

**PART 2**

**EXCHANGE SERVICE**

See page 5 for explanation of symbols

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**EXCHANGE SERVICE - GENERAL**Item 2000. **GENERAL**

1. An exchange is a basic unit for the administration and furnishing of telephone service, and normally includes a city, town or village and adjacent parts. The territory served by an exchange, within which local service rates apply, is known as the exchange, area or local-service area. In some cases, a local-service area includes two or more exchanges (extended-area service); such service arrangements are specified in Item 2030.2.
2. The Company may, at any time change base rate (Item 2020) exchange and local service areas.
3. One or more wire centres are usually located in the base-rate area of each exchange, one being designated as the rate centre. In any exchange in which the wire centre is not so located, a wire-centre location is designated in the base-rate area. The rate-centre location is used for determining message toll rate distance. The rate centre location or, as specified elsewhere in this Tariff, wire-centre location is used for determining local, inter-exchange and foreign-exchange distance charges.
4. 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.

Item 2010. **PRIMARY EXCHANGE SERVICES**

1. Primary exchange services are the basic services which provide for the facilities essential to the service, according to their respective equipment specifications.
2. The following primary services are furnished in each exchange except where otherwise stated in this Tariff.
  - (a) Flat-rate services, which consist of the following:
    - (1) Customers' services, namely, individual line service, two-party line service, four-party line service, multi-party line service and P.B.X. service.
  - (b) Message-rate services, which consist of the following:
    - (1) Customer-public service, namely, semi-public telephone service.
    - (2) Public services, namely, public telephone service.

See page 5 for explanation of symbols

**EXCHANGE SERVICE - GENERAL**

Item 2020. **BASE RATE AREA**

1. A part of each exchange area is designated as the base-rate area. This is the part in which the development of individual line service, two-party line service, P.B.X. service is relatively substantial and continuous, thereby permitting greater economies to be realized in the furnishing of such service there than elsewhere in the exchange area. As this development grows the base-rate area is revised to meet these criteria. The location of telephone services with respect to the base-rate area determines the application of extra exchange mileage/distance charges (Item 2040.2).
2. The base-rate area of each exchange is specified in exchange maps administered by the Company in accordance with 2020.1 above.

Item 2030. **EXCHANGE RATE GROUPS**

1. 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 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 (Item 3090.1) between the exchange specified in (a) above and each other exchange. The weighting factor is specified in (c) below.

Rate groups are as follows:

Rate Group	TOTAL TELEPHONE-NUMBER COUNT FOR RATE GROUPING PURPOSES		
3	1	-	1,500
4	1,501	-	3,500
5	3,501	-	7,500
6	7,501	-	15,000
7	15,001	-	35,000
8	35,001	-	75,000
9	75,001	-	175,000
10	175,001	-	500,000

See page 5 for explanation of symbols

**EXCHANGE SERVICE - GENERAL**

Item 2030. **EXCHANGE RATE GROUPS - continued**

1. 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.
- (c) The weighting factors used to determine the rate group of an exchange are as follows:

Rate Distance	Weighting Factor
1 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

- (d) Extended Area Service (the addition of an exchange to a local service area) may be established when the following three criteria are met:
  - 1) At least 60% of subscribers in one exchange must call the other exchange at least once a month;
  - 2) The distance between the exchanges' rate centres must not exceed 40 miles, and;
  - 3) A simple majority (over 50% of subscribers who vote) of subscribers whose basic local rates would be increased must approve of the new service.

The exchange description in Item 2030.2 includes the exchange name, province or territory and rate group classification. Indented under the exchange name are exchanges with which extended-area service is provided including the appropriate province or territory and Rate Distance.

Item 2030.2

EXCHANGE	RATE DISTANCE	RATE GROUP
MARTEN RIVER, ON / North Bay, ON	35	8
MOOSE FACTORY, ON / Moosonee, ON	4	4
MOOSONEE, ON / Moose Factory, ON	4	4
TEMAGAMI, ON		3

See page 5 for explanation of symbols

**EXCHANGE SERVICE - GENERAL**

Item 2040. **RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) SERVICE**

1. A specific schedule of basic rates for primary exchange (or local) service applies for each rate group.
2. Withdrawn effective March 26, 1999.
3. Rates, charges and other regulations for exchange service are stated in this Tariff.
4. The minimum contract period (Article 20.1 of Item 1000) for all primary exchange time services (Item 2010) is one month.
5. Following are the basic monthly rates for primary exchange service. Additional charges as specified in the Company's Tariffs apply for telephones or other equipment provided by the Company. Telephones associated with two-party and four-party service must be provided by the Company.

RATE GROUP	BUSINESS SERVICE (Note 1)				RESIDENCE SERVICE (Note 1)	
	INDIVIDUAL LINE		TRUNK LINE		INDIVIDUAL LINE	
	Min. Rate	Max. Rate	Min. Rate	Max. Rate	Min. Rate	Max. Rate
3	#	\$85.96 A	#	\$85.96 A	#	\$38.33 A
4	#	\$95.00	#	\$95.00 A	#	\$38.33
5	#	\$95.00	N/A	N/A	#	\$38.33
6	#	\$95.00	N/A	N/A	#	\$38.33
7	#	\$95.00	N/A	N/A	#	\$38.33
8	#	\$95.00	#	\$95.00 A	#	\$38.33
9	#	\$95.00	N/A	N/A	#	\$38.33
10	#	\$95.00 A	N/A	N/A	#	\$38.33 A

**Note 1:** Customers of rotary dial service will see a credit on their monthly bill for the difference between the basic rate and the rotary dial rate.

6. Equivalent Service is provided at the monthly rate specified in 6(a)(1) below for each line.
  - (a) Rates and charges
    - (1) Each \$1.00
7. Relay Service enables a person using a keyboard-type device to communicate with a hearing person (or vice versa) over the telephone network. A specially trained operator assists in placing or receiving of calls to/from persons using a keyboard-type device. A monthly rate applies to the Company's customers as specified below.
  - (a) Each primary exchange service (note 1) \$0.13  
Note 1: Coin telephone service is exempt

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See page 5 for explanation of symbols

**EXCHANGE SERVICE - GENERAL**

Item 2041.

“RESERVED FOR FUTURE USE”

(N)

See page 5 for explanation of symbols

**EXCHANGE SERVICE - GENERAL**

Item 2042. **TELEPHONE NUMBER SERVICES**

1. Custom Number permits customers to select the telephone number associated with their service, subject to the availability of the telephone numbers. (C)
2. Telephone number services are provided under the following conditions:
  - (a) In conjunction with primary exchange service in those wire centre areas in which suitable facilities are available.
  - (b) The telephone number service must be furnished from the serving wire centre in which the customer's premises is located or in the case of Foreign-Exchange Service from the wire centre designated by the Company for this service.
  - (c) A request for Telephone Number Reservation and/or Custom Number must be associated with a request for the associated service as specified in (a) above. (C)
  - (d) Directory listings and operator assistance for Custom Number must be in numeric form only. (C)
3. The Company retains property rights for the telephone numbers as specified in Article 14 of Item 1000 and may change such numbers for service reasons. Replacement numbers, if available, are reserved or provided without a further service charge.
4. The following rates and charges are in addition to those primary exchange services.

	<b>MONTHLY RATE</b>	<b>SERVICE CHARGE</b>
(1) Each Custom Business Number	\$3.00	\$21.00
(2) Each Custom Residence Number	\$1.50	\$21.00

See page 5 for explanation of symbols

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**EXCHANGE SERVICE - GENERAL****Item 2050. JACKS FOR PRIMARY EXCHANGE SERVICE**

1.
  - (a) The Company provides any number of jacks with each residence and business primary exchange service at the customer's request for the connection of single-line and multi-line telephone equipment. Appropriate service charges as specified in Item 2080 apply. These charges do not apply when jacks are already in place, except as specified in (b) below.
  - (b) The service charges specified in Item 2080 do not apply during a Company – initiated conversion visit. These charge do, however, apply for jacks added, at the customer's request, after a company-initiated conversion visit.
  - (c) The Company may install jacks during the construction of new dwellings in anticipation of a customer's request for service. In such cases the charges and conditions specified in (a) above apply, based on the customer's jack requirements.
2. The Company also provides one jack with certain other services as specified in other items of the General Tariff particular to such services.

**Item 2060. METHOD OF OPERATION**

1. The Company decides the type and location of equipment, known as central-office equipment, furnished to provide service in each exchange.
2. Common-battery operation is the term used to describe the method of operation of the central-office equipment whereby electric energy for signalling and the transmission of sound is supplied from the central-office. Common-battery operation is of either manual or dial type, according to whether switching is done by operators or dial-switching equipment.
3. When, at the request of an applicant or customer, the Company changes or adapts its central-office equipment the Company may assess and levy an additional charge based on the expense incurred.
4. When at the request of an applicant or customer, the Company provides service or equipment designed for one method of operation in an exchange in which the other method of operation is in use and incurs additional expense in adapting it, the Company may make an additional charge based on the expense incurred.

See page 5 for explanation of symbols

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**SERVICE CHARGES**Item 2070. **SERVICE CHARGES**

1. A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations or at the customer's request (SUS).
2. Service charges apply in addition to other rates and charges unless otherwise stated.
3. In general, a service charge applies for each item of service or equipment for business service while a single service charge applies for residential service.
4.
  - (a) When it is necessary for the Company to install special assembly of equipment or incur unusual expenses in order to meet the particular service requirements of a customer, or
  - (b) When a customer stipulates the performance of work outside regular working hours or other conditions that cause unusual expense, an additional charge may be made based on the additional actual expense incurred.
5. Partial temporary disconnection of service is the restriction of access to message toll service when an individual-line business or residence customer fails to comply with the conditions specified in Item 1000, Article 22. Partial temporary disconnection may be applied, at the Company's discretion, to customers served from central office equipped with electronic switching as an alternative to temporary disconnection. Restoral of full service will be effected when payment in full is received or a deferred payment arrangement acceptable to the Company has been agreed to with the customer.
  - (a) Partial temporary disconnection is also applied for non-payment of charges purchased from, or billed on behalf of, other long distance service providers that are not disputed.

See page 5 for explanation of symbols

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**SERVICE CHARGES**

Item 2070. **SERVICE CHARGES** - continued

6. 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.

7. A service charge does not apply for the following:

(a) Repair work.

(b) The removal of service, equipment, and/or facilities.

(c) A change from one grade of main-telephone service to another (individual line, two-party line, four-party line or multi-party line).

(d) Work that the Company initiates for services 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.

8. Partial Payment Provision

This allows customers to pay service charges in monthly installments over a period of up to six months.

Conditions:

(a) Applies to charges specified in Items 2041, 2080, and 2440 for work completed at the same time relating to the provision of primary exchange service;

(b) The late payment charge (Item 1013.3) applies to the unpaid amount;

(c) Service charges must be paid in full before another partial payment provision is requested.

See page 5 for explanation of symbols

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**SERVICE CHARGES****Item 2080. WORK-FUNCTION STRUCTURE****1. GENERAL**

Work arising from a customer's request for service which involves the installation, reconnection, move or change of telephone lines, sets, associated miscellaneous equipment, other services and records, may be divided into four basic functions.

The service charges specified in this Item apply for business and residence single-line or multi-line service. They are subject to the terms and conditions stated in Item 2070 and are in addition to other rates and charges as specified.

One or more of these functions are required to provide the requested service and therefore, one or more elements of service charge would apply.

**2. ELEMENTS OF WORK CHARGES**

The four elements are described as follows:

**(a) Order Processing Charge**

The work involved in receiving the customer's request, recording all details and processing the details as required in meeting the requests.

Order Processing charge is applied once for each customer's request regardless of the number of work items to be completed on the same premises at the same time for the same billing telephone number.

**(b) Network Connection Charge**

The work involved in connecting telephone lines to the Company network. The work involves connecting the external telephone line from the central office side of the line protector at the customer premises to the Company's central office and internal connection within the central office to the network switching equipment.

Network Connection Charge applies on each customer line connected to the network and to other bridging connections carried out in the serving centre.

**(c) Customer Visit**

This charge applies when, at the customer's request, the Company is required to visit the customer's premises either to deliver a new piece of equipment or perform work on the telephone side of the customer's line protector. The charge applies in addition to (d) PREMISES WORK CHARGE and is applied once for each customer's request, regardless of the number of work items to be completed at the same time for the same billing telephone number.

See page 5 for explanation of symbols

**SERVICE CHARGES**Item 2080. **WORK-FUNCTION STRUCTURE** - continued2. **ELEMENTS OF WORK CHARGES** - continued(d) Premises Work Charge

All work carried out at customer's request on the same premises on the telephone side of the customer's line protector. Such work includes installations, move and change of customer lines, sets and associated miscellaneous equipment.

For a residence or a business customer, a Premises Work Charge applies for each work item involved, unless otherwise designated.

3. **MISCELLANEOUS EQUIPMENT**

Many items of miscellaneous equipment, including equipment features for key telephone systems and private (automatic) branch exchanges, are covered in other sections of the Tariff and carry a service charge designated as a specific amount for the installation work performed on customer's premises.

See page 5 for explanation of symbols

**SERVICE CHARGES**

Item 2080. **SCHEDULE 1**

**4.**

**SERVICE CHARGES SCHEDULE**

Elements of Service Charges

**SERVICE CHARGES**

	<b>RESIDENCE</b>	<b>BUSINESS</b>
(a) Order Processing	15.00	15.00
(b) Network Connection	18.00	18.00
(c) Customer Visit	15.00	15.00
(d) Premises Work	12.00	38.00
(e) Premises Work - Key Telephone Equipment.	-	71.15

From 06 01 2000 to 06 30 2000, service charges are waived for Call Answer service feature subscriptions.

**APPLICATION OF MULTI-ELEMENT SERVICE CHARGES**

**SERVICE WORK**

**SERVICE CHARGE ELEMENTS**

Provide Net Access (terminating on jack)	a	b		
Provide Net Access & tel (jack in place)	a	b	c	
Provide Net Access & tel (jacked or HW)	a	b	c	d
Install OPX (subsequent order)	a	b	c	d
Install OPX (same order)		b	c	d
Install jack	a		c	d
Install additional jack (same order)				d
Install additional tel (subsequent order)	a		c	d
Install additional tel (same order)	-			
Install long cord	a		c	d
Install long cord (Harmony)	a		c	
Move telephone	a		c	d
Reconnect service – disconnected for non-payment	a	b		
Reconnect service – restoration of voluntarily disconnected	a	b		
Reconnect service – restoration of voluntarily suspended (Only Bus. svc)	a	b		
Addition of Calling Features/CMS/Voice Mail	a			
Deletion of Calling Features/CMS/Voice Mail	-			

(C)

See page 5 for explanation of symbols

## APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

SERVICE WORK	SERVICE CHARGE ELEMENTS			
Change class of service Res to Bus (no # change)	a			
Change class of service Bus to Res (# change)	a	b		
Change 1st tel - jacked (colour, style, type)	a		c	
Change 1st tel - HW (colour, style, type)	a		c	d
Change 2nd tel - jacked (same order)	-			
Change 2nd tel - HW (same order)	-			
Change 1st jack (HW to mod. jack, customer's request)	a		c	d
Change 2nd jack (HW to mod. jack, customer's request -same order)	-			
Change tel # - key tel (visit req'd)	a	b	c	d
Change tel # - key tel (no visit)	a	b		
Change tel #	a	b		
Change tel # to NPU (# change)	a	b		
Change tel # to NPU (no # change)	a			
Change tel # (Co. initiated reason)	-			
Change or adjust customer records (Co. initiated reason)	-			
Change grade of service (access line)	-			
Change mailing or street address	-			
Change Directory listing	a			
Provide Directory Listing	a			
- A service charge does not apply for changes of listing required when service is taken over by a receiver, executor or party in like capacity, nor to change the listing when the original customer reassumes such responsibility after the end of a receivership.				
Provide Calling Card	-			
(no charge to replace a lost card)				
Provide Equivalent Service (B32)				
- conjunctively with the installation of access lines	-			
- after the installation of access lines	a	b		
Provide Referral of calls	a	b		

See page 5 for explanation of symbols

Item 2080.

4.

**APPLICATION OF MULTI-ELEMENT SERVICE CHARGES**

<b>SERVICE WORK</b>	<b>SERVICE CHARGE ELEMENTS</b>		
Transfer contract (Business)			
Transfer contract between household members	a		
-for reason of death, service charge not applicable	-		
Remove equipment or service	-		
Repair equipment or service	-		
Re-arrange outside wire (simple arrangement)	a	c	d
- larger re-arrangement at the customer's request is based on the expense incurred by the Company.			
On a repair visit, the Company replaces a faulty set with the existing colour, type set at no charge but if the customer requests a set change to:			
(a) a different colour (HW)	a		d
(b) a different colour (jacked)	a		
(c) different type (HW)	a		d
(d) different type (jacked)	a		

See page 5 for explanation of symbols

**CONSTRUCTION CHARGES**

**Item 2090. CONSTRUCTION ON PUBLIC THOROUGHFARES AND PRIVATE PROPERTY**

1. The Company's obligation to furnish service, both in territory in which it has exchange distribution facilities and on private property, is stated in its Terms of Service.
2. When the Company elects to provide service or facilities in territory other than that as stated in 1. above, construction charges apply as specified hereunder.
3. Construction charges apply for the following:
  - (a) For the initial provision of facilities at the request of an applicant, customer or lessee in territory in which the Company has no facilities. The Company provides these facilities to reach the premises of the applicant, customer or lessee 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.
4. 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, or lessee, or when the nature of the locality causes it to incur unduly high construction expense or maintenance expense or both.
5. 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 or lessee any charges associated with such use.
6. Construction charges are payable when application for service is made or when the account is rendered, at the option of the Company.
7. For construction on public thoroughfares, charges apply as follows:
  - (a) Monthly rates and rentals provide for a reasonable amount of construction for each service or facility which is to be considered as the first 165 metres (route measurement) of such construction.
  - (b) When construction, in addition to this reasonable amount as specified in (a) above, 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.

See page 5 for explanation of symbols

**CONSTRUCTION CHARGES****Item 2090. CONSTRUCTION ON PUBLIC THOROUGHFARES AND PRIVATE PROPERTY – continued**

8. For construction on private property, charges apply as follows:
- (a) For each service or facility provided, the Company furnishes the first 165 metres of construction without the application of a construction charge.
  - (b) When construction, in addition to that specified in (a) above, is furnished to reach 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.
  - (c) See Item 2400.2 (a) for terms, conditions and charges applicable to extend the aforementioned services and facilities to other buildings on the same continuous property.
  - (d) 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 a part of the expense, which it incurs thereby.

See page 5 for explanation of symbols

## CONSTRUCTION CHARGES – SERVICE IMPROVEMENT PLAN

### Item 2095. CONSTRUCTION – SERVICE IMPROVEMENT PLAN

1. The Company's obligation to furnish service, both in territory in which it has exchange distribution facilities and on private property, is stated in its Terms of Service.
2. Where the Company extends service to an unserved applicant, customer or lessee pursuant to its Service Improvement Plan (approved in CRTC Order 2000-1100), construction charges apply as specified hereunder. Otherwise, the construction charges outlined in Item 2090 apply.
3. The Company's financial obligation to extend service pursuant to its Service Improvement Plan is limited to instances where costs to extend service do not exceed \$15,000 per applicant, customer or lessee.
4. Construction charges apply for the initial provision of facilities at the request of an applicant, customer or lessee in territory in which the Company has no facilities. The Company provides these facilities to reach the premises of the applicant, customer or lessee and may locate them along public thoroughfares, private property or other such location as required or is suitable.
5. 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, or lessee, or when the nature of the locality causes it to incur unduly high construction or maintenance expense, or both.
6. 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 or lessee any charges associated with such use.
7. An applicant, customer or lessee may choose one of the three following options to pay for construction charges which are incurred pursuant to this Item:
  - a) When application for service is made, or
  - b) When the account is rendered, or
  - c) Pursuant to a 12 month installment payment plan, at the option of the customer. In the event a customer chooses the 12 month installment payment plan option, a \$200.00 non-refundable deposit is payable in the first month of the installment payment plan. Such deposit will be credited against the amount otherwise owed by the customer. Late installment payments will be levied late payment charges, in accordance with Item 1013.3.

See page 5 for explanation of symbols

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**CONSTRUCTION CHARGES – SERVICE IMPROVEMENT PLAN****Item 2095. CONSTRUCTION – SERVICE IMPROVEMENT PLAN – continued**

8. For construction on public thoroughfares and private property, charges apply as follows:
- a) When construction, in addition to the reasonable amount as specified in Item 2090.7(a) and/or 2090.8(a), is furnished to extend service pursuant to the terms of the Company's Service Improvement Plan at the request of the applicant, customer or lessee, and total construction charges will not exceed \$15,000 per applicant, customer or lessee taking service, construction charges payable by the applicant, customer or lessee shall be equal to the lesser of:
    - i) the actual cost of construction per applicant, customer or lessee, and
    - ii) \$1,000 per applicant, customer or lessee
  - b) When construction, in addition to both the reasonable amount specified in Item 2090.7 (a) and 2090.8(a) and the amount specified in (a) above is required to extend the new service requested by the applicant, customer or lessee requesting service, such construction is outside the scope of the Company's Service Improvement Plan and this Tariff Item. Accordingly, Item 2090 applies.
  - c) Refer to Item 2400.2 (a) for terms, conditions and charges applicable to extend the aforementioned services and facilities beyond a single building where facilities are terminated to other buildings on the same continuous property.
  - d) 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 a part of the expense, which it incurs thereby.

See page 5 for explanation of symbols

**CONSTRUCTION CHARGES****Item 2100. INTERIOR CONSTRUCTION**

1. The Company normally installs exposed wiring in buildings except as follows:
  - (a) If an applicant, customer or builder provides suitable conduit or other means of concealment, which is acceptable to the Company, the latter installs wiring in it without additional charge.
  - (b) The Company installs concealed wiring in a residential dwelling during construction without additional charge, on request by a duly authorized person suitably in advance, subject to the following conditions:
    - (1) The size of the building and the type and stage of construction are suitable for the work, in the Company's opinion.
    - (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 Item.
    - (4) The Company does not guarantee that subsequent changes in or additions to wiring installed during construction will be concealed.
2. When the Company installs concealed wiring otherwise, 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.
3. When the Company has to use a non-standard method of wiring or installation because of the type of construction of a building, it may require the applicant, customer or builder to bear any unusual expense that the Company incurs.

See page 5 for explanation of symbols

**DIRECTORY LISTINGS**Item 2110. **GENERAL**

1. These regulations and rates apply to listings in light-face type that appear in the residence and business alphabetical directory lists of customers' names, and in information records.
2. The Company provides the alphabetical directory lists and information service solely to permit the finding of telephone numbers listed. Listings are therefore limited to information essential for this purpose, and are to conform to the Company's specifications.
3. Except as provided for in Article 13 of Item 1000, the Company is not responsible for the results of the publication of listings in its directories, nor will it be a party or be made a party to controversies arising between customers or others as a result of listings published in its directories.
4. All customers' services are listed in the alphabetical directory list except as follows:
  - (a) Those residence services furnished in rooms of residences of an educational institution, which assumes responsibility for payment to the Company of all charges.
  - (b) Those services for which the customer requests privacy.

The Company's liability in respect of errors or omissions of such listings is specified in Article 13 of Item 1000. However, the Company shall incur no liability in respect of the continuation of the customer's listing in a directory after the termination of services where the continuation is not the result of any error or omission by the Company.

5. The customer must authorize its service listings. Listings of the names of persons, firms or corporations who are not customers, or of any trade name, must be authorized by such persons, firms or corporations or by the proprietor of such trade name.
6. The Company prepares listings in accordance with the letters of the English and French alphabets only and, may use such abbreviations, as it considers necessary.
7. When two or more central-office lines or trunk lines are furnished for the same customer one primary listing is provided. Customers with non-equivalent lines of main-telephone services may have primary listings for these lines in the form of extra listings if required.
8. The Company reserves the right, on proper showing, to discontinue or refuse to accept any listing that is found to be contrary to law or to the regulations herein.

See page 5 for explanation of symbols

**DIRECTORY LISTINGS****Item 2120. LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE**

1. The Company provides one listing in light-face type without additional charge in the alphabetical directory lists for the serving exchange as follows, except where otherwise stated in this Tariff:
  - (a) For each individual line, except that when two or more such lines of the same customer are arranged for equivalent service, only one listing is provided without additional charge.
  - (b) For each party-line service.
  - (c) For each P.B.X. system.

The telephone number in each such listing is that of the line, service or P.B.X. system for which the listing is provided.
2. Emergency call listings may be provided without additional charge at the discretion of the Company.
3. Listings are provided without additional charge for specified services as stipulated in this Tariff.
4. When a government has numerous separately-listed telephone services in one exchange, the Company may provide, without additional charge, a special directory list of the frequently called telephone numbers, in addition to the regular listings, if in its opinion this will facilitate the correct routing of calls to such numbers and thereby substantially reduce the number of telephone requests for information about them.

See page 5 for explanation of symbols

**DIRECTORY LISTINGS**Item 2130. **PRIMARY LISTINGS**

1. A primary listing is the principal listing of the customer's service. Each additional listing, whether chargeable or not, is subject to the regulations for extra listings.
2. A primary listing consists of the following:
  - (a) The name of the customer if a person, firm or corporation, otherwise the name under which the principal business of the customer is regularly conducted. The name may also be that of a person for whose use telephone service is applied for by another person. When a customer has business and residence service in the same name, the name may be omitted from the residence primary listing if the latter is indented under the business listing.
  - (b) The standard designation for a business listing. If the customer is engaged in more than one line of business, the designation is that of the principal business or some suitably descriptive term. If the listed name of the customer indicates the nature of his business, the designation is omitted.
3. When a customer has two or more services, the primary listing for each service in excess of one may be in one of the forms specified for extra listings.

See page 5 for explanation of symbols

**DIRECTORY LISTINGS****Item 2140. EXTRA LISTINGS**

1. Extra listings are provided in addition to the primary listing to facilitate the use of the alphabetical directory list and information service. Extra listings, which in the Company's opinion are worded to secure a preferential position in the alphabetical list or other undue prominence, are not provided.
2. Business extra listings are those that show the telephone number of a business service, except as specified in Items 2130.2(a).
  - (a) Business extra listings are provided as follows:
    - (1) In the names of partners, officers, employees and agents of the customer.
    - (2) In the corporate or firm names of corporations or firms:
      - a. In which the customer holds a controlling financial interest.
      - b. Which the customer is duly authorized to represent and which do not maintain an office or branch in the customer's local-service area.
      - c. Which the customer has taken over.
    - (3) In the distinctive names of divisions, branches, or offices, etc., that the customer operates as a part or under the name of their business.
    - (4) In commonly-used names that are variations, in form or spelling, of the name contained in another business listing of the customer.
    - (5) In the French or English translation of a listing of a customer in the other language.
    - (6) In the form of special instructions to calling persons, other than those previously described.
3. Residence extra listings are those that show the telephone number of a residence service and are not associated with the listing of a business service.
  - (a) Residence extra listings are provided as follows:
    - (1) In names of persons who reside in the household of a customer.
    - (2) In names of persons who occupy a customer's premises temporarily under lease and continue his service without change in billing.
    - (3) In names that are minor variations of the name in another residence listing.
    - (4) In the names of persons who reside in premises at which only business service is furnished, at the rates specified in Item 2160.6 for residence service.

See page 5 for explanation of symbols

**DIRECTORY ADVERTISING**

Item 2141.

1. Customers requesting directory advertising in the Moosonee/Moose Factory/Temagami telephone directory will be charged the following rates.

(a) Type A – Small Advertisement.

Consists of 2 Lines. Line 1 consists of Company's name in large Capital letters in Bold Print. Line 2 consists of additional information, i.e., Proprietor's name, business hours, etc.

1<sup>st</sup> Line ..... \$.50 per month  
Additional Line..... \$.15 per month

(b) Type B – Large Advertisement.

Advertisement is blocked in with Lines. Line 1 consists of Company's name in large Capital letters. Line 2 consists of additional information, i.e., Proprietor's name, business hours, etc., Logos are measured by the number of lines used, at \$.15 per line per month.

Large Advertisement ..... \$1.00 per month  
Additional Line..... \$ .15 per month

See page 5 for explanation of symbols

**DIRECTORY LISTINGS**

**Item 2150. INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS**

1. The initial service period for chargeable extra listings that appear in a directory is the effective period of the directory, except that the service period may be terminated before the end of the directory period upon the conditions specified in Article 21 of Item 1000.

**Item 2160. MONTHLY RATES FOR EXTRA LISTINGS AND FOR THE OMISSION OF A LISTING FROM THE DIRECTORY**

1. The following monthly rates specified in 6.(a) below apply for extra listings in light-face type, except where otherwise specified in this Tariff.
2. Each line of a directory notation in the form of special instruction to calling persons is classed as an extra listing.
3. Charges for extra listings are effective from the date of completion of delivery of the directory, except that when listings are placed in information records before that time on request of customers, charges apply from the date the information records are posted.
4. The monthly rate specified in 6.(b) and (c) below applies for the omission of each primary listing in accordance with the customer's request for privacy; non-published service provides for the omission of a listing from the directory and from directory-assistance, while non-posted service provides for the omission of a listing from the directory but not from directory assistance.
5. Service charges are specified in Item 2080.
6. Rates
 

(a)	EXTRA LISTING	\$0.45
(b)	NON-PUBLISHED	\$1.05
(c)	NON-POSTED	\$0.45

See page 5 for explanation of symbols

**DIRECTORY PURCHASE**Item 2161. **GENERAL**

1. Copies of O.N.Tel Moosonee/Moose Factory and Temagami directories (in addition to the entitlement outlined in Article 12) are available for purchase directly from O.N.Tel, other Telephone Companies, or Teledirect.

Each O.N.Tel Directory \$7.50  
(shipping and handling included)

Item 2165. **LONG DISTANCE DIRECTORY ASSISTANCE SERVICE**

1. **General**

A directory assistance charge of \$0.80 per call shall apply for all calls to long distance directory assistance. (A)

As an exemption, the directory assistance charge does not apply to calls originating from customers who must use a TDD/TTY to communicate and are so registered with the Company.

See page 5 for explanation of symbols

**PUBLIC TELEPHONE SERVICE**Item 2170. **GENERAL**

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

Item 2180. **CONTRACT ARRANGEMENTS**

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

Item 2190. **LISTINGS**

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

Item 2200. **EQUIPMENT**

1. Public telephones are equipped with coin-collecting devices, except when they are in charge of an attendant.

Item 2210. **RATES AND CHARGES**

1. The rate specified in 4.(a) below applies for each originating local call that is paid with coins deposited in the coin collecting device.
2. Regular rates apply for message toll service.
3. Service charges associated with the establishment of service and distance charges do not apply. Changes of location and other changes, which the Company considers necessary, are made without charge, otherwise, service charges apply for the work as stated in Item 2080.
4. Rates and Charges
  - (a) each \$0.25

Item 2220. **TOLL TELEPHONES**

1. A toll telephone is a telephone for the furnishing of message toll service in a locality in which exchange service is not furnished. Regular message toll rates apply.
2. Toll telephones are normally for use by the public, but may be installed for private use at the Company's discretion. When toll telephones are installed for private use, the facilities used to provide service are terminated on a jack at no additional charge. Service charges as specified in Item 2080.4 apply for each additional jack installed on the line.

See page 5 for explanation of symbols

**SEMI-PUBLIC TELEPHONE SERVICE****Item 2230. GENERAL**

1. Semi-public telephone service is a message-rate service furnished at the Company's discretion at locations of the following types:
  - (a) Where there is a combination of use by the public and the customer, including locations at which the primary use is by the public for outgoing service, but the furnishing of public telephone service is not warranted, in the Company's opinion.
  - (b) Where there is collective use of the service by guests, members, business clients or similar occupants of the premises and business flat-rate or business message-rate service is unsuitable or prohibited by this Tariff.
2. Semi-public telephone service is furnished as main-telephone service. It is not furnished as foreign-exchange service. Semi-public telephone service may be provisioned for outgoing only service, if requested by the customer.

**Item 2240. CONTRACT ARRANGEMENTS**

1. The customer-agent is to guarantee a daily amount of \$0.28 combined local and message toll revenue for each main telephone.
2. The combined total of main telephone receipts for originating local and message toll calls (excluding applicable taxes) for the collection 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. All semi-public telephone service furnished to the same customer-agent and installed on the same premises is considered collectively in determining the amount of local and message toll receipts to be credited against the amount of the guarantee.

**Item 2250 LISTINGS**

1. Semi-public telephone services are listed in telephone directories in accordance with Items 2110 to 2160.

See page 5 for explanation of symbols

**SEMI-PUBLIC TELEPHONE SERVICE****Item 2260. EQUIPMENT**

1. Main telephones are provided in either black or standard colours as determined by the Company. They are equipped with coin-collecting devices and are connected only with individual lines.

**Item 2270. RATES AND CHARGES**

1. A rate, as specified in Item 2210.1, applies for each originating local call.
2. Regular rates apply for message toll service. The Company reimburses the customer-agent for amounts expended by him for messenger service on message toll calls to the semi-public telephone.
3. Extra exchange distance charges (Item 2390) apply to service furnished outside the base-rate area.
4. Service charges are those for business service and apply as stated in Item 2080.

See page 5 for explanation of symbols

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**BUSINESS AND RESIDENCE SERVICE****Item 2280. GENERAL**

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

**Item 2290. BUSINESS SERVICE**

1. The business classification applies when the service is used primarily or substantially for a commercial, industrial, professional, institutional, vocational or otherwise occupational purpose or for any purpose other than that of a domestic or family nature.
2. 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 residence service of a person authorized by this Tariff to use an existing business service in the same local-service area may be publicized in connection with such business service.
  - (c) In boarding and rooming houses in which four or more persons are accommodated for payment, and when any such person has general access to service which is provided to the proprietor or his appointed agent.
  - (d) In residence quarters of any club, institution or similar place, where guests, employees or other persons have general access to the service.
3. If any part of the customer's service is used primarily for a non-domestic purpose or is in a location where the business classification would apply, the entire service is classified as business, except as follows:
  - (a) Connection of his residence service with terminating equipment of his business service.
  - (b) An additional telephone connected to his residence service at the location of his business service.
4. When the Company is applying the residence classification but finds that the business classification is applicable, it may thenceforth charge the appropriate business rate, upon notifying the customer.

**Item 2300. RESIDENCE SERVICE**

1. 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.

See page 5 for explanation of symbols

**INDIVIDUAL AND PARTY LINE SERVICE****Item 2310. GENERAL**

1. Individual-line service is a grade of customer exchange service that provides for the connection of one main telephone to a central-office line.
2. Party-line services are grades of customer exchange service that provide for the connection of two or more main telephones to the same central-office line. Two grades are furnished namely, two-party line service and multi-party line service.
3. Multi-party line service is provided as four-party line service and more than four-party line service.

**Item 2320. REGULATIONS**

1. The Company reserves the right to determine what party-line telephones shall be connected to any central-office line, and to connect business and residence telephones to the same line when the service is not impaired thereby.
2. Arrangements may be made whereby a customer to two main-telephone services at different locations in the same wire-center area can receive calls for both services at either or both service locations. An extension bell associated with the distant service is required at each such location in common-battery exchanges, and is charged for at the regular rate.
  - (a) If the two services are connected to the same central-office line, no further arrangements are required. The two-party line service rate applies for each service.
  - (b) If the two services are connected to different central-offices lines, the lines are inter-connected in the central office without additional charge. Only one main-telephone service can be connected to each central-office line, and the individual line service rate applies for each service.

**Item 2330. RATES**

1. Rates for individual, two-party and four-party line service are in Item 2040.

See page 5 for explanation of symbols

**PRIVATE BRANCH EXCHANGE SERVICE**Item 2340. **GENERAL**

1. P.B.X. service affords a combination of exchange service and intercommunicating service. Connections between P.B.X. telephones, and between such telephones and trunk lines, are made by manually-operated or dial-operated switching equipment of the P.B.X. system.
2. The Company provides standard types of P.B.X. systems and rates are based on the provision of such standard equipment. 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.
3. The customer is to operate his P.B.X. system in accordance with the Company's practices.
4. The Company provides private telephone systems which are not connected to exchange and message toll services. The equipment is the same as that provided for exchange P.B.X. service.

See page 5 for explanation of symbols

**PRIVATE BRANCH EXCHANGE SERVICE**

Item 2341 **DIRECT INWARD DIALING**

1. **General**

This arrangement provides the necessary central office equipment to permit direct inward dialing to an additional line or local of a Company provided P.B.X. system or of a customer provided switching system classified as a P.B.X. or Key System 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.

2. **Rates and Charges**

The following rates and charges apply in addition to other rates and charges applicable (a minimum billing is for 30 such extension lines or fax machines equipped).

**DID Feature**

	<b>MRC</b>	<b>SC</b>
First 30 PBX extension lines or locals or fax machines equipped:	\$163.50	\$244.50
Each additional PBX extension line or local fax machine equipped:	\$ 5.45	\$ 8.15

**DID Numbers**

	<b>MRC</b>	<b>SC</b>
For each group of 30 telephone numbers equipped with outpulsing for one-way tone and voice page reserved for, or in use on a customer's PBX or Key System:	\$141.00	\$244.50

See page 5 for explanation of symbols

Reserved for future use.

(C)

2 CANCELS	1	PAGE 112
2 CANCELS	1	PAGE 113
2 CANCELS	1	PAGE 114
2 CANCELS	1	PAGE 115
2 CANCELS	1	PAGE 116
2 CANCELS	1	PAGE 117
2 CANCELS	1	PAGE 118
2 CANCELS	1	PAGE 119
2 CANCELS	1	PAGE 120
2 CANCELS	1	PAGE 121
2 CANCELS	1	PAGE 122
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2 CANCELS	1	PAGE 131
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2 CANCELS	1	PAGE 137
2 CANCELS	1	PAGE 138
2 CANCELS	1	PAGE 139
3 CANCELS	2	PAGE 140
3 CANCELS	2	PAGE 141
3 CANCELS	2	PAGE 142
3 CANCELS	2	PAGE 143
2 CANCELS	1	PAGE 144
2 CANCELS	1	PAGE 145
2 CANCELS	1	PAGE 146

(D)

(D)

The CRTC has granted forbearance pursuant to Section 34 of the Telecommunications Act for certain of the services previously contained on these pages. Accordingly, the material has been removed from this Tariff.

(D)

See page 5 for explanation of symbols

**ADDITIONAL TELEPHONES**Item 2360. **GENERAL**

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

Item 2370. **REGULATIONS**

1. Additional telephones are ordinarily installed in the same building as the main telephone, but when facilities are available, they may be installed in other premises.

Channels that connect main and additional telephones in different buildings are subject to distance charges (Items 2400 and 3260).

2. The number of additional telephones with bells that may be installed with a main telephone is governed by the limitation on the number of bells installed on one line. The Company may determine the number of additional telephones without bells to be installed with a main telephone.
3. Additional telephones are provided with four-party service subject to its satisfactory operation. They are not installed with public telephone service and are only provided with semi-public telephone service when in the Company's opinion they are warranted by service requirements. No additional charge applies with public telephone service and standard rates apply with semi-public telephone service.
4. 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.
5. Additional telephones are provided by the Company at the same rates and charges as those specified in Item 2500 for 500-type telephones.

See page 5 for explanation of symbols

**INTRA-EXCHANGE DISTANCE CHARGES**Item 2380. **GENERAL**

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

Item 2390. **EXTRA-EXCHANGE DISTANCE CHARGES**

Withdrawn effective March 26, 1999.

Item 2400. **LOCAL CHANNELS**1. **GENERAL**

- (a) Local distance charges or rentals apply as follows to local channels between points in the same exchange, other than central-office lines and trunk lines:
  - (1) Between two or more telephones or service points.
  - (2) Between one or more telephones or service points and the rate-centre location or wire centre used as a measuring point on an inter-exchange channel provided for the customer.
- (b) The capacity of the local channel provided determines the monthly distance charge or rental applicable. Local channels are furnished as follows:
  - (1) Voice-grade local channels are those with the band-width to carry telephone speech or its equivalent.
  - (2) Teletype-grade local channels are those with a narrower band-width than voice-grade ones. They are provided to carry electrical impulses (signals).
- (c) The monthly distance charge provides for one pair of wires or the equivalent between the telephones or service points.
- (d) When a multi-wire channel is provided the following apply:
  - (1) For duplex operation.
  - (2) When an additional single wire or the equivalent is used, it is charged for as a channel.

See page 5 for explanation of symbols

**INTRA-EXCHANGE DISTANCE CHARGES**

Item 2400. **LOCAL CHANNELS** – continued

1. **GENERAL** – continued

(d) - continued

(3) The initial ¼ mile distance charge, if applicable, applies only once.

LOCAL CHANNEL

MONTHLY RATE

Initial ¼ mile	\$2.75
Additional ¼ mile	\$1.05

2. **MONTHLY DISTANCE CHARGES OR RENTALS**

(a) Channels between buildings on continuous property.

- (1) The foregoing charges or rentals provide for the channel required to connect the first telephone or service point on the customer or lessee's premises. When a channel is extended to connect one or more additional telephones or service points thereon, an additional charge applies as specified below.
- (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.
- (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 monthly rentals as stated below apply for all channels between buildings on continuous property of the customer or lessee.

MONTHLY CHARGE

EACH CHANNEL	\$0.85
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See page 5 for explanation of symbols

**FOREIGN-EXCHANGE SERVICE**Item 2410. **GENERAL**

1. Foreign-exchange service is an interexchange service, which provides individual line or trunk line services from an exchange, which does not normally serve the area in which the customer to such service 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.
2. 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, it may apply an additional charge based on the equipment installed or other expense incurred; it may also specify a minimum contract period in excess of that otherwise applicable, in accordance with Article 20 of Item 1000.
3. When a P.B.X. system is connected with both normal and foreign exchanges, the rate for P.B.X. extension lines that have access to both exchanges is the higher of the rates applicable in those exchanges.
4. Extra listings are provided without additional charge as follows:
  - (a) When the customer has service from each exchange: one listing 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 in the alphabetical list of the normal exchange.
  - (c) Such listings contain a suitable reference to the service furnished from the other exchange.
5. Service charges and the local service area of telephones connected for foreign-exchange service are those of the foreign exchange.
6. The channel measurement and rate distance for the inter-exchange part of each central-office line or trunk line are specified in Items 3270.1 (a) and (b).
7. The total monthly charge for foreign-exchange service is the sum of the following:
  - (a) Monthly charges as specified in Items 3280.1 (a) 1., or 1. (e) (1) as appropriate.
  - (b) Extra-exchange distance charges for the normal exchange, if applicable (Item 2390).

See page 5 for explanation of symbols

**FOREIGN-EXCHANGE SERVICE**Item 2410. **GENERAL** – continued

8. Off-premises extensions associated with foreign-exchange service are subject to distance charges.
9. The channel measurement and rate distance for such channels are specified as follows:
  - (a) For off-premises extensions in the same exchange: Items 2400.2(a) (1) and (2)
  - (b) For off-premises extensions in different exchanges: Items 3270.1 and 3280.1

See page 5 for explanation of symbols

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**SUSPENSION OF SERVICE**

Item 2420. **GENERAL**

1. Suspension of service is a temporary discontinuance of service without termination of the customer's contract for service at the customer's request. Suspension and restoration of service are made effective on receipt of reasonable advance notice from the customer.

Item 2430. **COMPLETE SUSPENSION OF SERVICE**

1. This provides for the discontinuance of operation of a customer's primary exchange service.
2. Suspension is provided on any primary exchange service except foreign-exchange, mobile and service-system service
3. Suspension is provided for a minimum of two weeks.
4. During the period of suspension, the Company advises persons who call the customer's telephone number that his service is suspended, except in exchanges in which equipment for intercepting such calls is not provided. If the customer requests that his incoming calls be referred to another telephone number and the customer for the latter service agrees, the telephone number of such service is given to the calling parties. The Company's liability in respect of such reference of calls is specified in Article 16 of Item 1000.
5. Suspension may start at any time, subject to the following regulations:
  - a) The reduced charge, when applicable, does not apply for suspension during an initial service period of one month.
  - b) When service is suspended during an initial service period that is longer than one month, the reduced charge, when applicable, applies but the initial service period is extended by the length of the period of suspension.
  - c) After the end of a period of suspension, the regular charge for service applies for one month before further suspension
6. The charges for each service during the period of suspension are as follows:
  - a) For each residence primary exchange service (Item 2040) the charge to suspend and restore the service at each premises is that specified below.

Period of Suspension	One-Time Charge
From 2 Weeks to 3 Months	\$40.00
From 4 Months to 6 Months	\$50.00

- b) For each business primary exchange service, except as specified in (c) and (d) below, the charge is that specified in Item 2040 for the grade of service suspended. A service charge as specified in Item 2080, applies to suspend and restore each service.

See page 5 for explanation of symbols

**SUSPENSION OF SERVICE**Item 2430. **SUSPENSION OF SERVICE - continued**

- c) For semi-public telephone service, the charge is the daily guarantee specified in Item 2240. A service charge, as specified in Item 2080, applies to suspend and restore each service.
- d) For a P.B.X. system, the charge is that for the switchboard or console, trunk lines and extension lines.
- e) Reference of calls of a suspended service is provided at the monthly rate specified below:

Each Service	\$2.80
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- 7. The foregoing charges apply instead of all other charges for the service suspended, except that the customer is responsible for payment of charges for rights-of-way and other like charges for his service that apply during the period of suspension.

**EXCHANGE RADIO-TELEPHONE SERVICE**Item 2440. **EXCHANGE RADIO-TELEPHONE SERVICE**

1. Exchange radio-telephone service is furnished to customers located as follows:
  - (a) Within the exchange.
  - (b) Outside the base-rate area of that exchange.
  - (c) Beyond the Company's exchange distribution lines.
  - (d) In such a part of the territory that, in the Company's opinion, the only reasonable manner in which to provide service is by radio.
2. The Company determines the exchanges and/or wire centres at which it installs a radio base station and from which it provides this service.
3. Exchange radio-telephone service is furnished subject to transmission, atmospheric and like limitations.
4. The customer is to provide, install, own and maintain the tower and associated equipment at his location and is to install the Company-provided antenna on the tower to the Company's specifications. He is also to provide the necessary power supply, either alternating current (AC) or a battery.
5. The Company provides the radio equipment and associated telephone at the customer's premises. Each customer is responsible for taking this equipment to the Company's repair centre for any maintenance required and for returning it to his premises.
6. The minimum charge for each new installation is for six months for Temagami multi-party service and four months for Moosonee multi-party service. After the expiration of this period, the monthly rate applies.
7. Multi-party (more than four party) service of the exchange in which the radio base station is located, is the basic service provided at the rates and charges stated. Individual service is provided at the rates and charges as stated subject to the availability of the necessary facilities. Where it is necessary to install special equipment or incur any unusual expense to provide the service requested, the Company may make an additional charge, based on the equipment installed or other unusual expenses incurred.

See page 5 for explanation of symbols

**EXCHANGE RADIO-TELEPHONE SERVICE**

Item 2440. **EXCHANGE RADIO-TELEPHONE SERVICE** – continued

**8. Rates and Charges**

(a) The monthly rates and service charge are stated below and include the following:

- i. The monthly rate applies for the class of service for the exchange in which the base station is located. For multi-party service, the monthly rate applicable is that for more-than-four-party service.
- ii. One alphabetical directory listing for each service.
- iii. Service within the local service area of the exchange in which the base station is located.
- iv. Radio Equipment, as stated in Item 5. above, is furnished as follows:

	Monthly Rate	Initial Service Charge
Temagami Multi-Party Seasonal	\$ 80.90	\$900.00
Temagami Multi-Party Year-Round	64.95	900.00
Moosonee Multi-Party Service	65.15	150.00
Individual Service	117.95	

(b) Temporary suspension of service is provided as stated in Item 2420. The charge is that specified in Item 2420 for the class and grade of service for the exchange in which the base station is located.

9. The rates stated elsewhere in this Tariff apply for an extension bell furnished in the same building as the radio equipment. The rate for an extension telephone is that for the exchange in which the base station is located. The charge for a channel between buildings applies, in addition, when the extension telephone or bell is provided within 500 feet airline, from the building within which the radio equipment is installed.

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2450. **GENERAL**

Miscellaneous equipment is provided at the rates and charges specified.

Item 2460. **JACK AND PLUG EQUIPMENT**

1. Jack and plug equipment is provided with certain telephones and other equipment for the connection of certain Company-provided and/or customer-provided equipment, all as specified in the Company's Tariffs.
2. The following rates and service charges apply for each jack or multi-pin bridging adapter (Note 1):

**Monthly Rate**

Weather Proof Jack	\$1.05
8 Position Jack	0.45
50 Position Jack	3.70
8 Position Data Jack	4.35

NOTE 1: Satisfactory data transmission may not be obtained with the use of jacks described above. See Item 4670 for data jacks.

3. The foregoing rates provide for the necessary channel within one building. When a channel is extended to a point beyond the building, a local-distance charge applies (Item 2400).
4. Jacks installed on one line may be restricted to such number as in the judgment of the Company will not impair the service.
5. Satisfactory data transmission may not be obtained with the use of the jacks described above.
6. The following additional regulations apply to main-telephone service for which jacks are furnished for the connection of portable telephones.
  - (a) A portable telephone may be provided with two or more primary services for the same customer on the same premises or on his adjoining premises, in the same building. If one of such primary services is a business service, the business rate applies to the portable telephone.
  - (b) The rate and service charge for a 500-type telephone (Item 2500) apply to each portable telephone provided by the Company. One bell is provided without additional charge for each portable telephone, subject to the limitation in Item 2120.1(d) on the number of bells installed with one line.

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

**Item 2470. PUSH-TONE DIALING**

1. Push-Tone dialing provides for the origination of telephone calls by the use of a telephone equipped with special buttons instead of a dial. It is provided through the use of Push-Tone.
2. Lines and trunks equipped for Push-Tone dialing are available for the connection of Company and/or customer-provided telephones or other equipment with that feature, in those wire centres of dial exchanges in which the necessary central-office equipment has been installed.
3.
  - (a) The Push-Tone dialing feature is available on most types of telephones provided by the Company.
  - (b) The Digipulse dialing feature is not available for new installations or additions to existing installations.
4. A service charge as specified in Item 2080 applies for the provision of Push-Tone dialing, except for the following:
  - (a) To convert an individual, two-party or four-party line service from rotary dial to Push-Tone.
  - (b) To change a rotary-dial telephone connected to an individual, two-party or four-party line service to a telephone equipped for Push-Tone when the change is done at the same time as the line is converted to Push-Tone.
5. Central-office lines, connected to telephone equipment other than a P.B.X. may be equipped for Push-Tone dialing. The rates and charges specified below apply in addition to other rates and charges applicable. The rate applies to each individual, two-party or four-party line service equipped.

Effective 1999 09 01, individual line services must be equipped for Push-Tone dialing. As an exception, residence individual line services installed before 1999 09 01, not equipped for Push-Tone dialing, can remain in service until they are moved to a different premises.

**C**

**D**

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**Item 2480. **CALLING FEATURES****1. General**

Calling features are network-based line features referred to as Custom Calling Features (CCF).

Calling Features are furnished with individual-line primary exchange service, excluding P.B.X. trunk line service and public and semi-public telephone service. They are provided subject to the availability of suitable facilities.

**2. The following Custom Calling Features are provided:**

- (a) Call Forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred. The Call Forward feature will transfer only one call at any one time and subsequent incoming calls will reach a busy condition until the transferred call is terminated. Any message toll charges applicable, because the telephone to which the calls are to be transferred is an exchange different from that in which the calls originated, are assessed to the customer with the customer calling feature.
- (b) Speed Calling provides for calling a telephone by dialing an abbreviated code. This feature is available as eight-code or 30-code speed calling.
- (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. This feature is not available on central office lines arranged for equivalent service.

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2480. **CALLING FEATURES – cont'd**

2. The following Custom Calling Features are provided: (cont'd)

- (e) Reserved for future use.
- (g) 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.

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2480. **CALLING FEATURES – cont'd**

2. The following Custom Calling Features are provided: (cont'd)

- (g) 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 Item 2140.

*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.

See page 5 for explanation of symbols

MISCELLANEOUS EQUIPMENT

Item 2480. **CALLING FEATURES** – 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 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 Item 2080 applies.

	Monthly Rate				Service Charge
	Residence		Business		
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate	
Call Forwarding	#	\$11.00	#	\$13.00	(x)
Speed Calling eight-code	#	11.00	#	13.00	(x)
30-code (Customer-completed number change)	#	11.00	#	13.00	(x)
Three-way Calling	#	11.00	#	13.00	(x)
Call Waiting	#	11.00	#	13.00	(x)
Package #1 Call Forward & Short Speed Call	#	15.00	#	17.00	(x)
Package #2 Call Forward & Call Waiting	#	15.00	#	17.00	(x)
Package #3 Call Waiting & Short Speed Call	#	15.00	#	17.00	(x)
Package #4 Call Forward & Call Waiting & Short Speed Call	#	18.00	#	20.00	(x)
Package #5 Call Wait, Three-way Call & Ident-A-Ring	#	18.00	#	20.00	(x)
Package #6 Call Wait, Three-way Call, Call Forward & Voicemail (Note)	#	25.00	#	30.00	(x)
Remote Call Forwarding	#	25.00	#	25.00	(x)
Ident-A-Ring	#	11.00	#	13.00	(x)

(x) Service charges outlined in Item 2080 apply.

Note: Voicemail is forborne from regulation

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See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2485. **CALL MANAGEMENT SERVICE**

1. **General**

Call Management Service (CMS) is comprised of network-based line features which are furnished with individual-line primary exchange services, except Public and Semi-Public Telephone services and P.B.X. trunk lines. They are provided subject to the availability of suitable facilities.

Notwithstanding any other provisions of the Company's tariffs, 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. The following Call Management Services are provided:

(a) **Call Display** allows customers to receive the calling number on incoming calls. The number is delivered to the called party's telephone between the first and second ring. In order to access this feature, the customer must have a display device, which is compatible with Call Display.

(b) **Call Return** is comprised of Automatic Recall and Automatic Call Back.

Automatic Recall is an incoming CMS feature that allows subscribers to automatically redial the calling party of the last incoming call whether the call was answered or unanswered. It allows subscribers to hear the directory number of the last incoming call prior to deciding whether or not to recall that number. This feature will not return a call if the calling party is "private". The activation of this feature can be cancelled by the customer when required.

Automatic Call Back is an outgoing CMS feature that allows subscribers to have the DMS-10 redial the last number called from their station. This applies regardless of whether the original call was answered, unanswered, or encountered a busy tone. The system monitors the calling and called lines and attempts to connect the call for up to 30 minutes. The activation of this feature can be cancelled by the customer when required.

(c) **Call Screen** is comprised of Selective Call Acceptance and Selective Call Rejection.

Selective Call Rejection (SCR) allows subscribers to define a list of calling DN's to be screened. Any calling numbers on this list are routed to announcements and rejected. All other calls are treated normally. The calling party on the rejection list receives an announcement stating the call is not presently being accepted by the called party.

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2485. **CALL MANAGEMENT SERVICE** – continued

2. Call Management Services – continued

(c) **Call Screen** – continued

Selective Call Acceptance (SCA) allows subscribers to define a list of calling DN's that will be accepted. Any directory number not on that list is routed to announcements and rejected. The calling party not on the acceptance list receives an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted directory numbers as desired.

(d) **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. This service is offered on a pay-per-use basis at \$5.00 per successful trace, up to a maximum of \$10.00 a month per line.

(e) **Call Blocking** has been developed to support a policy that protects customer information. A customer may wish to "block" the telephone number from being displayed to the called party. There are two options:

(i) Occasional Blocking allows a customer, by using a code prior to dialing an outgoing call, to block their number from being displayed. There is no charge for this service.

(ii) Permanent Blocking permanently blocks the number from being displayed on outgoing calls. This option is available only to shelters for victims of domestic violence, public law enforcement agencies, social services agencies, crisis lines and to victims and potential victims of violence; customers with non-published numbers may also request permanent blocking. There is no charge for this option when requested from the Business Office.

(f) **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, Item 2485, and Call Waiting, Item 2480, will apply.

(ii) All components within Visual Call Waiting are provided, subject to the availability of suitable facilities and equipment.

N

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2485. **CALL MANAGEMENT SERVICE** – continued

- (g) **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.
- (h) **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 2485 2(e), Call Blocking.
  - (iii) Customers may request to change their displayed name once at no charge. An Order Processing charge, General Tariff Item 2080, 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) O.N.Telcom 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.

N

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2485. **CALL MANAGEMENT SERVICE – cont'd**

2. The following Custom Calling Features are provided: (cont'd)

- (i) 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. **C**

*Eligible Calling Features*

Voicemail (Note), Call Display (Name and Number), Visual Call Waiting, Three-way Calling, Call Waiting, Call Screen, Call Forwarding, Call Return, and Ident-A-Ring. **C**

*Eligible Customers*

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

*Conditions of Service*

- (1) The components which comprise the packages are as described in Items 2480.2, 2485, and 2490, with the exception of Visual Call Waiting, which is the combination of Items 2480.2 and 2485. **C**
- (2) The components of the Ontera's Pick Six Package are provided, subject to the availability of suitable facilities and equipment. **C**
- (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 Item 2080, Service Charge, shall apply each time a change occurs.
- (7) Customers can subscribe to other calling features outside the package at the appropriate rate.

Note: Voicemail is forbore from regulation **N**

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2485. **CALL MANAGEMENT SERVICE – cont'd**

2. The following Custom Calling Features are provided: (cont'd)

**(j) Consumer and Business Solutions**

A. 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

**C**

ii. Onetra's Display Package includes:

1. Call Forwarding
2. Call Return
3. Call Waiting
4. Three-way Calling
5. Call Display (Name and Number)

**C**

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. Voicemail (Note)

**C**

iv. Ontera's Mini-Display Package includes:

1. Call Display (Name and Number)
2. Call Forwarding
3. Call Return
4. Three-way Calling

**C**

v. Ontera's Mini-Messaging Package includes:

1. Voicemail (Note)
2. Call Display (Name and Number)
3. Call Waiting

**C**

**C**

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

Note: Voicemail is forbene from regulation

**N**

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**Item 2485. **CALL MANAGEMENT SERVICE – cont'd**

2. The following Custom Calling Features are provided: (cont'd)

**(j) Consumer and Business Solutions**

## C. Terms and Conditions

- (i) The components which comprise the packages are as described in Items 2480.2 a, c and d, and 2485.2 a and b.. **C**
- (ii) The components of any of Ontera's Consumer and Business Solution Packages are provided subject to the availability of suitable facilities and equipment. **C**
- (iii) The package is not available on equivalent lines.
- (iv) Customers can have only one offer on a given line.
- (v) Customers can subscribe to other calling features outside the package at the appropriate rate.
- (vi) 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 page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2485. **CALL MANAGEMENT SERVICE** – 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 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 Item 2080 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		
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate	
Call Display (call number only)	#	\$12.00	#	\$14.00	(x)
Call Display (name and number)	#	12.00	#	14.00	(x)
Call Return	#	11.00	#	13.00	(x)
Call Screen	#	11.00	#	13.00	(x)
CMS Package #1 Call Display + Call Screen	#	15.00	#	16.00	(x)
CMS Package #2 Call Display + Call Return	#	15.00	#	16.00	(x)
CMS Package #3 Call Display + Call Return + Call Screen	#	18.00	#	20.00	(x)
Visual Call Waiting	#	18.00	#	20.00	(x)
Call Transfer	#	N/A	#	8.95	(x)
Ontera's Accessibility Package	#	22.00	#	26.00	(x)
Ontera's Display Package	#	26.00	#	34.00	(x)
Ontera's Messaging Package	#	31.00	#	42.00	(x)
Ontera's Mini-Display Package	#	24.00	#	31.00	(x)
Ontera's Mini-Messaging Package	#	24.00	#	31.00	(x)
Six Calling Features Excluding Visual Call Waiting	#	33.00	#	36.00	(x)
Four Calling Features, and Visual Call Waiting	#	33.00	#	36.00	(x)

(x) Service charges outlined in Item 2080 apply.

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See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2490. **CALL BLOCKING SERVICE**

**1. General**

- (a) Call blocking enables customers to restrict access from their telephone lines to both of the following services:

900 Service  
976 Service

- (b) The service is provided, at the customer's request, on individual lines and trunk lines. It is not available with two- and four-party services.

**2. Rates and Charges**

A one-time charge applies for each line on which call blocking is activated.

	<b>SET-UP CHARGE</b>	<b>SERVICE CHARGE</b>
each line	\$10.00	(x)

- (x) An administration charge, as specified in Item 2080, does not apply.

See page 5 for explanation of symbols

Item 2491. Reserved for future use.

**S**

See page 5 for explanation of symbols

Item 2491. Reserved for future use.

S

See page 5 for explanation of symbols

Item 2491. Reserved for future use.

**S**

See page 5 for explanation of symbols

### MISCELLANEOUS EQUIPMENT

#### Item 2495. TOLL RESTRICTION

##### 1. General

- a) Toll Restriction, provided at the customer's request, denies business and residence lines access to message toll services by blocking the Operator "0" and Direct Distance Dialing "0+" and "1+" codes. This service does not restrict access to Directory Assistance 411, Repair Service 611, or calls to 1-800 or 1-888.
- b) Toll Restriction is provided, subject to the availability of suitable equipped central office switching equipment, on individual lines. No rate applies for Toll Restriction and no service charge applies to equip a customer's residence service with this feature. However, the service charge shown below applies to deactivate/remove Toll Restriction.

Note 1: Toll Restriction does not prevent any person at the customer's premises from accepting collect calls or third number calls on a line equipped with this feature.

Residence	Service Charge
Deactivated/Remove Toll Restriction	\$10.00

Business	Monthly Rate	Service Charge
Toll Restriction, each business line, channel or PSTN connectivity	\$2.30	(x)

- (x) An Order Processing charge, as specified in Item 2080, applies, except when provided at the same time as the associated line, channel or PSTN connectivity.

Note 2: This charge applies to existing business lines, channels, or PSTN connectivities only, except that it does not apply to restrict the first line, channel or PSTN connectivity of each customer order to be completed at the same time on the same premises.

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2500. **TELEPHONE STATION EQUIPMENT**

**1. 500-Type Telephones**

- a) 500-type telephones are the Company's basic telephone instruments. They are provided with a spring receiver cord and a mounting cord approximately five feet long. They are available with two- or four-party service only. (C)
- b) 500-type telephones are available in the following types: (D)
  - (1) Table mounting with built-in bell
  - (2) Wall mounting with built-in bell
- c) The following basic telephone instrument charges apply to each telephone, unless otherwise specified. Services charges apply in accordance with Item 2080.

**Monthly Rate**

Business Service	\$1.35
Residence Service	\$1.35

The CRTC has granted forbearance pursuant to Section 34 of the Telecommunications Act for certain of the services previously contained on these pages. Accordingly, the material has been removed from this Tariff. (D)

See page 5 for explanation of symbols

**MISCELLANEOUS EQUIPMENT**

Item 2500. **TELEPHONE STATION EQUIPMENT** - continued

(D)

(D)

**2. Volume-Control Telephone Equipment**

a) General

- (1) This equipment is for use by customers with impaired hearing or otherwise where it is desired to amplify sounds transmitted to or from a telephone so equipped. The Company does not guarantee that results with the equipment will be satisfactory in any case of impaired hearing.

(C)

b) Monthly Charge

\$1.25

(D)

(D)

The CRTC has granted forbearance pursuant to Section 34 of the Telecommunications Act for certain of the services previously contained on these pages. Accordingly, the material has been removed from this Tariff.

(D)

See page 5 for explanation of symbols

Reserved for future use.

(C)

4 CANCELS	3	PAGE 169
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3 CANCELS	2	PAGE 171
2 CANCELS	1	PAGE 172
2 CANCELS	1	PAGE 173
2 CANCELS	1	PAGE 174
3 CANCELS	2	PAGE 175

(D)

(D)

The CRTC has granted forbearance pursuant to Section 34 of the Telecommunications Act for certain of the services previously contained on these pages. Accordingly, the material has been removed from this Tariff.

(D)

See page 5 for explanation of symbols

**CELLULAR ACCESS SERVICE**Item 2600. **GENERAL**

1. Cellular Access Service will provide the Central Office equipment and facilities necessary for the inter-connection of a Cellular Service Operator's licensed cellular mobile radio service with the Company's public switched telephone network. A Cellular Service Operator must be designated by Industry Canada to provide public cellular mobile radio service in areas served by the Company.
2. This service is subject to the availability of suitable facilities and the availability of a wire center with appropriately equipped DMS-10 switching equipment.
3. The Cellular Service Operator's equipment shall meet the specifications as established by Industry Canada.
4. Access will be provided using digital Access Channels and includes the provision of seven-digit telephone numbers for outpulsing.
5. A Cellular Service Operator may also interconnect with the Company's public switched telephone network to provide transmission services to Radio Paging and Air to Ground System Operators.
6. Seven-digit telephone numbers with outpulsing will be provided either as a dedicated group of consecutive telephone numbers, or individually from a non-dedicated NXX.
7. A Cellular Service Operator will be allowed to reserve for future use, a group of 100 consecutive seven-digit telephone numbers, where available, and where the Operator's forecast warrants the dedication of these numbers.
8. A Cellular Service Operator may reserve for future use a quantity of seven-digit telephone numbers with outpulsing at the rates and charges specified on Page 177. These numbers will be reserved for a minimum of one month and remain as such until placed in service or released by the Cellular Service Operator.
9. The Cellular Service Operator will be responsible for all charges levied in respect to all calls associated with any of the seven-digit telephone numbers so assigned and placed in service.

**DIGITAL ACCESS CHANNEL**

1. Digital Access Channels will be provided over DS-1 Digital Service outlined in Item 2400. Such a system will provide 24 digital access channels between a DMS-10 and a mutually agreed upon point of inter-connection. The activated circuit cost on digital is covered by the link and network charges.
2. Direct Inward and/or Direct Outward dialing and multi-access lines may be combined on one Digital Access Channel where technically available.

See page 5 for explanation of symbols

# CELLULAR ACCESS SERVICE

Item 2600.

## RATES AND CHARGES

1. The monthly recurring charges (MRC) and the non-recurring service charges (SC) for the seven-digit telephone numbers are as follows:

	MRC	SC	USOC
Seven-Digit Telephone Number with outpulsing each	\$ .38	\$137.50 (Note 1)	CLTNO
Reserved seven-digit telephone number with outpulsing each	\$ .13	\$107.80 (Note 2)	CLTNR

(R)

(R)

Note 1: A single-service charge applies for all telephone numbers placed in service at one time in any one location.

Note 2: Applies for each request for any quantity of telephone numbers reserved at one time in any one location.

2. LINK

The link provides the wire center equipment required to terminate an Access Channel (derived digital) in the Company's DMS-10 serving wire center. Answer Supervision and MF or DTMF signaling are included.

	MRC	SC	USOC
Link each channel (digital)	\$12.70	MESC	CSLNK

3. NETWORK

The Network provides the additional common equipment and facilities, both in the DMS-10 serving wire center and in the local calling area required to process a call on the public switched telephone network. Since the call handling capacity of an access channel changes as the number of channels increases, the corresponding Network charge will vary as shown below.

	MRC	SC	USOC
<b>Cellular Service Network</b>			
a) Each access channel to a maximum of 12 channels, or	\$11.85	MESC	CSN01
b) Each access channel to a maximum of 24 channels, or	\$21.45	MESC	CSN02
c) each access channel to a maximum of 36 channels, or	\$25.10	MESC	CSN03
d) each access channel to a maximum of 48 channels, or	\$27.20	MESC	CSN04
e) each access channel to a maximum of 60 channels, or	\$28.50	MESC	CSN05
f) each access channel to a maximum of 72 channels, or	\$29.50	MESC	CSN06
g) each access channel to a maximum of 84 channels, or	\$30.25	MESC	CSN07
h) each access channel, in excess of 84 channels	\$30.80	MESC	CSN08
i) for each request to activate additional access channels, a service charge applies for each location.		\$264.00	

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See page 5 for explanation of symbols

**INTERNET SERVICE PROVIDER (ISP) LINK SERVICE**Item 2700. **INTERNET SERVICE PROVIDER (ISP) LINK SERVICE****1. General**

- a) ISP Link Service provides an access arrangement to connect incoming data calls from modems or Switched 56 kbps services to an Internet Service Provider's equipment. ISP Link Service may also be provided to customers with similar requirements.
- b) ISP Link Service connects incoming data calls from modems and Switched 56 services using up to five access telephone numbers and five trunk groups per system group, as required.
- c) Additional telephone numbers, if required, are available.
- d) ISP Link Service provides digital access between the customer's premises or other service points 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 system.
- e) The Company determines the exchanges where ISP Link Service will be provided. The service is provided at the Company's discretion within an exchange, subject to the availability of suitable facilities.
- f) ISP Link Service shall be connected to customer-owned terminal equipment.

**2. Terms & Conditions**

- a) ISP Link Service cannot be used to provide other services. Exception: ISP Link can terminate toll free 800/888/877 calls.
- b) ISP Link Service may not be used to terminate 900 or 976 calls.
- c) ISP Link Service may not be used for ordinary voice communication.

See page 5 for explanation of symbols

**INTERNET SERVICE PROVIDER (ISP) LINK SERVICE**

Item 2700. **INTERNET SERVICE PROVIDER (ISP) LINK SERVICE** - continued

**3. Service Components**

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

a) Access

Access consists of an Access Facility and a PSTN Termination

- (1) The Access Facility provides the customer with a jack-ended digital local loop from the customer's premises or other service point to the customer's serving wire center within an exchange. The access facility is only available on a DS-1 basis consisting of 24 DS-0 time slots.
- (2) The PSTN Termination provides the connection between the Access Facility and the PSTN. The PSTN Termination is available on a DS-1 basis, which is subdivided into 24 time slots. A PSTN Termination is required for each DS-1 Access Facility the customer obtains.

b) Link

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

c) Network

The Network Component provides for the use of network facilities for ISP Link Service. One DS-0 time slot is required for each network service.

d) Other Features and Options

Other features and options are specified in section 4 (d).

**4. Rates and Charges**

a) Access

- (1) Access Facility. The rates and service charges are those specified in Tariff Item 5026. For the purpose of calculating volume rates, the ISP Link Access Facilities cannot be combined with other DS-1 accesses.

- (2) PSTN Termination.

	<b>MRC</b>	<b>SC</b>
Each DS-1 Access	\$216.00	---

See page 5 for explanation of symbols

**INTERNET SERVICE PROVIDER (ISP) LINK SERVICE**

Item 2700. **INTERNET SERVICE PROVIDER (ISP) LINK SERVICE** - continued

**4. Rates and Charges** – continued

b) Link

No Link charge applies for PSTN connectivity.

c) Network

The following rates apply for each ISP (DS-0)

	<b>MRC</b>	<b>SC</b>
Each ISP Link DS-0	\$22.00	\$25.00 (Note 1)

**Note 1:** subject to a maximum of \$575 service charge per customer request for the installation or physical move of any number of links at the same location for the same due date.

d) Other Features and Options

- (1) Each additional number above the five numbers described in section 1 (b).

	<b>MRC</b>	<b>SC</b>
Each ISP Link DS-0	\$5.45	\$8.15

- (2) A translation charge applies once per system group for all changes specified on the same customer order. This service charge does not apply to translation performed for the initial or subsequent installation of ISP Link Service.

	<b>MRC</b>	<b>SC</b>
Translation Charge	---	\$250.00

See page 5 for explanation of symbols

**EMERGENCY REPORTING AND ALERTING SERVICES**

**Item 2800. 911 PUBLIC EMERGENCY REPORTING SERVICE**

1. Public Emergency Reporting Service is provided to customers connected to the Company's network by primary exchange and Centrex services and Bell PERS services under the terms and conditions of agreements with municipalities and/or other governments and Bell, subject to the availability of suitable facilities. The service provides for the transport of 9-1-1 dialed calls to emergency reporting bureaus and other agencies as specified in the agreement.
2. The service provides the Company's customers with the universally recognized 9-1-1 three-digit dial access to emergency response agencies serving their communities. The Company provides customer access to the 9-1-1 code from each of its wire centres to provide service coverage specified in the agreement with the municipality/government. Answering of the call and the emergency response is the responsibility of the municipality/government and is not provided by the Company as part of the 9-1-1 Public Emergency Reporting Service.
3. The Company determines and provides the required individual or trunk lines and data lines to the emergency reporting bureaus and the fire, police and ambulance dispatch centres, pursuant to the agreements between the municipality/government, the Company and Bell Canada. When a municipality/government requests lines or trunks above the number determined to be appropriate by the Company, then tariff rates apply to its additional requirements.
4. **Confidentiality**
  - (a) The Company provides to the municipalities/ governments on a call-by-call basis for the operation of 9-1-1 PERS, the name, telephone number and service location shown on the Company's records as the address for the primary exchange or Centrex services from which the 9-1-1 call is placed, and when required, the Company provides the class of service. The class of service and the service location, if not the listed address, are provided on a confidential basis, as an exception to Item 1000 Article 11 for the sole purpose of responding to emergency calls.
  - (b) The information consisting of names, addresses and telephone numbers of customers whose listings are not published in directories or listed in the Company's Directory Assistance records is confidential. Information is provided on a call-by-call basis, as an exception to Item 1000 Article 11, for the sole purpose of responding to emergency calls. The party calling 9-1-1 waives the right to privacy afforded under Item 2110.4 (b) to the extent that the name, location and telephone number associated with the originating telephone are furnished to the municipality/government operating the 9-1-1 PERS.
5. **Features**

9-1-1 PERS provides the Company's customers with 3-digit dial access (9-1-1) to emergency response agencies. The 9-1-1 call is delivered to a central answering bureau operated by the municipality/government. The attendant at the bureau determines the

See page 5 for explanation of symbols

**EMERGENCY REPORTING AND ALERTING SERVICES**

**Item 2800. 911 PUBLIC EMERGENCY REPORTING SERVICE - CONTINUED**

**5. Features - continued**

nature of the emergency and forwards the call to the appropriate fire, police or ambulance dispatch centre. The answering attendants at the agencies are supported by the following features provided with 9-1-1 PERS.

(a) Selective Routing and Transfer

The Company maintains a central database in the network that will automatically route the 9-1-1 call to a pre-assigned answering bureau.

(b) Automatic Line Identification (ALI)

The Company provides information to the ALI database which displays to the answering attendant the name, location and telephone number of the primary exchange and Centrex services from which the call was placed.

(c) Call Control Features

A series of call control features allows the attendant to retain the 911 call for as long as may be required. Call Control Features are available to wireline originated 9-1-1 calls where emergency service trunking is capable of providing Call Control Features functionality. Application of some features may be limited by the originating terminal equipment, e.g., the PBX station may not provide Call Control Features even though the PBX trunks are provided with Call Control Features.

(d) Integrity Check

This allows the agency to verify that the 9-1-1 access lines to its bureau are in working order. The operation of these features is dependent upon the accuracy of the Company's records and information received from the municipality/government and others, such as, new street information and boundary changes.

**6. Rates & Charges**

(a) Rates as stated in (b) below are effective on the date stated in the signed agreement between the Company and the municipality/government.

(b) The following monthly rates apply to the Company's customers served by a 9-1-1 PERS:

**Monthly Charge**

Each Primary Exchange Service Equipped for Outbound Local Calling ( <b>Note 1</b> )	\$0.21
Centrex, each PSTN Connection	\$0.21

**Note 1:** Coin Telephone Service is exempt.

See page 5 for explanation of symbols