charge applies for any other voice grade channel I
- c) A channel that extends a central office line or trunk line to an answering board
- d) A monthly charge of \$1.15 (USOC 1LWC1) applies for each voice channel.

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) a. for voice-grade channels.
- 3) When a channel is provided between points in more than two buildings, the charge applies to the portion of channel between each pair of buildings.
- 4) All types of channels provided for the same customer are combined in determining the distance charges.
- 5) The following charges apply for h provision of each voice channel between buildings on the same continuous property of the customer or lessee:

USOC	DESCRIPTION	MRC	SC
1LWC1	Voice channel	\$1.15	MESC

See Section 30 Page 1 for an explanation of symbols

CARRIER ACCESS TARIFF

1. GENERAL

- 1.1 The interim 1998 Carrier Access Tariff (CAT) is an Abitibi-Consolidated Telephone System (AP) tariff paid by O.N. Tel.
- 1.2 The 1999 interim Carrier Access Tariff will be applied on a per minute usage basis to all toll traffic which originates or terminates in the AP serving territory. The minutes will be based on the O.N. Tel monthly estimated toll minutes. The CAT is collected from O.N. Tel, with whom AP has an interconnection agreement, for all toll traffic entering or territory the AP directory, and for all toll traffic carried by O.N. Tel within AP territory.
- 1.3 The Carrier Access Tariff is comprised of Part I – Direct Toll Charge and Part II – Toll Contribution Charge as described in Item 2.

See Section 30 Page 1 for an explanation of symbols

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CARRIER ACCESS TARIFF

2. INTERCONNECTION CHARGES – 1998 INTERIM

2.1 Part I – Direct Toll Charge

- a) Effective January 1, 1998, the Direct Toll Charge for each minute of originating and terminating Toll traffic is \$0.0178.

2.2 Part II – Toll Contribution Charge

- a) Effective January 1, 1998, the Toll Contribution Charge for each minute of originating and terminating Toll traffic is \$0.0519.

See Section 30 Page 1 for an explanation of symbols

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CARRIER ACCESS TARIFF

3. COLLECTION AND REMITTANCES – 1998 INTERIM

- 3.1 Part I and Part II of the Interconnection charges will be collected on all originating and terminating toll traffic on a per minute basis in AP territory.
- 3.2 AP will administer this Carrier Access Tariff. AP performs the toll billing and collection functions for O.N. Tel. Any net remittance i.e. toll billed less CAT settlement will be made to O.N. Tel by AP no later than 45 days after the last day of the billing month.
- 3.3 The CAT charges will be applied to the O.N. Tel monthly estimated minutes.

See Section 30 Page 1 for an explanation of symbols

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CARRIER ACCESS TARIFF

1. GENERAL – 1999 FINAL

- 1.1 The final 1999 Carrier Access Tariff (CAT) is an Abitibi-Consolidated Telephone System (AP) tariff paid by O.N. Tel.
- 1.2 The 1999 final Carrier Access Tariff will be applied on a per minute usage basis to all toll traffic which originates or terminates in the AP serving territory. The minutes will be based on the O.N. Tel monthly estimated toll minutes. The CAT is collected from O.N. Tel, with whom AP has an interconnection agreement, for all toll traffic entering or exiting the AP territory, and for all toll traffic carried by O.N. Tel within AP territory.
- 1.3 The Carrier Access Tariff is comprised of Part I – Direct Toll Charge and Part II – Toll Contribution Charge as described in Item 2.

See Section 30 Page 1 for an explanation of symbols

CARRIER ACCESS TARIFF

2. INTERCONNECTION CHARGES – 1999 FINAL

2.1 Part I – Direct Toll Charge

- a) Effective January 1, 1999, the Direct Toll Charge for each minute of originating and terminating Toll traffic is \$0.0177.

2.2 Part II – Toll Contribution Charge

- a) Effective January 1, 1999, the Toll Contribution Charge for each minute of originating and terminating Toll traffic is \$0.0408.

See Section 30 Page 1 for an explanation of symbols

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CARRIER ACCESS TARIFF

3. COLLECTION AND REMITTANCES – 1999 FINAL

- 3.1 Part I and Part II of the Interconnection charges will be collected on all originating and terminating toll traffic on a per minute basis in AP territory.
- 3.2 AP will administer this Carrier Access Tariff. AP performs the toll billing and collection functions for O.N. Tel. Any net remittance i.e. toll billed less CAT settlement will be made to O.N. Tel by AP no later than 45 days after the last day of the billing month.
- 3.3 The CAT charges will be applied to the O.N. Tel monthly estimated minutes.

See Section 30 Page 1 for an explanation of symbols

Issued 1999 09 20

Effective date: 1999 01 01

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September 16, 1999

CARRIER ACCESS TARIFF

1. GENERAL – 2000 INTERIM

- 1.1 The final 2000 Carrier Access Tariff (CAT) is an Abitibi-Consolidated Telephone System (AP) tariff paid by O.N. Tel.
- 1.2 The 2000 interim Carrier Access Tariff will be applied on a per minute usage basis to all toll traffic which originates or terminates in the AP serving territory. The minutes will be based on the O.N. Tel monthly estimated toll minutes. The CAT is collected from O.N. Tel, with whom AP has an interconnection agreement, for all toll traffic entering or exiting the AP territory, and for all toll traffic carried by O.N. Tel within AP territory.
- 1.3 The Carrier Access Tariff is comprised of Part I – Direct Toll Charge and Part II – Toll Contribution Charge as described in Item 2.

See Section 30 Page 1 for an explanation of symbols

CARRIER ACCESS TARIFF

2. INTERCONNECTION CHARGES – 2000 INTERIM

2.1 Part I – Direct Toll Charge

- a) Effective January 1, 2000, the Direct Toll Charge for each minute of originating and terminating Toll traffic is \$0.0177.

2.2 Part II – Toll Contribution Charge

- a) Effective January 1, 2000, the Toll Contribution Charge for each minute of originating and terminating Toll traffic is \$0.0408

See Section 30 Page 1 for an explanation of symbols

CARRIER ACCESS TARIFF

3. COLLECTION AND REMITTANCES – 2000 INTERIM

- 3.1 Part I and Part II of the Interconnection charges will be collected on all originating and terminating toll traffic on a per minute basis in AP territory.
- 3.2 AP will administer this Carrier Access Tariff. AP performs the toll billing and collection functions for O.N. Tel. Any net remittance i.e. toll billed less CAT settlement will be made to O.N. Tel by AP no later than 45 days after the last day of the billing month.
- 3.3 The CAT charges will be applied to the O.N. Tel monthly estimated minutes.

See Section 30 Page 1 for an explanation of symbols

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 Section 80-20.01.
- 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.

See Section 30 Page 1 for an explanation of symbols

1. GENERAL

1.01 Miscellaneous equipment and services are provided at the rates and charges specified.

1.02 Items shown as de-standardized are only available on returns to stock.

2. CORDS

No longer under CRTC tariff requirement as per CRTC equipment forbearance decision

3. JACK AND PLUG EQUIPMENT

No longer under CRTC tariff requirement as per CRTC equipment forbearance decision

4. SIGNALS

No longer under CRTC tariff requirement as per CRTC equipment forbearance decision

5. PUSH-TONE

5.01 Rates for Push-Tone line feature and Push-Tone sets are in addition to other applicable rate charges.

Push-Tone Line Feature:

USOC	DESCRIPTION	MRC	SC
TTB	Business Line	\$ 3.08	MESC
TTR	Residence Line	\$ 2.05	MESC

(A)
(A)

Push-Tone Sets:

No longer under CRTC tariff requirement as per CRTC equipment forbearance decision

See Section 30 Page 1 for an explanation of symbols

6. TELEPHONE STATION EQUIPMENT**6.01 Basic Telephone**

No longer under CRTC tariff equipment forbearance decision.

7. CUSTOM CALLING FEATURES

7.01 These features are furnished with individual line service. They are provided through digital central office, subject to the availability of suitable facilities.

7.02 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 number 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) Dial Intercom Individual allows private line customers the ability to call their own number to ring telephones on the line and subsequently use the phone as an intercom system.
- f) Wake up/Appointment, provides the ability to program the telephone to ring at a time preset by the user.

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

See Section 30 Page 1 for an explanation of symbols

7. CUSTOM CALLING FEATURES – (cont'd)

a) Call Forwarding (CF)

USOC	DESCRIPTION	MRC	SC	
ESN	Business – All variable	\$ 7.00	MESC	◆
ESM	Residence – All variable	\$ 5.00	MESC	◆
ESNBU	Business – Busy/No Answer	\$ 7.00	MESC	◆
ESMBU	Residence – Busy/No Answer	\$ 5.00	MESC	◆

b) Speed Calling

USOC	DESCRIPTION	MRC	SC
ESP	8-Code Business	\$ 5.00	MESC
ESH	8-Code Residence	\$ 3.00	MESC
ESQ	30-Code Business	\$ 5.00	MESC
ESJ	30-Code Residence	\$ 4.00	MESC

c) Three-Way Calling (TWC)

USOC	DESCRIPTION	MRC	SC	
ESD	Business	\$ 7.00	MESC	◆
ESC	Residence	\$ 5.00	MESC	◆

See Section 30 Page 1 for an explanation of symbols

7. CUSTOM CALLING FEATURES – (cont'd)

d) Call Waiting (CW)

USOC	DESCRIPTION	MRC	SC	
ESB	Business	\$ 7.00	MESC	◆
ESA	Residence	\$ 5.00	MESC	◆

e) Dial Intercom Individual

USOC	DESCRIPTION	MRC	SC
29H	Dial Intercom Individual	\$ 2.60	MESC

f) Wake Up/Appointment

USOC	DESCRIPTION	MRC	SC
WKB	Business	\$ 3.00	MESC
WKR	Residence	\$ 2.00	MESC

8. TOLL RESTRICTION SERVICE**8.01 General**

Toll restriction service allows customers to block the placing of all outgoing toll calls.

8.02 Service and Equipment

Toll restriction service is provided subject to the availability of suitable equipment required for such service. It is provided on a per line basis.

See Section 30 Page 1 for an explanation of symbols

8. TOLL RESTRICTION SERVICE (cont'd)

8.03 Rates and Charges

The following rates and charges apply for toll restriction service from a Digital Switching Centre:

USOC	DESCRIPTION	MRC	SC
LDT	Toll Restrictor per Line	\$ 3.00	MESC

9. MISCELLANEOUS LINE SERVICES

9.01 Warm Line service occurs when the calling party who is assigned warm line service goes off hook and commences dialing within the time delay period, the call will progress as a normal call. If dialing has not started before the end of the time delay, the call is treated as an automatic line (hot line). The number specified in the line data is automatically outpulsed.

USOC	DESCRIPTION	MRC	SC
AWLR1	Warm Line Residence	\$ 2.75	MESC
AWLB1	Warm Line Business	\$ 2.75	MESC

9.02 Fire Alarm is a dedicated pair of lines which sets off alarm in remote area in case of fire.

USOC	DESCRIPTION	MRC	SC
FIRR	Fire Alarm Residence	\$ 11.95	MESC
FIRB	Fire Alarm Business	\$ 11.95	MESC

9.03 Hunt Group provides a circular search for open line for our multi-line customers.

USOC	DESCRIPTION	MRC	SC
HNTR	Hunt Group Residence	\$ 16.50	MESC
HNTB	Hunt Group Business	\$ 16.50	MESC

9.04 Voice Data Protect inhibits intrusions while line in use and protects transmitted data on data calls.

USOC	DESCRIPTION	MRC	SC
VDPR	Voice Data Protect Residence	\$ 3.00	MESC
VDPB	Voice Data Protect Business	\$ 5.00	MESC

See Section 30 Page 1 for an explanation of symbols

10. BUSY LINE VERIFICATION/INTERRUPTION SERVICE

- 10.01 a) Customers may obtain operator assistance in verifying if a called line is actually in use (busy).
- b) Operator interruption of a conversation in progress on a called line may also be requested.
- c) Verification and interruption services are furnished where and to the extent that facilities permit.

10.02 Description of Service

- a) A charge as specified in 3.01 below applies each time an operator verifies a called line and hears voice communication.
- b) A charge as specified in 3.02 below applies each time an operator interrupts a conversation that is in progress on a called line.
- c) If an operator both verifies the condition of a line and interrupts conversation on the same request, only the interrupt charge applies.

See Section 30 Page 1 for an explanation of symbols

10.02 **Description of Service** – (cont'd)

- d) The charge for interruption applies whenever an operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.
- e) Charges for verification/interruption service may be billed to a Bell Calling Card. Charges may not be billed on a third number basis or on a collect basis to the number being interrupted.
- f) In the case of requests originated from public telephones, if as a result of interruption the called line is cleared and, at the calling party's request, the operator completes the call, a charge as specified in Item 290 of the Bell Canada General Tariff CRTC 6716 applies in addition to the interruption charge.
- d) A verification charge does not apply if the called line is not in use (not busy).
- e) Verification or interruption charges do not apply when an operator encounters a trouble condition or has reason to believe that a trouble condition exists or that the receiver of the called line is off-hook. Also, the charges do not apply in the case of requests originated from Bell Relay Service.

10.03 **Rates**

Busy Line Verification	\$2.00
Busy Line Interruption	\$4.25

11. **CALL TRACE**

11.01 Call Trace allows subscribers to initiate a trace on the last incoming call by dialing an activation code. The call is traced automatically, and the printout of the originating DN and the time the call was made is forwarded to a predetermined location, not the subscriber. The subscriber then contacts the service provider or law enforcement agency to determine further action.

C

11.02 The following rates and charges apply:

Service	Monthly Rate		
	Residential	Business	Service Charge
Successful trace, each			\$5.00
Maximum charge, per month			\$10.00

N
N

See Section 30 Page 1 for an explanation of symbols

12. CALL ANSWER

12.01 Call Answer is a voice messaging service that has an associated Mailbox number. Calls are forwarded to call answer service when no one answers the phone or the line is busy.

13. REMOTE CALL FORWARDING

13.01 Remote Call Forwarding (RCF) enables a customer to receive long distance message toll calls from a distant exchange at no charge to the person placing the call. Calls placed to a local telephone number in an exchange equipped for RCF are automatically re-directed over the long distance message network to a telephone number designated by the customer.

Conditions of Service:

- (1) RCF is provided subject to the availability of suitable facilities.
- (2) The monthly rate for the service is specified below and includes a listing in the directory which serves the exchange in which RCF service is provided.
- (3) Regular customer-dialed station-to-station rates, as specified in O.N.Telcom's unregulated message toll rate schedules, apply for each call in addition to the monthly rate specified below.
- (4) Calls placed to RCF telephone numbers cannot be re-directed as follows:
 - a. To a telephone number in an exchange which has extended-area service with the exchange in which RCF is provided.
 - b. To an RCF telephone number in another exchange of the Company or any other company.
 - c. To a telephone number outside of Canada and the United States.

14. IDENT-A-RING

N

14.01 Ident-A-Ring provides the ability for a customer to have one additional telephone number assigned to a central-office line. A distinctive ringing pattern is provided for each telephone number. The feature may only be associated with individual-line service which is provided for single-line applications. Directory listings for the additional telephone numbers are provided as specified in Section 140.4.

Conditions of Service

- (1) Ident-A-Ring customers who also subscribe to Call Waiting will have the distinctive Call Waiting tones applied against each Directory number.
- (2) Ident-A-Ring customers will have the choice of forwarding both the primary and alternate Directory numbers to the same Call Forwarded Telephone Number, or forwarding just one of these Directory numbers to the Call Forwarded Telephone Number.
- (3) All billing charges for the Ident-A-Ring feature shall be to the customer's primary Directory number. The Ident-A-Ring customer cannot choose which distinctive ring to apply against their primary and alternate Directory numbers.
- (4) If the Ident-A-Ring customer has a listed primary Directory number, the alternate Directory numbers may be non-published or non-listed. If the primary Directory number is non-published or non-listed, alternate Directory number must be non-published or non-listed.
- (5) Ident-A-Ring permits a customer to have coded ringing applied to an individual line. A directory listing is provided with this service.
- (6) Ident-A-Ring is not available on multi-line service.

15. RATES AND CHARGES

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

- a) A service charge does not apply for the provision of one or more Calling Features at the time primary exchange service is established or when other work subject to a service charge is being done. Otherwise, a service charge as specified in Section 110 applies.

	Monthly Rate		Service Charge
	Residence	Business	
Package #2 – <i>Note 1</i> Call Forward & Call Waiting	8.00	10.00	(x)
Package #3 – <i>Note 1</i> Call Waiting & Short Speed Call	6.50	7.50	(x)
Package #4 – <i>Note 1</i> Call Forward & Call Waiting & Short Speed Call	11.00	12.50	(x)
Package #5 – <i>Note 1</i> Call Wait, Three-way Call & Ident-A-Ring	9.95	12.95	(x)
Package #6 – <i>Note 1</i> Call Wait, Three-way Call, Call Forward & Call Answer	15.95	20.95	(x)
Remote Call Forwarding	25.00	25.00	(x)
Ident-A-Ring	5.00	7.00	(x)

N
N
N
N
N
N
N

(x) Service charges outlined in Section 110 apply.

Note 1: Customers who, for the first time, purchase an eligible package during the campaign period, March 30, 2004 until August 30, 2004, will receive their purchase free, for two months. During the campaign period, customers who upgrade or downgrade their package to another eligible package will continue to be eligible for the promotion from the start of their original subscription. If their subscription period of two months has lapsed, they are disqualified from the free period.

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See Section 30 Page 1 for an explanation of symbols

MISCELLANEOUS EQUIPMENT

1. VISUAL CALL WAITING PACKAGE**1.01 General**

Visual Call Waiting Package enables a customer to receive the Call Waiting tone and to view the Call Waiting party's number and name. The customer must subscribe to Call Display and Call Waiting and have compatible equipment for Visual Call Waiting to work.

- (i) The terms and conditions of Call Display and Call Waiting will apply.
- (ii) All components within Visual Call Waiting are provided, subject to the availability of suitable facilities and equipment.

2. CALL TRANSFER (CT)**2.01 General**

Call Transfer enables a business customer to transfer an established call to another line and to disconnect after the three-way call is established.

- (i) CT is available only to business customers with up to 30 lines.
- (ii) Where the use of local telephone services equipped with CT results in local calling volumes which prevent the fair and proportionate use of O.N.Telcom's local network by others, O.N.Telcom will, pursuant to Article 8, Restrictions on use of Service, of the General Terms of Service, impose limitations upon such local services to the extent necessary to ensure fair and proportionate use.

3. CALL DISPLAY**3.01 General**

Call Display enables a customer to view the name and number of the calling party, after the first ring and before the call is answered. Call Display requires a telephone number and name delivery compatible display device.

- (i) Displayed names are restricted to 15 characters, including spaces. Customers may request O.N.Telcom to change the name that is displayed from their line. For a residential customer, the name displayed must include the family name as contained in the Company's Directory listing. For a business customer, the name displayed must be uniquely identifiable with that business. Alternately, customers may request O.N.Telcom to substitute "Private Name" for display in place of their actual name or business name.
- (ii) With the exception of any provisions of the Company's Tariffs, or to Article 11, Confidentiality of Customer Records, of the General Terms of Service, any unlisted telephone number from which a call originates will be displayed, if facilities permit, on a call-by-call basis to customers who subscribe to Call Management Services, which deliver a telephone number and to the Company for Call Trace. Customers who at any time do not want their name and/or number displayed may choose to have "private" displayed at no charge or the option identified in Call Blocking.

See Section 30 Page 1 for an explanation of symbols

- (iii) Customers may request to change their displayed name once at no charge. An Order Processing charge, General Tariff Section 110, Service Charge, shall apply to each subsequent name change.
- (iv) Customers who subscribe to the Call Display shall provide at their own cost an appropriate and compatible display device to attach to their exchange access line.
- (v) Ontera shall forward incoming telephone numbers and names to customers who subscribe to the Call Display feature. Calls that are blocked will be displayed as "Private" or "Private Number", depending on the customer's terminal equipment. When numbers are not delivered, such calls may be displayed as "Unknown Number" or "Out of Area" depending on the customer's terminal equipment.

4. ONTERA'S PICK SIX PACKAGE

4.01 General

Ontera's Pick Six Package provides residential and business customers a choice of either six calling features or four calling features and Visual Call Waiting.

Eligible Calling Features - Call Answer, Call Display (Name and Number), Visual Call Waiting, Three-way Calling, Call Waiting, Call Screen, Call Forwarding, Call Return, and Ident-A-Ring.

Eligible Customers - New and existing individual line residential and business customers who subscribe to three lines or less.

Terms and Conditions

- (1) The components which comprise the packages are as described in Sections 490-7 (a), (c) and (d) Call Answer, Call Display, Call Screen, Call Return, and Ident-A-Ring, with the exception of Visual Call Waiting, which is the combination of Section 490-7 (d) and Call Display..
- (2) The components of the Ontera's Pick Six Package are provided, subject to the availability of suitable facilities and equipment.
- (3) The package is not available on equivalent lines.
- (4) Visual Call Waiting will be equivalent to two calling features for purposes of determining the number of calling features eligible for the package.
- (5) Customers can subscribe to a maximum of one Ident-A-Ring number per package. However, each Ident-A-Ring number is equivalent to one calling feature within the package.
- (6) Customers can make changes affecting calling features to their package at any time. An Order Processing charge, General Tariff Section 110-2.02-a, Service Charge, shall apply each time a change occurs.
- (7) Customers can subscribe to other calling features outside the package at the appropriate rate.

See Section 30 Page 1 for an explanation of symbols

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5. CONSUMER AND BUSINESS SOLUTIONS

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5.01 General

Provide eligible customers with a choice of one of the following five packages:

- i. Ontera's Accessibility Package includes:
 1. Call Forwarding
 2. Call Return
 3. Call Waiting
 4. Three-way Calling
- ii. Ontera's Display Package includes:
 1. Call Forwarding
 2. Call Return
 3. Call Waiting
 4. Three-way Calling
 5. Call Display (Name and Number)
- iii. Ontera's Messaging Package includes:
 1. Call Forwarding
 2. Call Return
 3. Call Waiting
 4. Three-way Calling
 5. Call Display (Name and Number)
 6. Call Answer
- iv. Ontera's Mini-Display Package includes:
 1. Call Display (Name and Number)
 2. Call Forwarding
 3. Call Return
 4. Three-way Calling
- v. Ontera's Mini-Messaging Package includes:
 1. Call Answer
 2. Call Display (Name and Number)
 3. Call Waiting

5.02 Eligible Customers

New and existing individual line residential and business customers who subscribe to three lines or less.

5.03 Terms and Conditions

- a. The components which comprise the packages are as described in Sections 490-7 a, c and d, 820, Call Answer Section and Call Return Section.

See Section 30 Page 1 for an explanation of symbols

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- a. The components of any of Ontera's Consumer and Business Solution Packages are provided subject to the availability of suitable facilities and equipment.
 - b. The package is not available on equivalent lines.
 - c. Customers can have only one offer on a given line.
 - d. Customers can subscribe to other calling features outside the package at the appropriate rate.
 - e. Customers who cancel their subscription to a Consumer and Business Solution offer during a billing period and continue to subscribe to the line with or without some calling feature will be charged a pro-rated monthly rate for the offer.

See Section 30 Page 1 for an explanation of symbols

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MISCELLANEOUS EQUIPMENT

6. RATES AND CHARGES

The following rates and charges apply and are in addition to other rates and charges applicable.

- (a) A service charge does not apply for the provision of one or more CMS features at the time primary exchange service is established or when other work, subject to a service charge, is being done. Otherwise, a service charge as specified in Section 110 applies.

Service charges will be waived for an introductory period of the two months immediately following the availability of the features in the serving exchange.

	Monthly Rate		Service Charge
	Residence	Business	
Call Display (name and number)	6.00	8.00	(x)
Call Return	5.00	7.00	(x)
Call Screen	5.00	7.00	(x)
CMS Package #1 – <i>Note 1</i> Call Display + Call Screen	7.95	8.95	(x)
CMS Package #2 – <i>Note 1</i> Call Display + Call Return	7.95	8.95	(x)
CMS Package #3 – <i>Note 1</i> Call Display + Call Return + Call Screen	10.95	12.95	(x)
Visual Call Waiting – <i>Note 1</i>	9.95	12.95	(x)
Call Transfer	N/A	8.95	(x)
O.N.Telcom’s Accessibility Package – <i>Note 1</i>	13.95	17.95	(x)
O.N.Telcom’s Display Package – <i>Note 1</i>	17.95	25.95	(x)
O.N.Telcom’s Messaging Package – <i>Note 1</i>	22.95	33.95	(x)
O.N.Telcom’s Mini-Display Package – <i>Note 1</i>	15.95	22.95	(x)
O.N.Telcom’s Mini-Messaging Package – <i>Note 1</i>	15.95	22.95	(x)
Six Calling Features – <i>Note 1</i> Excluding Visual Call Waiting	24.95	27.95	(x)
Four Calling Features, and Visual Call Waiting - <i>Note 1</i>	24.95	27.95	(x)

- (x) Service charges outlined in Section 110 apply.

Note 1: Customers who, for the first time, purchase an eligible package during the campaign period, June 1, 2004 until October 29, 2004, will receive their purchase free, for two months. During the campaign period, customers who upgrade or downgrade their package to another eligible package will continue to be eligible for the promotion from the start of their original subscription. If their subscription period of two months has lapsed, they are disqualified from the free period.

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See Section 30 Page 1 for an explanation of symbols

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.

See Section 30 Page 1 for an explanation of symbols

CALL ANSWER SERVICE/VOICE MAIL**A. CALL ANSWER SERVICE****1. General**

Call Answer Service is a voice messaging service that has an associated Mailbox number. Calls are forwarded to call answer service when no one answers the phone or the line is busy. Call Answer Service provides:

- Easy login with mailbox number and password.
- States the number of new messages.
- Each message has a header with time and date that can be cut through by pressing “1” to play.
- Messages can be saved, deleted, or saved as new.
- Can skip backward or forward in five-second increments with pause.
- Can record your custom greeting.
- Busy line message in front of the custom greeting.
- Caller can cut through the greeting by pressing the # key.
- Message waiting light indication to compatible telephone set to indicate a new message.
- Special dial tone as a message-waiting indicator.
- Volume control by the user.

The following is available as options at an additional cost:

- “Remote Notification” to pagers or ring another phone for new messages.
- “Extension Mailbox” allows a customer to divide a Mailbox into a maximum of eight sub-mailboxes. Each Sub-Mailbox has its own personal greeting and a unique passcode for message retrieval.

B. VOICE MAIL**1. General**

Voice Mail is a user interface designed to provide voice messaging, allowing multiple voice mailboxes to communicate with each other. Voice mail is comprised of all the features offered by Call Answer Service with the following additional features:

- message forwarding
- building distribution lists
- composing messages
- replying to the sender

The same options are available as offered with Call Answer.

CALL ANSWER SERVICE/VOICE MAIL – continued

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B. VOICE MAIL – continued

2. Conditions of Service

- a) Call Answer/Voice Mail Service is available to single-party residential and business customers.
- b) The Remote Notification feature is not compatible with all types of paging receiver units.
- c) The Customer requires Touch Tone in order to:
 - 1. Log into the Call Answer Service.
 - 2. Change a passcode.
 - 3. Record his/her personal greeting.
 - 4. Have control over Message Playback (replay, skip, fast forward, pause, back-up, save and erase).
- d) All read Messages exceeding 14 days are automatically deleted.
- e) Customers accessing their Mailbox from outside the local calling area shall be subject to the applicable Message Toll Service Charges.
- f) Call Answer/Voice Mail provides the following as a standard configuration with each voice mail arrangement:

Type	Greeting Length	Message Length	Total Storage Minutes
Call Answer	1 minute	2 minutes	10 minutes
Voice Mail	1 minute	2 minutes	15 minutes
With Sub-Mailbox Option	1 minute	2 minutes	20 minutes

- g) There is a \$10.00 service charge to have Customer Service change forgotten passwords.

See Section 30 Page 1 for an explanation of symbols

CALL ANSWER SERVICE/VOICE MAIL – continued

B. VOICE MAIL – continued

3. The following rates and charges apply and are in addition to other rates and charges applicable.

a) A service charge does not apply for the provision of Call Answer or Voice Mail and the available options at the time primary exchange service is established, or when other work, subject to a service charge, is being done. Otherwise, a service charge, as specified in Section 110, applies.

	Monthly Rate		Service Charge
	Residence	Business	
Call Answer Service	\$7.00	\$10.00	(x)
Voice Mail	\$10.00	\$15.00	(x)
Sub-Mailbox Option	\$2.50	\$2.50	(x)
Remote Notification	\$1.00	\$1.00	(x)
Passcode Reset			\$10.00

(x) Service charges outlined in Section 110 apply.

Access arrangement configurations for use with customer-provided Voice Messaging System equipment will be made available by the Company, with the approval of the CRTC, upon demand.

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

1. GENERAL

- 1.1 Equipment, apparatus, or devices provided by a customer shall only be attached to or connected to or used with the Company's facilities in accordance with the requirements stated herein or such further and other requirements as may be specified from time to time by the Company.
- 1.2 Such equipment, apparatus, or devices shall be suitable for operation or use with the Company's facilities.
- 1.3 Any such attachment, or connection to or use with the Company's facilities shall be such that, in the Company's opinion, it does not damage, interfere with or create a hazard of damage or impair the functioning of the Company's service, equipment or channels or create a hazard of danger to the users of the Company's service, equipment or channels, its employees or the public.
- 1.4 The customer shall not have, acquire, secure, or derive any property or patent right in or control over the Company's equipment, apparatus, lines, channels or devices to which such attachment, connection or use is made or any property or patent right in or control over the design, function, operation or layout of the Company's equipment, apparatus, lines, channels or devices. The Company reserves the right to change, in whole or in part the design, function, operation or layout of its equipment, apparatus, lines, channels or devices as it considers necessary. The Company shall not be responsible to the customer for any of this equipment, apparatus or devices, either in whole or in part, which ceases to be compatible with the Company's facilities or become inoperative because of such changes to the Company's equipment, apparatus, lines, channels or devices.
- 1.5 The Company does not make any representation that its facilities are adapted to the use of the customer-provided equipment, apparatus or devices.
- 1.6 The Company may make such tests and inspections as it considers necessary to determine whether the customer is complying with any or all requirements herein. If, in the Company's judgment, such attachments or connections or use with the company's facilities do not conform to these requirements, the Company may, at any time, take such action as necessary or remove the attachment or interrupt or terminate the connection or use with the Company's facilities.
- 1.7 When such attachment or connection to or use with the Company's facilities causes the Company to incur any unusual expense or any loss or damage it may recover any unusual expense or any such loss or damage from the customer.
- 1.8 The limitation of the Company's liability in the attachment, connection or use by a customer or any other person of such customer-provided equipment, apparatus or devices is specified in section 80-16.
- 1.9 Only customer-provided terminal equipment certified under the Terminal Attachment Program of the Government of Canada may be connected to the Company's facilities.

2. SINGLE LINE SERVICE**2.1 Individual Line Service**

Individual line business and residential customers may provide and connect certified terminal equipment (item 1.9) to the Company's jack connection.

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

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

3. MULTI LINE SERVICE

3.1 Multi-line customers may provide and attach to the Company's facilities certified terminal equipment (item 1.9). The equipment is connected at the demarcation point on the customer's premises.

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

4. DIAGNOSTIC MAINTENANCE CHARGE

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

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

DIGITAL NETWORK SERVICES

1. SWITCH 56 DATA SERVICE**1.01 General**

- (a) Switch 56 Data Service provides customers with digital end to end connectivity through the switched network service by using the access components of a local access and a digital data service unit.
- (b) The Switch 56 Data Service functions when the serving address is between 4.0 cable kilometers using 26 gauge cable and 5.5 cable kilometers using a 22 or 19 gauge from the Central Office switch. Beyond this distance, a special assembly is required.
- (c) The Switch 56 Data Service Feature provides for digital call completion at speeds of up to 56 kilobits per second and allows the company to offer enhanced and intelligent switched high speed digital applications such as Group IV fax machine transmission, video conferencing, high speed Personal Computer file transfer and medical imagery transfer.
- (d) The Switch 56 Data Service Unit is a proprietary standalone unit located at the customer premises that interfaces the network to perform network signaling, call supervision, functions and activates test functions as specified by network commands.
The Switch 56 Data Service Unit terminates on a 6 position teledapt connection arrangement, eliminating the need for costly special data cables.

1.02 Rates and Charges

- (a) The following monthly recurring rates and service charges provide for the appropriate Switch 56 Data Service Components.

USOC	DESCRIPTION	MRC	SC
DSF	Switch 56 Data Service Feature	\$40.00	MESC

See Section 30 Page 1 for an explanation of symbols