

## **GENERAL TARIFF**

# **PERSONA COMMUNICATIONS INC.**

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

Please note: Effective August 31, 2022 all references to Amtelecom Inc., Amtelecom Limited Partnership, People's Telephone Company of Forest Inc. and People's Tel Limited Partnership contained within these tariffs should be interpreted as Persona Communications Inc.

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## GENERAL TARIFF

PREFACE

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**1. GENERAL**

- 1.01** This General Tariff contains the terms and conditions of the basic contract for service that exists between Persona Communications Inc., hereinafter called the Company, and each of its customers or lessees for all services, equipment and facilities furnished by the Company.
- 1.02** The Company must apply the rates specified in this Tariff. There is no authority to apply different rates and charges for service, equipment or facilities unless otherwise specified in the Tariff.
- 1.03** In this General Tariff, "Commission" means the Canadian Radio-television and Telecommunications Commission.
- 1.04** Pursuant to Decision 2006-14, the Company's local exchange services may be resold in accordance with the conditions of this tariff. However, the resale of residential exchange services is only permitted to provide residential services.

**2. TARIFF REVISIONS**

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

**3. NUMBERING**

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

PREFACE

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RESERVED FOR FUTURE USE

<b><u>CODE</u></b>	<b><u>DENOTES</u></b>
N	New wording, rate or charge
NC	Denotes no change in rate or charge
C	Change in wording
A	Increase in rate or charge
R	Reduction in rate or charge
D	Discontinued rate, charge or regulation
F	Reformatting of existing material with no change to rate or charge
S	Reissued matter
T	Transfer to or from another page

## GENERAL TARIFF

## ABBREVIATIONS &amp; ACRONYMS

**ABBREVIATION /  
ACRONYM****DENOTES**

40MHZ	40 megahertz
60HZ	60 hertz
110V	110 volts
/sec	Per second
%	Percent
AC	Alternating Current
ACD	Automatic Call Distributor
ADSL	Asymmetric Digital Subscriber Line
AIN	Advanced Intelligent Network
Amp Hr.	Ampere-hour
ANSI	American National Standards Institute
A.S.R.	Automatic sending and receiving (teletypewriter)
ATM	Asynchronous Transfer Mode
BIF	Business interphone --F
Bps	Bits Per Second
B.R.A.	Base rate area
B.S.S.	Business Service Systems
Bus.	Business
CAPS	Competitive Access Provider
CATV	Cable Television
CDF	Central Distribution Frame
CH.	Channel
CLEC	Certified Competitive Local Exchange Carrier
CO	Central Office
Cont'd	Continued
CPE	Customer Provided/Premise Equipment
CPTSP	Competitive Pay Telephone Service Provider
CRTC	Canadian Radio-Television & Telecommunications Commission
CSU	Channel Service Unit
DC	Direct Current
DCS	Digital Channel Service
DEA	Digital Exchange Access
DID	Direct Inward Dialing
DMS	Digital Multiplex System
DNA	Digital Network Access
DSL	Digital Subscriber Line
DSLAM	Digital Subscriber Line Access Multiplexer
D.S.L.T.	Dial Station Line Terminal
DSP	Digital Signal Processor
DSU	Digital Service Unit
DTE	Digital Terminal (or Termination) Equipment
E.A.S.	Extended Area Service
Ext.	Extension
FCC	Federal Communications Commission
FX	Foreign Exchange

## GENERAL TARIFF

## ABBREVIATIONS &amp; ACRONYMS

**ABBREVIATION / ACRONYM****DENOTES**

HDSL	High bit-rate Digital Subscriber Line
HF	High Frequency
HFC	Hybrid Fiber/Coaxial Cable
I/C	Incoming
ILEC	Incumbent Local Exchange Carrier
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ISP	Internet Service Provider
IXC	Inter-exchange Carrier
Kbps	Kilobits Per Second
Km	Kilometer
LAN	Local Area Network
LEC	Local Exchange Carrier
LN	Load Number
LNP	Local Number Portability
L.R.A.	Locality Rate Area
Mbps	Megabits Per Second
MDF	Main Distribution Frame
MESC	Multi-Element Service Charge
MRC	Monthly Recurring Charge
N/A	Not Applicable
NIC	Network Interface Card
NID	Network Interface Device
No.	Number
NRC	Non-Recurring Charge
OC	Optical Carrier
OSI	Open Systems Interconnect
P.A.B.X.	Private Automatic Branch Exchange
PBX	Public Branch Exchange
POP	Point of Presence
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface
P.S.R.	Page Type-Sending and Receiving
P.T.C.	Program Transmission Channel
PSTN	Public Switched Telephone Network
Rev.	Revision
R.G.	Rate Group
S/A	Special Assembly
SC	Service Charge
SDSL	Symmetric Digital Subscriber Line
SMDI	Simplified Message Desk Interface
SONET	Synchronous Optical Network
SSB	Selective-Signaling System
SS-1	Single Side-Band
STM	Synchronous Transfer Mode

## GENERAL TARIFF

ABBREVIATIONS & ACRONYMS

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**ABBREVIATION / ACRONYM****DENOTES**

TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TDM	Time Division Multiplexing
TELCO	Telephone Company
T.V.	Television
TWX	Teletypewriter Exchange Service
UDSL	Unidirectional Digital Subscriber Line
USOC	Uniform Service Order Code
VC	Virtual Channel
VDSL	Very high bit-rate Digital Subscriber Line
VHF	Very High Frequency
VoIP	Voice over Internet Protocol
VPN	Virtual Private Network
WAN	Wide Area Network
WATS	Wide Area Telecommunications Services
WDM	Wave Division Multiplexing
WSP	Wireless Service Provider
WWW	World Wide Web
xDSL	(generic) Digital Subscriber Line

## CHECK PAGES

Section	Page	Revision		Section	Page	Revision
10	1	0		85	1	0
					2	0
20	1	0			3	0
	2	0			4	0
					5	0
30	1	0			6	0
					7	0
40	1	0			8	0
	2	0			9	0
	3	0			10	0
					11	0
					12	0
50	1	1			13	0
	2	1			14	0
	3	0			15	0
	4	1				
	5	0		90	1	0
					2	0
60	1	0			3	0
	2	0			4	0
					5	0
70	1	0			6	0
	2	0				
	3	0				
	4	0				
	5	0				
75	1	0				
80	1	0				



## GENERAL TARIFF

## CHECK PAGES

Section	Page	Revision		Section	Page	Revision
<b>100</b>	1	0		<b>140</b>	1	0
	2	0			2	0
	3	0			3	0
	4	0			4	0
	5	1 C			5	0
					6	0
					7	0
					8	0
					9	0
				<b>145</b>	1	0
<b>110</b>	1	0			2	0
	2	0			3	0
	3	0				
	4	0		<b>150</b>	1	0
				<b>160</b>	1	0
					2	0
				<b>165</b>	1	0
				<b>170</b>	1	0
<b>120</b>	1	0			2	0
<b>130</b>	1	0		<b>180</b>	1	0
	2	1 C				
	3	0				
	4	0		<b>190</b>	1	0
					2	0

## GENERAL TARIFF

## CHECK PAGES

Section	Page	Revision		Section	Page	Revision
200	1	0		240	1	0
	2	0				
	3	0				
	4	0				
	5	0				
	6	0		250	1	0
	7	0			2	0
	8	0			3	0
	9	0				
	10	0		260	1	0
					2	0
					3	0
					4	0
					5	0
210	1	0			6	0
	2	0			7	0
	3	0				
	4	0				
	5	0		270	1	0
	6	0				
	7	0		310	1	0
	8	0			2	0
	9	0			3	0
	10	0				
	11	0				
				320	1	0
				330	1	0
					2	0
230	1	0				
	2	0				
	3	0				
	4	0		480	1	0
					2	0

## GENERAL TARIFF

## CHECK PAGES

Section	Page	Revision		Section	Page	Revision
490	1	0		900	1	0
	2	0			2	0
	3	0			3	0
	4	0			4	1 C
	5	0			5	0
	6	0			6	1 C
	7	0			7	0
	8	0			8	0
	9	0			9	0
	10	0			10	0
	11	0			11	0
					12	0
					13	0
600	1	0			14	0
	2	0			15	0
					16	0
640	1	0			17	0
				1000	1	1 C
890	1	0			2	0
	2	0			3	0
	3	0				
	4	0		1100	1	0
	5	0			2	0
	6	0				
	7	0				
	8	0		1200	1	0
	9	0			2	0
	10	0			3	0
	11	0			4	0
					5	0
					6	0
					7	0
					8	0
					9	0
					10	0



## GENERAL TARIFF

TABLE OF CONTENTS

---

<b><u>SECTION</u></b>	<b><u>DESCRIPTION</u></b>
10	TITLE PAGE
20	PREFACE
30	CODES AND SYMBOLS
40	ABBREVIATIONS & ACRONYMS
50	CHECK PAGES
60	TABLE OF CONTENTS
70	INDEX - ALPHABETICAL
75	RESERVED FOR FUTURE USE
80	RESERVED FOR FUTURE USE
85	GENERAL
90	DEFINITIONS
100	EXCHANGE SERVICE
110	MULTI – ELEMENT SERVICE CHARGES
120	RESERVED FOR FUTURE USE
130	CONSTRUCTION CHARGES
140	DIRECTORY LISTINGS
145	BASIC LISTING INTERCHANGE FILE
150	PUBLIC TELEPHONE SERVICE
160	SEMI-PUBLIC TELEPHONE SERVICE
165	COMPENSATION PER CALL
170	BUSINESS & RESIDENCE SERVICE
180	INDIVIDUAL & PARTY LINE SERVICES
190	DIGITAL SUBSCRIBER LINE - DSL
200	SUPPORT STRUCTURE SERVICE & DIGITAL SWITCHED SERVICE
210	CENTREX SERVICE

**TABLE OF CONTENTS**

---

<b><u>SECTION</u></b>	<b><u>DESCRIPTION</u></b>
230	CELLULAR/WIRELESS ACCESS SERVICE
240	RESERVED FOR FUTURE USE
250	NUMBER PORTABILITY SERVICE CHARGES
260	LOCAL SERVICES & DISTANCE CHARGES
270	TOLL RESTRICTION
310	FOREIGN - EXCHANGE SERVICE
320	SUSPENSION OF SERVICE
330	9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)
480	RESERVED FOR FUTURE USE
490	CALLING FEATURES & SERVICES
600	800 SERVICE & INTEREXCHANGE SERVICES
640	MESSAGE TOLL CONFERENCE SERVICE
850	CUSTOMER PROVIDED EQUIPMENT
890	COLOCATION ARRANGEMENTS
900	DATA SERVICES & DIGITAL NETWORK SERVICES
1000	RESERVED FOR FUTURE USED & SPECIAL ASSEMBLIES
1100	RELAY SERVICE
1200	INTERCONNECTION WITH IXC'S
1250	TOLL INTERCONNECTION SERVICES
1300	LOCAL INTERCONNECTION SERVICES
1400	BILLING AND COLLECTION SERVICES TYPE 2
1500	MISCELLANEOUS

## GENERAL TARIFF

## INDEX

<b><u>DESCRIPTION</u></b>	<b><u>SECTION</u></b>	<b><u>ITEM</u></b>
800 Access Service .....	600	1
800 Access Service – Rates .....	600	2
900/976 Call Blocking .....	100	8
9-1-1 Public Emergency Reporting Service (PERS) .....	330	1
Abbreviations .....	40	
Access to Customer Premises, right of .....	85	7
Accounts .....	85	
Acronyms .....	40	
Anonymous Call Rejection .....	490	2.11
Basic Listing Interchange File .....	145	1
Billing & Collection .....	1400	1
Business Extra Listing .....	140	1.3
Business Service .....	170	2
Cable Between Buildings on Continuous Property .....	260	1
Call Display & Call Display Blocking .....	490	2
Call Forwarding & Enhanced Call Forwarding .....	490	2
Call Management Services .....	490	16
Call Return/Busy Call Return .....	490	2
Call Screen .....	490	2
Call Trace .....	490	2
Call Waiting & Call Waiting Cut Off .....	490	2
Calling Features & Services .....	490	2
Calling Features & Services – General .....	490	1
Calling Features & Services – Monthly Rates .....	490	3
Calling Number Blocking .....	100	6
Cancellation before Service Commencement .....	85	7
Cellular Access Service .....	230	
Cellular Access Service Rates & Charges .....	230	2
Centrex Basic Service Features .....	210	3
Centrex Optional Service Features & Rates .....	210	4
Centrex Service - General .....	210	1
Centrex Service – Monthly Rates & Charges .....	210	2

## GENERAL TARIFF

## INDEX

<b><u>DESCRIPTION</u></b>	<b><u>SECTION</u></b>	<b><u>ITEM</u></b>
Changes to Telephone #'s & Service – Company-Initiated	85	7
Changes to Telephone #'s & Service – Customer-Initiated	110	
Charges Not Billed and Overbilled . . . . .	85	7
Charges Unbilled & Underbilled . . . . .	85	7
Check Pages . . . . .	50	
Codes & Symbols . . . . .	30	
Company Facilities . . . . .	85	7
Company Liability . . . . .	85	7
Company Right to Enter Premises . . . . .	85	7
Confidentiality of Customer Records . . . . .	85	7
Construction – General . . . . .	130	1
Construction – Interior . . . . .	130	3
Construction on a Public Thoroughfare . . . . .	130	2
Construction on Private Property . . . . .	130	2
Construction Rates & Charges . . . . .	130	
Contract Period – Minimum . . . . .	85	7
Customer Liability for Calls . . . . .	85	7
Customer Provided Equipment – General . . . . .	850	1
Customer Provided Equipment – Multi-Line Service . . . . .	850	3
Customer Provided Equipment – Single Line Service . . . . .	850	2
Data Services – Definitions . . . . .	900	1
Definitions . . . . .	90	
Deposits and Alternatives . . . . .	85	7
Diagnostic Maintenance Charge . . . . .	850	4
Digital Channel Service (DCS) . . . . .	900	4
Digital Exchange Access (DEA) . . . . .	900	6
Digital Network Access (DS-0, DS-1 & DS-3) . . . . .	900	5
Direct Inward Dialing (DID) . . . . .	900	8
Directories . . . . .	85	7
Directory - Extra Listings . . . . .	140	1



## GENERAL TARIFF

## INDEX

<b><u>DESCRIPTION</u></b>	<b><u>SECTION</u></b>	<b><u>ITEM</u></b>
Directory - Extra Listings – Rates . . . . .	140	1
Directory – General . . . . .	140	1
Directory - Listings Provided without additional charge. .	140	1
Directory – Omission of Listings from the Directory . . . . .	140	1
Directory – Operator Assistance – Charges . . . . .	140	1
Directory - Primary Listings . . . . .	140	1
Directory Assistance – Charges . . . . .	140	1
Directory Errors & Omissions . . . . .	85	7
Directory Listings . . . . .		
Directory – Non-Published Number . . . . .	140	1
Dispute Procedure . . . . .	85	7
Distinctive Ring/Selective Distinctive Ring/Call Waiting. .	490	2
Effective Date of Changes . . . . .	85	7
Emergency Report Service (9-1-1) . . . . .	330	1
Equivalent Service (Rotary Hunt Feature) . . . . .	490	7.02
Exchange Service General . . . . .	100	1
Exchange Service Rates . . . . .	100	3.03
Exchanges – list of . . . . .	100	3.01
Extended Area Service . . . . .	100	3.02
Features – Calling Features & Pay Per Use . . . . .	490	
Foreign-Exchange Service – Recurring Rates & Charges	310	1.02
Foreign-Exchange Service –General . . . . .	310	1
Hazardous Conditions . . . . .	85	2
Index . . . . .	70	
Individual Line Service . . . . .	180	1
Inside Wire – see Construction – Interior . . . . .	130	4
Inspection & Modification Charge . . . . .	850	5
ISDN PRI . . . . .	900	7
Intercom . . . . .	490	2.14
Interconnection with Interexchange Carriers . . . . .	1200	1
Interest on Deposit - Rate Calculation . . . . .	85	6
Internet Service Provider Link Service (ISP) . . . . .	900	9

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## GENERAL TARIFF

## INDEX

<b><u>DESCRIPTION</u></b>	<b><u>SECTION</u></b>	<b><u>ITEM</u></b>
Interruptions to Service . . . . .	85	7
IP Relay Service. . . . .	1200	1
Late Payment Charges . . . . .	85	5
Local Calling . . . . .	100	
Map of Aylmer Area Exchange Boundaries . . . . .	100	
Map of Cambray Exchange Boundary. . . . .	100	
Map of Coldwater Exchange Boundary . . . . .	100	
Map of Manitoulin Exchange Boundaries . . . . .	100	
Map of Northern Bruce Peninsula Exchange Boundaries. . . . .	100	
Multi-Element Service Charge General . . . . .	110	1&2
Multi-Element Service Charges Rates . . . . .	110	3
Multi-Element Service Charges (Application of) . . . . .	110	4
Non-Published Number in Directory . . . . .	140	1
NSF – Returned Cheque Charge . . . . .	85	4
Obligation to Provide Service . . . . .	85	7
Off Premise Extension . . . . .	260	
Operator Assistance . . . . .	140	1
Partial Payment Provision . . . . .	85	7
Pay Per Use – Calling Features . . . . .	490	4
Pay Stations – Public . . . . .	150	1
Pay Stations – Semi-Public . . . . .	160	1
Preface . . . . .	20	
Primary Exchange Services . . . . .	100	2
Promotional Offers – Calling Features . . . . .	490	
PSTN – Connections – Data Services . . . . .	900	
Relay Service . . . . .	1100	1
Residential Service . . . . .	170	3
Restrictions on Use of Service . . . . .	85	7
Returned Cheque Charge . . . . .	85	4
Service Charges – General . . . . .	110	1
Service Problems – Refunds . . . . .	85	7
SMDI . . . . .	900	2
Speed Calling . . . . .	490	2.03
Supply of Electric Energy . . . . .	85	3

## GENERAL TARIFF

## INDEX

<b>DESCRIPTION</b>	<b>SECTION</b>	<b>ITEM</b>
Support Structure Service – Definitions . . . . .	200	2
Support Structure Service – General . . . . .	200	1
Support Structure Service –Charges . . . . .	200	3
Suspension of Service – Complete . . . . .	320	2
Suspension of Service – Seasonal . . . . .	320	2
Switch 56 Data Service . . . . .	900	3
Table of Contents . . . . .	60	
Telephone # Changes – Company-Initiated . . . . .	85	7
Telephone # Changes – Customer Initiated . . . . .	110	
Termination of Service – Company-Initiated . . . . .	85	7
Termination of Service – Customer-Initiated . . . . .	85	7
Terms of Service . . . . .	85	30
Three-Way Calling . . . . .	490	2.04
Title Page . . . . .	10	
Toll Denial . . . . .	85	1
Toll Restriction . . . . .	270	1
Transfer Service/Live Intercept (Reference of Calls) . . . . .	490	7.03
Value Packages . . . . .	490	2.17
Value Packages – Calling Features & Rates . . . . .	490	5
Visual Call Waiting . . . . .	490	2.16
Wireless - Cellular Access Service . . . . .	230	

RESERVED FOR FUTURE USE

**PERSONA COMMUNICATIONS INC.**

**GENERAL TARIFF**

**CRTC 21281**

**Page 1**

**Revision 0**

**Section 80**

**RESERVED FOR FUTURE USE**

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**1. TOLL DENIAL**

Note: Items 1.01-1.04 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

- 1.01** Toll Denial is the restriction of access to the toll network when an individual line residence or business customer defaults on payment of the telephone account.
- 1.02** The use of Toll Denial by the Company will temporarily disconnect toll service for use by the Customer.
- 1.03** The Toll Denial Notice must include a list of all accessible and inaccessible emergency numbers on the Toll Denial Notice. Where an emergency number cannot be accessed, instructions should be provided on how to reach the emergency services.
- 1.04** For information regarding Toll Restriction provided at the Customer's request, refer to Section 270.

**2. HAZARDOUS CONDITIONS**

- 2.01** In places involving unusual hazards, the Company may require that customers install and/or maintain telephones, equipment or facilities provided by the Company and assume all risks and liabilities incident to the installation, maintenance and operations thereof. The Company may compensate such customers by means of monthly allowances to be set off against the Company's standard monthly rates.

**3. SUPPLY OF ELECTRIC ENERGY**

- 3.01** The customer shall arrange and pay for a local supply of suitable commercial electric energy with outlet, when required for the operation of Company-provided equipment furnished to the customer.

4. RESERVED FOR FUTURE USE

GENERAL

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**5. RESERVED FOR FUTURE USE**

**6. INTEREST RATE CALCULATION – CUSTOMER CASH DEPOSITS**

- 6.01** The company shall credit interest on customer cash deposits held by the Company for the period during which the deposit is retained and the interest rate shall be the Canadian chartered bank deposit rate for non-chequable savings deposits as published in the most recent Bank of Canada Review, Schedule F1.

**7. PARTIAL PAYMENT PROVISION**

- 7.01** This allows single line resident customers to pay service charges in monthly instalments over a period of up to 6 months.

Conditions:

- (a)** applies to payment associated with the connections charges for work completed at the same time relating to the provision of primary exchange service;
- (b)** Service charges must be paid in full before another partial payment provision is requested.



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**GENERAL**

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**8. TERMS OF SERVICE - GENERAL**

- 8.01** Except as otherwise specified, these Terms of Service apply with regard to services for which the CRTC has approved a Tariff.
- 8.02** These Terms do not limit the Company's liability in cases of deliberate fault or gross negligence, or of breach of contract where the breach results from the gross negligence of the Company.
- 8.03** Tariffed services offered by the Company are subject to the terms and conditions contained in:
- (a) these Terms;
  - (b) applicable provisions of the Company's Tariffs; and
  - (c) any written application, to the extent that it is not inconsistent with these Terms or the Tariffs.

All of the above bind both the Company and its customers.

**9. EFFECTIVE DATE OF CHANGES**

- 9.01** Subject to subsection 8.01, changes to these Terms or the Tariffs, as approved by the CRTC, take effect on their effective date even though applicants or customers have not been notified of them or have paid or been billed at the old rate.
- 9.02** The old non-recurring charges for the transaction in question apply where service which was to be provided by a certain agreed-upon date was, through no fault of the applicant or customer, not so provided and in the meantime a rate increase has gone into effect.

**10. OBLIGATION TO PROVIDE SERVICE**

- 10.01** The Company is not required to provide service to an applicant where:
- (a) The Company would have to incur unusual expenses which the applicant will not pay; for example, for securing rights of way or for special construction;
  - (b) the applicant owes amounts to the Company that are past due other than as a guarantor; or
  - (c) the applicant does not provide a reasonable deposit or alternative required pursuant to these Terms.
- 10.02** Where the Company does not provide service on application, it must provide the applicant with a written explanation upon request.

**11. COMPANY FACILITIES**

- 11.01** Except where otherwise stipulated in its tariffs or by special agreement, the Company must furnish and install all facilities required to provide service.
- 11.02** Upon termination of service, the customer must promptly return Company equipment.
- 11.03** The Company must bear the expense of maintenance and repairs required due to normal wear and tear to its facilities, except that the Company may charge for the additional expense incurred when the applicant or customer requires maintenance and repair work to be performed outside of regular working hours. This section does not apply where otherwise provided in Company tariffs, or by special agreement.
- 11.04** A customer who has deliberately, or by virtue of a lack of reasonable care, caused loss or damage to the Company's facilities, may be charged the cost of restoration or replacement. In all cases, customers are liable for damage caused to Company facilities by customer-provided facilities.

**12. COMPANY RIGHT TO ENTER PREMISES**

- 12.01** The Company's agents and employees may, at reasonable hours, enter premises on which service is or is to be provided, to install, inspect, repair and remove its facilities, to inspect and perform necessary maintenance in cases of network-affecting disruptions involving customer-provided facilities, and to collect proceeds from coin telephones.
- 12.02** Prior to entering premises, the Company must obtain permission from the applicant, customer or other responsible person.
- 12.03** Entry is not subject to sections 12.01 and 12.02 in cases of emergency or where entry is pursuant to a court order.
- 12.04** Upon request, the Company's agent or employee must show valid Company identification prior to entering premises.

GENERAL

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**13. DEPOSITS AND ALTERNATIVES**

- 13.01** Except as otherwise stipulated in its Tariffs, the Company must not require deposits from an applicant or customer at any time unless the applicant or customer:
- (a) has no credit history with the Company and will not provide satisfactory credit information;
  - (b) has an unsatisfactory credit rating with the Company due to payment practices in the previous two years regarding the Company's services; or
  - (c) clearly presents an abnormal risk of loss.
- 13.02** The Company must inform the applicant or customer of the specific reason for requiring a deposit, and of the possibility of providing reasonable alternatives to a deposit, such as arranging for third party payment, a bank letter of credit or a written guarantee from a third person whose credit is established to the satisfaction of the Company.
- 13.03** An applicant or customer may provide an alternative to a deposit provided it is reasonable in the circumstances.
- 13.04** At no time may the total amount of all deposits and alternatives provided by or for an applicant or customer exceed three months' charges for all services, including anticipated long distance charges.
- 13.05** Deposits earn interest in accordance with the formula set out in the applicable provisions of the Company's tariffs.
- 13.06** Company will print on regular recurring bills, the telephone number of a company representative to whom any inquiry regarding the deposit may be directed.
- 13.07** The Company must review the continued appropriateness of deposits and alternative arrangements at least at ten month intervals, or sooner upon customer request. When service is terminated or the conditions which originally justified them are no longer present, the Company must promptly refund the deposit, with interest, or return the guarantee or other written undertaking, retaining only any amount then owned to it by the customer.

## GENERAL TARIFF

GENERAL

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**14. RESTRICTIONS ON USE OF SERVICE**

- 14.01** Service may be used by the customer and all persons having the customer's permission to use it. In the case of business telephone service, joint use within the meaning of the Company's tariffs is permitted only upon approval by the Company in accordance with the applicable provisions of its tariff.
- 14.02** Customers are prohibited from using the Company's services or permitting them to be used for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls.
- 14.03** Customers are prohibited from using the Company's services or permitting them to be used so as to prevent a fair and proportionate use by others. For this purpose, the Company may limit use of its services as necessary. In the case of any party line customer who unduly interferes with the use of any other service on the same line, the Company may require the customer to obtain a higher grade of service, where facilities are available.
- 14.04** Company facilities must not be re-arranged, disconnected, removed, repaired or otherwise interfered with except in cases of emergency, where specified in the Company's tariffs or by special agreement. Terminal equipment provided by the customer may be connected with Company facilities, pursuant to the provision of the General Tariff or by special agreement.
- 14.05** No payment may be exacted, directly or indirectly from any person by any party other than the Company for the use of any of the Company's services, except where otherwise stipulated in the Company's tariffs or by special agreement.

**15. CUSTOMER LIABILITY FOR CALLS**

- 15.01** Customers are responsible for paying for all calls originating from, and charged calls accepted at, their telephones, regardless of who made or accepted them.

**16. DISPUTE PROCEDURE**

- 16.01** Customers may dispute charges for calls which they do not believe originated from or were accepted at their telephones. The dispute procedure set out in the introductory pages of the telephone directory should be followed and customers must pay the undisputed portion of the bill.

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**GENERAL**

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**17. CONFIDENTIALITY OF CUSTOMER RECORDS**

**17.01** Unless a customer provides express consent or disclosure is pursuant to a legal power, all information kept by the Company regarding the customer, other than the customer's name, address and listed telephone number, are confidential and may not be disclosed by the Company to anyone other than:

- (a) the customer;
- (b) a person who, in the reasonable judgement of the Company, is seeking the information as an agent of the customer;
- (c) another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose;
- (d) a company involved in supplying the customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose; or
- (e) an agent retained by the Company to evaluate the customer's creditworthiness or to collect the customer's account, provided the information is required for, and is to be used only for, that purpose.
- (f) A public authority or agent of a public authority, if in the reasonable judgement of the Company, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information.
- (g) an affiliate involved in supplying the customer with telecommunications and/or broadcasting services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose.

**17.02** Express consent may be taken to be given by a customer where the customer provides:

- (a) Written consent;
- (b) Oral confirmation by an independent third party;
- (c) Electronic confirmation through the use of a toll-free number;
- (d) Electronic confirmation via the Internet;
- (e) Oral consent, where an audio recording of the consent is retained by the carrier; or
- (f) Consent through other methods, as long as an objective documented record of customer consent is created by the customer or by an independent third party.

**17.03** The Company's liability for disclosure of information contrary to 17.02 is not limited by 22.01

**17.04** Upon request, customers are permitted to inspect Company records regarding their service.

**17.05** The Company may also release to a law enforcement agency, in accordance with the terms of a tariff approved by the CRTC, the identity of the service provider, but not the name of the customer, associated with a specific telephone number.

**18. DIRECTORIES**

- 18.01** Customers are entitled to receive, without charge, a copy of a current local telephone directory and a copy of subsequent updated directories as they are published.
- 18.02** The Company must provide, without charge, replacement directories required as a result of reasonable wear and tear.
- 18.03** The contents of the Company's directories may not be published or reproduced in any form without the Company's written consent.

**19. DIRECTORY ERRORS AND OMISSIONS**

- 19.01** In the case of errors or omissions in directory standard listings, whether or not the error or omission is with regard to a telephone number, the Company's liability is limited to making a refund or canceling any charge associated with such listings for the period during which the error or omission occurred. However, where the error or omission is occasioned by the Company's negligence, the Company is also liable for the amount calculated in accordance with 22.01
- 19.02** In the case of errors in telephone numbers in directory listings, unless central office facilities are unavailable, the Company must provide reference of call service, free of charge, until termination of the customer's service or distribution of updated directories for that district in which the number or listing is correct.

**20. COMPANY-INITIATED CHANGES IN TELEPHONE NUMBERS AND SERVICE ARRANGEMENTS**

- 20.01** Customers do not have any property rights in telephone numbers assigned to them. The Company may change such numbers, provided it has reasonable grounds for doing so and has given reasonable advance written notice to the customers in question, stating the reason and anticipated date of change. In cases of emergency, oral notice with subsequent written confirmation is sufficient.
- 20.02** Whenever the Company changes a customer's telephone number on its own initiative, it must, unless there are insufficient central office terminations available, provide reference of call service without charge until termination of the customer's service or distribution of updated directories for that district showing the new number, whichever occurs first.

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**GENERAL**

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**21. REFUNDS IN CASES OF SERVICE PROBLEMS**

- 21.01** Where there are omissions, interruptions, delays, errors or defects in transmission, or failures or defects in Company facilities, the Company's liability is limited to a refund of charges, on request, proportionate to the length of time the problem existed. With regard to long distance service and short period private line service, the refund shall be computed in a similar manner, provided the Company is advised promptly of the problem. However, where the problem is occasioned by the Company's negligence, the Company is also liable for the amount calculated in accordance with 22.01.

**22. LIMITATION OF COMPANY LIABILITY**

- 22.01** Except with regard to physical injuries, death or damage to customer premises or other property occasioned by its negligence, the Company's liability for negligence, including negligence with regard to intercept, reference of call service and emergency service from coin telephones, and also for breach of contract where the breach results from the negligence of the Company, is limited to the greater of \$20.00 and three times the amounts refunded or canceled in accordance with sections 19.01 and 21.01, as applicable.

- 22.02** The Company will not be liable for:

- (a) any act or omission of a telecommunications carrier whose facilities are used in establishing connections to points which the Company does not directly serve;
- (b) defamation or copyright infringement arising from material transmitted or received over the Company's facilities;
- (c) infringement of patents arising from combining or using customer-provided facilities with the Company's facilities; or
- (d) copyright or trademark infringement, passing off or acts of unfair competition arising from directory advertisements furnished by a customer or a customer's directory listing, provided such advertisements or the information contained in such listings were received in good faith in the ordinary course of business.

- 22.03** These terms do not limit the Company's liability in cases of deliberate fault, gross negligence, anti-competitive conduct, or breach of contract where the breach results from the gross negligence of the Company.

## GENERAL TARIFF

GENERAL

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**23. PAYMENT TIME LIMIT**

- 23.01** Subject to 23.02 and 23.03, charges cannot be considered past due until the time prescribed in the Company's Late Payment Charge Tariff has expired.
- 23.02** In exceptional circumstances, for example when a customer has incurred a significant amount of long distance charges and presents an abnormal risk of loss to the Company, prior to the normal billing date the Company may request payment from the customer on an interim basis for the non-recurring charges that have accrued, providing the customer with details regarding the services and charges in question. In such cases, subject to 23.03, the charges can be considered past due three days after they are incurred or three days after the Company demands payment, whichever occurs later.
- 23.03** No charge disputed by a customer will be considered past due unless the Company has reasonable grounds for believing that the purpose of the dispute is to evade or delay payment.
- 23.04** The Company may request immediate payment in extreme situations, provided that a notice has been issued pursuant to 23.02 and the abnormal risk of loss has substantially increased since that notice was given or the Company has reasonable grounds for believing that the customer intends to defraud the Company.

**24. LIABILITY FOR UNBILLED AND UNDERBILLED CHARGES**

- 24.01** Unless there has been customer deception with regard to a charge, customers are not responsible for paying a previously unbilled or underbilled charge except where:
- (a) in the case of a recurring charge or a charge for an international long distance message, it is correctly billed within a period of one year from the date it was incurred; or
  - (b) in the case of a non-recurring charge other than for an international long distance message, it is correctly billed within a period of 150 days from the date it was incurred.
- 24.02** In the circumstances described in Section 24.01, unless there has been customer deception, the Company cannot charge the customer interest on the amount of the correction. If the customer is unable to promptly pay the full amount owing, the Company must attempt to negotiate a reasonable deferred payment agreement.



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**GENERAL**

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**25. LIABILITY FOR CHARGES THAT SHOULD NOT HAVE BEEN BILLED AND THOSE THAT WERE OVERBILLED**

- 25.01** In the case of a recurring charge that should not have been billed or that was overbilled, a customer must be credited with the excess back to the date of the error, subject to applicable limitation periods provided by law. However, a customer who does not dispute the charge within one year of the date of an itemized statement which shows that charge correctly, loses the right to have the excess credited for the period prior to that statement.
- 25.02** Non-recurring charges that should not have been billed or that were overbilled will be credited, provided that the customer disputes them within 150 days of the date of the bill.
- 25.03** A customer who is credited with any amount that should not have been billed or that was overbilled will also be credited with interest on that amount at the rate payable for interest on deposits that applied during the period in question.

**26. MINIMUM CONTRACT PERIOD AND CANCELLATION BEFORE SERVICE COMMENCEMENT**

- 26.01** The minimum contract period for Company services is one month commencing from the date the service is provided, except where otherwise stipulated in the Company's tariffs or where the Company has stipulated a longer period in instances in which special construction is necessary or special assemblies are installed.
- 26.02** A customer who cancels or delays a request for service before installation work has started cannot be charged by the Company. Installation work is considered to have started when the customer has advised the Company to proceed, and the Company has incurred any related expense. A customer who cancels or delays a request for service after installation work has started, but before service has started, will be charged the lesser of the full charge for the entire minimum contract period plus the installation charge and the estimated costs incurred in installation less estimated net salvage. The estimated installation costs include the cost of unsalvaged equipment and materials specifically provided or used plus the cost of installing, including engineering, supply expense, labour and supervision, and any other disbursements resulting from the installation and removal work.

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**GENERAL**

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**27. CUSTOMER-INITIATED TERMINATION OF SERVICE**

- 27.01** Customers who give the Company reasonable advance notice may terminate their service after expiry of the minimum contract period, in which case they must pay charges due for service which has been furnished.
- 27.02** Before expiry of the minimum contract period, customers may terminate their service in which case they must pay the full charges for the entire minimum contract period or, in the following circumstances, charges due for service which has been furnished:
- (a) in the event of the death of the customer during the minimum contract period, the termination is effective from the date the Company is notified of the death;
  - (b) where the customer's premises are destroyed, damaged or condemned by reason of fire or other causes beyond the customer's control, so that they must be abandoned, the termination is effective from the date the Company is notified;
  - (c) in the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, in the event of the death of the listed party or any joint user or when either acquires separate telephone service, the termination is effective from the date the Company is notified of the death or from the date of the commencement of the separate service;
  - (d) where a change to the base rate, exchange or local service area affects the customer's service, the termination is effective from the date the Company is notified of the customer's desire to terminate service;
  - (e) where a customer replaces any Company service with another Company service, the termination is effective from the date of the replacement, subject to the terms of the Company's Tariffs and the terms of the contract for the service in question;
  - (f) where a customer's service is taken over without lapse by a new customer at the same location, the termination with respect to the original customer is effective from that date. However, if at that time the new customer discontinues any of the original service or facilities, the original customer must pay the full charge for such discontinued service or facilities for the entire minimum contract period;
  - (g) where the minimum contract period is greater than one month at the same location, and the customer has given the Company advance notice, the termination is effective when the customer pays the termination charge specified in the contract for the service in question or, where such charge is not specified, a termination charge of one-half of the charges remaining for the unexpired portion of the minimum contract period; and
  - (h) in the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, where the listing has appeared in a directory and the customer's service is terminated or the listed party or joint user moves to another location, and the customer has given the Company advance notice, the termination is effective on the date of that service termination or move, subject to a minimum charge of one month, and as of such time as no reference of call service is provided from the old to the new number.

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**GENERAL**

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**28. COMPANY-INITIATED SUSPENSION OR TERMINATION OF SERVICE**

**28.01** The Company may suspend or terminate a customer's service only where the customer:

- (a) fails to pay an account of the customer that is past due, provided it exceeds \$50.00 or has been past due for more than two months;
- (b) fails to provide or maintain a reasonable deposit or alternative when required to do so pursuant to these Terms;
- (c) fails to comply with the terms of a deferred payment agreement;
- (d) repeatedly fails to provide the Company with reasonable entry and access in conformity with Sections 12.01 and 12.02;
- (e) uses or permits others to use any of the Company's services so as to prevent fair and proportionate use by others;
- (f) uses or permits others to use any of the Company's services for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls;
- (g) contravenes Sections 14.04 or 14.05; or
- (h) fails to provide payment when requested by the Company pursuant to Section 23.04.

**28.02** The Company may not suspend or terminate service in the following circumstances:

- (a) failure to pay charges for non-tariffed charges;
- (b) failure to pay charges for a different class of service at different premises or for service in the name of another customer, including failure to pay the account of another customer as a guarantor;
- (c) where the customer is prepared to enter into and honour a reasonable deferred payment agreement; or
- (d) where there is a dispute regarding the basis of the proposed suspension or termination, provided payment is being made for undisputed outstanding amounts and the Company does not have reasonable grounds for believing that the purpose of that dispute is to evade or delay payment.

**28.03** Prior to suspension or termination, the Company must provide the customer with reasonable advance notice, stating:

- (a) the reason for the proposed suspension or termination and the amount owing (if any);
- (b) the scheduled suspension or termination date;
- (c) that a reasonable deferred payment agreement can be entered into (where the reason for suspension or termination is failure to pay);

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**GENERAL**

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**28. COMPANY-INITIATED SUSPENSION OR TERMINATION OF SERVICE (CONT'D)**

- (d) the reconnection charge;
- (e) the telephone number of a Company representative with whom any dispute may be discussed;
- (f) that disputes unresolved with this representative may be referred to a senior Company manager. Where repeated efforts to contact the customer have failed, the Company must deliver such advance notice to the billing address.

**28.04** In addition to the notice required by 28.03, the Company, must, at least twenty-four hours prior to suspension or termination, advise the customer or another responsible person that suspension or termination is imminent, except where:

- (a) repeated efforts to so advise have failed;
- (b) immediate action must be taken to protect the Company from network harm resulting from customer-provided equipment; or
- (c) the suspension or termination occurs by virtue of a failure to provide payment when requested by the Company pursuant to Article 23.04.

**28.05** Except with customer consent or in exceptional circumstances, suspension or termination may occur only on business days between 8 a.m. and 4 p.m., unless the business day precedes a non-business day in which case disconnection may not occur after 12 noon.

**28.06** Suspension or termination does not affect the customer's obligation to pay any amount owed to the Company.

**28.07** In the case of services that have been suspended, unless suspension occurs during the minimum contract period, the Company must make a daily pro rata allowance based on the monthly charge for such services.

**28.08** The Company must restore service, without undue delay, where the grounds for suspension or termination no longer exist or a payment or deferred payment agreement has been negotiated.

**28.09** Where it becomes apparent that suspension or termination occurred in error or was otherwise improper, the Company must restore service during business hours on the next working day, at the latest, unless exceptional circumstances do not permit this, and no reconnection charges will be levied.

**28.10** For the purposes of Article 28.03, reasonable advance notice for the termination or suspension of the service of a customer that is a competitor will generally be at least 30 days.

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**DEFINITIONS**

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

**ACCESS** - Provides the appropriate analog or digital facilities between the serving wire centre and the customer's premises.

**BASE RATE AREA** - Area served by an exchange where Primary Exchange Services are provided at basic rates without any distance charges.

**BASIC SERVICE** - Service limited to the offering of transmission capacity for the movement of information. (More particularly defined - Telecom Decision CRTC 84-14)

**BAUD** – Is the signalling speed of a channel in pulses.

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

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

**BUSINESS SERVICE** - When service is used (and maybe advertised or publicized) for a commercial, industrial, professional, institutional, vocational or other occupational purposes or used for any purpose other than that of a domestic or family nature. Section 170

**CENTRAL OFFICE** - Switching equipment used to terminate and interconnect central office lines and trunk lines. See also definition of wire centre.

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

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

**CHANNELIZING FEATURE** – Enables a DS-1 access to be connected to DS-0 channels.

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

**CLASS OF SERVICE** - When applied to customers' exchange service this is the term used to describe the character of its primary use, which determines whether the business or residence rate classification applies.

## GENERAL TARIFF

DEFINITIONS

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

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

**CONTINUOUS PROPERTY** - The portion of land occupied by a customer that does not extend beyond property occupied by another party. Where a customer occupies portions of land fronting on both sides of a public thoroughfare, these portions of land are considered to be continuous property if suitable poles, conduit or enclosed passageway for the placing of channels between them are provided, installed and maintained at the expense of the customer.

**CUSTOMER** - means a person or legal entity, including a reseller or sharing group, that purchases telecommunications services for the Company and is liable to the Company for those services.

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

Schedule 1 - operates at signaling speeds up to and including 45 bauds.

Schedule 2 - operates at signaling speeds up to and including 55 bauds.

Schedule 3 - operates at signaling speeds up to and including 82.5 bauds.

Schedule 3A - operates at signaling speeds over 82.5 bauds up to and including 150 bauds.

Schedule 4 - similar to channels provided for voice-grade channels. When the transmission characteristics do not meet the customer's requirements, a channel conditioned to provide certain envelope delay and loss deviation characteristics, may be provided at the appropriate rates and charges.

**DCS – DIGITAL CHANNEL SERVICE** – Digital transmission of information between two points in the same exchange, adjoining exchanges and/or non-adjoining exchanges.

**DEA – DIGITAL EXCHANGE ACCESS** – Digital connection to the Public Switched Telephone Network (PSTN) and a DS-1 Access from the customer's premises.

**DEMARCATIION POINT** – A point of termination on the customer's premises at which Company-provided facilities interface with Company or customer-provided terminal equipment including inside wire and jacks.

**DID – DIRECT INWARD DIALING** – Provides necessary CO equipment to permit Inward Dialling to a company or customer-provided PBX local.

**DS-0 INTER/INTRA-EXCHANGE CHANNEL** – A digital facility providing transmission rate up to 64 Kbps between the customer's serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange.

**DS-1 INTER/INTRA-EXCHANGE CHANNEL** - A digital facility providing transmission rate up to 1.544 Mbps between the customer's serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange.

## GENERAL TARIFF

DEFINITIONS

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**DS-3 INTER/INTRA-EXCHANGE CHANNEL** – A digital facility providing transmission rate up to 44.736 Mbps between the customer's serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange.

**DUPLEX OPERATION** - Provides simultaneous transmission, in both directions, over a channel.

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

**EXCHANGE** – Base unit for the administration and furnishing of telephone service, and normally includes a city, town or village and adjacent parts.

**EXCHANGE AREAS** – The territory served within local-service rates is known as the exchange area.  
Section 100

**EXCHANGE SERVICE** - Section 100 EXCHANGE RATES –Section 100

**EXTENDED AREA SERVICE** - Those exchanges with which toll-free dialling is permitted. EXTRA LISTING – Directory listing required in addition to the main listing.

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

**FOREIGN-EXCHANGE SERVICE** - Is primary exchange service furnished from an exchange which does not normally serve the area in which the customer is located. Section 310

**GRADE OF SERVICE** - Describes customer exchange service with respect to the service or equipment provided. The standard grade of service furnished is private individual lines.

**INDIVIDUAL LINE SERVICE** - A line arranged to serve only one main station. Section 180

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

**ISDN DTCI PORT** – Provides the connecting port between a DS-1 Access and the Switch, the required call control and signalling for the B-channels and incorporates touch tone and equivalency capabilities for ISDN PRI Service.

DEFINITIONS

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**ISDN PRI – INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE** – International

Standard method of end to end digital connectivity to the PSTN to support a wide range of services such as Voice, Data, Graphics and Image. Primary Rate Interface is a service for the digital transmission of information at 1.544 Mbps between the Company's serving wire centre and ISDN compatible equipment. This service consists of 23 "B" (Bearer) channels operating at 64Kbps and one "D" channel at 64 Kbps for associated signalling and control

**ISP – INTERNET SERVICE PROVIDER LINK SERVICE** – provides an integrated access service to connect incoming data to an ISP's equipment.

**LESSEE** - A person, partnership, firm, body corporate or politic, government or department thereof and the legal representative thereof, which contracts for services, equipment and facilities of the Company.

**LINK** - provides the central office equipment required to connect:

- an access to an intra-exchange channel
- an access to a network service at the rate centre
- an intra-exchange channel to a network service at the rate centre
- an access to an access

**LOCAL CHANNEL** - Section 260.

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

**LOCAL SERVICE** - Section 100.

**LOCAL-SERVICE AREA** - Section 100

**MAIN TELEPHONE (OR MAIN STATION)** - As used with telephone service, denotes a telephone connected to main telephone service or, if two or more telephones are connected to any such service, denotes the principal one of such telephones.

**MAIN-TELEPHONE SERVICE** - Primary exchange service which provides for the use of a central-office line.  
**MESSAGE (CALL)** - A communication transmitted over facilities provided by the Company.

**MULTI-ELEMENT SERVICE CHARGE** – Section 110

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



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**DEFINITIONS**

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**PARTY-LINE SERVICE** - See 180-1.02.

**P.B.X.** - PRIVATE BRANCH EXCHANGE.

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

**PREMISES** - The continuous property and the building or buildings located thereon, or the part or parts of a building, occupied at the same time by a customer. For mobile-telephone service, each mobile unit of the customer is considered a separate part of his premises.

**PRIMARY EXCHANGE SERVICES** - Section 100

**PRIMARY LISTING** - See 140-1.2.

**PSTN** - Public Switched Telephone Network – Section 900

**PUBLIC TELEPHONE SERVICE** – Section 150

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

**RESIDENCE SERVICE** - Section 170

**RURAL FLAT RATE AREA** - The area outside the Base Rate Area boundary of an Exchange Area where Rural Flat Rates apply for Primary Exchange Services.

**SEMI-PUBLIC TELEPHONE SERVICE** - Section 160 **SERVICE CHARGE** - Section 110

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

**SERVING WIRE CENTRE** - A facility from which the customer derives service.

**SET** - See "Telephone".

**STATION** – Used in connection with Telephone Service – see "Telephone". Use in connection with channels, denotes the termination of other equipment including the transmitting equipment, or combination transmitting and receiving equipment, at any location on the premises of a lessee and connected with any such channel.

## GENERAL TARIFF

DEFINITIONS

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**STATION EQUIPMENT** – Equipment located at the Customer's premises providing the digital interface between the customer's data equipment and the access facility.

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

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

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

**TWO-PARTY LINE SERVICE** - A common line arranged to serve two main stations with automatic originating identification of each party and individual ringing capabilities. See 180-1.02.

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

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

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**EXCHANGE SERVICE**

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**1. GENERAL**

- 1.01** An exchange is a basic unit for the administration and furnishing of telephone service, and normally includes a city, town or village and adjacent parts. The territory served by an exchange is known as the exchange area or local-service area. In some cases, an exchange area may include two or more base rate areas.
- 1.02** When an exchange area contains one wire centre and more than one base rate area, then that wire centre is designated as the rate centre. When more than one wire centre and more than one base rate area exists in an exchange area, then only one of the wire centres is designated as the rate centre. The rate centre location is used for determining message toll rate distance and in determining local, inter-exchange and foreign-exchange distance charges.
- 1.03** Exchange service (or local service) is the furnishing of the service and equipment required for telephone communication between primary exchange services of the same exchange or local- service area, and between such service and the associated toll office.

**2. PRIMARY EXCHANGE SERVICES**

- 2.01** Primary exchange services are the basic services, which provide for the facilities essential to the service, according to their respective equipment specifications.
- 2.02** The following primary services are furnished in each exchange except where otherwise stated in this Tariff:
- a) Primary rate services, which consist of individual line service, including touch-tone. Business individual line service rates apply for connection of Key Telephone systems and PABX lines.
  - b) Message-rate services which consist of the following:
    - (1) Semi-public telephone service
    - (2) Public telephone service
- 2.03** Touch-tone is standard and is included in primary exchange service rates.
- 2.04** Rotary access service and dial telephones (500 type sets) will continue to be available for existing customers only (Grandfathered out as per 2.03 above).
- Rotary access and dial telephones are no longer available for new installations.
- 2.05** Telephone sets are available to purchase at rates specified in our Competitive Terminal Price List.
- 2.06** Individual line service will be the basic grade of service for all customers.

**3. EXCHANGES, EXTENDED AREA SERVICE, RATE AREAS & RATES****3.01 EXCHANGES - A**

Note: Items 3.01-3.03 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

(a) The exchange names, Central Office (NXX) Numbers and Area Codes are as follows:

EXCHANGE NAMES	NXX NO.	AREA CODE
Aylmer	773	519
	765	519
	779	519
Port Burwell	874	519
Straffordville	866	519
Dyer's Bay	795	519
Lion's Head	793	519
Stoke's Bay	592	519
Tobermory	596	519
Cambray	374	705
Coldwater	686	705
Manitowaning/Wikwemikong	859	705
Mindemoya	377	705

## GENERAL TARIFF

EXCHANGE SERVICE

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**3.02 EXTENDED AREA SERVICE**

Extended Area Service is provided between each of the exchanges listed in 3.01 (a). In addition Extended Area Service is provided as follows between:

Aylmer	773/765/779	Harrietsville	269
		Straffordville	866
		Port Burwell	874
		Sparta	775
		St Thomas	631,633,637
		Belmont	644
		London	(NCC)*
Port Burwell	874	Tillsonburg	842,688,983, 550
		Aylmer	773,765,779
		Straffordville	866
		Ingersoll	425,485
		Dorchester	268
		London	(NCC)*
Straffordville	866	Tillsonburg	842,688,983, 550
		Ingersoll	425,485
		Aylmer	773,765,779
		Port Burwell	874
		Dorchester	268
		London	(NCC)*
Cambray	374	Lindsay	324, 328, 340, 341, 344, 878, 879, 928
		Oakwood	953
		Cameron	359
		Kirkfield	438

## GENERAL TARIFF

## EXCHANGE SERVICE

## 3.02 EXTENDED AREA SERVICE (Cont'd)

Coldwater	686	Moonstone	835,834,666
		Orillia	323, 325, 326, 327, 329, 330, 238, 345
		Honey Harbour	756
		Waubashene	538
		Barrie	321, 720, 721, 722, 725, 726, 727, 728, 733, 734, 735, 737, 739, 770, 790, 791, 241, 331, 333, 623, 627, 715, 716, 717, 718, 719, 730, 792, 794, 795, 796, 309, 512, 812
Manitoulin			
Mindemoya	377	Manitowaning/Wikwemikong	859
		Silver Water	283
		Little Current	368, 968
		Gore Bay	282
		Manitowaning/ Wikwemikong	859
		Mindemoya	377
		Little Current	368, 968
Northern Bruce Peninsula			
Tobermory	596	Lion's Head	793
Lion's Head	793	Dyer's Bay	795
Dyer's Bay	795	Stoke's Bay	592
Stoke's Bay	592	Tobermory	596
		Warton	534
		Hepworth	935
		Owen Sound	371, 372, 373, 374, 376, 270, 370, 375, 377, 378, 387, 447, 379

List of London NXX's – 281, 282, 317, 318, 319, 476, 488, 494, 495, 520, 619, 636, 639, 690, 691, 694, 697, 701, 702, 719, 777, 789, 808, 854, 859, 860, 868, 907, 913, 930, 931, 932, 933, 936, 937, 951, 964, 430, 432, 433, 434, 435, 438, 439, 471, 472, 473, 474, 521, 630, 640, 641, 642, 643, 645, 646, 649, 660, 661, 663, 667, 670, 671, 672, 673, 675, 679, 680, 681, 685, 686, 850, 851, 852, 857, 858, 870, 871, 872, 873, 878, 451, 452, 453, 455, 457, 657, 659, 668, 813, 963

**3.03 MONTHLY RECURRING CHARGES**

Monthly Recurring Charges (MRC's) for Primary Exchange Service are set out below which apply for each continuous calendar month of service. MRC's are prorated for fractional months of service except when a service period is less than one month, in which case a full months MRC applies. Business rates are for local business lines and private branch exchange (PABX) lines.

	I/C	MRC
RESIDENTIAL	1100	30.75
BUSINESS	2100	61.50

Service Charges as specified in Section 110 apply for Primary Exchange Service and provide for a reasonable amount of Construction to extend company Facilities. Beyond the reasonable amount, Construction Charges as described in Section 130 may apply.

**C**

**3.04 EXCHANGES – B**

**Note:** Items 3.04- 8 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as “Peoples Tel Limited Partnership Exchanges”.

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

- a) For the exchange itself, the total Company-provided telephone numbers in it excluding those assigned to public telephones.
- b) For each of the other exchanges in the local-service area, the total telephone numbers, excluding those assigned to public telephones, in each such exchange multiplied by a weighting factor, where applicable, that is appropriate to the rate distance between the exchange specified in (a) above and each other exchange. The weighting factor is specified in (c) below.
- c) The weighting factors used to determine the total telephone-number count for residence and business rate groups 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



## GENERAL TARIFF

## EXCHANGE SERVICE

- 3.05** The exchange description below includes the exchange name and province. Also included are the Local Exchange Carrier and its appropriate CRTC tariff number and the Rate distance as calculated in Section 100-3.06 (B) below. Additionally, each CRTC ruling related to forbearance on an exchange basis is listed, identifying the ruling number, the effective date and the class of services affected.

Exchange Name	Local Exchange Carrier & CRTC Tariff Number	Rated Distance	CRTC Forbearance Decision/Order	Effective Date	Class of Service
Aberarder, Ontario	Persona (21281)	0			
Forest, Ont.	Persona (21281)	7			
Arkona, Ont.	Persona (21281)	13			
Sarnia, Ont.	Bell (6716)	17			
Brights Grove, Ont.	Bell (6716)	8			
Wyoming, Ont.	Bell (6716)	8			
Forest, Ontario	Persona (21281)	8	Telecom Decision CRTC 2010-306	25 May 2010	Business Local
Aberarder, Ont.	Persona (21281)	7			
Arkona, Ont.	Persona (21281)	23			
Sarnia, Ont.	Bell (6716)	12			
Wyoming, Ont.	Bell (6716)	9			
Thedford, Ont.	Hurontario (25420) Brooke (25330)	12			
Watford, Ont.					
Arkona, Ontario	Persona (21281)	8			
Forest, Ont.	Persona (21281)	13			
Aberarder, Ont.	Persona (21281)	10			
Kerwood, Ont.	Bell (6716)	14			
Strathroy, Ont.	Bell (6716)	21			
Mt. Brydges, Ont.	Bell (6716)	30			
Lambeth, Ont.	Bell (6716)	31			
London, Ont.	Bell (6716)				

- 3.06** Extended Area Service (EAS) - the addition of an exchange to a local-service area may be established when the following three criteria are met as per CRTC Notice 95-15 March/95 and CRTC Decision 96- 6 August/96.

(a) At least 60% of both residence and business subscribers in one exchange must call the other exchange at least once a month, for two months in a twelve month period, referred to as community of interest (COI) criterion;

(b) The rate distance between the exchanges rate centres must not exceed 40 miles or 64 kilometers (as determined in CRTC 7400 Item 210.7), and;

(c) A simple majority (over 50% of subscribers who vote) of both residence and business subscribers whose basic local rates would be increased must approve of the new service. In order to mitigate the potential for a large exchange defeating an EAS vote, the CRTC does not require that a vote be held where the associated individual-line residential rate increase would be one dollar or less per month.

## GENERAL TARIFF

## EXCHANGE SERVICE

**4. RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) SERVICE**

Note: The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

- 4.01** A specific schedule of basic rates for primary exchange (or local) service applies for each Rate Group and those subscribing to Vacation Rate Services.
- 4.02** The minimum contract period for Company services is one month commencing from the date the service is provided, except where otherwise stipulated in the Company's tariffs or where the Company has stipulated a longer period in instances in which special construction is necessary or special assemblies are installed.
- 4.03** The following are basic monthly rates for primary exchange service. Additional charges as specified in the Company's Tariff apply for telephones or other equipment and services provided by the Company.

USOC	DESCRIPTION	MONTHLY CHARGES
		Regulator Rates 1LR, 1FL
1LR	Residential – Private Line	\$30.00
1FL	Business – Private Line	\$55.74

- a)** Equivalent service is provided at a monthly rate of \$8.70 (USOC B32) for each line so arranged.
- b)** Emergency Reporting Tel. is classified as a Business service.
- c)** (c) Touch Tone dialing is provided at no additional cost.
- 4.04** Seasonal Service is intended for customers who vacate their premises temporarily and desire temporary disconnection of their service during their absence. It provides for the continuation of the customer's listing in the telephone directory and other records, and ensures the availability of facilities upon the subscriber's return.
- a)** Seasonal Service can be utilized once in any twelve month period.
- b)** The minimum period for Seasonal Service is one month and the maximum is eight months, in any 12 month period.
- c)** While the customer is on Seasonal Service, they will be billed 50% of the regular service access rate per month, except as otherwise noted in the tariff.
- d)** Bills shall be rendered at regular billing dates during the period of suspension of service.
- e)** Residential Calling Features (See Section 490) are included in the Seasonal Service at no additional cost.

**5. TELEPHONE NUMBER SERVICES****5.01 General**

The Company provides the following telephone number services:

**(a)** Telephone Number Reservation (TNR)

Telephone number reservation permits customers to reserve a seven-digit telephone number. Telephone numbers may be reserved for a maximum period of one year.

**(b)** Prestige Numbers Prestige Numbers permits customers to select the telephone numbers associated with their service, subject to the availability of the telephone numbers.

These 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 premise is located.

**(c)** The telephone number service must be associated with service requests.

**(d)** Directory listings and operator assistance for Prestige Numbers will be in numeric form only.

The Company retains property rights for the telephone numbers and may change such numbers for service reasons. Replacement numbers, if available, are reserved or provided without a further service charge.

**5.02 Rates and Charges**

The following rates and charges are in addition to those for primary exchange service.

USOC	DESCRIPTION	MRC	SC
TNR	Telephone Number Reservation	N/A	\$35.00
PNUM	Prestige Number	\$6.00	N/A
NUMSRCH	Each search for up to 5 numbers requested at the same time	N/A	\$35.00

**6. CALLING NUMBER BLOCKING****6.01 GENERAL**

Any persons wishing to protect the anonymity of the calling number when they place calls may use the following options:

- (a) Per Call Blocking allows for the utilization of an activation code to prevent delivery of the calling number to a Call Display subscriber. This enables the calling party to control on a per-call basis whether or not their number will be displayed. The Company provides free per call blocking as part of the basic network access service to all customers where facilities are available.
- (b) Per Line Blocking automatically suppresses the delivery of the calling number on all outgoing calls on a specific line.
- (c) Number Replacement permits the transmittal of an alternate number, on a fixed basis, in lieu of the actual telephone number from which a call is being placed. The alternate telephone number is selected by the customer and must be associated with another line of the same class of service working for the same customer at the same premises. Number replacement is provided subject to the availability of suitable facilities. Customers may arrange their lines so that all or only a portion of them transmit the alternate number.

**6.02 RATES AND CHARGES**

Rates for primary exchange service and service charges apply for the access line used for the number replacement. The USOCs specified below are used for administration purposes only.

USOC	Description
PCB	Per Call Blocking
PLB	Per Line Blocking
NUR	Number Replacement

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**EXCHANGE SERVICE**

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**7. CONNECTION OF PRIMARY EXCHANGE SERVICE TO INSIDE WIRE AND JACKS****7.01 GENERAL**

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

- a) Inside wire and jacks beyond the demarcation point are the responsibility of the customer. The Company will install inside wire and jacks, at the customer's request, at charges identified by the Company relating to unregulated services activity.
- b) Inside wire associated with hardwired telephone connections will be maintained free of charge until such time as the Company converts these connections to jacks.
- c) Customers without a jack-ended demarcation device on their lines will not be assessed a diagnostic maintenance charge and a jack-ended demarcation device will be installed free of charge during the same visit.

**8. CALL BLOCKING SERVICE**

- 8.01** Call Blocking enables customers to restrict access from their telephone lines to both of the following services:

900 Service (refer to Bell Canada General Tariff Item 2200)  
976 Service (refer to Bell Canada General Tariff Item 4970)

- 8.02** The service is provided, at the customer's request, on individual lines and trunk lines served from all stored-program-control switches initially and from non stored-program-controlled and DMS-10 switches on a scheduled roll-out basis.
- 8.03** Call Blocking is not available with 2- and 4-party services.
- 8.04** A onetime charge of \$10.00 applies for each line on which Call Blocking is activated.
- 8.05** An administration charge does not apply.

MULTI-ELEMENT SERVICE CHARGES

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**1. GENERAL**

- 1.01** Multi – Element Service Charges (MESC) apply when the Company provides service, equipment and/or facilities to its customer, including change of premises and work performed by the Company at the customer's request. Exceptions are specified where appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.
- 1.02** MESC apply in addition to other rates and charges unless otherwise stated.
- 1.03** MESC apply for each item of service or equipment.
- 1.04** Additional charges may apply based on the actual expense incurred when:
- (a)** the Company installs special equipment or incurs unusual expenses in order to meet the service requirements of a customer, or
  - (b)** the customer stipulates when the Company is to perform the work outside regular working hours or other conditions that cause unusual expense.
- 1.05** For outside work affecting wires, cables, poles and other equipment located on a customer's premises, service charges may apply based on the actual expense incurred by the Company. See Construction Charges – Section 130.
- 1.06** Multi-Element Service Charges do not apply for the following:
- (a)** Repair work, except for conditions specified in Section 850 – Customer Provided Equipment
  - (b)** Removal of service, equipment, and/or facilities.
  - (c)** Work initiated by the Company for service reasons.

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**MULTI-ELEMENT SERVICE CHARGES**

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**2. COMPONENTS OF MULTI-ELEMENT SERVICE CHARGES**

**2.01** MESC rates are applied for Customer requests for service involving installing, reconnecting, moving or changing telephone lines, sets, or associated equipment. These services are divided into four basic service charge elements. One or more of these elements apply when the requested service is provided except where otherwise stated in this General Tariff.

**2.02** The five service charges are described as follows:

**(a) Administration**

An Administration Charge applies to work involved in receiving, recording and processing information necessary to comply with a customer's request. An administration Charge is applied once for each customer's request, regardless of the number of items to be completed if work is to be carried out on the same premises at the same time for the same billing telephone number.

**(b) Line Connection**

A Line Connection Charge applies to work done in the Company's central office and elsewhere in making the necessary line connections up to and including the protective device at the customer premise. This work includes providing normal materials, transportation and travel time.

A Line Connection Charge applies:

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

**2. COMPONENTS OF MULTI-ELEMENT SERVICE CHARGES (CONT'D)****(c) Premise visit**

A Premises Visit Charge applies to the travel and other time spent in reaching a customer's premise and discussing a service request with the customer as it pertains to matters on the telephone set side of the protective device. A Premises Visit Charge applies on a "Per Visit" basis whenever a Company's employee is simply delivering telephone sets and/or other equipment, or is to perform Premises Work in response to a service request.

A Premises Visit Charge does not apply when travel to the customers premise is required to only complete work required as part of the Line Connection, nor to complete an order for which a Premises Visit Charge has already been applied.

**(d) Premise work**

A Premises Work Charge applies for each item of work carried out, at the customer's request and on the customer's premises to install, move or change a telephone set, inside wire or other equipment, service or facility. The charges applied is up to a maximum of one hour allowance per Premises Work Charge Item.

A Premises Work Charge does not apply if:

- one or more telephones and/or items of equipment are in place at the time service is established and no move or change of the telephones, equipment or inside wire is requested by a customer even though line connection requires work at the customer's premises.
- a telephone equipped with a plug is delivered by a Company representative to a customer's premises where a jack is already in place.

**(e) Single fee for Residential & Business**

For residential and business customers, the Single Fee Charge includes service charges (a) through (d) and amalgamates the charges into a single one-time fee.



MULTI-ELEMENT SERVICE CHARGES

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**3. MULTI-ELEMENT SERVICE CHARGE RATES:**

ELEMENTS OF SERVICE	RESIDENCE CHARGES	BUSINESS CHARGES
A) Administration	N/A	N/A
B) Line Connection	N/A	N/A
C) Premise Visit	N/A	N/A
D) Premise Work	N/A	N/A
E) Single Fee	\$59.95	\$69.95

**4. OTHER EQUIPMENTS AND SERVICE CHARGES**

- 4.01** Many items of equipment have service charges of specific amounts which apply when these items are installed in which case Multi Element Service Charges are not applicable.

**5. DIAGNOSTIC MAINTENANCE CHARGE**

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

**6. INSPECTION AND MODIFICATION CHARGE**

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

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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**CONSTRUCTION CHARGES**

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**1. GENERAL****1.01 Construction charges apply for the following:**

- (a) For the initial provision of facilities at the request of an applicant, customer, lessee or developer in a territory in which the Company has no facilities. The Company provides these facilities to reach the property of the applicant, customer, lessee or developer and may locate them along public thoroughfares or other such location as required or is suitable.
- (b) For certain facilities provided on the private property of the applicant, customer or lessee.
- (c) Where construction is taking place in a specific area pursuant to the approved Service Improvement Plan (SIP), as per CRTC Order 2000-1097, and construction to extend facilities is undertaken to meet the basic service objective, the customer's contribution shall not exceed \$1,000.00 per customer premises. The requirement for the full customer contribution portion in a SIP area shall remain valid for any new customer applying for service within the four-year period of the approved SIP. No construction will take place where the cost per customer exceeds \$15,000.00, inclusive of the \$1,000.00 customer contribution.

**1.02** The Company reserves the right to determine the type (wire, cable or radio) and location of facilities to be provided. Additional charges based on the expenses incurred if it departs from the foregoing conditions at the request of an applicant, customer, lessee or developer, or when the nature of the locality causes it to incur unduly high construction expense and/or maintenance expense.

**1.03** The Company installs and maintains all facilities that it provides except as otherwise stated in this Tariff. However, the Company may use facilities of other public utility organizations or facilities belonging to or on the premises occupied by applicants, customers or lessees instead of providing its own construction, when in its opinion the circumstances warrant its doing so. When the Company uses the facilities of other public utility organizations that are located along public thoroughfares or other such places, it may assess its applicant, customer, lessee, or developer, any charges associated with such use. When such facilities are located on the private property of the applicant, customer or lessee, the construction charge is that which would apply if the Company provided the construction.

## PERSONA COMMUNICATIONS INC.

## GENERAL TARIFF

## CONSTRUCTION CHARGES

**1. GENERAL (CONT'D)**

Note: Item 1.04 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Inc. Exchanges".

- 1.04** Where construction charges are specific to the approved SIP, a \$200.00 non-refundable deposit is required prior to the commencement of construction. Customer's contribution may be paid in a onetime lump sum payment or by monthly installments over a 12-month period. Where the Customer selects monthly installments, the construction charge (maximum \$1,000.00) less the \$200.00 deposit will be evenly billed over that period and without interest. Late Payment interest charges will apply to any unpaid balance.

- 1.05** Construction charges are payable when application for service is made or when the account is rendered, at the option of the Company.

**2. CONSTRUCTION ON A PUBLIC THOROUGHFARE**

Note: Item 2.01 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Inc. Exchanges".

\*Note: Item 2.02 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".

- 2.01** Monthly rates and service charges provide the first 165 meters (route measurement) of construction for each service or facility.
- 2.02** Monthly rates and service charges provide the first 161 meters (route measurement) of construction for each service or facility.

**3. CONSTRUCTION ON PRIVATE PROPERTY**

- 3.01** When cable is installed to provide service, a construction charge applies based on the expenses incurred by the Company. Additional legal cost for easements, right of ways, etc., may also apply. If the customer or lessee provides, installs and maintains the poles or underground conduit, or does the trenching and back-filling for buried wire or cable, the construction charge will be reduced accordingly.
- 3.02** When construction is required to provide facilities to the building of the applicant, customer or lessee, a construction charge applies based on the expense incurred by the Company.
- 3.03** When it is necessary for the Company to provide special protective equipment because of electrical hazards on the premises of an applicant or customer, the Company may charge the customer all or part of the expense incurred.
- 3.04** Services requiring extensive facilities (Campgrounds, Trailer Parks) require that appropriate permissions and rights of way are obtained from the landowner before construction begins.

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**CONSTRUCTION CHARGES**

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**4. INTERIOR CONSTRUCTION**

**4.01** The Company normally installs exposed wiring in existing 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 company provides suitable wiring in it without additional charges.
- (b) Subject to the following conditions, the Company installs concealed wiring in a residential dwelling during construction without additional charge if requested sufficiently in advance by a duly authorized person:
  - (1) The size of the building and the type and stage of construction are, in the Company's opinion, are suitable for the work to be performed.
  - (2) The Company decides the type of wiring to be used and the method of installing it.
  - (3) Should the wiring become unusable after its installation, the Company installs other inside wiring by one of the other methods described in this Section.
  - (4) The Company does not guarantee subsequent changes in or additions to wiring installed during construction will be concealed.

**4.02** When the Company otherwise installs concealed wiring at the request of an applicant, customer or builder, the latter may be required to pay the difference between the cost of the work done and the cost that the Company would have incurred for exposed wiring.

**4.03** When the Company has to use a non-standard method of wiring or installation because of the type of construction of a building, it may require the applicant, customer or builder to bear any unusual expense that the Company incurs.

**4.04** The Company charges a Premise Work Charge for installing each pre-wired outlet at a single line residence and business customer. There is not additional Premise Work Charge for activation of the pre-wired outlets. Other Multi-Element Service Charges apply accordingly.

## GENERAL TARIFF

CONSTRUCTION CHARGES

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**5. ENGINEERING COSTS AND TRENCH PROVISIONING FOR NEW DEVELOPMENTS**

*\*Note: Item 5 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".*

- 5.01** Tariff applies to the engineering and trench provisioning by the Company in a new residential subdivision.
- 5.02** When the Company furnishes facilities in a proposed subdivision the Company selects the facility design and location.
- 5.03** Notwithstanding 5.02 above, when the Company is requested to provide buried facilities, an acceptable trench in an acceptable location must be provided, for the purpose, at no charge to the Company.
- 5.04** When the Company is requested to provide the trench for the proposed subdivision, the following conditions apply:
- (a) The applicant must identify the proposed location of the requested trench and the utility companies involved where joint use of the trench is proposed.
  - (b) The Company will provide a quotation which will include any engineering costs as well as any trench provisioning costs.
  - (c) The costs specified in 5.01 below are payable when the applicant accepts the quotation and authorizes the Company to proceed.
  - (d) The applicant is responsible for additional cost, including but not limited to removal of stone, rock or other obstacles, or construction delays beyond the control of the company, encountered during actual trench construction. These additional costs are payable upon completion of the trench.

**5.05 Rates & Charges**

The charge for new subdivision engineering and trench provisioning is the sum of (a) and (b), below, plus the additional costs described in 4(d).

- (a)** Administration / Engineering Charges
  - (1) Up to 10 future service entrances.... \$500.00
  - (2) Each additional 10 entrances or part thereof \$500.00
- (b)** The trench construction charge is based upon the actual cost incurred.

## GENERAL TARIFF

## CONSTRUCTION CHARGES

**6. CHARGES FOR CUSTOM WORK, DAMAGED PLANT AND WORK IN ADDITION TO SERVICE CHARGES**

\*Note: Item 6 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

**6.01** Hourly rates apply for employees time and work vehicles used for custom work such as maintenance of customer owned equipment, house relocations and abnormal work requests, damaged plant and equipment restoration and charges for work performed in addition to Service Charges.

**6.02** Time usage is recorded and billed for travel, on and off site work time and other time as may be appropriate. Under normal conditions travel time would start from time of departure from office, work centre or the previous work location. Time usage is recorded in 15-minute increments.

**6.03** Overtime (O/T) rates apply when employees work beyond regular work hours.

**6.04** The categories and hourly rates are as follows:

<b>(a) Employee's Time:</b>		<u><b>\$/Hour</b></u>
<b>(1)</b>	Outside Plant/Installation & Repair/ Central Office Technician	\$45.00 (67.50 O/T)
<b>(2)</b>	Engineering/Supervisor	\$72.00
<b>(b) Work Vehicles:</b>		
<b>(1)</b>	Regular Work Van	\$15.00
<b>(2)</b>	Cable Splicers Truck	\$17.00
<b>(3)</b>	Line Truck	\$28.00
<b>(4)</b>	Ditch Witch + Technician/Operator	\$70.00

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**DIRECTORY LISTINGS**

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**1. DIRECTORY LISTINGS**

- 1.01** These regulations and rates apply to listings in light-face type that appear in the alphabetical directory list of customers' names and in information records.
- 1.02** The Company provides the alphabetical directory list 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.
- 1.03** All customers' services are listed except those for which the customer request privacy. The limitation of the Company's liability in respect of such omission of listings is specified in Section 85, Item 22 of this tariff.
- 1.04** The customer is to authorize the listings for service including any joint user of the service. 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.
- 1.05** 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.
- 1.06** When two or more central-office lines are furnished for the same customer one primary listing is provided. Customers with non-equivalent lines may have primary listing for these lines in the form of extra listing if required.
- 1.07** 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.

**1.1 LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE**

- 1.1.01** The Company provides one listing in light-face type without additional charge in the alphabetical directory list 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 two-party and four-party line service.
  - c)** For each P.B.X. system
  - d)** For each joint user. The telephone number in each such listing is that of the line, service or P.B.X. system for which the listing is provided.



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**DIRECTORY LISTINGS**

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- 1.1.02** Emergency call listings may be provided without additional charge for police and fire services, at the discretion of the Company.
- 1.1.03** Listings are provided without additional charge for specified services as stipulated in this Tariff.
- 1.1.04** 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.

**1.2 PRIMARY LISTINGS**

- 1.2.01** A primary listing is the principal listing of the customer's service and of the joint user. Each additional listing, whether chargeable or not, is subject to the regulations for extra listings.
- 1.2.02** A primary listing consists of the following:
- a)** The name of the customer or joint user if a person, firm or corporation, otherwise the name under which the principal business of the customer or joint user is regularly conducted. The name 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 or joint user 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 or joint user indicated the nature of his business, the designation is omitted.
  - c)** The address of the premises at which service is furnished, except that the address may be that of other premises or may be omitted when warranted, in the Company's opinion, by the circumstances (i.e. privacy concerns as in the case of shelters).
  - d)** The telephone number of the service.
- 1.2.03** When a customer has two or more service, the primary listing for each service in excess of one may be in one of the forms specified for extra listings.

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**DIRECTORY LISTINGS**

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**1.3 EXTRA LISTINGS**

**1.3.01** Extra listings are provided in addition to the primary listing to facilitate the use of the alphabetical directory list and information service. Extra listing which in the Company's opinion are worded to secure a preferential position in the alphabetical list or other undue prominence are not provided.

**1.3.02** A business extra listing is one that is indented under the listing of a business service or show the telephone number of a business service, except as specified in Sections 1.2.02(a) and 1.3.05(c).

**1.3.03** Business extra listings are provided as follows:

- (a) In the names of partners, officers, employees and agents of the customer or joint user.
- (b) In the corporate or firm names of corporations or firms:
  - (1) In which the customer or joint user holds a controlling financial interest.
  - (2) Which the customer or joint user is duly authorized to represent and which do not maintain an office or branch in the customer's local-service area.
  - (3) Which the customer or joint user has taken over.
- (c) In distinctive names of divisions or branches of the business organization of the customer or joint user when warranted, in the Company's opinion, by the extent of use of such names by the public; otherwise the names are listed as specified in the following paragraph.
- (d) In the names of divisions, branches and offices that the customer or joint user operates as a part and under the name of his business, other than those mentioned in the preceding paragraph. Such listings are indented under the listing of the principal business of the customer or joint user.
- (e) In commonly-used names that are variations, in form or spelling, of the name contained in another business listing of the customer or joint user.
- (f) In the French or English translation of a listing of a customer or joint user in the other language.
- (g) In the form of special instructions to calling persons, other than those previously described.

**1.3.04** 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.

**1.3.05** Residence extra listings are provided as follows:

- (a) In names of persons who reside in the household of a customer.
- (b) In names of persons who occupy a customer's premises temporarily under lease and continue his service without change in billing.
- (c) In names of persons who reside in premises at which only business service is furnished, the telephone number of that service being listed.
- (d) In names that are minor variations of the name in another residence listing.

**DIRECTORY LISTINGS**

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**1.4 OMMISSION OF LISTINGS FROM THE DIRECTORY**

- 1.4.01** The rates below apply for the omission of each primary listing in accordance with the customer's request for privacy. The listing is omitted completely from the directory. Only name and address appear on Directory Assistance records. A non-published number is confidential information and is not given out unless pursuant to legal direction. The company will not place calls to any customer subscribing to omission of a primary listing, for the purpose of promoting new products, services or discount plans, without the customer's prior consent.

**1.5 INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS**

- 1.5.01** 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 the Section 85 of this tariff.

## GENERAL TARIFF

## DIRECTORY LISTINGS

**1.6 RATES FOR EXTRA LISTINGS**

**1.6.01** The following rates apply for extra listings in light-face type except where otherwise specified in this Tariff:

Description	Monthly Rate	USOC	Service Charge
Residence Extra Listing – Each	\$3.10		MESC
Business Extra Listing – Each	\$3.10		MESC
Foreign Extra Listing – Each	\$3.10		MESC
Foreign Extra Listing Toronto/Mtl – Each	\$2.90		MESC
Zenith Extra Listing – Each	\$5.05		MESC
Non-Published Listing – Each	\$4.45		MESC
Foreign Listing Business – Order Processing*			\$55.00
Foreign Listing Residence – Order Processing*			\$25.00

\*Note - To add, change or omit a directory listing. One Order Processing charge applies for all additions, omissions and changes to the directory listing of each service provided to a customer at each premises and done at the same time.

EXCEPTIONS: The Order Processing charge does not apply for changes of listing:

- (a) When a customer's legal name is changed.
- (b) When service is taken over by a receiver, executor or party in like capacity, nor to change such listing when the original customer reassumes such responsibility after the end of the receivership.
- (c) When service is taken over by a member of the previous responsible party's household following the latter's death.

Note: Each line of a directory notation in the form of special instructions to calling persons (see 1.3.03(g)) is classed as an extra listing.

**1.6.02** 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.

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**DIRECTORY LISTINGS**

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**1.7 CHARGE FOR DIRECTORY ASSISTANCE**

**1.7.01** A charge as specified in (e)(1) below applies for each call requesting a telephone number in Canada and the United States (U.S.)

**1.7.02** Exemptions from the charge specified in (e)(1) apply to:

- 1) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Local Directory Assistance.
- 2) Persons calling from Mobile Telephone Service, Ship and Aircraft Service, Relay Service and Teleforum Service.
- 3) Persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
- 4) The residence of:
  - (a) persons unable to use the telephone directory due to physical or mental disability
  - (b) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;
  - (c) persons who inform the Carrier of a temporary handicap or disability preventing the use of the directory.

Where requested by a customer in advance, for directory assistance requests, such persons are exempt from the charge specified in (e)(1) below regardless of the telephone number from which the directory assistance request originates.

**1.7.03** No charge applies for telephone number requests of:

- 1) Toll-free Service when telephone numbers are provided by 1-800-555-1212.
- 2) Mobile Telephone Service from Long Distance Directory Assistance.
- 3) Special Reversed-Charge Service and any service when the calling party indicates that an emergency exists from Local Directory Assistance.

**1.7.04** A charge as specified in (e)(2) below applies for each call to Alternately Billed Directory Assistance (ABDA). The ABDA charge may be billed to a Calling Card, Third Number or, when calling from a suitably-equipped coin telephone for Long Distance Directory Assistance, to an authorized credit card.

**1.7.05** Rates and Charges:

Rate (1)	Rate (2)
\$0.95	\$1.50

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**DIRECTORY LISTINGS**

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**1.8 CHARGE FOR OPERATOR ASSISTANCE**

**1.8.01** A charge as specified in (c)(1) below applies for each call to operator assistance.

**1.8.02** Exemptions from the charge specified in (c)(1) apply to:

- 1) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Operator Assistance.
- 2) Persons calling from Mobile Telephone Service, Ship and Aircraft Service, Relay Service and Teleforum Service.
- 3) Persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
- 4) The residence of:
  - (a) persons unable to use the telephone directory due to physical or mental disability
  - (b) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;
  - (c) persons who inform the Carrier of a temporary handicap or disability preventing the use of the directory.

Where requested by a customer in advance, for operator assistance requests, such persons are exempt from the charge specified in (c)(1) below regardless of the telephone number from which the operator assistance request originates.

**1.8.03** Rates and Charges:

Rate (1)
\$0.95

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**DIRECTORY LISTINGS**

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**2. DIRECTORY FILE SERVICE**

**2.01** Directory File Service provides for a machine-readable file containing non-confidential customer listing information for the Carrier's customers listed and intended to be listed in the Carrier's directories. The Carrier provides a complete set of listings as specified in Items 2.1.06 and 2.1.07 below to independent telephone directory publishers, for the sole purpose of publishing telephone directories, to alternate operating service providers for the sole purpose of providing directory assistance, and to Local Exchange Carrier interexchange carriers, and Wireless Service Providers for the purpose of providing directory assistance. The file may not be resold, rented or otherwise disposed of to any other party.

**2.02** Applicants to Directory Files must enter into a sublicensing agreement with the Carriers which, among other things, protects the Carrier's copyright of listed information.

**2.03** Definitions:

- (1)** The term "machine-readable" describes the output format for the Directory File. Directory Files provided only in the electronic medium prescribed by the Carrier.
- (2)** The term "Master File" means the Directory File updated monthly to include the previous Month Update File. The Master File reflects customer listing information of the last business day prior the first full weekend of each month.
- (3)** The term "Update File" means the current monthly file which contains only the changes to subscriber listing information (i.e. additions, revisions and deletions) resulting from service order activity affecting the Master File. During the current monthly interval, the Update File reflects changes to customer listing information as of the last business day prior to the first full weekend each month.

**2.04** The provision of Directory Files will be available within 120 days of receipt of the first request.

**2.05** The Carrier is not liable for any inaccuracies in the Directory File content, fault in the information due to the medium in which it is contained, its suitability for the use by the purchaser or its merchantability or use for a particular purpose.

**2.06** Directory Files include the following information, as printed in the Carrier's directory:

**(1)** Name

Residence:

- surname, name and/or given initials
- designation if applicable
- title of address (Dr.) if applicable
- title of status (Jr.) if applicable

Business:

- business name, business designation (e.g. Lawyer)
- or surname, followed by name and/or initials and designation if applicable.

## GENERAL TARIFF

## DIRECTORY LISTINGS

**2.0 DIRECTORY FILE SERVICE (CONT'D)**

- (2) Address (unless not included at the request of the customer):
- address/location type (floor, building, etc.) if printed in the directory;
  - address/location number (e.g. floor, suite, apartment number), if printed in the directory;
  - house number/suffix – civic number if applicable;
  - street name or unusual address;
  - community name (if part of the listed address, abbreviated as required).
- (3) Telephone Number
- (4) listed seven digit telephone number, or seven digit telephone number with area code (NPA) where appropriate.
- (5) Exchange Name Abbreviation (one per file), as defined by the Carrier.
- (6) Business/Residence/Government Indicator
- (7) Postal Code, as provided by the customer.

**2.07** The following types of listing information are not provided in Directory Files:

- (1) Listings omitted, at the request of the customer, from both the Carrier's published directory and Directory Assistance.
- (2) Listings omitted, at the request of the customer, from the Carrier's published directory.
- (3) Listing omitted, at the request of the customer, for additional lines billed to the same customer.
- (4) 800 and 888 Listings
- (5) Reference Listings
- (6) Zenith Listings
- (7) 911, 711, 611, 411, 0, 1

**2.08** The Directory File includes customer listing information as specified in Items 900.20 and 900.30.**2.09** The Directory File is available on an individual NXX level.**2.10** The following rates and charges are payable in advance of the preparation and/or provisioning of a Directory File.

Service Item	Rate
(1) Each Master File Listing	\$0.20
(2) Each Update File Listing	\$0.40
(3) Set-up Fee	
- Initial request for Master file or Update File or combination thereof	\$800
- Subsequent request for a service configuration	\$800
- Initial request for customized features	\$800

- (a) Master Files include listings for residence and/or business and/or government classifications.
- (b) Update Files are only provided in association with a Master File of the same Carrier and must be requested at the same time as the Master File.
- (c) Updates can be requested for residence and/or business and/or government listings.



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**BASIC LISTING INTERCHANGE FILE**

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**1. BASIC LISTING INTERCHANGE FILE**

- 1.01** Basic Listing Interchange File (BLIF) service provides for a machine-readable file containing non-confidential customer listing information (Listings) for the Carrier's customers listed, and intended to be listed, in the directories and directory assistance databases. The Carriers provide these listings to Local Exchange Carriers, as specified in the BLIF Service Description and Ordering Guidelines document (BLIF document), for the purpose of providing directories and/or directory assistance services. The Carriers provide these listings to independent directory publishers, as specified in the BLIF Service Description and Ordering Guidelines document (BLIF document), for the purpose of publishing telephone directories. The Carriers provide these listings to Alternate Operator Service Providers (AOSPs), for the sole purpose of providing directory assistance services.
- 1.02** Definitions:
- (1)** The term "BLIF Master" means the provision of BLIF on an individual NXX level. The BLIF Master reflects subscriber listing information as of the last business day prior to the first full weekend of each month.
  - (2)** The term "BLIF Updates" means the provision of BLIF containing only updated Listings for the Carrier (i.e. additions, revisions and deletions) resulting from service order activity affecting the BLIF Master File and/or previous BLIF Updates. During the current monthly interval, the BLIF Update File reflects changes to customer listing information as of the last business day prior to the first full weekend of each month. The BLIF Update File is available on a daily, weekly, biweekly and monthly basis.
  - (3)** The term "Listings" means customer listings, as described in the Listing Definitions section of the BLIF Document, which are included in the Carrier's BLIF.
  - (4)** The term "Licensee" is a Local Exchange Carrier operating in Canada who wishes to obtain the Carrier's customer listing information contained in the Carrier's BLIF for the purpose of providing telephone directories and/or directory assistance services (the "Services").
- 1.03** The Licensee must enter into a licensing agreement with the Carrier for a period of five (5) years, renewable automatically for five (5) year periods (the BLIF Agreement).
- 1.04** The Licensee shall not license, sub-license, share, sell, re-sell, rent, lease, charge, encumber, pledge or otherwise dispose of, deal with, use or copy the Carrier's BLIF Agreement. The licensee agrees to take all reasonable steps to protect and safeguard the Listings from unauthorized disclosure.
- 1.05** The provision of BLIF will be available within 120 days of receipt of the first request.
- 1.06** The limitations of liability provisions as set out in the BLIF Agreement, to be entered into by the Licensee and the Carrier, are hereby incorporated by reference into this Tariff.
- 1.07** Listings are provided in a format conforming with the specifications set out in the BLIF Document.
- 1.08** The BLIF will include all of the required information as specified in the BLIF Document.

**BASIC LISTING INTERCHANGE FILE****1. BASIC LISTING INTERCHANGE FILE (CONT'D)**

**1.09** The following types of listing information are not provided in BLIF:

- (1) Non-Published Telephone Numbers;
- (2) "Out of Book" listings. That is, those listings added to a particular directory when the terminating location of the number is not within the physical region of the directory's coverage;
- (3) Wireless listings;
- (4) 800,877,888 and 900 Listings;
- (5) Reference Listings;
- (6) Zenith Listings;
- (7) 911, 711, 611, 411, 0, 1;
- (8) Additional/extra listings;
- (9) Text accompanying listings (i.e. special instructions, Internet listings).

**1.10** The Licensee shall comply with all specifications set out in the BLIF Document pertaining to the Licensee.

**1.11** The Licensee may terminate the BLIF Agreement at any time by giving written notice to the Carrier at least ninety (90) days in advance of the effective date of any such termination. The Carrier shall have the right to terminate the BLIF Agreement upon ten (10) days prior written notice if the Licensee has breached any of its material obligations in the BLIF Agreement or this tariff, and Licensee has failed to cure such default within thirty (30) days of receipt of a written notice sent from the Carrier describing the nature of the default.

**1.12** In the event of termination, any amounts due to the Carrier pursuant to the BLIF Agreement and this Tariff shall immediately become due and payable. In such event, the Licensee shall immediately discontinue the use of the Listings and comply with all other requirements set out in the BLIF Agreement.

**1.13** The BLIF is available on an NXX level.

**1.14** The following rates and charges are payable in advance of the preparation and/or provisioning of BLIF.

	<b>Service Item</b>	<b>Rate</b>
(1)	Each BLIF Master and/or BLIF Update File Listing	\$0.20
(2)	Set-up Fee	
	- Initial request for BLIF Master File or BLIF Update File or combination thereof	\$800
	- Subsequent request for a service configuration	\$800
	- Initial request for customized features	\$800

**BASIC LISTING INTERCHANGE FILE**

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**1. BASIC LISTING INTERCHANGE FILE (CONT'D)**

- 1.14 (a)** BLIF Master Files include listings for residence and/or business and/or government classifications.
- (b)** BLIF Update Files are only provided in association with a BLIF Master File of the same Carrier and must be requested at the same time as the BLIF Master File.
- (c)** BLIF Updates can be requested for residence and/or business and/or government listings.

## GENERAL TARIFF

PUBLIC TELEPHONE SERVICE

---

**1. GENERAL**

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

**2. ARRANGEMENTS WITH OCCUPANTS**

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

**3. LISTINGS**

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

**4. EQUIPMENT**

- 4.01** Public telephones are equipped with coin-collecting devices except when card reader telephones are used to provide the service, and service is furnished on an individual line.

**5. RATES AND CHARGES**

- 5.01** Regular rates apply for message toll service.
- 5.02** A rate of 50¢ applies for each originating call, except on sets technically incapable.
- 5.03** A rate of 25¢ applies for each originating call on technically incapable sets until they are updated at which time the rate specified in 5.02 will apply.
- 5.04** The rate specified in 5.02 applies for each originating call when the connection is established at the request of the calling party for collect, third party or calling card billing. This rate also applies for each originating call billed to a commercial credit card at a card reader pay telephone.
- 5.05** These rates do not apply for calls placed to 9-1-1.

**1. GENERAL**

- 1.01** Semi-Public Telephone Service is a message-rate service furnished upon customer request, at the Company's discretion at the following types of locations:
- (a)** Where, in the Company's opinion, a public service is not warranted.
  - (b)** 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.
  - (c)** 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 is unsuitable or prohibited by this Tariff.
- 1.02** Semi-Public Telephone Service is furnished as a main-telephone service from the exchange wherein it is located and not as foreign exchange service.
- 1.03** Semi-Public Telephone Service may be provisioned for outgoing service only, if requested by the customer.

**2. SERVICE AND EQUIPMENT**

- 2.01** Semi-public telephones are equipped with coin collecting devices, except when card reader telephones are used to provide the service, and service is furnished on an individual line.
- 2.02** Semi-Public Telephone Services are listed in telephone directories except when equipped for outgoing only service.
- 2.03** The Company is responsible for the normal and routine maintenance and collection of coin from the semi-public telephone.
- 2.04** The Company retains ownership of the semi-public telephone and associated equipment.

**3. RATES AND CHARGES**

- 3.01** A Monthly Individual Line Business Rate, as stated in Section 100, applies for Semi-Public Telephone Service.

GENERAL TARIFF

SEMI-PUBLIC TELEPHONE SERVICE

---

- 3.02** Regular rates apply for message toll service.
- 3.03** Calls originating at semi-public telephones are charged at \$0.50 each, except on sets technically incapable.
- 3.04** A rate of 25¢ applies for each originating call on technically incapable sets until they are updated at which time the rate specified in 3.03 will apply.
- 3.05** The rate specified in 3.03 applies for each originating call when the connection is established at the request of the calling party for collect, third party or calling card billing. This rate also applies for each originating call billed to a commercial credit card at a card reader pay telephone.
- 3.06** These rates do not apply for calls placed to 9-1-1.
- 3.07** Multi-Element Service charges for the installation of a semi-public telephone service are those for business service and apply in accordance with Section 110 and will include the capital cost of the telephone set.
- 3.08** Semi-Public telephone receipts are not credited to the subscribers and are retained by the Company.

## GENERAL TARIFF

## COMPENSATION PER CALL

**1. COMPENSATION PER CALL****1.01** Description of Service

- (a) The assessment of an access charge for each toll-free call from the Company's public or semi-public telephones ("pay telephones") is referred to as "compensation per call."

**1.02** Terms and Conditions

- (b) The compensation per call charge applies to the IXC, for each completed toll-free call that originates from a Company pay telephone and is carried by the IXC, except in limited situations where the toll-free call cannot be captured due to technical limitations.
- (c) Additional toll-free calls initiated through the use of the "next call" key on the pay telephone are also subject to the compensation per call charge. However, additional toll-free calls achieved through the use of dialing sequences on the IXC's platform are not subject to the compensation per call charge.
- (d) Toll-free calls are considered completed when the call is answered.
- (e) Each month, the Company will send the IXC a composite electronic list of the toll free numbers that originated at the Company's pay telephones and were carried by the IXC. The list will include the toll-free numbers that were called and the number of times they were called in the previous billing period. This information is available on a disaggregated basis by originating exchange and, if so requested by the IXC, will be provided in that manner beginning with the first complete billing period following the request.
- (f) Call detail recording is not provided.

**1.03** Charges

The compensation per call charge for each toll-free call is shown below. This charge will be attributed to the Company for each toll-free call routed over the Company's network.

CHARGE

Payphone per call compensation,

Each toll-free call.....\$0.2382

## GENERAL TARIFF

**BUSINESS & RESIDENCE SERVICE**

---

**1. GENERAL**

- 1.01** The Company classifies a customer's service as either business or residence for the application of exchange service and other rates according to the specific criteria set out below and failing that, how it is primarily or substantially used. Primarily or substantially refers to use or intended line use of more than 50% for either business or residence.

**2. BUSINESS SERVICE**

- 2.01** The business classification applies when the service is used (and maybe advertised or publicized) for a commercial, industrial, professional, institutional, vocational or other occupational purposes or used for any purpose other than that of a domestic or family nature.

When a residence phone number is advertised coincident with a business phone number, it is assumed that any business use of the residence number is incidental to the primary domestic use.

- 2.02** The business classification applies in circumstances such as the following:

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



**2. BUSINESS SERVICE (CONT'D)**

**2.03** If any part of the customer's service is used primarily for a non-domestic purpose or is in a location where the business classification would apply, the entire service is classified as business, except that a customer may have the following:

(a) When the customer's residence service is forwarded to a telephone answering service.

(b) A customer to both Business and Residence service may have either of the following:

(1) Connection of residence service with terminating equipment of the customer's business service.

(2) An additional telephone connected to the residence service at the location of the customer's business service.

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

**3. RESIDENCE SERVICE**

**3.01** The residence classification applies when the service is used primarily or substantially for domestic or family purposes and none of the requirements for the business classification exist.

GENERAL TARIFF

INDIVIDUAL LINE SERVICE

---

1. **GENERAL**

- 1.01 Individual line service is a grade of customer exchange service that provides for the connection of one telephone to a central-office line.

2. **REGULATIONS**

- 2.01 Individual line service is the basic grade of service for all customers.

3. **RATES**

- 3.01 Rates for individual line service are in Section 100 – 3.03.

## GENERAL TARIFF

**DIGITAL SUBSCRIBER LINE (DSL)**

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**1. DIGITAL SUBSCRIBER LINE (DSL) ACCESS TO LINE SERVICE**

\*Note: Section 190 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".

**1.1 GENERAL**

The Digital Subscriber Line (DSL) Access to Line Service tariff provides DSL Service Providers with access to a Residence or Business customer's line for the purpose of connecting the line to the Service Provider's own DSL equipment, which is located at the Company's serving wire centre and in the end-user's premises. This gives the DSL Service Provider the capability to provide high-speed digital data transmission on the same line that the End-user has Primary Exchange Service.

Definitions for the purposes of this tariff:

- a) Digital Subscriber Line (DSL) is a transmission technology that provides high speed transmission of data between the end-user(s) and the Service provider. The end-user will simultaneously be able to receive telephone service over the common copper loop.
- b) End-user is the ultimate user of the high-speed digital service applications.
- c) Customer is the DSL Service Provider subscribing to the Company's Digital Subscriber Line (DSL) Access to Line Service.
- d) MDF is the Main Distributing Frame.
- e) Service Provider is a provider of Digital Subscriber Line (DSL) service.

**1.2 CONDITIONS OF SERVICE**

- a) This service is available in selected wire centres (host switch or switch remote) as determined by the Company and is subject to the availability of suitable facilities.
- b) This service is restricted to End-users that subscribe to the Company's Primary Exchange Service, specifically Residence Single Line Access Service or Business Single Line Access Service, at rates specified in the Company's General Tariff.
- c) The DSL Service Provider must provide a letter of authorization on behalf of the Primary Exchange Service End-user to the Company, before the Company will allow the Service Provider access to the End-user's line.
- d) This service will not be available on lines where the distance exceeds limitations, excessive bridge taps are present, loading coils are present, or metallic continuity cannot be maintained.
- e) Where it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet the requirements of a DSL Service Provider, an additional charge may be assessed to the Service Provider based on the equipment installed or the unusual expense incurred.
- f) The Service Provider's DSL equipment must be certified in accordance with Industry Canada Certification Specification CS-03.
- g) The Company does not guarantee the level of transmission service performance provided by the DSL Service Provider over the line.

## GENERAL TARIFF

**DIGITAL SUBSCRIBER LINE (DSL)**

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**1. DIGITAL SUBSCRIBER LINE (DSL) ACCESS TO LINE SERVICE****1.2 CONDITIONS OF SERVICE – (CONT'D)**

- h) Due to regular grooming and upgrading of the Company's telecommunications network, the Company cannot guarantee the ongoing access to a line for the purpose of facilitating the provision of DSL Access to Line Service.
- i) If an End-user cancels their Primary Exchange Service or if it is otherwise removed from service, billing for the DSL Access to Line Service will continue until the DSL Service Provider has informed the Company that the DSL Access to Line Service is to be terminated.
- j) This service will only be terminated to DSL equipment located in the serving wire centre. DSL equipment located in the Company's wire centres will be governed through space and power requirements as negotiated with the customer.

**1.3 RATES AND CHARGES**

	<u>Monthly Rate</u>	<u>Service Charge</u>
Digital Subscriber Line (DSL) Access to Line Service tariff	\$5.05	\$100.00

**1. GENERAL – SUPPORT STRUCTURE SERVICE**

- 1.01** Support Structures are offered to Cable-Television Undertakings and Telecommunications Carriers in accordance with the applicable Canadian Radio-television and Telecommunications Commission (Commission) decisions.
- 1.02** The Licensee must enter into a Support Structure License Agreement with the Company. The agreement and this Tariff make up the Support Structure Service. The terms of the Support Structure Service are governed by this Tariff and, should there be any contradiction, conflict or variance between the provisions of the agreement and the provisions of this Tariff, the provisions of this Tariff shall prevail.
- 1.03** The Company provides the Licensee the use of support structures where spare capacity is available and such use will not interfere with the rights of any joint user or other Licensee.
- 1.04** Support structures made available under this Tariff are for the exclusive use of the Licensee and the Licensee shall not sublet the use of the support structures obtained from the Company. However, a Licensee may lease capacity on a Licensee-owned strand to another party provided that the other party satisfies the terms and conditions of this Tariff, executes a Support Structure License Agreement, and applies for and receives a permit to use The Company's poles. When the other party applies for a pole permit and will be using the Licensee's strand, the other party must provide the permit number authorizing the installation of the strand.
- 1.05** In all circumstances, The Company has priority access to support structures in order to meet its current and anticipated future service requirements.
- 1.06** At the time of any application for use of support structure, the Licensee must be the holder of all required authorizations from the appropriate regulatory authorities regarding territory it serves or intends to serve and must furnish documentary evidence of the same at the request of the Company.
- 1.07** The Licensee must obtain and maintain rights-of-way or consents required for the placement, maintenance and operation of the Licensee's facilities on or in support structures and must provide written evidence of it upon request by the Company.
- 1.08** Nothing contained in this Tariff limits, restricts or prohibits the Company from honouring existing or entering into future joint-use agreements regarding support structures used or offered under this Tariff and the Support Structure License Agreement.
- 1.09** As the owner of the support structures, the Company shall set and enforce construction standards based on safety and technical requirements, provided that those standards do not unreasonably impede access by other telecommunications carriers and cable-television undertakings.
- 1.10** The types of facilities placed by the Licensee on or in support structures must conform to the standards and requirements specified in the support structures operations guide. Licensee-owned conduit, connected to support structures, must also meet these requirements. Conduit connections are only permitted for the Licensee to access its facilities, using the Company's support structures.

**1. GENERAL (Cont'd)**

**1.11** The types of services provided by the Licensee must be provided in accordance with applicable legislation, regulations and Commission decisions.

**1.12** The Licensee must submit an application for the use of support structures. If spare capacity is available and the Licensee's proposed use of the support structure conform to the terms and conditions of this Tariff, the Support Structure License Agreement and the support structure operations guide. A permit will be issued to the Licensee allowing use of the support structures as described in the permit.

Should the Licensee installation of its facilities no start on or in the support structures specified in the permit within 60 days from the date of the permit, the Company may require re-submission of the application subject to the rentals and charges specified herein.

The Company does not guarantee that any conduit assigned in the permit is in good condition and unobstructed. All work and material required to make such conduits usable by the Licensee are to be performed and provided by the Licensee at its' expense. The Licensee is also responsible for any backfilling and repaving expenses.

**1.13** The Licensee must submit an applications for the use of support structures for additions to, rearrangements, transfers, replacements or removals of the Licensee's facilities located on or in support structures, for which a rental is provided in this Tariff and/or which affects the consumption of capacity of the support structure.

**1.14** Cable-television undertakings and telecommunications carriers are permitted to construct, maintain and operate their own plant and equipment on or in The Company's support structures, using their own labour force or contractor, subject to the terms and conditions contained in the Support Structure License Agreement.

**1.15** The Company has no obligation to provide any support structures to the Licensee if such support structures do not exist. When the Company elects to place or obtain such support structures at the request of and for the use of the Licensee, a charge based on the expense incurred applies.

**1.16** When the Company decides to remove or abandon any support structures, it will give notice of at least 60 days to the Licensee of the termination of the permit for the affected support structures. Where the Company has the authority to do so, it may, at the same time, notify the Licensee that, such support structures may be purchased by the Licensee presently using the structure, at a price to be negotiated with the Company. The Licensee shall have the first 30 days of the notice period to decide whether to purchase such support structures.

In the event that the Licensee or other Licensees do not purchase the support structures within the first 30 days of the notice period, then the Licensee, at its expense, shall remove its facilities from support structures within the 60-day notice period. When the Licensee has removed its facilities, the Licensee shall notify the Company, which will then terminate the affected permit or permits. If the Licensee fails to remove its facilities from the support structures within the 60-day notice period, the Company may remove the Licensee's facilities from the structures and a charge will apply based on the expense incurred.

**1. GENERAL (Cont'd)****1.17** The Licensee is responsible for the following work at its expense:

To install, maintain, rearrange, replace, repair, remove or transfer its' facilities or perform any other work, all to meet requirements and within the time period specified by the Company.

To rearrange, replace, remove, transfer its facilities located on or in support structures or perform any other work at the request of and within the time period specified by a third party (e.g., government authority, joint-user) who is exercising its rights.

**1.18** After notice to the Licensee that they are to perform work under the terms and conditions of the Company's Tariffs and/or the Support Structure License Agreement, if the Licensee's fails to do so within the time period specified, the Company may perform such work and a charge will apply based on the expense incurred.**2. DEFINITIONS****2.01 Cable-Television Undertaking**

A duly licensed or exempted cable television undertaking as prescribed by the Canadian Radio- television and Telecommunications Commission pursuant to the Broadcasting Act.

**2.02 Conduit**

A reinforced passage or opening in, on, over or through the ground or watercourses capable of containing communication facilities. It includes main conduits, laterals to poles and into buildings, underground dips, short sections of conduit under roadways, driveways, parking lots and similar conduit installations but excludes vault, manholes, central-office vaults and conduit entering the central-office vault.

**2.03 Conduit Connections**

Those parts of Licensee-provided conduits affixed to the underground support structures that consist of the following:

- a) 0.3 meters of the Licensee's conduit, where it enters a manhole, measured from the inside wall of the latter.
- b) the Licensee's "Y" connection and conduit for a distance of 0.9 meters when the Licensee's conduit is connected to the Company conduit measured from the centre line of the point of intersection and along the Licensee's conduit.

**2. DEFINITIONS (Cont'd)****2.04 Licensee**

A cable-television undertaking or telecommunications carrier who has executed a Support Structure License Agreement with the Company.

**2.05 Licensee's Facilities**

The Licensee's cables, equipment, and other facilities permitted to be attached to or located on or in support structures and which is part of the Licensee's network infrastructure necessary to provide the services offered by the Licensee.

**2.06 Joint-User**

A party, such as an electric utility Company, who has executed a joint-use or joint-ownership agreement with the Company providing for either the reciprocal right to use the support structures of the other party or joint-ownership of the support structure.

**2.07 Manhole**

An underground chamber, providing access to conduit to place and maintain underground facilities, but excludes central-office vaults and controlled environmental vaults.

**2.08 Strand**

A group of uninsulated wires twisted together and strung under varying degrees of tension between two or more poles, or between a pole and a building, which may be utilized to support communications cables and other related facilities.

**2.09 Subscriber Drop Wire**

The facility running from the last pole to a subscribers' premise.

**2.10 Support Structure**

A pole, strand, manhole or conduit which supports the weight of or contains the Company or the Licensee's facilities.



### 3. RECURRING & NONRECURRING MONTHLY RATES AND SERVICE CHARGES

#### 3.01 NONRECURRING CHARGES

**Unauthorized Attachment:** Any facility except subscriber drops wire, installed on or in the support structures without a permit issued by the Company. Charge is based per rental unit.

**Late Notification Charge:** Applies for each day after the 30th day prior to the assignment date of the Support Structure License Agreement, for which notification of assignment has not been received by the Company.

**Search Charge:** Based on the expense incurred and was appropriate using hourly labour rates specified in the Company's Tariff. Applies to all work required to determine the availability of spare capacity on or in the Company's support structures and to estimate make-ready charges.

**Make-Ready Charge:** Based on the expense incurred and was appropriate using hourly labour rates specified in the Company's Tariff. Applies for any work performed on, in or near support structures or on the Company's or joint-user's facilities, including, but not limited to, any additional investment or advance planned investment or reinforcement required in order to meet the Licensee's requirements.

**Inspection Charge:** Based on the expense incurred and was appropriate using hourly labour rates specified in the Company's Tariff. Applies for all inspections and verification of the Licensee's facilities. This charge applies to inspections necessary to ensure the installation of such facilities has been completed in accordance with the permit and that it complies with the Construction Standard.

#### 3.02 MONTHLY RECURRING CHARGES

The rates specified below apply for each month or portion thereof for the permitted use of the support structures. The monthly rates are payable in advance and apply to all permits in force on the billing date. The rates shall commence on the date when the permit is issued and shall continue until the date that the permit is terminated. As an exception to the commencement of the monthly rates on the date when the permit is issued, monthly rates for attachments which are unauthorized will commence on the date the unauthorized attachment is identified.

**3. RECURRING & NONRECURRING MONTHLY RATES AND SERVICE CHARGES (Cont'd)****3.02 MONTHLY RECURRING CHARGE (Cont'd)**

**Pole:** A pole rental unit consists of the use of a portion of the load-bearing capacity and/or communications space of a pole required to support the Licensee's facilities.

The pole rental unit rate applies to each pole as follows:

- a) for Licensee's strands permitted to be attached to such pole;
  - b) for all other strands supported by such pole, which strands the Licensee is permitted to use;
  - c) for all other of the Licensee's facilities, except subscriber drop wires, permitted to be attached to such pole:
- For greater certainty there shall be only one rental unit charged per Licensee for each pole in any circumstance.

**Strand:** The strand rental unit, based on strand span of 36 meters, consists of the use of a single strand span or portion thereof, owned by the Company or on which it possesses rights entitling it to allow the placement of the Licensee's facilities. Between two poles or between a pole and a building, for each Licensee's cable having a maximum outer diameter of 30.5 millimeters attached to such strand.

**Conduit:** The conduit rental unit consists of the use of 30 meters of conduit space or portion thereof for each Licensee's cable having a maximum outer diameter of 30.5 millimeters, and/or the use of a manhole by each Licensee's cable having a maximum outer diameter of 30.5 millimeters. A minimum charge of one conduit rental unit applies for each cable permitted to be installed in each of the following conditions:

- a) when the Licensee's cable is permitted to use a conduit for a distance of less than 30 meters; or
- b) when the Licensee's cable is permitted to enter or leave a manhole through a conduit by using less than 30 meters of conduit; or
- c) when the Licensee's cable is permitted to use a manhole without using a conduit to enter or leave the manhole.

## GENERAL TARIFF

## SUPPORT STRUCTURE SERVICE &amp; DIGITAL SWITCHED SERVICE

## 3. RECURRING &amp; NONRECURRING MONTHLY RATES AND SERVICE CHARGES (Cont'd)

## 3.03 MONTHLY RECURRING CHARGE (Cont'd)

An advance charge of \$300.00 is required for each application and will be applied against actual expenses incurred.

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
6000	Pole rental unit rate, each	\$1.10	N/A
6001	Strand rental unit rate, each 36 meters	\$0.25	N/A
6002	Conduit rental unit rate, each 30 meters	\$2.25	N/A
6003	Unauthorized Attachment, per rental unit	N/A	\$100.00**
6005	Search Charge	N/A	*
6006	Make-Ready Charge	N/A	*
6007	Inspection Charge	N/A	*

\*Charge based on the expense incurred and where appropriate using hourly labour rates specified in the Company's Tariff.

\*\* Charge applies after 180 days, \$25.00 applies for the first 180 days.

## GENERAL TARIFF

SUPPORT STRUCTURE SERVICE & DIGITAL SWITCHED SERVICE

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**4. GENERAL – DIGITAL SWITCHED SERVICE**

**Note 1:** Section 4 only applies to the exchanges of Aberarder, Forest & Arkona. Previously known as “Peoples Tel Limited Partnership Exchanges”.

**Note 2:** The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

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

**5. SERVICE COMPONENTS****5.01 Access**

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

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

**5.02 Connectivity**

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

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

5.0 SERVICE COMPONENTS (Cont'd)

5.03 Other

- (a) Translation Changes involve subsequent installation of additional accesses and/or D-Channels, PSTN/ISP Connectivities or each time the DS-1 system group is modified at the customer request.

## GENERAL TARIFF

## SUPPORT STRUCTURE SERVICE &amp; DIGITAL SWITCHED SERVICE

6. RATES AND CHARGES6.03 Access

## (a) Access Facility

The rates and service charges are those specified for access in Section 230, Cellular-Wireless Access Service.

## (b) Termination

USOC	Description	MRC	SC
DSPST N	PSTN Termination, per DS-1 Access		
	Monthly Option	\$276.00	\$300.00
	MCP options 1	110.00	300.00
	year	100.00	300.00
	2 years	80.00	--
	3 years	70.00	--
	4 years	60.00	--
	5 years		
DSISDN	D Channel signaling, per DS-1	60.00	(x)
DSISDB	Back-Up D Channel	25.00	(x)

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

6.04 Connectivity, per DS-0

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

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

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

Note 1: 9-1-1 Public Emergency Reporting Service charges apply to each connection.

6.05 Other

USOC	Description	MRC	SC
-	Translation Changes	--	\$250.00

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**CENTREX SERVICE**

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**1. GENERAL**

**Note:** Items 1-7 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

- 1.01** Centrex Service provides a combination of exchange and intercommunicating services by means of a connection, herein after referred to as a local, from the Central Office Switch. This local terminates on a jack arrangement at the customer premises.

Centrex Services offered to customers are subject to the availability of suitable facilities.

The Services provided within each exchange at the company's discretion subject to the availability of suitable facilities.

Two locals within an exchange are the minimum requirement for each Centrex Service customer.

Centrex Service provides both Basic and Optional Service Features as outlined in 3 and 4 below respectively.

The initial service period for Centrex Service is three months.

- 1.02** The monthly recurring rates and service charges as specified in 2.01 apply for each local of Centrex Service, which provide for the following:

- (a) Access to Centrex Basic Service features as described in 3 below.
- (b) Common equipment and switching equipment as required.
- (c) Circuitry to connect the customer location to the Central Office Switch serving the area in which the terminal equipment is located including termination on a jack.
- (d) Touch- tone dialing capabilities.
- (e) Inward Dialing, which permits the automatic routing of incoming calls to locals of the system.
- (f) A directory listing for each local.

## GENERAL TARIFF

## CENTREX SERVICE

- 1.03** (a) Additional charges as specified in 4. below apply for Optional Features and Equipment respectively provided by the company.
- (b) Service charges apply for each additional jack installed on a Centrex local.
- (c) Software changes made to the features of the system after initial installation are subject to the service charge as per Section 490.

**2. MONTHLY RECURRING RATES & SERVICE CHARGES**

- 2.01** The following monthly recurring rates and service charges apply for each local:

ITEM CODE	# OF LOCALS	MRC 1 MONTH	MRC 1 YEAR	MRC 3 YEARS	MRC 5 YEARS	SC
3311	1-100	38.00	36.10	34.20	32.30	MESC

- 2.02** Public Switched Telephone Network (PSTN) the following monthly recurring rates and services charges apply for each PSTN Connection.

ITEM CODE	# OF PSTN CONNECTIONS	MRC	SC
3315	1-5 CONNECTIONS – EACH	15.00	MESC
3316	6 + CONNECTIONS - EACH	25.00	MESC

- Each PSTN Connection provides one path for connection of outbound calls of the Centrex system to the PSTN.
- A minimum of one PSTN Connection is required for each customer group of Centrex system.
- Charges are for each PSTN Connection and apply in addition to other applicable rates and charges.



**3. CENTREX BASIC SERVICE FEATURES**

- 3.01** Automatic dial allows a business set user to store a frequently called number against an assigned feature key.
- 3.02** Call Forward allows one call at a time to be forwarded from a telephone set to a predetermined telephone number. Call Forward Busy, no answer & call forward universal is also available.
- 3.03** Call Park allows a station user to park a call in a numbered directory which can be retrieved from any telephone set by using a feature access code and the directory number that the call is parked against.
- 3.04** Call Pick-up allows a station user to answer incoming calls to another station within a defined call pick- up group using a feature access code.
- 3.05** Call Transfer allows a call to be transferred from one telephone set to another.
- 3.06** Class of Service provides the capability to deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations.
- 3.07** Extension Calling allows station users 2 to 4 digit dialing for internal calls.
- 3.08** Ring Splash indicates with a distinctive "low tone" that the local # on the business set is in the call forward state and that all calls are being diverted.
- 3.09** Speed Call allows the station user to store frequently called #'s against a programming code and to place calls to these numbers by dialing only the programming code. Speed Call lists of 30 numbers can be provided.
- 3.10** Three Way Conference allows the caller to add on two additional internal or external calls.
- 3.11** Distinctive Ringing allows certain incoming call types (internal, external and queued), to be identified by having them ring distinctively on the terminating stations in the customer group. This feature is precluded from functioning within a key telephone system.
- 3.12** Make Set Busy (MSB) provides the individual station with the option of making that station's line either busy or available to incoming calls. It provides a splash of ringing when an incoming call is diverted to remind the station user that MSB is active.
- 3.13** Internal Name Display allows for the Meridian Business Set with display user to see the name of the calling or called party displayed on incoming and outgoing calls respectively. The names displayed are those data filled through service order to correspond to particular directory numbers.
- 3.14** Trunk Answer From any Station (TAFS) feature allows any station in the customer group (served by an Attendant Console) to answer an incoming call by dialing a code. The code is dialed when the TAFS alerting device sounds. To answer a call the station user dials an access code. The answering station may complete the call by then transferring the call.

## GENERAL TARIFF

## CENTREX SERVICE

**3. CENTREX OPTIONAL SERVICE FEATURES AND RATES**  
 (Described in detail in 4 (a) below)

FEATURE	ITEM CODE	DESCRIPTION	MRC	SC
4.01	3334	Call Display	6.00	N/A
4.03	3327	Six Port Conference Bridge	200.00	500.00
4.04	3328	Tie Trunk Terminals	28.00	MESC
4.05	3329	Busy Lamp Field & DSS	25.00	**
4.06	3330	Equivalency – Key Set Hunt	3.85	N/A
4.07	3331	Multiple App. Directory #(MADN) Direct Access Features (DAF)	4.00 each	N/A
4.08	3332	Busy Line Usage	35.00	MESC
4.09	3333	Virtual facility groups	8.00	MESC

\*\* A service charge does not apply when installed at the same time as the Centrex Service; otherwise MESC applies.

**CENTREX OPTIONAL EQUIPMENT**

For any further features or information refer to general tariff section 490.

## GENERAL TARIFF

CENTREX SERVICE

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**4 (a) CENTREX OPTIONAL SERVICE FEATURES DESCRIPTION**

- 4.01** Call Display (Name and Number) provides the means to activate the customer's visual display of the telephone number and name from which the call is originating.
- 4.03** Six Port Conference Bridge allows a Meridian electronic business set user to establish a conference with up to 6 parties.
- 4.04** Tie Trunk Terminals permit interconnection between communication systems within a customer private telecommunication network and the Central Office.
- 4.05** This feature allows the business set user the ability to monitor the busy/idle status of proprietary and certain non-proprietary sets. It also permits the line/feature keys of the add-on modules to be assigned as Direct Station Select (DSS) keys, allowing the business set user the capability of dialing the monitored station using the same key that is monitoring the station. The add-on modules can add as many as 54 DSS keys to the business set.
- 4.06** Equivalency - A call completion feature which allows the Central Office Switch when encountering a busy tone on a line to attempt to complete the call on a sequence of other lines rate applies per line.
- 4.07** When telephone numbers are assigned to more than one business set – referred to as Multiple Appearance Directory #'s (MADN) or are required for use with other basic or optional software features – referred to as Direct Access Feature (DAF), the monthly rates are specified in Item 2.02 and apply per number.
- 4.08** Busy Line Usage provides the customer with a detailed analysis of the traffic capacity of trunk groups and the amount of blockage that has occurred.
- 4.09** Virtual Facility groups simulate trunk groups and allow the limiting of access to Outwatts, 800 Service and Central Office trunks.

## GENERAL TARIFF

## CENTREX SERVICE

**5. MERIDIAN ELECTRONIC BUSINESS TELEPHONE SETS AND ADD-ON MODULES**

\*Note: Items 5, 6 & 7 below apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".

**5.01** The Meridian Electronic Business Sets, (MBS) are fully electronic modular touch tone units which are proprietary with DMS10 Centrex Central Office equipment. The sets are available for Centrex Service only.

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
M5216	Meridian 14 Button display	\$19.25	MESC
M5316	Meridian 13 button Hands free display	\$19.25	MESC
M5208	Meridian 8 button display	\$15.00	MESC

**5.02** There are Add-On modules available for the sets outlined in Section 210. The rates and charges are as follows:

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
M522	Meridian 22 button add-on	\$13.00	MESC

**6. CENTREX OPTIONAL EQUIPMENT**

**6.01** The PA Interface or Centrex Terminal Adaptor

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
MBPAI	PA Interface or Centrex Terminal Adaptor	\$9.10	MESC

**6.02** The Centrex digital Signal Indicator is equipped with a distinctive variable frequency electronic ringer and contact closure for loud ringing and off hook applications. This device customizes the ringing performance and enhances the functionality of the Meridian Business Set.

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
MBLRB	Loud Ringing Bell	\$11.95	MESC

**7. CMS ON CENTREX**

**7.01** In areas where technically possible, Call Management Services are available on Centrex. The charge for these services are as specified in Section 490.

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**CENTREX SERVICE**

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**8. GENERAL**

**Note:** Items 8-14 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".

**Note:** The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

- 8.01** Centrex Service allows a DMS-10 central office switch facility, consisting of a local channel and a line card, to terminate on a jack arrangement at a customer premise. The connection of a Centrex Service is called a local and provides a combination of exchange and intercommunicating services.

The Centrex Service is offered to customers in the following exchanges: 786, 828, 899.

The Centrex Service is provided subject to availability of facilities.

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

Centrex Service provides basic and optional features.

The initial service period for Centrex Service is three months.

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

- a) Access to Centrex basic service features. Refer to Section 210 for details.
- b) Common equipment and switching equipment as required.
- c) Circuitry to connect the customer location to the DMS10 central office serving the area in which the terminal equipment is located.
- d) One group of trunk lines for incoming service to the attendant's position if required. The Company determines the number of such lines in the group based on the customer's requirements. The charge for equivalent service specified in Section 100 applies.
- e) Trunk lines, as determined, for incoming and outgoing calls from locals of the system.
- f) Touch tone dialing capabilities
- g) Inward dialing, which permits the dialing of incoming calls to locals of the system and also permits direct inward calling from the network to specific stations.
- h) Customer Detailed Billing provides the customer with details of all long distance calls made by every local in the customer's Centrex system.

- 8.03** The monthly rates and service charges as specified in Section 210, apply for each Centrex optional service feature which are described in Section 210.

- 8.04** The monthly rates and service charges as specified in Section 210, apply for each Meridian Electronic Business Set and Add-On Module which are described in Section 210.

- 8.05** Software changes made to the features of the Centrex Service, after the initial installation, are subject to the multi-element service charges as described in Section 110.

- 8.06** A directory listing will be provided for a Centrex local if requested by the customer.

**9. RATES AND CHARGES**

**9.01** The initial service period for Centrex is three months.

- a) The following monthly rates and service charges for each local including the basic service features as described in Section 210 are:

USOC	DESCRIPTION	RATE
1FLM	Centrex Access	\$46.45

- b) Multi-element service charges apply as described in Section 110.

**9.02** The following monthly rates and service charges apply in addition to other monthly rates and service charges; to the Centrex Optional service features as described in Section 210.

USOC	DESCRIPTION	RATE
1FLMNN	Centrex Access - No Number	\$23.29

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CENTREX SERVICE

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**10. CENTREX BASIC SERVICE FEATURES:**

The Centrex basic service features are the following:

- 10.01 Call Forward** allows one call at a time to be forwarded from a telephone set to a predetermined telephone number.
- 10.02 Call Park** allows a station user to park a call in a numbered directory which can be retrieved from any telephone set by using a feature access code and the directory number that the call is parked against.
- 10.03 Call Pick-Up** allows a station user to answer incoming calls to another station within a defined Call Pick- Up Group by accessing the pick-up code or feature access code.
- 10.04 Call Transfer** allows a call to be transferred from one telephone set to another.
- 10.05 Class of Service** provides the capability to deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations.
- 10.06 Extension Calling** allows station users with 7 digit dialing to use the intercom. For those users with 9+7digits, they can have 2, 3, or 4 digit dialing for internal calls.
- 10.07 Group Intercom** allows a station user to direct an intercom call to any user-member of a pre-designated group.
- 10.08 Permanent Hold** allows a station user to hold one active call against its own directory number without attendant assistance.
- 10.09 Ring Again** allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.
- 10.10 Ring Splash** indicates with a distinctive □low tone□ that your telephone is in the call forward state and that all calls are being diverted.
- 10.11 Three Way Conference** allows the caller to add on conference three conferees for an instant meeting with internal or external calls.
- 10.12 Speed Call** allows the station user to store frequently called numbers against an access code and to place calls to these numbers by dialing only the access code. The short list consists of eight numbers and the long list consists of thirty numbers. Included in the Centrex Basic Service Features is one long list for each Centrex customer.
- 10.13 Camp On** allows originating station to extend a call to a busy station within the same group. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

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CENTREX SERVICE

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**11. CENTREX OPTIONAL SERVICE FEATURES:**

The Centrex optional service features are the following:

- 11.01 Speed Call** allows the station user to store frequently called numbers against an access code and to place calls to these numbers by dialing only the access code. The short list consists of eight numbers and the long list consists of thirty numbers.
- 11.02 Voice Messaging** provides individual voice mailboxes to a local for user messages. The charge for voice mailboxes are as specified in Section 820.
- 11.03 Loudspeaker paging** is available. An access-no number trunk is required plus PA Interface (MBPAI).
- 11.04 A Centrex Billing Number** is an optional feature which allows a Centrex customer to have additional locals for Customer Detailed Billing.
- 11.05 Tie Trunk** permits interconnection between communication systems within a customer's private telecommunication network and the Central Office.
- 11.06 Traffic Study** provides the customer with a detailed analysis of the traffic capacity of trunk groups and the amount of blockage that has occurred. The Company provides on Traffic study per year at no cost to the customer. Any subsequent request will be billed a flat rate to the customer.



## GENERAL TARIFF

## CENTREX SERVICE

**12. MERIDIAN ELECTRONIC BUSINESS TELEPHONE SETS AND ADD-ON MODULES:**

**12.01** The Meridian Electronic Business Sets, (MBS) are fully electronic modular touch tone units which are proprietary with DMS10 Centrex Central Office equipment. The sets are available for Centrex Service only.

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
M5216	Meridian 14 Button display	\$19.25	MESC
M5316	Meridian 13 button Hands free display	\$19.25	MESC
M5208	Meridian 8 button display	\$15.00	MESC

**12.02** There are Add-On modules available for the sets outlined in Section 210. The rates and charges are as follows:

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
M522	Meridian 22 button add-on	\$13.00	MESC

**13. CENTREX OPTIONAL EQUIPMENT:**

**13.01** The PA Interface or Centrex Terminal Adaptor

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
MBPAI	PA Interface or Centrex Terminal Adaptor	\$9.10	MESC

**13.02** The Centrex digital Signal Indicator is equipped with a distinctive variable frequency electronic ringer and contact closure for loud ringing and off hook applications. This device customizes the ringing performance and enhances the functionality of the Meridian Business Set.

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
MBLRB	Loud Ringing Bell	\$11.95	MESC

**14. CMS ON CENTREX**

**14.01** In areas where technically possible, Call Management Services are available on Centrex. The charge for these services are as specified in Section 490.16.

**1. GENERAL**

**Note:** Items 1 & 2 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

- 1.01** Cellular Access Service will provide the Central Office equipment and facilities necessary for the interconnection 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.
- 1.02** This service is subject to the availability of suitable facilities and the availability of a wire centre with appropriately equipped switching equipment.
- 1.03** The Cellular Service Operator's equipment shall meet the specifications as established by Innovation, Science and Economic Development Canada.
- 1.04** Access will be provided using digital Access Channels and includes the provision of seven-digit telephone numbers for out-pulsing.
- 1.05** A Cellular Service Operator will be allowed to reserve for future use, a group of 1,000 consecutive seven-digit telephone numbers where available.
- 1.06** A Cellular Service Operator may reserve for future use a quantity of seven-digit telephone numbers at the rates specified in 3 below. 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.
- 1.07** These seven-digit telephone numbers with out-pulsing will be assigned from those, which are available from the appropriately equipped switching equipment and placed in service and provided at the rates provided in 3 below.
- 1.08** 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.
- 1.09** The reservation or placing in service of seven-digit telephone numbers will not provide for a directory listing of such number. Should the Cellular Service Operator's customer want a directory listing for an assigned seven-digit telephone number, the listing will be provided, when requested by the Cellular Service Operator, at the rates and charges for business extra listings specified in Section 140.

## GENERAL TARIFF

CELLULAR/WIRELESS ACCESS SERVICE

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**2. MONTHLY RECURRING RATES AND SERVICE CHARGES**

- a) DS-1 Access and appropriate charges (Section 900)
- b) PSTN Connection (Section 900)(in lieu of DS-1 Link Charges)
- c) Seven-Digit Telephone Numbers (below)
- d) Reserved Seven-Digit Telephone Numbers (below)

ITEM CODE	DESCRIPTION	MRC	SC *
9301	Each group of 100 consecutive activated seven-digit telephone numbers with outpulsing	\$14.00	\$125.00
9302	Each group of 100 reserved seven-digit telephone numbers	\$4.00	\$100.00

\* Service Charges apply only once per request.

## GENERAL TARIFF

## CELLULAR/WIRELESS ACCESS SERVICE

**3. WIRELESS ACCESS SERVICES**

Note: Items 3, 4 & 5 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".

**3.1. Trunk-side Access Channel**

- a) Trunks-side Access Channel is provided over digital network service of the Company. Such a system provides 24 digital access channels between the Company's EWSD serving wire centre and a mutual agreed upon point of interconnection. For each digital network access channel, the rates are in accordance with 2.0 following.

**3.2. Trunk-side Interconnection Trunk Charges**

- a) In addition to the monthly rate, service charge and construction charge for each Trunk-side Access Channel are the monthly rates and related service charges for the Trunk-side Interconnection Trunks as identified in 1.3 following.

**3.3. Trunk-Side Interconnection Trunk**

- a) The Trunk-side Interconnection Trunk provides the common equipment and facilities in the EWSD serving wire centre, the exchange and other exchanges required to terminate a Trunk-side Access Channel in the Company's serving wire centre, and to process a call on the Company's public switched telephone network to the Company's subscribers in the local calling area of the originating exchange.
- b) Trunk-side Interconnection Trunk charges, each

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
TRI 1	Each Trunk-side Interconnection Trunk, to a maximum of 24 trunks, or	\$30.00	\$264.00
TRI 2	Each Trunk-side Interconnection Trunk, to a maximum of 48 trunks, or	\$38.00	\$264.00
TRI3	Each Trunk-side Interconnection Trunk, to a maximum of 72 trunks, or	\$42.00	\$264.00
TRI 4	Each Trunk-side Interconnection Trunk, to a maximum of 84 trunks, or	\$43.00	\$264.00
TRI	More than 84 Trunk-side Interconnection Trunks, each trunk	\$44.00	\$264.00

**4. DIGITAL NETWORK SERVICES****4.01 Rates and Charges**

- a) The monthly rates following provide for the appropriate Digital Channel Service Components between customer service points.
- b) A service charge as shown applies to install service at a desired speed, to change from one operating speed to another or to change the location of a service point.

## GENERAL TARIFF

## CELLULAR/WIRELESS ACCESS SERVICE

**4.02 Access – DS1**

Quantity of DS-1'S	Monthly Rate				Non-Contracted	Contracted
	Non-Contracted	1 year	3 year	5 year		
Initial 4, each	\$600	\$500	\$460	\$425	\$1,400	\$560
Over 4, each	\$600	\$290	\$260	\$210	\$1,400	\$560

**4.03 Link**

	Monthly Rate	Service Charge
each serving centre, or rate centre as appropriate, each circuit	\$60	N/A

**5.0 CCS7 Signalling Interconnection**

- a) CCS7 Signaling Interconnection will provide WSP's using trunk-side interconnection with the ability to interconnect their own CS7 signaling network with the Company's CCS7 signaling network in order to exchange the ISUP signaling information necessary to support the completion of calls between the two networks. CCS7 Signaling Interconnection is subject to the availability of suitable equipped facilities.
- b) CCS7 Signaling Charges are components of CCS7 Signaling Interconnection with applicable rates and charges. The rates and charges that are identified are in addition to those identified for Trunk-side Access. These are based on Bell Canada's CCS7 transiting service as identified in Bell Canada's Access Service Tariff 7516 Item 105 plus a rebilling markup charge.
- c) The Company's ability to offer CCS7 Signaling interconnection is based on the WSP having the appropriate links in place between the WSP's STPs and a Bell Canada gateway STP.
- d) Digital Transport Facilities between a WSP STP and a Bell Canada gateway STP are provided at the rates and charges as specified in Section 2.0 above.

RESERVED FOR FUTURE USE

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**NUMBER PORTABILITY SERVICE CHARGES**

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**1. Local Service Request (LSR-Rejection Charge)**

**\*Note:** Item 1 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

**1.01 General**

- a)** A Local Service Request (LSR) Rejection Charge applies for each rejected LSR which is made by a LEC, wireless service provider or Internet service provider, as indicated below.

**1.02 Rates and Charges**

- a)** LSR Rejection Charges will be assessed monthly.
- b)** The LSR Rejection Charge does not apply where the rejection is due to:
- errors attributable to Persona;
  - Persona's winback activities; or
  - deactivation of the telephone number subsequent to LSR submission
- c)** An LSR Rejection Charge applies for each rejected LSR which is made by a LEC, wireless service provider or Internet service provider and which is in excess of the following threshold percentages of the customer's total number of LSRs per month.

A monthly LSR rejection rate threshold of 12.8% in August, 2013, 10.4% in August, 2014, and 8% in August, 2015 applies to each TSP that submits more than 500 LSRs in a month unless at least 75% of the LSRs it submits in that month relate to business services.

A monthly LSR rejection rate threshold of 25.6% in August, 2013, 20.8% in August, 2014, and 16% in August, 2015 applies to each TSP that submits 500 or fewer LSRs in a month and to each TSP where at least 75% of the LSRs it submits in that month relate to business services.

	Monthly Rate
LSR Rejection Charge, each	\$70.00

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NUMBER PORTABILITY SERVICE CHARGES

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**2 Port-Out Cancellation Charge**

- 2.01** This charge applies to the cancellation of a pending request to port a telephone number from Persona to a LEC or WSP in excess of 10% of the total number of valid telephone number porting requests issued by the LEC or WSP in a calendar month, where valid porting requests are those that have been accepted and provisioned. Port-out cancellations that arise due to a subsequent decision from the customer, as indicated by a valid more recent authorization received by Persona or that are attributable to other factors under the control of Persona, such as delays due to missed due dates, will not be included in the port-out cancellation total that is attributed to the LEC or WSP.
- 2.02** If a LEC or WSP submits a Local Service Request on behalf of a customer, and another LEC or WSP submits another Local Service Request with More Recent Authorization on behalf of the same customer, the cancellation of the first Local Service Request will not be included in the port-out cancellation total that is attributed to the LEC or WSP.
- 2.03** A port order cancellation will not be included in the port-out cancellation total that is attributed to the LEC or WSP, if:
- a customer informs Persona that the customer wishes to remain with Persona rather than proceed with an approved number port to a competitor; and
  - the approved number port to a competitor has not already been cancelled by Persona after a 7-day period following the due date of the request.

**2.04** Charge:

<b>Territory</b>	<b>Service charge, per request (\$)</b>
<b>Ontario/Quebec<sup>1</sup></b>	Bell CRTC 7516, Item 115(4)(f)

1. Rates applicable in the operating territories of Bell Aliant and Bell Canada operating as the ILECs.



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**NUMBER PORTABILITY SERVICE CHARGES**


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**3. Port-Out Cancellation Charge**

**Note:** Item 3 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as “People’s Tel Limited Partnership Exchanges”.

- 3.01** This charge applies to the cancellation of a pending request to port a telephone number from Persona to a LEC or WSP in excess of 10% of the total number of valid telephone number porting requests issued by the LEC or WSP in a calendar month, where valid porting requests are those that have been accepted and provisioned. Portout cancellations that arise due to a subsequent decision from the customer, as indicated by a valid more recent authorization received by Persona or that are attributable to other factors under the control of Persona, such as delays due to missed due dates, will not be included in the port-out cancellation total that is attributed to the LEC or WSP.
- 3.02** If a LEC or WSP submits a Local Service Request on behalf of a customer, and another LEC or WSP submits another Local Service Request with More Recent Authorization on behalf of the same customer, the cancellation of the first Local Service Request will not be included in the port-out cancellation total that is attributed to the LEC or WSP.
- 3.03** A port order cancellation will not be included in the port-out cancellation total that is attributed to the LEC or WSP, if: - a customer informs Persona that the customer wishes to remain with Persona rather than proceed with an approved number port to a competitor; and - the approved number port to a competitor has not already been cancelled by Persona after a 7-day period following the due date of the request.
- 3.04** Charge

<b>Territory</b>	<b>Service charge, per request (\$)</b>
<b>Alberta</b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)
<b>British Columbia</b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)
<b>New Brunswick</b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)
<b>Newfoundland</b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)
<b>Nova Scotia</b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)
<b>Ontario/Quebec<sup>1</sup></b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)
<b>Prince Edward Island</b>	Bell CRTC 7516, Item 115(4)(f) Bell Aliant CRTC 21562, Item 115(4)(f)

1. Rates applicable in the operating territories of Bell Aliant and Bell Canada operating as the ILECs.

## GENERAL TARIFF

LOCAL SERVICES & DISTANCE CHARGES

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**1. GENERAL – LOCAL SERVICES**

**\*Note:** Items 1 & 2 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

- 1.01** The regulations and charges herein apply to Off Premise Extension (OPX) and Cable Between Buildings (CBB). The Company will determine the serving areas subject to the availability of suitable facilities. A construction charge may be required if suitable facilities are not available. Each request will be examined individually. These services may be discontinued by the Company due to expansion and/or upgrades.
- 1.02** Off Premise Extension (OPX) is a service that provides the connection of one or more service points on different properties within the same local exchange area.
- 1.03** Cable Between Buildings (CBB) is a service that provides the connection of one or more service points on the same property within the same local exchange area.
- 1.04** These services are provided and furnished by the Company with a bandwidth to carry telephone speech or its equivalent. A maximum of 165 meters of up to 4 pair buried or aerial wire is supplied to the customer for CBB, which the company owns, maintains and rents according to the Monthly Recurring Charges.(below)
- 1.05** Monthly Recurring Charges apply for each additional service connection, when services are extended to connect one or more service points.
- 1.06** Service Charges and Construction charges apply as specified: For service provided on continuous property the customer is to provide, install and maintain the poles for aerial wire and/or underground conduit, trenching and back-filling for buried wire. Construction Charges apply when the customer arranges for the Company to do this work. Buried or aerial wire (4 pair), to a maximum of 165 meters, is provided by the company. Request for increased requirements will be charged for individually.
- 1.07** The Multi-Element Service Charges apply for providing the above services and equipment, wire and other items installed at the customer premise.

## GENERAL TARIFF

## LOCAL SERVICES &amp; DISTANCE CHARGES

**2. MONTHLY RECURRING RATES & SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SC
4202	OPX (Off Premise Ext.) RESIDENCE	25.10	MESC
4203	OPX (Off Premise Ext.) BUSINESS	50.70	MESC
4080	CBB (Cable Pair same Property) RES	5.20	MESC
4081	CBB (Cable Pair same Property) BUS	5.20	MESC

## GENERAL TARIFF

LOCAL SERVICES & DISTANCE CHARGES

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**3. GENERAL – Distance Charges**

Note 1: The business service elements of this item are forborne from regulation in the exchanges of Forest, Arkona & Aberarder.

Note 2: Items 3 & 4 apply only to the exchanges of Forest, Arkona and Aberarder. Previously known as "People's Tel Limited Partnership Exchanges".

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

**4. LOCAL CHANNELS****4.01 General**

- a) Local distance charges or rentals apply as follows to local channels between points in the same exchange, other than central office lines.
- (1) Between service points.
  - (2) Between service points and the rate centre location or wire centre used as a measuring point on an inter-exchange channel provided for the customer.

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

- b) Voice-grade local channels are furnished by the Company with a band-width to carry telephone speech or its equivalent.
- c) The monthly distance charge provides for one pair of wires or the equivalent between the telephone or service points.

The multi-element service charges provide the connection of a local channel to the service point which is the demarcation point.

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

## GENERAL TARIFF

LOCAL SERVICES & DISTANCE CHARGES

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**4. LOCAL CHANNELS (Cont'd)****4.02 Channel Measurement**

Channels between buildings on different properties:

- (1)** For a two-point local channel the charge or rental is based on the airline distance between the centres of the buildings in which the channel terminates and provides for the facilities to extend the channel to connect one or more additional telephones or service points in the same building.
- (2)** For a channel between more than two points (multi-point) the following applies:
  - a)** for a channel with no bunching arrangement, bridging arrangement or distributing amplifier the chargeable distance between each of the combinations of pairs of service points is determined separately. The total chargeable distance is the combination of distances connecting all service points that produce the lowest charge.
  - b)** for a channel with one or more distributing amplifiers, bridging arrangements, or bunching arrangements, the chargeable distance is the sum of the following, each being determined separately:
    - I.** The rental for the portion of channel between the lessee's premises and the wire centre in which a distributing amplifier, bridging arrangement (or the first of two or more), or a bunching arrangement is located. If there are two or more distributing amplifiers or bridging arrangements, measurement is continued from the wire centre previously mentioned and is the shortest distance linking all other wire centres in which there is a distributing amplifier or bridging arrangement on the same network. The rental is computed separately for each of the legs that comprise this portion of the channel. The initial 400 meter or 1/4 mile distance rental applies only once.
    - II.** The rental for the portions of channel between a wire centre in which there is a distributing amplifier, bridging arrangement or bunching arrangement and each service point associated with it, each computed separately. The initial 400 meter or 1/4 mile distance rental does not apply to such portions.

## GENERAL TARIFF

## LOCAL SERVICES &amp; DISTANCE CHARGES

4. LOCAL CHANNELS (Cont'd)

## 4.03 Rates and Charges

(a) Channel between buildings on different properties:

(1) Two-point local voice grade channel:

- a) For a channel provided to serve an off premise additional telephone, the chargeable distance is that between the wire centre that serves the main telephone and the building in which the additional telephone is installed.

USOC	DESCRIPTION	MRC	SC
1LLBY 1LLBYR	Initial 1/4 mile - Business - Residence	\$5.25 \$5.25	MESC MESC
1ALBY 1ALBYR	Additional 1/4 mile - Business - Residence	\$1.80 \$1.80	MESC MESC
1LPBY 1APBY	Intercom circuit - initial - additional	\$5.25 \$1.80	MESC MESC

b) Signal Channels, Data Channels per cable pair (not including special line condition if required)

USOC	DESCRIPTION	MRC	SC
1L3BB	Initial 1/4 mile	\$5.00	MESC
1L3BY	Additional 1/4 mile	\$1.00	MESC

(2) Multi-point voice-grade local channel:

The monthly charges or rentals apply as stated in 2.03 (a)(1)a) and the initial 1/4 mile distance charge or rental applies once on each channel.

**LOCAL SERVICES & DISTANCE CHARGES**

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**4. LOCAL CHANNELS (Cont'd)****4.03 Rates and Charges (Cont'd)****(b) Channels between points in the same building.**

The following apply for channels provided in the same building:

- i. rates for additional telephone sets provide for the furnishing of service at any point in the building in which the related main telephone or switchboard is located.
- ii. a monthly charge applies for any other voice grade channel
- iii. a channel that extends a central office line or trunk line to an answering board
- iv. a monthly charge of \$1.35 (USOC 1LWC1) applies for each voice channel.

**(c) Channels between buildings on continuous property.**

- i. When a channel is extended to connect one or more additional telephones or service points from the first telephone or service point on the customer's or lessee's premises, an additional charge applies as specified in (5).
- ii. The customer or lessee is to provide, install and maintain the poles or underground conduit, or do the trenching and back-filling for buried wire or cable, required primarily for local channels provided for him on continuous property. The charges specified in (5) apply only when the customer or lessee complies with this condition.
- iii. 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.
- iv. All types of channels provided for the same customer are combined in determining the distance charges.
- v. The following charges apply for the provision of each voice channel between buildings on the same continuous property of the customer or lessee:

USOC	DESCRIPTION	MRC	SC
1LWC1	Voice channel	\$1.35	MESC

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**LOCAL SERVICES & DISTANCE CHARGES**

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**4. LOCAL CHANNELS (Cont'd)****4.03 Rates and Charges (Cont'd)****(d) Miscellaneous accessories for use with local channels**

USOC	DESCRIPTION	MRC	SC
239	Paging system amplifier high power	\$19.40	MESC
23B	Paging system high output speaker	\$4.20	MESC



## GENERAL TARIFF

## TOLL RESTRICTION

**1. TOLL RESTRICTION**

- 1.01** 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+") & ("1+") codes. This service does not restrict access to Directory Assistance (411), Repair Service, Relay Service (711), Emergency Reporting services (9-1-1) or, calls to 1-800 and 1+NPA+555-1212 served by DMS technology.
- 1.02** Toll Restriction is provided, subject to the availability of suitable equipped central office switching equipment, on individual lines, 2-party lines, trunk lines, foreign exchange lines, Digital Exchange Access PSTN connectivities, standalone Microlink B or VB channels, digital foreign exchange channels and other services as specified elsewhere in the Company's tariffs. 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.

<b>Residence</b>	<b>Service Charge</b>
Deactivate/Remove Toll Restriction	\$10.00

<b>Business</b>	<b>Monthly Rate</b>	<b>Set-Up Charge</b>	<b>Service Charge</b>
Toll Restriction, Each business line, channel or PSTN connectivity	\$5.00	\$10.00 (1)	(2)

- (1)** 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.
- (2)** An Order Processing charge as specified in Service Charges applies except when provided at the same time as the associated line, channel or PSTN connectivity.

## GENERAL TARIFF

FOREIGN-EXCHANGE SERVICE

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**1. GENERAL**

Note: Items 1 and 2 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges"

- 1.01** Foreign Exchange Service is primary exchange service furnished outside the normal serving area. It is provided at the discretion of the Company and subject to the availability of suitable facilities, requirements for exchange service and message toll telephone service. This service is furnished with individual line service and the local-service area of telephones connected is that of the Foreign Exchange Area. A construction charge may be required if suitable facilities are not available. Each request will be examined individually.
- 1.02** Extra listings are provided without additional charge as follows:
- 1) When the customer has service from each exchange: one listing is provided in the alphabetical list of the foreign exchange and one in that of the normal exchange.
  - 2) When the customer has service from the foreign exchange only: one listing is provided in the alphabetical list of the normal exchange.
  - 3) When listings contain a suitable reference to the service furnished from the other exchange.
- 1.03** For the inter-exchange portion of foreign-exchange service, the criteria, rates and other information for the foreign-exchange service are contained in the approved tariff of the inter-connecting carriers.
- 1.04** Monthly Recurring Rates and Service Charges apply as approved for the equipment and facilities provided by each Company sharing in the provisioning of a foreign exchange, regardless of which carrier invoices the customer. These charges apply for the provision of the Service between the customer service point and the connection at the rate center.

**2. MONTHLY RECURRING RATES & SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SC
4079	FX – Foreign Exchange Service	\$50.70	MESC

## GENERAL TARIFF

FOREIGN-EXCHANGE SERVICE

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**3. GENERAL**

**\*Note:** Items 3 & 4 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as “People’s Tel Limited Partnership Exchanges”.

- 3.01** Foreign-exchange service is primary exchange service furnished from an exchange which does not normally serve the area in which the foreign-exchange customer is located. It is provided at the discretion of the Company and subject to the availability of suitable facilities and to the requirements of exchange service and message toll telephone service.
- 3.02** Foreign-exchange service is furnished with individual line service, except as otherwise specified in this Tariff.
- 3.03** Foreign-exchange service is furnished in accordance with the methods that best suit plant and operating requirements of the Company. When the Company has to install special equipment or incur any unusual expense in order to furnish the service, an additional charge based on the equipment installed or other expense incurred.
- 3.04** Extra listings are provided without additional charge as follows:
- (a) When the customer has service from each exchange:  
one listing provided in the alphabetical list of the foreign exchange and one in that of the normal exchange.
  - (b) When the customer has service from the foreign exchange only: one  
listing provided in the alphabetical list of the normal exchange.
  - (c) Such listings contain a suitable reference to the service furnished from the other exchange.
- 3.05** Service charges and the local-service area of telephones connected for foreign-exchange service are those of the foreign exchange.
- 3.06** The channel measurement and rate distance for the inter-exchange part of each central-office line or trunk line are specified as follows:

Channel measurement.....See Section 600

Rate distance.....See Section 600

## GENERAL TARIFF

FOREIGN-EXCHANGE SERVICE

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**4. RATES AND CHARGES**

**4.01** The monthly charge is that specified in Section 600 except as specified below.

**4.02** The following description will form the basis for calculating the division of revenue of all existing and future Inter-Company customer Foreign Exchange Lines and/or Off Premises Extensions between The Company and Hurontario Telephones, as well as between the Company and Brooke Municipal Telephones. This agreement will remain in force until cancelled in writing by either company involved.

Line Access Charges will be shared on an equal basis.

Inter-Exchange mileage charge distance will be based on a straight line drawn between the two exchange offices rounded up to the next whole mile. Each company will be compensated for their portion of the distance at their approved Foreign Exchange mileage rate.

Other charges such as terminal equipment, exchange mileage charges, etc. if applicable will be received by the providing company.

Non recurring service charges will be shared on an equal basis.

The company providing the main service unless otherwise agreed to will bill the customer.

USOC	DESCRIPTION	MRC	SC
1LHLY	Mileage IX - FX voice circuit	\$6.75	MESC

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**SUSPENSION OF SERVICE**

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**1. CUSTOMER INITIATED TEMPORARY SUSPENSION OF SERVICE**

**Note:** This section applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

Temporary Suspension of Service is intended for customers who vacate their premises temporarily and desire temporary disconnection of their service during their absence. (e.g. seasonal service) It provides for the continuation of the customer's listing in the telephone directory and other records, and ensures the availability of facilities upon the subscriber's return.

- a) Temporary Suspension of Service can be utilized once in any 12 month period.
- b) The minimum period of temporary suspension is one month and the maximum is eight months, in any 12 month period.
- c) While the customer is on Temporary Suspension of Service, they will be billed 50% of the regular service access rate per month, except as otherwise noted in the tariff. No service charges apply.
- d) Bills shall be rendered at regular billing dates during the period of suspension of service.

## GENERAL TARIFF

**9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)**

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**1. GENERAL**

- 1.01** Emergency-reporting and alerting systems are available to municipalities and other organizations for the transmission by telephone of reports of fires or other emergencies.
- 1.02** The municipality is to conduct any negotiations that it considers necessary with fire underwriters about fire insurance classifications or other matters affecting the services.

**2. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)**

- 2.01** 9-1-1 Public Emergency Reporting Service (PERS) is provided to customers connected to the Company's network by primary exchange and Centrex, and the Bell PERS rollout Schedule services under the terms of agreements with municipalities and/or other governments, subject to the availability of suitable facilities and the Bell PERS rollout Schedule. The service provides for the transport of 9-1-1 dialed calls to emergency reporting bureau and other agencies as specified in the agreement.
- 2.02** 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.
- 2.03** The Company determines and provides the required individual or trunk lines and data lines to the emergency reporting bureau and the fire, police and ambulance dispatch centres, pursuant to the agreements between the municipality/government and the Company and Bell Canada. When a municipality/government requests lines or trunks above the number determined to be appropriate by the Company and Bell Canada then the tariff rates apply to its additional requirements.
- 2.04** 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 for the sole purpose of responding to 9-1-1 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 for the sole purpose of responding to 9-1-1 emergency calls. The party calling 9-1-1 waives the right to privacy afforded under the Company's General Tariff Section 140, 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.

**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**2. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS) – Cont'd****2.05 Features**

9-1-1 PERS provides the Company's customers with three digit 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 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 special features provided with 9-1-1 PERS.

**(a) Selective Routing and Transfer**

The Company is responsible to provide information to 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 is responsible to provide 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 Feature**

A series of call control features allows the attendant to retain the 9-1-1 call for as long as may be required.

**(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.

**2.06 Rates and 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)** A monthly rate as stated below applies to the Company's customers served by a 9-1-1 PERS:

Each primary exchange service equipped for outward local calling (see note 1).....\$0.24

Centrex III, per working telephone number equipped for outgoing access to the public switched telephone network.....\$0.24

Note 1: Exemption: Coin Telephone Service

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3. NEXT GENERATION 9-1-1 (NG9-1-1)****3.01 General**

The NG9-1-1 service is enabled through the implementation of an all Internet Protocol (IP) infrastructure including but not limited to a managed, private and dedicated IP network referred to as the Emergency Services IP network (ESInet). The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant Public Safety Answering Points (i3-PSAPs) within the Serving Area, as well as CRTC-registered Originating Network Providers (ONPs) supporting mobile and fixed/native 9-1-1 calling over IP- capable networks.

ONPs interconnect to the ESInet through designated physical points of interconnection (POIs). The NG9-1-1 service also provides a series of applications and services known as NG9-1-1 Core Services (NGCS). A Legacy Selective Router Gateway (LSRG) function is also available during the CRTC-mandated transition period allowing legacy E9-1-1 calls to be interworked and routed to i3-PSAPs, as well as for NG9-1-1 calls to the interworked and routed to PSAPs still served by the legacy E9-1-1 infrastructure. The NGCS provides a Hosted Location Information Server (LIS) and a Hosted Basic Call Additional Data Repository (ADR) made available to ONPs wishing to use these hosted functions instead of operating their own.

**3.02 Rates, Terms & Conditions**

The rates and terms and conditions for NG9-1-1 Service set out in this tariff item apply in the operating territories noted above and are in addition to the rates and terms and conditions as set out in the existing tariffs for 9-1-1 service in those territories.

**3.03 NG9-1-1 Service provides for the following:**

- 3.03.1** Provisioning of NG9-1-1 Service to the 9-1-1 Authority within the Serving Area.
- 3.03.2** ESInet IP connection with redundant and, dependent upon availability, diverse Facilities to i3-PSAP locations designated by the 9-1-1 Authority and as listed in Schedule C of the NG9-1-1 Authority Service Agreement.
- 3.03.3** Selective routing and selective transfer of 9-1-1 Calls to the Primary-PSAP (P-PSAP), Secondary-PSAPs (S-PSAP) and Dispatch Agency according to policy routing rules crafted to the needs of the 9-1-1 Authority, including those described in PSAP Contingency Plans.
- 3.03.4** Transmit geodetic and/or civic location information and call back number of the 9-1-1 Caller and any additional data elements as made available by the ONP.
- 3.03.5** Receive, aggregate and maintain into a single dataset representative of the Company's entire serving area, mapping and addressing information provided by the 9-1-1 Authorities or to its designee.



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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)**

NG9-1-1 Service provides for the following: (continued)

- 3.03.6** Performance of Quality Assurance and Quality Control (QA/QC) on the aggregated dataset and provide mapping and addressing discrepancy/error reporting back to the 9-1-1 Authorities or to their designees.
- 3.03.7** A dedicated 24 hours per day, seven days per week 9-1-1 Control Centre to support the NG9-1-1 Service.
- 3.03.8** Maintain a Basic 9-1-1 Final Routing Alternative provisioned to handle the amount of calls approved by the CRTC.
- 3.03.9** Designated physical and geo-redundant NG9-1-1 POIs to which trusted entities such as ONPs can interconnect to the ESInet.
- 3.03.10** A LSRG function during the transition period.
- 3.03.11** A Hosted LIS function.
- 3.03.12** A Hosted Basic Call ADR function.
- 3.03.13** A NENA i3-compliant NGCS.
- 3.03.14** Access to location information when provided by-reference by the ONP with the original NG9-1-1 call.
- 3.03.15** Access to the additional data repositories provided by trusted entities as defined by the CRTC.
- 3.03.16** Default call routing with a third-party call centre is available at the ESInet level. In such cases, the 9-1-1 Caller's call will be routed to an emergency operator (an Operator) where end-users are asked to verbally provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the 9-1-1 Caller's call to the appropriate PSAP corresponding to the provided address/location.

**3.04 Three digit "9-1-1" dialling.**

NG9-1-1 Service provides Three digit "9-1-1" dialling with direct access to emergency Response agencies serving communities specified in the NG9-1-1 Authority Service Agreement. Answering of the call and the emergency response are the responsibility of the 9-1-1 Authority and is not provided by Persona as part of NG9-1-1 Service.

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)****3.05 Next Generation 9-1-1 (NG9-1-1) Service**

NG9-1-1 Service offers a rich set of features, including the following, which are described in detail for ONPs in: Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – Network to Network Interface for Originating networks; and for PSAPs in Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – User-to-Network Interface for NENA i3 Compliant Public Safety Answering Points (i3 PSAPs):

1. Selective Routing
2. Selective Transfer
3. External Transfer
4. Attended Transfer
5. Blind Transfer
6. Wireless 9-1-1 Phase II service
7. Multiparty Bridging
8. Emergency Callback
9. Service/Agency Locator
10. Civic Location Validation
11. Alternate Routing
12. Policy-Based Routing
13. State-Based Routing
14. Emergency Incident Data Object (EIDO) Conveyance
15. Policy Storage
16. Call Reroute
17. DNS Service
18. NTP Service
19. Logging Service
20. Location Dereference
21. Additional Data Dereference
22. Incident Tracking Identifier
23. Call Identifier
24. PSAP Service State Consumer
25. PSAP Security Posture Consumer
26. PSAP jCard
27. PSAP Service URIs
28. Discrepancy Reporting
29. Abandoned Call Event
30. Public Key Infrastructure
31. Certificate Management
32. Test Calls
33. Policy Routing Rule Testing
34. High Service Availability
35. Cybersecurity & Perimeter Protection
36. PSAP Call Control support

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)****3.06** Agreements

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

**3.07** Definitions

"9-1-1 Authority" means the municipality, local service board, first nation, province or Any other authorized signing authority responsible for 9-1-1 service operations as described in this tariff item and in the NG9-1-1 Authority Service Agreement.

"9-1-1 Call" means a request for public safety assistance signalled by a 9-1-1 Caller using a device and communications service supporting 9-1-1 dialling, and delivered through the NG9-1-1 Service, regardless of the media (voice, video, text, other) used to make that request.

"9-1-1 Caller" means end user dialing "911".

"9-1-1 Control Centre" means Persona's 24 hours per day, seven days per week dedicated 9-1-1 support, maintenance and surveillance centre.

"Additional Data Repository (ADR)" is a data storage facility for NG9-1-1 Additional Data.

"9-1-1 Authority Agreement" means the agreement between the 9-1-1 Authority and the National NG9-1-1 Service Provider associated with NG9-1-1 Service as set out in this tariff, as well as in the NG9-1-1 Authority Service Agreement and associated schedules. Altogether, this tariff and the NG9-1-1 Authority Service Agreement and associated schedules form the "9-1-1 Authority Agreement".

"Backup PSAP" or "Backup Public Safety Answering Point" means the backup PSAP as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

"Basic 9-1-1 Final Routing Alternative" means the designated last routing option involving a third-party call centre which will receive default routed 9-1-1 calls and attempt to ascertain the location of the emergency with the caller in order to route the call to the appropriate or designated PSAP for that location.

"Basic Call-ADR" is a Call-ADR that is provisioned with and delivers Additional Data that is equivalent to non-location E9-1-1 data.

"Call-ADR" is an embodiment of an ADR that provides contact information for the ONP, the type of originating network used by the caller, the type of device used to initiate the communication, any subscriber information disclosed by the ONP as well as other types of additional information which may be added over time pursuant to applicable standards.

"Civic location Information" means a set of elements that describe detailed street address information. In NG9-1-1, civic location information is conveyed as a Presence Information Data Format – Location Object (PIDF-LO) and must be LVF-valid.

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)**

## Definitions (Continued)

"CLEC" means Competitive Local Exchange Carrier.

"Conference Bridge" means an NGCS-based service comprising a set of functions that together, allows connecting multiple parties and mixing media so that each participant can converse with the others.

"ESInet" means the Emergency Services Internet Protocol network, which is a managed, private, dedicated IP network used for emergency services communications. The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant PSAPs within the Serving Area, as well as CRTC-registered ONPs supporting fixed/native 9-1-1 calling over IP-capable networks. For i3-PSAPs, the ESInet is delivered using the National NG9-1-1 Service Provider IP VPN service to the PSAPs operations premises authorized by the 9-1-1 Authority. ONPs interconnect to the ESInet through designated physical points of interconnection (POIs).

"Geographic Information System (GIS)" means a system for capturing, storing, displaying, analyzing and managing data and associated attributes that are spatially referenced.

"i3-PSAP" means a Public Safety Answering Point (PSAP) conformant to the NENA i3 standard (NENA-STA-010), which is capable of receiving IP-based signaling and media for delivery of emergency calls.

"ILEC" means Incumbent Local Exchange Carrier.

"Location Information Server (LIS)" is a functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device) which can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geodetic or civic forms and which can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. The LIS receives a unique identifier that represents the endpoint and returns the location (by-value or by-reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.

"NENA" means the National Emergency Number Association

"NENA i3" means the standard established by NENA and documented in NENA-STA-010, that was mandated for use in Canada by the CRTC, setting out the baseline reference architecture for NG9-1-1 systems in Canada.

"NG9-1-1" means a secure, IP-based, open-standards system comprised of hardware, software, data, and operational policies and procedures that (a) provides standardized interfaces from emergency call and message services to support emergency communications, (2) processes all types of emergency calls, including voice, text, data, and multimedia information, (3) acquires and integrates additional emergency call data useful to call routing and handling, (4) delivers the emergency calls, messages and data to the appropriate PSAP and other appropriate emergency entities based on the location of the caller, (5) supports data, video, and other communications needs for coordinated incident response and management and (6) interoperates with services and networks used by first responders to facilitate emergency response.

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)**

## Definitions (Continued)

"*NG9-1-1 network provider*" means a CRTC-mandated ILEC providing, operating, maintaining and being the custodian of the ESInet and NGCS within its 9-1-1 operating territory.

"*Next Generation 9-1-1 Core Services (NGCS)*" means the base set of services needed to process a 9-1-1 call on an ESInet. NGCS includes, but is not limited to, the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Border Control Function (BCF), Bridge, Policy Store, Logging Services and typical IP services such as Domain Name System (DNS). The term NGCS includes the services and not the network on which they operate (i.e., the ESInet).

"NNI" means Network-to-Network Interface.

"*Originating Network Provider (ONP)*" means a CRTC-approved trusted entity service provider that allows its subscribers to originate 9-1-1 dialled voice or non-voice calls from the public to PSAPs, including but not limited to wireline, wireless, and fixed/native voice over internet protocol (VoIP) services.

"*Point of Interconnection (POI)*" means a physical demarcation between an originating network and a NG9-1-1 network.

"*Policy Routing Rule (PRR)*" means the criteria which determine how 9-1-1 calls are routed under stated conditions such as when a target PSAP is unable to take 9-1-1 Calls.

"*Public Safety Answering Point (PSAP)*" means an entity responsible for receiving 9-1-1 Calls and processing those 9-1-1 Calls according to a specific operational policy – a Primary Public Safety Answering Point, Secondary Public Safety Answering Point and Backup Public Safety Answering Point – as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

"*PSAP Contingency Plans*" means a plan in case of a disaster impacting a PSAP

"*PSAP Locations*" means the civic address locations from where the PSAPs and 9-1-1 call takers operate, as identified in the NG9-1-1 Authority Service Agreement.

"*Primary Public Safety Answering Point (P-PSAP)*" means a communication centre that is the first point of contact for 9-1-1 Calls as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

"*Secondary Public Safety Answering Point (S-PSAP)*" means a communication centre to which 9-1-1 calls are transferred from a P-PSAP, typically the fire, police or ambulance agency responsible for dispatching emergency personnel as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

"*Serving Area*" means the geographic area as determined by the 9-1-1 Authority from which 9-1-1 calls will be directed to a particular P-PSAP.

"*Selective Routing*" means the process by which 9-1-1 Calls are routed to the appropriate PSAP or other designated destination, based on the 9-1-1 Caller's location information, that may also be impacted by other factors, such as time of day, call type, etc. Location may be provided in a specified format such as a valid civic address or in the form of geo coordinates (longitude and latitude);

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)**

## Definitions (Continued)

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

"*UNI*" means User to Network Interface.

**3.08** Terms and Conditions

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

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)**

Terms and Conditions (Continued)

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

**3.09 Deployment Requirements for 9-1-1 Authorities**

PSAP Requirements are set out in the NG9-1-1 Authority Service Agreement which provides specific PSAP requirements, including the following.

- (1) IP-VPN ESInet Interconnection;
- (2) PSAP Customer Edge Equipment (CEE) Interconnection;
- (3) i3 Call Handling CODEC;
- (4) IP Network protocol support;
- (5) End-to-End Encryption;
- (6) Quality of Service (QoS) Support;
- (7) Network Time Protocol (NTP) – NG9-1-1 network provider service;
- (8) PSAP Credentialing Agency – NG9-1-1 network provider service;
- (9) Domain Name System (DNS) – NG9-1-1 network provider service; and
- (10) Contingency Routing.

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**EMERGENCY-REPORTING AND ALERTING SYSTEMS**

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**3.0 NEXT GENERATION 9-1-1 (NG9-1-1) - (Continued)**

**3.10 Rates and Charges**

- (a) Rates as stated in (b) below are effective 1 March 2022, or when the service is offered by the NG9-1-1 provider.
- (b) A monthly rate as stated below applies per NAS (Network Access Service) equipped for outward local calling or per working telephone number:

	<b>Monthly</b>
<b>Rate Persona wireline subscribers .....</b>	<b>\$0.24</b>
<b>Persona wireless subscribers .....</b>	<b>\$0.24</b>
<b>CLECs and Third-party WSPs.....</b>	<b>\$0.24</b>

The rates and terms and conditions for NG9-1-1 Service set out in this tariff item apply in the operating territories of Persona and are in addition to the rates and terms and conditions as set out in Section 2.30 above for 9-1-1 service.

- 3.11** CLECs and WSPs operating in Persona operating territory shall be required to report to Persona its NAS before the 5th day of each month.



RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

## GENERAL TARIFF

CALLING FEATURES & SERVICES

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**1. GENERAL**

**Note:** Items 1 – 9 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

- 1.01** Calling features and services are network-based line features. These features are furnished at rates specified below. They are available to Residential or Business Customers, excluding PBX trunk line and Centrex III services. They are provided subject to the availability of suitable facilities. Multi- Element Service charges do not apply unless specified.
- 2. CALLING FEATURES & SERVICES:**
- 2.01** CALL FORWARDING allows all incoming calls to be forwarded to a pre-selected line. The Call Forward feature will transfer only one call at a time and subsequent incoming calls will reach a busy signal until the transferred call is terminated. Toll charges applicable as a result of the calls being transferred outside an EAS exchange will be assessed to the customer with the CCF.
- 2.02** ENHANCED CALL FORWARDING allows the customer to designate specific incoming calls to be forwarded to a pre-selected line. Twelve numbers can be stored in the Selective Call Forwarding list. This feature includes basic Call Forwarding.
- 2.03** SPEED CALLING provides abbreviated codes for calling a designated list of 30 frequently called numbers. These codes can be accessed from any phone on the same line as the feature.
- 2.04** THREE-WAY CALLING allows for a third caller to be added to an already existing call. This feature includes both hold and add-on capabilities.
- 2.05** CALL WAITING informs the customer that a third party is calling by activating a tone, indicating an incoming call is waiting. The customer can put the existing call on hold or disconnect and take the waiting call. This feature is not available on lines arranged for equivalent service.
- 2.06** CALL WAITING CUT OFF can be activated during a call or prior to commencing any telephone, fax or other type of call, to cut off the Call Waiting notification during the next call. At the end of the next call, Call Waiting is restored unless the cut off feature is again activated.
- 2.07** SELECTIVE DISTINCTIVE RINGING/CALL WAITING enables the customer to designate up to 12 numbers from incoming calls to be identified by distinctive ringing or if the customer has call waiting feature, by a distinctive call-waiting tone.
- 2.08** DISTINCTIVE RING provides the customer with up to two additional telephone numbers assigned to one line. A distinctive ringing pattern is provided for each telephone number. The feature may only be associated with individual-line service. Directory listings for the additional telephone numbers are provided as Extra Listings.

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**CALLING FEATURES & SERVICES**

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**2. CALLING FEATURES & SERVICES: (Cont'd)**

- 2.09** CALL DISPLAY provides the customer visual display of the calling parties name and number. In order to access this feature the customer must have a display device compatible with CMS. The name displayed on outgoing calls will be the same as the directory listing unless otherwise stipulated. Residential & Business Names must be a maximum of 15 characters in length, including letters, numbers and spaces. Customers with more than one telephone number can choose which one(s) they want displayed on outgoing calls. There is no charge for name changes due to legal reasons, such as death or change in marital status, for any subsequent changes Multi-Element Service Charges apply.
- 2.10** CALL DISPLAY BLOCKING is available for any customer wishing to protect the anonymity of their name & number. This feature is available on a permanent or occasional per call basis free of charge. Calls to the United States will not display your name, but your number may appear if the local American Telephone Company does not honour CallBlocking.
- 2.11** ANONYMOUS CALL REJECTION enables the customer to reject calls that have the display information intentionally blocked by the calling party. A Call is not considered anonymous when the calling party information can not be technically supplied. This feature is available to residential customers only.
- 2.12** CALL RETURN/BUSY CALL RETURN allows the customer to find out the last number that called when they were unavailable and automatically call them back. If the number is busy, the network scans its availability for a period of 30 minutes and, when it is free, notifies the customer by a distinctive ringing signal. The call is automatically processed when the customer answers the distinctive ringing signal.
- 2.13** CALL SCREEN enables the customer to accept or reject calls. They can accept calls from a list of 12 selected telephone numbers only (no other calls will be terminated) or reject calls that originate from up to 12 selected telephone numbers and have them diverted to a recording telling the caller your unavailable.
- 2.14** INTERCOM enables a customer to communicate from telephone sets connected to the same individual line. The customer dials their number and receives a busy signal, upon hanging up, the other telephone sets then ring. When any other set is picked up, ringing stops and users may engage in a conversation.
- 2.10** CALL TRACE enables the customer to have the last incoming call traced. A voice response system advises customer that a Call Trace request was successful. The information, recorded by the Company, is for use by law enforcement agencies.
- 2.11** VISUAL CALL WAITING is an integrated package. Call Waiting and Call Display are enhanced to provide a visual display of the name and number of an incoming caller while on the line. Visual Call Waiting is only available to single-line customers who have Call Display and Visual Call Display compatible equipment.
- 2.12** SIMULTANEOUS RING (SimRing) allows for simultaneous incoming call notification on a pre-determined pilot directory number and from one to four additional non- pilot directory numbers as predetermined by the customer.

**3. CALLING FEATURES & SERVICES: (Cont'd)**

**3.01** AUTOMATIC LINE SERVICE provides an automatic connection between two pre-determined customer locations, upon removal of the telephone handset at the originating location. Automatic Line Service does not allow access to the Public Switched Telephone Network.

**3.02** ALL FEATURES PACKAGE includes the following features:

- Call Display
- Distinctive Ring
- Call Forwarding
- Three Way Calling
- Call Return
- Call Answer
- Call Waiting
- Call Screen
- Visual Call Waiting

## GENERAL TARIFF

## CALLING FEATURES &amp; SERVICES

4. CALLING FEATURES & SERVICES - MONTHLY RECURRING CHARGES

CALLING FEATURES & SERVICES	RESIDENCE		BUSINESS	
	ITEM CODE	RES-MONTHLY	ITEM CODE	BUS-MONTHLY
CALL FORWARDING	1302	3.00	2302	5.00
ENHANCED CALL FORWARDING	1305	5.00	2305	8.00
SPEED CALLING – 30	1316	4.00	2316	5.00
THREE WAY CALLING	1303	3.00	2303	5.00
CALL WAITING	1301	5.00	2301	7.00
DISTINCTIVE RING – each #	1304	5.00	2304	7.00
CALL DISPLAY	1307	8.00	2307	10.00
CALL RETURN/BUSY CALL RETURN	1308	3.00	2308	5.00
CALL SCREEN	1309	3.00	2309	5.00
INTERCOM	1306	1.00	2306	2.00
VISUAL CALL WAITING	1318	13.00	2318	17.00
ANONYMOUS CALL REJECTION	1319	3.00	2319	N/A
SELECTIVE DISTINCTIVE RINGING/CW	1320	3.00	2320	5.00
SIMULTANEOUS RING (SimRing)	1321	5.00	2321	9.00
AUTOMATIC LINE SERVICE	1330	6.82	2330	6.82

## GENERAL TARIFF

## CALLING FEATURES &amp; SERVICES

5. PAY PER USE FEATURE CHARGES:

		ITEM	PRICE	MAXIMUM
PAY PER USE FEATURES	CODE	CODE	PER USE	MONTHLY
CALL TRACE	*57	PPUCOT	\$0.00	\$0.00

6. VALUE PACKAGES MONTHLY RECURRING RATES:

	RESIDENCE		BUSINESS	
VALUE PACKAGES	ITEM CODE	MRC	ITEM CODE	MRC
Call Display + 1 Feature (Except Call Trace, VCW)	1408	8.50	2408	11.50
Call Display + 4 Features (Except Call Trace, VCW)	1410	15.50	2410	21.50
All Features Pack	CMAF	14.95	N/A	N/A

**7. PROMOTIONAL OFFERS**

This provides an introductory promotional offer in designated exchanges as determined by the Company based on the level of subscription in an exchange for these services. This offer applies to features or services as outlined in Item 2 and consists of one of the following:

- (1) Waiver of the monthly recurring charge in the first month of subscription (31 days).
- (2) Monthly subscription of features at 50% off the regular monthly recurring rate for 62 days.

The promotional offer specified above is available under the following conditions:

- (a) Single line customers in designated exchanges who are not subscribed to services or features at the start of the promotion period are eligible to participate,
- (b) Customers who already subscribe to services or features continue to pay the applicable monthly rates,
- (c) The promotion is available for a period of up to 8 weeks,
- (d) Eligible customers must place an order with the Company to participate.
- (e) Upon placing an order as part of the promotional offer, customers will be informed of the date that billing will commence unless the customer contacts the Company to have the services or features discontinued.
- (f) The Company may offer different promotions to customers in specific areas. Promotional offers will be communicated to customers in a designated exchange at times that are convenient to the Company. Any customer upon request may subscribe to either promotional offer, subject to feature or service availability.



## GENERAL TARIFF

CALLING FEATURES & SERVICES

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**8. MISCELLANEOUS FEATURES**

- 8.01 Touch-tone is included in monthly rate for primary exchange service. – See Section 100.
- 8.02 EQUIVALENT SERVICE: Two or more lines provided to a customer may be arranged so that an incoming call to the telephone number listed is completed to any available idle line within the group of lines provided. This is sometimes also referred to as the Rotary Hunt Feature.
- 8.03 TRANSFER SERVICE/LIVE INTERCEPT: Provides reference of calls to an alternate telephone number for calling parties during a customer requested suspension of service or on termination of service if requested.

**9. MISCELLANEOUS FEATURES MONTHLY RECURRING RATES & SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SC
4325	Equivalent Service (Rotary Hunt)	3.85	MESC
4075	Transfer Service/Live Intercept	6.30	MESC

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**CALLING FEATURES & SERVICES**

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**10. GENERAL**

**Note:** Items 10-12 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as "People's Tel Limited Partnership Exchanges".

**Note:** The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

**10.01** Miscellaneous equipment is provided at the rates and charges specified.

**10.02** Items shown as destandardized are only available on returns to stock.

**11. CALL MANAGEMENT SERVICE****11.01 GENERAL**

- (a) 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. CMS will be available to multi-line and Centrex customers as the availability of suitable terminal equipment exists. The provision of these features, and the ability to furnish the telephone number from which a call originates, are available from a DMS-10 switch and are subject to the availability of suitable facilities.
- (b) 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.

**11.02 DESCRIPTION**

- (a) Call Display and the Call Display-Name option provides the means to activate the CMS customer's visual display of the telephone number and the associated name respectively from which the call is originating. In order to access this feature the customer must have a display device which is compatible with CMS. Certain telephone sets offered in Section 490 provide such a display device. Call Display is a prerequisite for the Call Display-Name option.
- (b) Call Return enables the customer to automatically re-dial the telephone number of the last incoming or outgoing call, whether the call is answered or not. If the number is busy, the network scans its availability for a period of 30 minutes and, when it is free, notifies the customer by a distinctive ringing signal. The call is automatically processed when the customer answers.

The Call Return feature will not work if the last incoming call was blocked by the originator. The customer attempting to return the call will receive a message indicating that the call cannot be completed.

- (c) Call Trace allows the called customer to have the last incoming call traced and the telephone number recorded by the Company for use by law enforcement agencies. A voice response system advises the customer that a call trace request was successful.

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

## CALLING FEATURES &amp; SERVICES

**DESCRIPTION (cont')**

- (a) Call Screen enables the customer to have calls which originate from up to 12 selected telephone numbers diverted to a standard announcement.
- (b) Visual Call Waiting is an integrated package, comprised of Call Waiting, Call Display, and Call Display Name functions, enhanced to also provide a visual display of the name and number associated with incoming calls to an off-hook customer. As an exception, calls made with Call Blocking invoked will result in "Private Name/ Private Number" being displayed. Visual call waiting is only available to single-line customers who are Call Display-Name capable and who use a Spontaneous Call Waiting with Identification compatible display terminal.

**11.03 RATES AND CHARGES**

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

USOC	DESCRIPTION	MRC	SC
CMSDR	Call Display – Residence	\$6.00	MESC
CMSDB	Call Display – Business	\$8.00	MESC
CMSND	Call Display-Name Residence or Business	\$2.00	MESC
CMSRR	Call Return – Residence	\$3.00	MESC
CMSRB	Call Return – Business	\$7.00	MESC
CMSTR	Call Trace - Each Successful Trace Maximum charge per month	\$0.00 \$0.00	NC NC
CMSCSR	Call Screen – Residence	\$3.00	MESC
CMSVCR	Visual Call Waiting – Residence	\$13.00	MESC
CMSVCB	Visual Call Waiting – Business	\$18.00	MESC
CMSCSB	Call Screen – Business	\$7.00	MESC

**11.04 PROMOTIONS**

- New subscribers to the Company's system are given the option of receiving three of the above features for one month at no charge. Subscribers who take advantage of this option will be billed for these features after one month, if notice is not received by the Company. The conditions of this promotion are explained at the time of installation.
- No MESC will apply during March and December for the provision of features in this section to single line customers at their existing address. Further the monthly rate does not apply for 30 days from the initiation of service during this time period.

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**CALLING FEATURES & SERVICES**

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**12. CALLING FEATURE BUNDLES**

**Note:** The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

**12.01 General**

Residential Calling Features Bundle provides customers with a choice of, Call Display Pack or an All Features Pack **D** which provides customers with all calling features currently available.

- (a) Call Display Pack includes;
  - Call Display
  - Call Name Display
  - Call Forwarding
  - 3 way calling
  - Call Return
  
- (b) All Features Pack includes;
  - Call Display
  - Call Name Display
  - Call Forwarding
  - Three Way Calling
  - Call Return
  - Call Answer
  - Call Waiting
  - Call Screen
  - Visual Call Waiting
  - I-Dent-a-Call

**12.02 Terms and Conditions**

- (a) All components within the offers are provided subject to the availability of suitable facilities and equipment.
- (b) The components which comprise the bundles are as described in Section 490 and 820.
- (c) The bundles are not available on equivalent lines.

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**CALLING FEATURES & SERVICES**

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**CALLING FEATURE BUNDLES (continued)****11.04 Rates and Charges**

The following rates and charges apply.

<b>USOC</b>	<b>Description</b>	<b>MRC</b>	<b>SC</b>
CMDP	Call Display Pack - Residential	\$14.95	MESC
CMAF	All Features Pack - Residential	\$14.95	MESC

**11.05 Promotions**

New subscribers to the Company's system are given the option of receiving one of the above feature bundles for one month at no charge. Subscribers who take advantage of this option will be billed for this bundle after one month, if notice is not received by the Company. The conditions of this promotion are explained at the time of installation.

No MESC will apply during June and November for the provision of features in this section to single line customers at their existing address. Further the monthly rate does not apply for 30 days from the initiation of service during this time period.

## GENERAL TARIFF

800 ACCESS SERVICE & INTER-EXCHANGE SERVICES

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1. **800 ACCESS SERVICE – GENERAL**

Note: Items 1 & 2 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

800 Access Service is a network service allowing the customer to receive incoming customer- dialed calls from specified Canada and United States areas. This service is toll free to the caller.

2. **800 ACCESS SERVICE CHARGES:**

The following monthly recurring charges apply for local access in addition to other rates and charges of the inter-connecting carrier:

ITEM CODE	DESCRIPTION	MRC
800ACC/DED	800 Access Dedicated	36.95
800ACC/NON	800 Access Non-Dedicated	8.00
ACCADV	Advantage Per Call 800 Access Dedicated	36.95

## GENERAL TARIFF

800 ACCESS SERVICE & INTER-EXCHANGE SERVICES

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**3. INTER-EXCHANGE SERVICES – GENERAL**

Note: Items 3-6 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as “People’s Tel Limited Partnership Exchanges”.

- 3.01** Inter-Exchange services and channels provide for communication between exchanges or other rate centres.
- 3.02** The Company does not set rates for Message Toll Service which include:
- (a) Two-point service
  - (b) Conference service
  - (c) Overseas service
  - (d) Ship, Train and Aircraft service.
- 3.03** The Company also does not set charges and rentals for those portions of leased or rented Inter-Exchange channels and associated equipment that extend or are provided beyond the point of connection of the Company's facilities with those of other Carriers.
- 3.04** Rates and charges for Message Toll Service and for Inter-Exchange channels and equipment extending beyond the point of connection with other Carriers, are contained in the approved tariffs of the inter-connecting Carriers and a copy of the relevant sections of these tariffs may be inspected at the Company's business office during regular business hours.

**4. INTER-EXCHANGE DISTANCE CHARGES - GENERAL**

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

**5. CHANNEL MEASUREMENT****5.01 Voice-Grade Channels**

- (a) For a two-point channel, the distance charge or rental is based on the rate distance between wire centres or rate centres (Section 100-1.02) in the exchanges in which the customer's or lessee's telephones or service points are located as follows:
- (1) Adjoining exchanges - between wire centres in whose areas the telephones or service points are located except as in (2) below.
  - (2) Non-adjoining exchanges - between the rate centres of exchanges, except for a channel provided between an exchange or rate centre of the Company and a rate centre of another telephone company in which case the measurement is made between the two rate centres via the point(s) of connection. The percentage of this measurement which lies in the Company's territory is then applied to the actual airline distance between the rate centres to determine the charge for the Company's portion.

**6. RATES AND CHARGES FOR INTER-EXCHANGE CHANNELS AND THE ASSOCIATED LOCAL CHANNELS****a) Link**

The link charge applies for links provided by the Company for each originating and terminating point on a channel and at the originating and terminating point of each leg of a multi-point channel and may require the following:

USOC	DESCRIPTION	MRC	SC
AL4	IX Link Voice	\$26.50	MESC
201CL	Data Comm 201 CL Modem	\$92.00	MESC

**b) Distance**

Distance charges per channel consist of a base rate charge and a charge per mile for each mile of fraction thereof as per 260 2.03 a), b).

NOTE 1: Charges do not include local channel charges.  
Local channel charges are based on airline distances measured from the Company's central office to the customer location. Rates for local channels are shown in Section 260 - 2.03.  
2: For channels inter-connected with other Carriers' facilities, the charges of the inter-connecting Carrier(s) are added to the Company's charges.



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MESSAGE TOLL CONFERENCE SERVICE

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**1. SWITCHED VOICE SERVICES**

**Note:** Item 1 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as “People’s Tel Limited Partnership Exchanges”.

**1.01 CONFERENCE CALLING**

**(a) General**

Conference calling provides simultaneous telephone communication amongst three or more conferees by means of a conference bridge. Each call connection to the bridge is designated as a conference leg. The conference originator/chairperson reserves the required number of conference connections with the Company and notifies each participant of the date and time of the call and the telephone number to call, to be added to the conference bridge. Conference calling is subject to the availability of suitable equipment and facilities. Calls must be booked in advance with the Company. Bookings which are cancelled within the 24 hours prior to the call being placed will be subject to the administration charge indicated below.

**(b) Rates and Charges**

A Business Administration charge (MESC) applies for the set up of each conference call.

## GENERAL TARIFF

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

---

**1. GENERAL**

- 1.01** Equipment, apparatus, or devices provided by a customer shall only be attached to or connected to or used with the Company's facilities in accordance with the requirements stated herein or such further and other requirements as may be specified from time to time by the Company.
- 1.02** Such equipment, apparatus, or devices shall be suitable for operation or use with the Company's facilities.
- 1.03** Any such attachment, or connection to or use with the Company's facilities shall be such that, in the Company's opinion, it does not damage, interfere with or create a hazard of damage or impair the functioning of the Company's service, equipment or channels or create a hazard of danger to the users of the Company's service, equipment or channels, its employees or the public.
- 1.04** Such attachment, connection or use with the Company's facilities shall be, in the Company's opinion, not damaging, interfering with, creating a hazard of damage or impairing the functioning of the Company's service, equipment or channels and does not create a hazard of danger to the users, its employees or the public.
- 1.05** The customer shall not have, acquire, secure, or derive any property or patent right in or control over the Company's equipment, apparatus, lines, channels or devices to which such attachment, connection or use is made or any property or patent right in or control over the design, function, operation or layout of the Company's equipment, apparatus, lines, channels or devices. The Company reserves the right to change, in whole or in part, the design, function, operation or layout of its equipment, apparatus, lines, channels or devices as it considers necessary. The Company shall not be responsible to the customer for any of his equipment, apparatus or devices, either in whole or in part, which ceases to be compatible with the Company's facilities or become inoperative because of such changes to the Company's equipment, apparatus, lines, channels or devices.
- 1.06** The Company does not make any representation that its facilities are adapted to the use of the customer-provided equipment, apparatus or devices.
- 1.07** The Company may make such tests and inspections as it considers necessary to determine whether the customer is complying with any or all requirements herein. If, in the Company's judgment, such attachments or connections or use with the Company's facilities do not conform with these requirements, the Company may, at any time, take such action as necessary or remove the attachment or interrupt or terminate the connection or use with the Company's facilities.
- 1.08** When such attachment or connection to or use with the Company's facilities causes the Company to incur any unusual expense or any loss or damage it may recover any such unusual expense or any such loss or damage from the customer.

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

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**1. GENERAL (Cont'd)**

- 1.09** The limitation of the Company's liability in the attachment, connection or use by a customer or any other person of such customer-provided equipment, apparatus or devices is specified in the Terms of Service (see Ontario Independent Services Tariff Section 1).
- 1.10** Only customer-provided terminal equipment certified under the Terminal Attachment Program of the Government of Canada may be connected to the Company's facilities.

**2. SINGLE LINE SERVICE**

**2.01 Individual Line Service**

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

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

**3. MULTI LINE SERVICE**

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

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

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**4. DIAGNOSTIC MAINTENANCE CHARGE**

**Note:** Item 4 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

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

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

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

First 15 minutes or fraction thereof: \$30.00

Each additional 15 minutes or fraction thereof: \$10.00

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

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

**5. DIAGNOSTIC MAINTENANCE CHARGE**

**Note:** Items 5-6 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as "Peoples Tel Limited Partnership Exchanges".

- 5.01** The customer is responsible for the installation, operation and maintenance of equipment, apparatus or devices that he provides and which are attached or connected to or used with the Company's facilities and/or equipment. When a repair visit is made to a customer's premises and no trouble is found in the Company's facilities and/or equipment but such trouble continues to be present when the customer-provided equipment is reconnected to the Company's facilities and/or equipment such a charge as specified below applies. If however, the trouble is no longer present upon such reconnection, no charge will apply.

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

First 15 minutes or fraction thereof: \$55.00

Each additional 15 minutes or fraction thereof: \$10.00

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

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

## GENERAL TARIFF

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

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**6. INSPECTION AND MODIFICATION CHARGE**

- 6.01** The Company provides inspection and modification services for selected types of customer-provided sets.
- 6.02** The telephone sets, upon modification, can be connected to two-party line service.
- 6.03** The applicable non-recurring service charges to inspect, modify and connect a customer-provided telephone set are:

DESCRIPTION	INSPECT & MODIFY CHARGES	SERVICE CHARGE
Inspect at Company's office	\$5.00	MESC (Admin)
Inspect and Modify at Company's office	\$5.00	MESC (Admin)
Inspect and Modify at Company's office and Connect at Customer's premise	\$5.00	MESC (Admin) plus (Premise Visit and Premise Work)
Inspect Key Sets at Company's office	\$10.00	MESC (Admin)
Inspect and Modify Key sets at Company's office	\$10.00	MESC (Admin)
Inspect, Modify, and connect key sets	\$10.00	MESC (Admin plus premise visit and premise work)



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**CO-LOCATION ARRANGEMENTS**

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**Note:** Section 890 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as “People’s Tel Limited Partnership Exchanges”.

**1. GENERAL**

Co-location is an arrangement which provides for access to and use of certain central office building (central office) space, associated power and environmental conditioning to locate the Interconnecting Carrier's (IC's) transmission equipment and fibre facilities from a point outside the Company's central office to an identified Point of Termination/Demarcation within the Company's central office for the purpose of interconnecting with the Company's services.

Co-location arrangements will be provided in central office buildings where appropriate space and facilities are available as determined by the Company.

The Co-Location provides for the following:

- (a) a licence to use Company conduit/riser space for the placement of the IC's fibre optic cable from a point outside the central office into the central office vault and from the vault to the IC's transmission equipment in the central office;
- (b) a licence to use central office floor space for the placement of the IC's transmission equipment to interconnect with Company services; and
- (c) provision of appropriate electrical power and environmental conditioning to operate the IC's transmission equipment.

Central office space is provided on the basis of both physical and virtual co-location agreements as defined in Item 2.

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**CO-LOCATION ARRANGEMENTS**

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**2. DEFINITIONS**

- 2.01** “Interconnecting Carrier (IC)” refers to an Interconnecting Carrier who is duly registered with the CRTC and who has signed an Interconnection Agreement with the Company. For purposes of this tariff Section, IC also refers to:
- 2.02** “a DSL Service Provider (DSLSP)”, who is a provider of Digital Subscriber Line based applications, such as high-speed internet access and Local Area Network extensions, to the public for compensation that is not operating as a CLEC and has signed a Central Office License Agreement (COLA) with the Company.
- 2.03** “Point of Termination/Demarcation” refers to the point of connection where a Company-provided cable interconnects with the IC's Transmission Equipment.
- 2.04** “Transmission Equipment” refers to any equipment necessary for interconnection or access to unbundled network components, regardless of whether such equipment includes a switching or routing functionality, provided the equipment meets Canadian Standards Association (CSA) and Telcordia (formerly Bellcore) standards, is not a host switch and is not included on the list of ineligible co-location equipment.
- 2.05** “IC to IC Cross-Interconnection Link” refers to the arrangement by which a co-located IC is able to connect to the facilities of a second IC co-located in the same central office.
- 2.06** “Physical Co-Location” is available in two configurations:
- a)** “Type 1 Co-Location” provides the IC with segregated floor space and secure access to that space within the Company central office with floor space segregated from that occupied by the Company, for the location of the IC's Transmission Equipment. Access to this area by the IC's personnel or contractor, who have been approved by the Company, is permitted without a Company escort where secure access arrangements are in place. If at any time it is not possible to provide a secure access arrangement into the segregated floor space the Company reserves the right to provide an escort at no charge for the IC's personnel or contractor.
  - b)** “Type 2 Co-Location” provides the IC with unsegregated floor space within the central office for the purpose of locating the IC's Transmission Equipment. Access to this area by the IC's personnel or contractor, who have been approved by the Company, is permitted without a Company escort where. The Company reserves the right to provide an escort at no charge for the IC's personnel or contractor
  - c)** Notwithstanding subsections (a) and (b) of this Item 2.06, where access to the IC's Transmission Equipment in the central office is not segregated from the Company's retail business office the Company may require escorted access to the central office for the IC's personnel or contractor at no charge for the IC's personnel or contractor.



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**CO-LOCATION ARRANGEMENTS**

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- 2.07** “Virtual Co-Location” provides unsegregated floor space within the central office for the purpose of locating the IC’s Transmission Equipment. The transmission facilities provided from the entrance manhole to the Point of Termination/Demarcation in the central office and the Transmission Equipment located in the central office must be provided by the IC and must be leased to the Company for a nominal amount. Access to this area by the IC’s personnel or contractor, who have been approved by the Company, is allowed for the purpose of periodic inspections of its equipment and facilities. In those instances, the Company reserves the right to provide an escort at no charge for the IC’s personnel or contractor. The installation, maintenance and repair of the IC’s Transmission Equipment and fibre facilities from the nearest manhole, designated by the Company, up to the Transmission Equipment on which it is to be terminated, are the responsibility of the Company.
- 2.08** “Adjacent Co-location” is an alternative to Physical and Virtual co-location. It is a controlled environmental structure in a location adjacent to the Company’s central office and within its property line, such as a central office parking lot, for the purpose of locating the IC’s transmission equipment. This type of co-location is only available where feasible and where central office space is exhausted and includes the provision of transmission facilities provided from the central office to the point of termination/demarcation in the structure provided for the IC.

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**CO-LOCATION ARRANGEMENTS**

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**3. TERMS AND CONDITIONS**

- 3.01** Co-location is provided under the terms and conditions defined in this item and in a Central Office Licence Agreement (the Agreement) between the Company and the Interconnecting Carrier.
- 3.02** Co-location is offered only where appropriate floor space, facilities and necessary resources are available after the current and future needs of the Company are taken into account. These facilities and resources include, for example, adequate entrance ducts, riser space, and power. Requests for Co-location will be accommodated on a first-come, first-served basis, based on the date of a completed application for co-location.
- 3.03** Physical and Virtual Co-location will be offered where appropriate floor space, facilities and necessary resources are available in the central office in question. Where Physical Co-location is offered, the IC may request, at its option, Type 1 or Type 2 Physical Co-location.
- 3.04** In situations where central office space is exhausted and where it is feasible, Adjacent Co-location will be offered as an alternative to Physical and Virtual co-location. Adjacent co-location is negotiated between the ILEC and the IC on a case-by-case basis.
- 3.05** The IC has overall responsibility for monitoring the performance of all facilities and equipment on the IC's side of the Point of Termination/Demarcation. The Company does not assume responsibility for the design, engineering, testing, or performance of the end-to-end services operated or offered by the IC. In order to ensure that the Company's operational guidelines and installation, equipment, transmission, electrical, labour and safety standards or codes and any other conditions specified in the COLA are maintained, the Company upon reasonable notice, has the right to inspect the IC's installation of equipment and facilities and to make subsequent and periodic inspections of the IC's equipment and facilities and to ensure compliance when required.
- 3.06** The IC is responsible for providing the fibre facility from its Point of Presence or other location to a point outside the Company central office, designated by the Company. This point is usually at or near the entrance manhole (the last manhole before the central office).
- 3.07** The IC is also responsible for providing the fibre facility from the point outside the central office, designated by the Company, which is usually at or near the entrance manhole, up to the Transmission Equipment on which it is to be terminated.
- 3.08** The Company reserves the right to install the IC's cable between the entrance manhole and the cable vault and from the vault to the Point of Termination/Demarcation in the central office at the rates specified in Item 4.15.

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**CO-LOCATION ARRANGEMENTS**

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**3. TERMS AND CONDITIONS**

- 3.09** Where permitted by the Company, the IC's personnel or contractor, who have been approved by the Company, is responsible for pulling the IC's fibre cable into the duct between the manhole and the cable vault and riser and for splicing the fibre where required. When requested by the IC, the Company will provide an escort for the IC's personnel or contractor at rates and charges specified in Item 4.15.

Circumstances in which an IC may request a company provided escort include: 1) to escort IC personnel or contractors who have not been approved for unescorted access by the Company or accompanied by Company approved IC personnel, or 2 ) for reasons of health, safety or network protection during special operations.

- 3.10** The IC provided equipment that is permitted in the central office is limited to Transmission Equipment as defined in Item 2.04. This Transmission Equipment must interconnect with the Company's service(s) in accordance with transmission rates and other applicable standards associated with those services in that central office.
- 3.11** The co-located IC, after interconnecting its Transmission Equipment with the Company's facilities, is permitted to connect to the Transmission Equipment of another IC co-located in the same Company premises via an IC to IC cross-connection. In co-locating the Transmission Equipment in the Company premises, the IC shall ensure that the primary purpose of co-location is to interconnect with the Company's facilities. The Company reserves the right to require the IC to demonstrate that the capacity dedicated to interconnection with the Company's facilities is greater than that dedicated to IC to IC cross-connection.
- 3.12** The Company provides the IC to IC Cross-Interconnection Link necessary to interconnect two ICs co-located in the same central office at rates and charges specified in Item 4.15.
- 3.13** ICs are required to meet all standards, regulatory requirements, Company operating procedures and requirements, safety and labour codes and security standards as specified by the Company in the COLA.
- 3.14** The Company is not liable for any act or omission on the part of the IC or its employees, agents or contractors arising from or associated with the furnishing of service by the IC to its customers.
- 3.15** ICs are responsible for providing equipment spares and any training costs required for installation and maintenance of co-located equipment when such installation and maintenance are provided by the Company or its contractor.
- 3.16** When requested, the Company will provide a second cable entrance for the IC's cable into the central office where such second entrance exists and where capacity is available. In this instance, charges in accordance with Item 4.15 will apply.
- 3.17** The Company will offer both Physical and Virtual Co-Location arrangements in the same central office where appropriate space and facilities are available as determined by the Company.

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**CO-LOCATION ARRANGEMENTS**

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**4. RATES AND CHARGES**

- 4.01** A monthly rate applies for the lease of conduit/riser space used for the placement of the IC's fibre optic cable as specified in Item 4.15.
- 4.02** A service order charge applies and provides for the processing of the service order associated with a request for co-location. The service order charge will be applied to each request for a new co-location arrangement or for any changes or additions to existing co-location arrangements. Refer to Item 4.15 for this non-recurring charge.
- 4.03** An application charge per requested location applies and provides for preliminary work needed to determine whether co-location can be provided to meet the IC's request. See Item 4.15 for this non-recurring charge.
- 4.04** A project management fee applies and provides for all associated administration, design and engineering tasks required to accommodate an IC's request for co-location. This fee is based on the costs incurred as specified in Item 4.15.
- 4.05** A site preparation fee applies for Type 2 Co-Location (unsegregated space). This fee includes such items as preconditioning, additional riser and cable racking to accommodate the IC in the central office. The fee is based on the costs incurred as specified in Item 4.15 and will be quoted to the IC.
- 4.06** The IC is responsible for any costs incurred by the Company to prepare the central office and surrounding areas for the installation of the IC's Transmission Equipment. Costs may include, but are not limited to, such items as preconditioning of central office space and/or equipment, cabling or wiring requirements where required. The non-recurring charges, where applicable, will be estimated and quoted in advance and charged based upon the costs incurred to accommodate the IC's equipment. See Item 4.15.
- 4.07** The Company is responsible for the installation and maintenance of the IC to IC Cross-Interconnection Link between two ICs co-located in the same central office.
- 4.08** A monthly rate applies for the IC to IC Cross-Interconnection Link between two ICs in the same central office as specified in Item 4.15.
- 4.09** Work performed by the Company to provide the IC to IC Cross-Interconnection Link shall be performed under tariffs applicable to co-location installation and maintenance as specified in Item 4.15.
- 4.10** The IC will bear all construction/design costs incurred and committed to by the Company from the date of a request to the date of the cancellation of the request should the IC cancel its request for co-location prior to implementation.
- 4.11** The Company provides the electrical power necessary to operate the IC's Transmission Equipment at the rates and charges specified in Item 4.15. In addition, a power delivery charge applies as specified in Item 4.15.

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**CO-LOCATION ARRANGEMENTS**

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**4.12 Type 1 Co-Location**

- (a) In Type 1 Co-Location, the installation and maintenance of the IC's Transmission Equipment will be performed by the IC's personnel or contractor, who has been approved by the Company, in accordance with Company operational guidelines.
- (b) The ICs requesting Type 1 Co-Location will be accommodated on a first-come, first-served basis, based on the date of application for co-location, in increments of one sq. metre to a maximum of 20 sq. metres per central office location. However, where a Type 1 co-locator has exhausted the initial 20 sq. metres, additional space may be acquired, in increments of one sq. metre, subject to space being available. The Company reserves the right to determine the shape and specific location of the central office floor space provided. Refer to Item 4.15 for rates and charges.
- (c) A construction fee applies for any central office modifications required to enable the Company to provide Type 1 Co-Location. This fee covers the costs of building modifications which are necessitated by the provision of Type 1 Co-Location to all ICs in a particular central office. The first IC to obtain Type 1 Co-Location at a specific central office will be charged all of the costs to modify that specific central office. If more than one IC obtains co-location service at a specific central office at the same time, the costs will be shared equally. If, within a period of 60 months of the Type 1 Co-Location by the first IC, additional ICs obtain Type 1 Co-Location at the same central office, they will be charged a proportionate share of the initial costs and this recovered amount will be reimbursed equally to the IC(s) with Type 1 Co-Location already in that central office. The construction fee may include, but is not limited to costs for such items as perimeter walls, additional riser requirements, lighting and environmental conditioning, and securing Company property in the central office. The issuance of an invoice to the additional IC for its proportional share of the common costs, the associated payment terms and conditions, the reimbursement to the existing ICs and the notification to the existing ICs of additional ICs in the central office, will be in accordance with Telecom Decision CRTC 2002-5.
- (d) The fee will be determined based on the costs incurred as specified in Item 4.15.
- (e) In addition, a second construction fee applies to install a secured enclosure (such as a cage) when requested by the IC. The fee for this element will also be determined by the Company on a cost incurred basis and will be quoted to the IC as specified in Item 4.15.

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CO-LOCATION ARRANGEMENTS

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**4.13** Type 2 Co-Location

- (a) Type 2 Co-Location provides for the following:
  - (i) the installation, maintenance and repair of the IC's Transmission Equipment will be performed by the Company or its contractor. Such installation, maintenance and repair will be provided in response to IC requests; or
  - (ii) the installation, maintenance and repair of the IC provided Transmission Equipment will be provided by the IC's personnel or contractor, who have been approved by the Company, subject to Company operational procedures and guidelines. The Company reserves the right to provide an escort at no charge during these activities, except for those circumstances specified in Item 3.09, where escorted access is required.
- (b) The IC has overall responsibility for the performance of its facilities and equipment, including responsibility for remote surveillance, diagnostics and sectionalisation of trouble.
- (c) The Company reserves the right to limit the available floor space assigned to each IC in each central office location where Type 2 Co-Location is offered.
- (d) Those ICs requesting Type 2 Co-Location will also be accommodated on a first-come, first-served basis, based on the date of application for Co-location.
- (e) The monthly rate applies for each 2.3 m high by .6m wide IC provided equipment bay installed and reserved. Refer to Item 4.15 for rates and charges.

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**CO-LOCATION ARRANGEMENTS**

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**4.14 Virtual Co-Location**

- (a) Under a virtual arrangement, the installation, maintenance and repair of the IC's Transmission Equipment and fibre facilities from the manhole nearest the central office, as determined by the Company, to the Point of Termination/Demarcation in the central office must be performed by the Company or its contractor. Such installation, maintenance and repair will be provided in response to IC requests. Refer to Item 4.15 for rates and charges.
- (b) Those ICs requesting Virtual Co-Location will also be accommodated on a first-come, first-served basis, based on the date of a completed application for co-location.
- (c) A monthly rate applies for each 2.3 m high by .6 m wide IC provided equipment bay installed and reserved. Refer to Item 4.15 for rates and charges.
- (d) The Company is responsible for installing the IC's cable between the nearest manhole and the cable vault and from the vault to the Point of Termination/Demarcation in the central office at the rates specified in Item 4.15.
- (e) The Company reserves the right to limit the available floor space assigned to each IC in each central office location where Virtual Co-Location is offered.
- (f) Under a Virtual Co-Location arrangement, the IC has overall responsibility for the performance of its facilities and equipment, including responsibility for remote surveillance diagnostics and sectionalisation of trouble.
- (g) The IC must meet all terms and conditions of co-location as determined in this Item and the COLA between the Company and the IC.

### CO-LOCATION ARRANGEMENTS

**4.15** The Company's rates and charges are as follows:

	<u>MRC (\$)</u>	<u>SC (\$)</u>
Service Order Charge (per order per central office)	–	185.00
Entrance Conduit (per metre or fraction of each cable)	0.16	–
Floor Space (sq. metre of unsegregated or segregated space)	29.50	–
Power Consumption (per fuse amp)		
(a) 48 Volt DC	(a) 16.00	–
(b) 120 Volt AC	(b) 10.00	–
(c) 120 Volt AC (generator back up)	(c) 11.15	–
Riser Space (per metre per cable)	.40	–
Application Charge (per request per central office)	–	1,270.00
IC to IC Cross-Interconnection Link	60.00	N/A
Power Delivery (Notes 3, 4, 5)	–	(see Note 1)
Project Management Fee (per central office) (Notes 3, 4, 5)	–	(see Note 1)
Construction Fee (bldg, modification) (Notes 3, 4, 5)	–	(see Note 1)
Construction Fee (enclosure) (Notes 3, 4, 5)	–	(see Note 1)
Site Preparation Fee (Notes 3, 4, 5)	–	(see Note 1)
Installation/Maintenance (Notes 3, 4, 5)	–	(see Note 1, 2)
Cable Pulling/Splicing (Notes 3, 4, 5)	–	(see Note 1, 2)
Escort (Notes 3, 4, 5, 6)	–	(see Note 1, 2)

**Note 1:** The charges are based on costs incurred.

**Note 2:** Premium rates as specified in the COLA apply for custom response times.

**Note 3:** For the first hour or fraction thereof of work performed during normal working hours an hourly labour rate of \$80.00 applies.

**Note 4:** For each additional 15 minutes or fraction thereof, a charge of \$20.00 applies.



**CO-LOCATION ARRANGEMENTS**

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**Note 5:** For work done on a call-out basis entirely outside of normal working hours, a minimum charge of 2 hours of labour time at \$115.00 per hour plus 1 hour of regular time at \$80.00 applies.

**Note 6:** Charges apply whenever an IC requests a Company provided escort for IC personnel or contractors in accordance with Item 3.

## GENERAL TARIFF

DATA SERVICES

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**1. DEFINITIONS**

**ACCESS** – Provides the appropriate analog or digital facilities between the serving wire centre and the customer's premises.

**ADSL – ASYMMETRIC DIGITAL SUBSCRIBER LINE** – transmission technology that provides high-speed transmission of data between the end user(s) and the service provider. The end-user will simultaneously be able to receive telephone service over the common copper loop.

**CHANNELIZING FEATURE** – Enables a DS-1 access to be connected to DS-0 channels.

**DCS – DIGITAL CHANNEL SERVICE** – Digital transmission of information between two points in the same exchange, adjoining exchanges and/or non-adjoining exchanges.

**DEA – DIGITAL EXCHANGE ACCESS** – Digital connection to the Public Switched Telephone Network (PSTN) and a DS-1 Access from the customer's premises.

**DID – DIRECT INWARD DIALING** – Provides necessary CO equipment to permit Inward Dialling to a company or customer-provided PBX local.

**DS-0 INTER/INTRA-EXCHANGE CHANNEL** – A digital facility providing transmission rate up to 64 Kbps between the customer's serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange.

**DS-1 INTER/INTRA-EXCHANGE CHANNEL** - A digital facility providing transmission rate up to 1.544 Mbps between the customer's serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange.

**DS-3 INTER/INTRA-EXCHANGE CHANNEL** – A digital facility providing transmission rate up to 44.736 Mbps between the customer's serving wire centre and the rate centre in cases where the serving wire centre is not the rate centre. It also provides the digital channel facility between wire centres in the same exchange.

**EXCHANGE** - Basic unit for the administration and furnishing of telephone service, and normally includes a city, town or village and adjacent parts.

## GENERAL TARIFF

DATA SERVICES

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**1. DEFINITIONS (Cont'd)**

ISDN DTCl PORT – Provides the connecting port between a DS-1 Access and the Switch, the required call control and signalling for the B-channels and incorporates touch tone and equivalency capabilities for ISDN PRI Service.

ISDN - PRI – INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE – International Standard method of end to end digital connectivity to the PSTN to support a wide range of services such as Voice, Data, Graphics and Image. Primary Rate Interface is a service for the digital transmission of information at 1.544 Mbps between the Company's serving wire centre and ISDN compatible equipment. This service consists of 23 "B" (Bearer) channels operating at 64Kbps and one "D" channel at 64 Kbps for associated signalling and control.

ISP – INTERNET SERVICE PROVIDER LINK SERVICE – provides an integrated access service to connect incoming data to an ISP's equipment.

LINK - provides the central office equipment required to connect:

- an access to an intra-exchange channel
- an access to a network service at the rate centre
- an intra-exchange channel to a network service at the rate centre
- an access to an access

PSTN - Public Switched Telephone Network

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

SERVING WIRE CENTRE - A facility from which the customer derives service.

STATION EQUIPMENT – Equipment located at the Customer's premises providing the digital interface between the customer's data equipment and the access facility.

TRUNK-SIDE INTERCONNECTION – Digital connection to the Public Switched Telephone Network (PSTN) supported by ISUP CCS7 signalling and a DS-1 Access from the customer's premises.

## GENERAL TARIFF

DATA SERVICES

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**2. SIMPLIFIED MESSAGE DESK INTERFACE (SMDI)**

Note: Item 2 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

**2.01 GENERAL**

Simplified Message Desk Interface (SMDI) provides integration between a central office and an external Voice Message System using SMDI technology. SMDI access arrangements allow voice information to be transferred between the switching equipment and an external Voice Messaging System on individual line service. SMDI provides the capability of answering calls and recording messages associated with these calls.

**2.02 MONTHLY RECURRING RATES AND SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SC
9200	Data access port each	285.00	MESC
9201	Voice access lines each	50.00	MESC

## GENERAL TARIFF

DATA SERVICES

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**3 SWITCH 56 DATA SERVICE**

Note: Items 3 & 4 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

**3.01 GENERAL**

- a) Switch 56 Data Service provides customers with digital end to end connectivity through the (PSTN) Public Switched Telephone Network by using the access components of a local access line and a digital Data Service Unit.
- b) Switch 56 service functions in the Central Office when the serving address is 4.0 cable kilometers using 26 gauge cable or 5.5 cable kilometres using 22 or 19 gauge cable from the Serving Wire Centre. Beyond this distance, a special assembly is required.
- c) Switch 56 Data Service is subject to the availability of suitable facilities. Multi-point and multi-drop configurations are not available.
- d) This service feature provides for digital call completion at speeds of up to 56 Kbps and allows the company to offer switched high-speed digital applications.
- e) Switch 56 Data Service Unit is a stand-alone unit located at the customer premises that interfaces the network to provide an all-digital data transmission loop to the serving wire centre. This Unit terminates on a 6-position connection arrangement. This unit is offered on a monthly rental, see Competitive Terminal for pricing.

**4 MONTHLY RECURRING RATES AND SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SC
9002	Switch 56 Data Service Feature	45.50	MESC

## GENERAL TARIFF

DATA SERVICES

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**5 DIGITAL CHANNEL SERVICE - (DCS)****5.01 GENERAL**

- a) DIGITAL CHANNEL SERVICE - (DCS) is a local service furnished where suitable facilities are available for digital transmission of information at speeds of less than 1.2, 1.2, 2.4, 4.8, 9.6, 19.2, 56.0 or 64 Kbps between two points in the same exchange, adjoining exchanges and/or non-adjoining exchanges.
- b) The Company will determine the serving areas subject to the availability of suitable facilities. Multi-point and Multi-drop configurations are not available. A construction charge may be required if suitable facilities are not available. Each request will be addressed individually.
- c) Existing analog service will be maintained until suitable digital facilities are available.

**5.02 MONTHLY RECURRING RATES AND SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SC
9006	DCS Access-each service point – all speeds	60.00	300.00
9007	DCS Link – each wire/rate centre (max. 2)	60.00	N/A
9008	DCS Channel-inter/intra-exchange–all speeds	50.00	N/A
9009	DCS-Change in operating speed	N/A	150.00

## GENERAL TARIFF

## DATA SERVICES

**6 DIGITAL NETWORK ACCESS (DNA) (DS-0, DS-1 & DS-3)**

Note: Items 6 to 14 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

**6.01 GENERAL**

The Company will determine the serving areas subject to the availability of suitable facilities. A construction charge may be required if suitable facilities are not available. Each request will be addressed individually.

**6.02 MONTHLY RECURRING RATES AND SERVICE CHARGES**

Each Digital Network Access will comprise of at least One Access + One Link Charge. An Inter/Intra Channel Charge applies if the circuit is through more than one Serving Wire/Rate Centre. Channelizing feature is charged if less than the full circuit (DS-1 = 24 DS-0 Channels) is used.

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
9010	DS-1 Access – Non Contracted	400.00	700.00
9011	DS-1 Access – 1 Year Contract	330.00	700.00
9012	DS-1 Access – 3 Year Contract	280.00	700.00
9013	DS-1 Access – 5 Year Contract	230.00	700.00
9014	DS-1 Link	60.00	N/A
9015	DS-1 Channelizing Feature	90.00	125.00
9016	DS-1 Inter/Intra – Exchange Channel	240.00	N/A
9017	DS-0 Inter/Intra – Exchange Channel	20.00	N/A
9020	DS-3 Access – Non Contracted	2950.00	2000.00
9023	DS-3 Access – 1 Year Contract	1900.00	2000.00
9024	DS-3 Access – 3 Year Contract	1700.00	2000.00
9024	DS-3 Access – 5 Year Contract	1600.00	2000.00
9021	DS-3 Link	100.00	N/A
9022	DS-3 Inter/Intra – Exchange Channel	1000.00	N/A

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**DATA SERVICES**

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**7 DIGITAL EXCHANGE ACCESS (DEA)****7.01 GENERAL**

- a) The Company will determine where DEA service is provided subject to the availability of suitable facilities. A construction charge may be required if facilities are not available. Each request will be addressed individually.
- b) DEA provides a digital connection to the Public Switched Telephone Network (PSTN) and the DS-1 Access from the customer's premises or other service point. DEA service requires PSTN Connectivity between DS-1 Access Facility and the PSTN. Each PSTN Connection is subdivided into DS-O time slots and is available in a 2-way configuration.
- c) Five Direct Inward Dialing (DID) numbers are provided for each DS-1 access. Additional DID numbers may be subscribed to in Section 900 – 10.

**7.02 DEA Service consists of the following components**

- a) DS-1 Access and appropriate charges (Section 900 – 6)
- b) PSTN Connection charges – per DS-1 (below)(in lieu of DS-1 Link Charges)
- c) PSTN Connectivity charges – per DS-0 (below)

**7.03 (DEA) MONTHLY RECURRING RATES AND SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
9600	DEA PSTN Connection – per DS-1	216.00	\$250.00*
9601	DEA PSTN Connectivity – per DS-0	32.00	50.00

\* A Service Charge applies for the first PSTN connection/customer. After initial installation, service charge will apply to any subsequent activity.



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**DATA SERVICES**

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**8 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE SERVICE (ISDN PRI)****8.01 GENERAL**

- a) The Company will determine where ISDN PRI service is provided subject to the availability of suitable facilities. A construction charge may be required if facilities are not available. Each request will be addressed individually.
- b) This service is a method of direct digital access to the Public Switched Telephone Network (PSTN) and the Digital Switched Network (DSN) based upon an international standard. ISDN PRI provides end to end digital connectivity to support a wide range of services such as Voice, Data, Graphics and Image. ISDN may be connected at the customer's premises to company provided or compatible customer provided equipment.
- c) Five Direct Inward Dialing (DID) numbers are provided for each DS-1 access. Additional DID numbers may be subscribed to in Section 900 – 10.
- d) ISDN PRI is furnished for the digital transmission of information at 1.544 Mbps between the Company's serving wire centre and compatible terminal equipment at the customer's premises or other service point. This service consists of 23 "B" (Bearer) channels operating at 64 Kbps and carrying customer information for voice, data and image and one "D" channel at 64 Kbps for associated signaling and control. This service is delivered via DS-1 Access technology to the customer location.
- e) Translation Changes involve subsequent installation of additional accesses and/or D-Channels, PSTN Connectivity's or each time the DS-1 system group is modified at the customer's request.

## GENERAL TARIFF

## DATA SERVICES

**9 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE SERVICE (ISDN PRI) (Contd)**

**9.01** (ISDN PRI) Service consists of the following components:

- a)** DS-1 Access and appropriate charges (Section 900 – 6)
- b)** ISDN DTCI PORT per DS-1 - provides the PSTN connection plus one (1) ISDN Signaling Channel (D-Channel) (below)(in lieu of DS-1 Link Charges)
- c)** PSTN Connectivity per DS-0 (below)
- d)** Additional Components as required (below).

**9.02** (ISDN PRI) MONTHLY RECURRING RATES AND SERVICE CHARGES

ITEM CODE	DESCRIPTION	MRC	SC
9700	ISDN DTCI Port, per DS-1 – Monthly	336.00	\$830.00
9701	ISDN DTCI Port, per DS-1 – 1 Year	170.00	\$830.00
9703	ISDN DTCI Port, per DS-1 – 3 Year	140.00	\$830.00
9704	ISDN DTCI Port, per DS-1 – 5 Year	120.00	\$830.00
9705	PSTN Connectivity – per DS-0	32.00	*
9706	Additional “B” Channels	100.00	**\$250.00
9707	Backup “D” Channel	25.00	\$250.00
9708	Type A Link, per Link	8.00	*
9709	Translation Changes	--	\$250.00

\*Subsequent to the initial installation of translations, a charge applies

\*\* Includes required translations

## GENERAL TARIFF

DATA SERVICES

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**10 DIRECT INWARD DIALING****10.01 GENERAL**

Direct Inward Dialing provides the necessary Central Office equipment to permit DID to a company or customer-provided PABX local, subject to availability of suitable facilities. Direct Inward Dialing may be provided on either DEA or ISDN Access and may be required for additional numbers for ISP Internet Service Provider Link Service.

**10.02 MONTHLY RECURRING RATES & SERVICE CHARGES**

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
9800	DID – Direct Inward Dialling	6.90	MESC

**11 (ISP) INTERNET SERVICE PROVIDER LINK SERVICE****11.01 GENERAL**

- a) ISP Internet Service provides an integrated access arrangement using (DEA) Digital Exchange Access or (ISDN) Integrated Service Digital Network (PRI) Access Service to connect incoming data to an (ISP) Internet Service Provider's equipment.
- b) The Company will determine where ISP Link Service will be provided, subject to the availability of suitable facilities. A construction charge may be required if facilities are not available. Each request will be addressed individually.
- c) ISDN PRI or DEA connect ISP links with incoming data using up to five access telephone numbers and five trunk groups per DEA system group, as required. Additional telephone numbers may be obtained based on rates specified in the company's Direct Inward Dialling Service (Section 900 - 10).
- d) ISP Links may not be used to provide other services like the termination of 900 & 976 calls and ordinary voice communication. An exception, ISP Links can terminate 800/888/877 calls.

## GENERAL TARIFF

DATA SERVICES

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## 11. (ISP) INTERNET SERVICE PROVIDER LINK SERVICE (Cont'd)

## 11.02 MONTHLY RECURRING RATES AND SERVICE CHARGES

- a) DS-1 Access and appropriate charges (Section 900-6)
- b) PSTN Connection (either DEA or ISDN PRI rates apply) (in lieu of DS-1 Link Charges)
- c) ISP Links per DS-0 (in lieu PSTN Connectivity per DS-0)
- d) Equivalent service is included in the monthly rate for ISP links
- e) Network Ring Again, Calling Name & Number Identification are not available with ISP Link service.

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
9900	ISP LINK per DS-0	22.00	25.00 maximum 575.00

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**DATA SERVICES**

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**12. ASYMMETRIC DIGITAL SUBSCRIBER LINE ACCESS SERVICE (ADSL)****12.01 GENERAL**

- a) The Asymmetric Digital Subscriber Line (ADSL) Access Line Service tariff provides ADSL Service Providers with access to a Residence or Business customer's line for the purpose of connecting the line to the Service Provider's own ADSL equipment, which is located at the Company's serving wire centre and in the end user's premises. This gives the ADSL Service Provider the capability to provide high-speed digital data transmission on the same line that the End-user has Primary Exchange Service.
- b) Definitions for the purpose of this tariff:
- Asymmetric Digital Subscriber Line (ADSL) is a transmission technology that provides high-speed transmission of data between the end-user(s) and the Service provider. The end-user will simultaneously be able to receive telephone service over the common copper loop.
  - End-user is the ultimate user of the high-speed digital service applications.
  - Customer is the ADSL Service Provider subscribing to the Company's Digital Subscriber Line Access to Line Service
  - MDF is the Main Distributing Frame
  - Service Provider is a provider of Asymmetric Digital Subscriber Line (ADSL) service

**12.02 CONDITIONS OF SERVICE**

- a) This service is available in selected wire centres (host switch or switch remote) as determined by the Company and is subject to the availability of suitable facilities.
- b) This service is restricted to End-users that subscribe to the Company's Primary Exchange Service, specifically Residence Single Line Access Service or Business Single Line Access Service, at rates specified in the Company's General Tariff.
- c) The ADSL Service Provider must provide a letter of authorization on behalf of the Primary Exchange Service End-user to the Company before the Company will allow the Service Provider access to the End-user's line.
- d) This service will not be available on lines where the distance exceeds limitations, excessive bridge taps are present, loading coils are present, or metallic continuity cannot be maintained.
- e) Where it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet the requirements of an ADSL Service Provider, an additional charge may be assessed to the Service provider based on the equipment installed or the unusual expense incurred.
- f) The Service Provider's ADSL equipment must be certified in accordance with Industry Canada Certification Specification CS-03.

## GENERAL TARIFF

DATA SERVICES

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- g) The Company does not guarantee the level of transmission service performance provided by the ADSL Service Provider over the line.
- h) Due to regular grooming and upgrading of the Company's telecommunications network, the Company cannot guarantee the ongoing access to a line for the purpose of facilitating the provision of ADSL Access to Line Service.
- i) If an End-user cancels their Primary Exchange Service or if it is otherwise removed from service, billing for ADSL Access to Line Service will continue until the ADSL Service Provider has informed the Company that the ADSL Access to Line Service is to be terminated.
- j) This service will only be terminated to the ADSL equipment located in the serving wire centre. ADSL equipment located in the Company's wire centres will be governed through space and power requirements as negotiated with the customer.

**12.03 RATES AND CHARGES**

<u>Charge</u>	<u>Monthly Rate</u>	<u>Service</u>
Asymmetric Digital Subscriber Line (ADSL) Access to Line Service tariff	\$10.00	\$100.00

## GENERAL TARIFF

## DATA SERVICES

**13. TRUNK-SIDE INTERCONNECTION****13.01 GENERAL**

- (a) The Company will determine where Trunk-side Interconnection service is provided subject to the availability of suitable facilities. A construction charge may be required if facilities are not available. Each request will be addressed individually.
- (b) Trunk-side Interconnection provides the common equipment and facilities in the serving wire centre, the exchange and other exchanges required to terminate a Trunk-side Access Channel in the Company's servicing wire centre and to process a call on the Company's public switched telephone network to the Company's subscribers in the local calling area of the originating exchange. DEA provides a digital connection to the Public Switched Telephone Network (PSTN) and the DS-1 Access from the customer's premises or other service point. DEA service requires PSTN Connectivity between DS-1 Access Facility and the PSTN. Each PSTN Connection is subdivided into DS-O time slots and is available in a 2-way configuration.
- (c) Trunk-side Interconnection Trunk charges.

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
-	Each Trunk-side Interconnection Trunk, to a maximum of 24 trunks, or – per DS-1	30.00	\$264.00
-	Each Trunk-side Interconnection Trunk, to a maximum of 48 trunks, or – per DS-1	38.00	\$264.00
	Each Trunk-side Interconnection Trunk, to a maximum of 72 trunks, or – per DS-1	42.00	\$264.00
-	Each Trunk-side Interconnection Trunk, to a maximum of 84 trunks, or – per DS-1	43.00	\$264.00
-	More than 84 Trunk-side Interconnection Trunks, each trunk	44.00	\$264.00

## GENERAL TARIFF

## DATA SERVICES

- (d) Trunk-Side Access Channel is provided over digital network services of the Company. Such a system provides 24 digital access channels between a servicing wire centre and a mutually agreed upon Point of Interconnection. For each digital access channel, the rates are in accordance with Section 900 – 9 of the Company's General Tariff.
- (e) In addition to the monthly rate, service charge and construction charge for each Trunk-side Access channel and applicable for each customer termination, are the monthly rates and related service charges for the Trunk-side Interconnection Trunks, as identified in Section 900 – 13 of the Company's General Tariff.

**14. CCS7 TRANSITING CHARGE**

- (a) CCS7 Signaling Interconnection will provide WSP's using trunk-side interconnection with the ability to interconnect their own CCS7 signaling network with the Company's CCS7 signaling network in order to exchange the ISUP signaling information necessary to support the completion of calls between the two networks. CCS7 Signaling Interconnection is subject to the availability of suitable equipped facilities.
- (b) The Company's ability to offer CCS7 Signaling interconnection is based on the WSP having the appropriate links in place between the WSP's STPs and a Bell Canada gateway STP.
- (c) CCS7 Signaling Charges are components of CCS7 Signaling Interconnection with applicable rates and charges. The rates and charges that are identified are in addition to those identified for Trunk- side Access.

ITEM CODE	DESCRIPTION	MRC	SERVICE CHARGE
-	Basic CCS7 Transiting Service (See notes 1 & 5)	\$420.90	
-	Enhanced CCS7 Transiting Service (See notes 1 & 5)	\$516.66	
-	Competitive LNP-SCP (Notes 1 & 2)	\$698.28	
-	Initial Service Charge – per order (See Note 3)	-	\$2,732.40
-	Subsequent Service Charge – per order (See Note 4)	-	\$1,792.16

Note 1: The monthly rate for Basic and Enhanced CCS7 Transit Services or CCS7 transit to a competitive LNP SCP service applies per ILEC territory.

Note 2: A competitive LNP SCP service provider must subscribe once for each of its customers using the CCS7 Transit to a competitive LNP SCP service and for each ILEC territory where its customers operate.

Note 3: A service charge of \$2,732.40 applies per order, for an initial CCS7 transit service request independently from the type of CCS7 Transit service ordered, the number of locations within an ILEC's territory, the number of ILEC's territories where transiting is requested or the number of carriers associated with the transit arrangements.

Note 4: A service charge of \$1,792.16 applies per order, for a subsequent CCS7 transit service request independently from the type of CCS7 Transit service ordered, the number of locations within an ILEC's territory, the number of ILEC's territories where transiting is requested or the number of carriers associated with the transit arrangements.

Note 5: A LEC must subscribe once for each of its customers using the CCS7 Transit service to connect to its BNS database and for each ILEC territory in which its customers operate.



**15. DS-1 SERVICE and NUMBER ACTIVATION**

Note: Items 15 & 16 apply only to the exchanges of Aberarder, Forest & Arkona. Previously known as "People's Tel Limited Partnership Exchanges". Previously known as "People's Tel Limited Partnership Exchanges".

**15.01 General**

- a) This tariff is subject to the terms and conditions of the Cellular Interconnection Agreement signed by the Company and Bell Mobility Cellular.

**15.02 Rates and Charges**

- a) Seven digit telephone numbers

USOC	DESCRIPTION	MRC	SC
CATNO	Each group of 100 activated seven digit numbers with out-pulsing	\$14.00	MESC
CATNOA	Each group of 100 reserved seven digit numbers	\$4.00	MESC

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**DATA SERVICES**

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**16. SWITCHED 56 DATA SERVICE****16.01 GENERAL**

- a) Switched 56 data service provides customers with digital end to end connectivity and the ability to transmit data between digital terminal equipment. Transmission rates of up to 56 kilobits per second (kbps) synchronous and up to 19.2 kbps asynchronous; are supported using the Public Switched Telephone Network (PSTN).
- b) Current technology for provisioning Switched 56 Data Service requires a standard, non-loaded, two wire cable pair with a maximum cable distance between the customer's premise and the serving wire centre as follows:  
4.3 kilometres (14,000feet) using 26 AWG cable  
5.5 Kilometres (18,000feet) using 22 or 24 AWG cable
- c) Extra-exchange distance charges are applicable as provided for in Tariff section 260.
- d) Switched 56 Data Service is offered subject to the availability of suitable facilities with the limitations provided in b) above.
- e) A company approved proprietary Datapath Terminal is required to be installed at the customer's premises. The Datapath Terminal can be either customer provided or company provided at the rates and charges as specified in 2.02 following. The Datapath Terminal is connected between the two-wire cable pair via a company provided Data Jack (Tariff Section 490) and the customer's digital terminal equipment.

**16.02 RATES and CHARGES**

- a) The monthly recurring Charges and service charges shown below, plus other rates and charges as provided for in the appropriate tariff sections apply for the provision of Switched 56 Data Service and are all subject to a minimum initial contract period of six months.

USOC	DESCRIPTION	MRC	SERVICE CHARGE
S56	Switched 56 Data Service	\$71.50	\$215.00
S56TERM	Datapath Terminal	\$50.00	\$150.00

**INTRA-EXCHANGE SERVICES & SPECIAL ASSEMBLIES**

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\*Note: Section 1000 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as  
"Peoples Tel Limited Partnership Exchanges".

RESERVED FOR FUTURE USE

## GENERAL TARIFF

## INTRA-EXCHANGE SERVICES &amp; SPECIAL ASSEMBLIES

1. GENERAL – SPECIAL ASSEMBLIES

The Special Assembly section is a catalogue of all special assemblies which have been processed, costed rated, approved and in service.

This section provides a description, a USOC, the rate and its application for each Special Assembly.

2. SPECIAL ASSEMBLIES CATALOGUE2.01 Ground Start

Feature prevents the simultaneous seizure of a Central Office trunk by an incoming and outgoing call. The ground start feature provides for instant circuit busy. This feature is available for a DMS individual line or key access line.

<u>MRC</u>	<u>SC</u>	<u>USOC</u>
\$5.30	MESC	GNDST

2.02 Direct Inward Dialing (Department of National Defence)

Feature allows direct inward dialing to various locations at DND Camp Ipperwash. Rates

Trunks at \$18.70 (Single line business rate) - 2  
 Equivalent line service @ \$8.70 - 2  
 Trunk modification for direct dialing @\$4.25 - 2  
 Mileage charges @\$.95 - 60  
 Inter exchange circuit charge @33.75 - 2

		<u>MRC</u>	<u>SC</u>
Total trunking charges	\$82.90	MESC	
Each Direct Inward Dial Number	\$ 6.90	MESC	

## GENERAL TARIFF

INTRA-EXCHANGE SERVICES & SPECIAL ASSEMBLIES

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2. SPECIAL ASSEMBLIES CATALOGUE (cont'd)2.03 Station Identification Remote Encoder

Provides an arrangement whereby a person using an automatic banking machine can lift the handset of a Touchtone equipped telephone associated with the machine and be connected automatically to an attendant at a central location via an automatic dialer capable of dialing an 11 digit number. Upon being connected to the central location, an inquiry is received at the remote encoder. The encoder sends back a 4 digit location code to the central location identifying where the banking machine is. Once this operation is complete, a normal conversation can take place.

<u>MRC</u>	<u>SC</u>	<u>USOC</u>
\$12.20	MESC	CG20HA

2.04 Phone Closure Ambulance

Provides a specialized phone within an enclosure, located on the outside wall of the ambulance garage.

<u>MRC</u>	<u>SC</u>	<u>USOC</u>
\$7.50	MESC	ET9

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RELAY SERVICE

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**1. DEFINITIONS**

**Relay Service** enables a person using a keyboard-type device (e.g. TTY) to communicate with a hearing person (or vice-versa) over the telephone network. A specially trained operator assists in the placing or receiving of calls to/from persons using a keyboard-type device.

**IP Relay** is a text-based operator service that provides persons with hearing or speech disabilities with the technical means to communicate via telephone call with persons without such disabilities. All relay calls require three parties: the caller, the intended recipient of the call and the relay operator. In an IP Relay call, the relay operator communicates with the person with a hearing or speech disability via text and the person without a hearing or speech disability via voice. The person with a disability accesses the service by using any device capable of Internet access to reach the relay provider's website and/or text messaging application to reach the relay operator. The person without a disability dials a toll free number to reach the relay operator using any telephone service. While access to the Internet and a device capable of Internet access are necessary for the person with a disability to communicate with the IP Relay operator, these two items are not part of the relay service offering.

All references to Relay Services include both TTY-based and IP Relay based service.

**2. CONDITIONS OF SERVICE**

An IP Relay operator will relay conversations only when one of the parties is a deaf, hard of hearing or speech-impaired customer communicating using an IP connection and the other party is a hearing party using a telephone. The operator shall terminate the call when either party hangs up. IP Relay to IP Relay and IP Relay to TTY calls are not supported. Persona reserves the right to terminate any message which is found to be contrary to law.

Persona assumes no liability to any Basic Exchange Service or IP Relay Service Customer for mistakes, omissions, interruptions, delays, errors or defects in the transmission of the actual voice to printed text or printed text to voice translation.

Persona reserves the right to terminate a message which in Persona's opinion abuses or injuriously affects the operation of the facilities or services of Persona.

Persona shall not maintain any records covering the content of any message. IP Relay Services are available for use twenty-four (24) hours per day, seven (7) days per week. To place an IP Relay Toll Call, the originator shall contact an IP Relay service operator via an 800 Service provided for such purpose. The IP Relay service operator shall establish and relay the message and record call details for billing purposes.

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**RELAY SERVICE**

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**2. CONDITIONS OF SERVICE – Cont'd**

Basic emergency service is provided for emergency calls placed through IP Relay Services. End-users placing an emergency call through IP Relay Services will be routed to an operator and the end-user will be asked to provide their location, city and province in which the emergency exists.

Once this information has been successfully provided to the Operator, the Operator will route the end-user's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided location.

**Note:** End-users will not be charged a fee for IP Relay Services. However, end-users will be responsible for any long distance charges incurred by any calls placed via IP Relay.

Any charges incurred are added to the end-user's phone bill.

**3. MONTHLY RATES**

A monthly rate as stated below applies to all residence and business customer's switched network access lines and are in addition to other applicable rates and charges.

	<b>Monthly Rate</b>
Relay Service	\$0.13

**Note 1: Exemption: Coin Telephone Service**

**\* This service is provided for Persona by a third party.**

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**INTERCONNECTION WITH IXCs**

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**1. Definitions**

For the purposes of this Tariff:

**Account Receivable** is an individual charge associated with an eligible call purchased from an IXC according to the terms and conditions of the Company's Billing and Collection Services Agreement.

**ANI** is Automated Number Identification

**CARE** is Customer Account Record Exchange

**CCS7** is Common Channel Signaling 7

**Circuit Group** means a group of equivalent circuits.

**Data Service** means a telecommunications service other than a voice service.

**Dedicated Service** means a telecommunications service which is dedicated to the private communications needs of a user, where one end of the facility used to provide the service is terminated at equipment dedicated to the user.

**Interconnecting Circuit** means a circuit or path that connects an IXC's facility to a facility of the Company to provide access to the Company's public switched telephone network (PSTN). An interconnecting circuit may connect:

1. an IXC's facility to a Company central office to which customer lines are directly connected (end office); or
2. a Company central office to an IXC's Centrex service via a Direct Inward System Access (DISA) path; or
3. an IXC's Centrex service to the PSTN via an outgoing Centrex PSTN connection; or
4. an IXC's facility to a Company central office to which end offices are directly connected in order to originate or terminate toll traffic (toll office).

**Interexchange Service or Interexchange Facility** means a service or facility configured to operate between any two exchanges for which Message Toll Service charges would apply, including overseas and international services and facilities.

**Interexchange Carrier (IXC)** means a Canadian carrier as defined in section 2 of the *Telecommunications Act*.

**Joint-Use Basis** means on a basis in which a circuit is not dedicated to a single user.

**Line-Side Access** means any connecting arrangement provided by the Company to an IXC over which PSTN dial tone is delivered by means of an interconnecting circuit, enabling the IXC to access or egress the Company's PSTN.



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**INTERCONNECTION WITH IXCs**

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**1. Definitions(Cont'd)**

**PIC** is Primary Interexchange Carrier.

**Resale** means the subsequent sale or lease on a commercial basis, with or without adding value, of a telecommunications service leased from an IXC or from the Company.

**Reseller** means a person engaged in resale.

**Sharing** means the use by two or more persons, in an arrangement not involving resale, of a telecommunications service leased from an IXC or the Company.

**Sharing group** means a group of persons engaged in sharing.

**Standby Circuit** means an interconnecting circuit with line or trunk side access which has been activated but rendered incapable, by the Company, of carrying traffic.

**Subscriber** means a person for whom telecommunications equipment, facilities or service have been provided by an IXC.

**Trunk-Side Access** means any connecting arrangement provided by the Company over which calls dialed 1+, 0+,00-, 1+950, 10XXX, 1+800/888, 01+ and 011+ can be routed to the IXC's network and over which traffic from the IXC's network can be routed for termination in the local PSTN.

**User** means a person or a member of a sharing group using a telecommunications service or facility for the person's or member's private communications needs.

**Voice Service** means a two-way telecommunications service involving direct real-time voice communication between two or more natural persons. It does not include a service the purpose of which is limited to the coordination or setting up of a data service.

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**INTERCONNECTION WITH IXC's**

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**2. Facilities**

- 2.01** The Company will furnish to the Interexchange Carrier (IXC), subject to the availability of facilities interconnecting circuits, Common Channel Signaling 7(CCS7) connections and appropriate Automatic Number Identification (ANI) or Caller ID signaling, for the purpose of testing its network, at the rates and charges for such connections specified in the Company's Tariffs.
- 2.02** Connections furnished to the IXC pursuant to this Item will be restricted to testing functions. The IXC shall not use these connections to carry any of its administrative or commercial traffic.
- 2.03** Contribution charges will not apply to facilities designated as test facilities.

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**INTERCONNECTION WITH IXCs**

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**3. Interconnecting Circuits with Trunk-Side Access****3.01 General**

- (a) An interconnecting circuit “with trunk side access” refers to a connecting arrangement provided by the Company over which traffic from the IXC’s network can be routed for termination in the local PSTN.
- (b) An interconnecting circuit with trunk side access may be arranged for Feature Group D service, which provides the IXC with the capability of offering subscribers access to its network by dialing 1+, 0+, 10XXX, 01+ or 011+. Interconnecting circuits with trunk side access arranged for Feature Group D service may be connected to an Access Tandem (AT Connection) or to an End Office (Direct Connection) and may use Multi-Frequency (MF) signalling or CCS7 signalling, subject to the availability of suitable facilities.
- (1) Access to the IXC’s network from the Company’s public and semi-public telephones is Available via 10XXX dialing. The Company will not accept coin payment for such calls.
- (c) An interconnecting circuit with trunk side access may be arranged to provide for the routing of 800/888 calls destined for the IXC’s network. This arrangement is available for AT Connections only and may use MF or CCS7 signalling.
- (1) Interconnecting circuits with trunk side access established for the purpose of routing 800/888 calls destined for the IXC’s network must be arranged for one-way service.

2(a)	Restrictions on Use	Reserved for future use
2(b)	National Origination	Reserved for future use
3	Rates and charges	Reserved for future use
4	Network charges	Reserved for future use

**3.02 Billing and Collection Services**

- (a) Effective 1998 01 01, for any call which is charged back to an IXC, as specified in the Company’s Billing and Collection Services Agreement, the Company will provide to the IXC the customer’s name, telephone number and billing address associated with the call.
- (b) The Company will furnish services at rates specified in the Billing and Collection Services Agreement

**3.03 PIC processing**

- (a) When the IXC is provided with interconnecting circuits with trunk-side access arranged for Feature Group D service, the IXC can offer its subscribed customers access to its network through 1+, 0+, 01+, 011+, and 00- dialing. Such access is enabled through the identification of the IXC as the customer’s Primary Interexchange Carrier (PIC). PIC selections may be specified for eligible Company-provided primary monopoly exchange services which provide direct voice access to the PSTN through “1+” dialing and which are provisioned in End Offices which support Feature Group D. A list of specific services is included in the PIC/CARE Manual described in C below.

## GENERAL TARIFF

## INTERCONNECTION WITH IXCs

**3. Interconnecting Circuits with Trunk-Side Access (Cont'd)**

- (b) An IXC with Feature Group D service is required to establish a PIC processing account with the Company at least 60 calendar days prior to the requested commencement of PIC processing. When the account is established, the IXC must identify the PIC processing parameters and options required, as specified in the IXC's Customer Account Record Exchange (CARE) Profile which is provided in the PIC/CARE Manual. The establishment of the PIC processing account is subject to a service charge as specified in (h)(1) below. Changes to the IXC's CARE Profile are subject to a service charge as specified in (h)(2) below. Subsequent changes to these parameters and options must be provided in writing at least 30 calendar days prior to the requested date for implementation of the changes.
- (c) The Company will provide each IXC which establishes a PIC processing account with two copies of the PIC/CARE Manual. The PIC/CARE Manual reflects standards and procedures for the processing of PIC transactions between the Company and the IXC. Additional copies of the PIC/CARE Manual are provided subject to the charge as specified in (h)(3) below.
- (d) PIC processing charges apply for establishing or changing the PIC selection for a customer's access line, such as for new or additional access lines, customer moves, and customer-initiated number changes. Charges for processing customer PIC transactions are assessed to the IXC selected by the customer and are as specified in (h)(4) below.
- (e) In the case of PIC selection changes which are disputed by the customer or an IXC on behalf of the customer, the customer's PIC selection will be reinstated to the previous PIC. The IXC must then provide evidence of customer authorization as described in the PIC /CARE Manual. If such customer authorization is not provided within 15 business days from the date of the request from the Company, the IXC will be deemed to have requested an unauthorized PIC change, and will be assessed the charge specified in (h)(5) below. A PIC processing charge as described in (d) above will also be assessed to the IXC having requested the unauthorized PIC change, to cover the reinstatement of the unauthorized PIC to the previous PIC selection.
- (f) To enable the IXC to validate or place PIC subscription orders at the Working Telephone Number (WTN) level, the IXC may request and obtain from the Company a detailed record transaction in CARE format of all WTNs subscribed to a specific Billing Telephone Number (BTN). Service charges apply as specified in (h)(6) below.
- (g) To enable the IXC to perform a reconciliation between the IXC's billing records and the Company's PIC database, the IXC may request a Verification Record from the Company. Verification Record transactions are subject to the service charge specified in (h)(7) below.

**(h) PIC processing charges are as follows:**

1	Account Set-Up charge, each PIC processing account	\$706.68
2	Changes to CARE profile, each request	\$188.31*
3	PIC/CARE Manual, each additional copy	\$88.34
4	PIC Processing charge, each access line	\$6.08*
5	Unauthorized PIC Change charge, each access line	\$58.11
6	BTN Detail charge, each WTN provided	\$0.12
7	Verification Record charge, each access line	\$0.12

**INTERCONNECTION WITH IXCs****3. Interconnecting Circuits with Trunk-Side Access (Cont'd)****3.04 Carrier Network Profile Change**

- (a) Prior to an IXC initially being provided with interconnecting circuits with trunk side access, the IXC is required to complete an Access Customer CARE Profile to select network and translation options. The Profile data is subsequently programmed into the Company's switches, as required.
- (b) Service charges, as outlined in (c) below, apply to change the selected options and change the network translations in the Company's switches associated with each impacted Carrier Identification Code (CIC) at any time subsequent to the initial programming.
- (c) The following service charges apply at each End Office switch impacted by the IXC's request.  
Presubscription Indication.....\$94.75

**3.05 Standby Circuits**

## Terms and Conditions

- (a) All requests to establish standby circuits and to subsequently remove the standby condition must be addressed to the Company and will be offered where the availability exists.
- (b) Upon removal of the standby condition, standby circuits may be used only for the type of service specified in the original order which established them.

## Rates and Charges

- (a) The Company will furnish standby circuits at the following rate and charge for interconnecting circuits with trunk side access and in the appropriate General Tariff services that may be used to provide interconnecting circuits with line-side access.

Interconnecting circuits, per month	\$835.50
Provisioning of IXC Switch to interconnecting circuits	\$3,933.00

- (b) The only service charge associated with the establishment of a standby circuit, is the one to activate the appropriate connection or access as follows:
  - 1) For interconnecting circuits with line side access, the service charge for PSTN connectivity.
  - 2) For interconnecting circuits with trunk side access, the service charge in the General Tariff for the Administration Charge and Line Connection Charge components.
- (c) Designation of an active circuit to standby and removal of the standby condition are each subject to an Administration Charge per customer order (request) plus a service charge per circuit, equal to the service charge to establish the interconnecting circuit.
- (d) Contribution charges do not apply to interconnecting circuits designated as standby circuits.

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**INTERCONNECTION WITH IXCs**

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**4. Network Announcements for Customers of Disconnected IXCs With Features Group D****4.01 General**

- (a) This service provides for a network announcement to be activated when an IXC with Feature Group D service is disconnected from the Company's network, or otherwise ceases to provide its customers with access to long distance services. The Company will route all calls destined for the network of the disconnected IXC to a recorded announcement. When customers attempt to place calls on the network of the disconnected IXC, the announcement will inform customers to contact another long distance service provider to establish service and/or to obtain instructions for making immediate long distance calls via casual dialing.
- (b) A once-only charge as specified in (1) below is assessed for the creation of the announcement capability. This charge is assessed to each IXC having provided to the Company on the effective date of this tariff an "Access Customer CARE (Customer Accounts Record Exchange) Profile" as referenced in the PIC/CARE Document.
- (c) Each time an IXC with Feature Group D service is disconnected from the Company's network, or otherwise ceases to provide its customers with access to long distance services, a charge as specified in (2) below is assessed for the activation of the recorded announcement. This charge is assessed to each remaining IXC having provided to the Company, on the date that the announcement is activated, an "Access Customer CARE Profile as referenced in the PIC/CARE Document.

	<b>Charge</b>
(1) Once-only announcement creation fee	\$4,770.00
(2) Announcement activation charge, each occurrence	\$336.00

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**INTERCONNECTION WITH IXCs**

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**5. Bulk Transfer of a Customer Base Between IXCs Having Feature Group D Service****5.01 General**

- (a) This service is intended for situations such as acquisitions or mergers in which one IXC with Feature Group D service (the Acquiring IXC) acquires the equal access customer base of another IXC (the Original IXC). An Acquiring IXC can request the Company to convert the customer PIC selections from the Original IXC to the Acquiring IXC on a bulk transfer basis. Prior to the processing of such a bulk customer base transfer by the Company, the Acquiring IXC must provide the Company with documentation of the Original IXC's agreement to the bulk transfer of its customer base.
- (b) An Acquiring IXC requesting a bulk transfer of another IXC's customer base must provide the Company with advance notification of such request. Depending upon the size and nature of the customer base to be transferred, the specific timing of the transfer may be subject to negotiation with the Company.
- (c) Charges for processing a request for a bulk transfer of another IXC's customer base are assessed to the Acquiring IXC. The charges consist of two components, a basic charge per request and a variable charge per access line PIC selection transferred.

(d)

<b>Rates and Charges</b>	
(1) Basic charge, each request, per company	\$21,241.00
(2) Variable charge, each access line	\$1.41

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INTERCONNECTION WITH IXCs

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**6. Customer Information Reports**

**6.01 General**

- (a) Customer Information Reports provide weekly listings of names, addresses and other information as described in (d) below related to orders from the Company's subscribers to install, remove or change the location of a service which will result in access line movement.
- (b) The information may be provided in paper or electronic format, at the discretion of the Company, and is consistent in format with the Bellcore Customer Account Record Exchange (CARE) standard.
- (c) Reports are available under the terms and conditions of a contract that specifies the contract period and termination charges.
- (d) The information provided for each report entry includes:
  - 1) Name
  - 2) Address
  - 3) Working Telephone Number
  - 4) Subscriber Type
  - 5) Activity Type
  - 6) Quantity of lines
  - 7) Order Date and Due Date
  - 8) Non-Listed Indicator
  - 9) Privacy Code
  - 10) Company's Order Number
  - 11) Related Order Identifier
- (e) To protect subscriber privacy, the customer will not engage in telemarketing when subscriber-requested privacy is indicated by the privacy code listed in (d) above. Information about subscribers having non-published numbers will be excluded from the reports.



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INTERCONNECTION WITH IXCs

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**6. Customer Information Reports cont'd**

- (f) The customer may choose, on a monthly basis or less frequently if required, any of the following optional features:
- 1) Geographic filtering, which is the filtering of data on the basis of geographic coverage (all of the Company's operating territory or specific NPA and NXX codes).
  - 2) Subscriber filtering, which is the filtering of data on the basis of subscriber type (business/residence).
  - 3) Completion Status filtering, which is the filtering out of data related to subscriber orders which have already been completed by the time a particular report is produced. The selected optional feature(s) are defined and can be amended periodically by the customer. Prior to delivery of the first report, the Company will provide the customer with a computer diskette containing the table format to be used to define the selected optional features required. To change these requirements, the customer will deliver an updated diskette to the Company with the appropriate revisions.
- (g) The selected optional feature(s) are defined and can be amended periodically by the customer. Prior to delivery of the first report, the Company will provide the customer with a computer diskette containing the table format to be used to define the selected optional features required. To change these requirements, the customer will deliver an updated diskette to the Company with the appropriate revisions.

**6.02 Definitions**

In this tariff item, "Subscriber" shall mean a residential or business customer to the Company's switched voice monopoly access services.

"NPA" shall mean the Numbering Plan Area code used by the Company to indicate the various geographical areas within the Company's operating territory.

"NXX" shall mean the numerical code used by the Company to indicate a specific central office within an NPA.

**6.03 Rates and Charges**

Pursuant to CRTC Telecom Decision 99-18, paragraph 40: "Since the costs of gathering and processing basic customer information and TPI are already included in the CAT, the Commission determines that no additional rate be charged for the incumbent toll provider to receive access to such information."

## GENERAL TARIFF

## TOLL INTERCONNECTION SERVICES

**1. GENERAL**

- 1.01** The TOLL INTERCONNECTION SERVICES Tariff is comprised of charges for Equal Access, Direct Connection and Trunking as outlined in Telecom Decision CRTC 2005-3 and amended by Telecom Decision CRTC 2006-14.

**2. RATES AND CHARGES**

- 2.01** Effective January 1, 2005, for the interconnection of equipment and facilities of interexchange carriers (IXCs) to Company provided equipment and facilities, charges for trunking, equal access, and originating and terminating minutes will apply, as determined by the Canadian Radio-television and Telecommunications Commission in its Telecom Decision CRTC 2005-3 (Decision 2005-3), *Directtoll and network access costing methodology for small incumbent local exchange carriers-Follow-up to Decision 2001-756* (issued January 31, 2005).
- 2.02** Effective January 1, 2005, as outlined in Decision 2005-3, Equal Access start up costs will continue to be amortized over a 10-year period, and without mark-up. Cost recovery will continue to be allocated to the IXCs based on conversation minutes.
- 2.03** Effective 11 July, 2013, in accordance with Telecom Order CRTC 2012-312, the Direct Connect Charge and Access Tandem Charge rates will be per conversation minute per end. The applicable rate is listed below:
- 2.04** Direct Connect rates per conversation minute for the Company: \$0.001662
- 2.05** Effective January 1, 2005, in accordance with Decision 2005-3, charges will apply for IXC interconnection trunking. The trunking charges will include a) link charges, b) base charges, and c) mileage (distance) charges with the measurement of distance based on the vertical/horizontal (V/H) co-ordinates between two points. Further, the trunking charges will be based on the total quantity of proxy interconnection trunks Persona has interconnected with IXC's. The applicable rates are listed below:
- 2.06** Range of Toll Trunks:

	1 to 3 Trunks	4 to 7 Trunks	8 to 30 Trunks	31+ Trunks
Persona			X	

TOLL INTERCONNECTION SERVICES

2. RATES AND CHARGES (CONT'D)

2.07 Monthly trunking rates to be charged per range of Toll Trunks as identified in Section 2.06

Rate per month	1 to 3 Trunks	4 to 7 Trunks	8 to 30 Trunks	31+ Trunks
<b>Link Rates</b>				
a) Link Charge per DS-1	\$60.00	\$60.00	\$60.00	\$60.00
b) Link charge per DS-3	N/A	N/A	\$100.00	\$100.00
<b>Base Charges</b>				
a) Base charge per DS-1 in 0-5 mile band	\$2,000.00	\$1,440.00	\$935.00	N/A
b) Base charge per DS-1 in 6-10 mile band	\$2,000.00	\$1,440.00	\$1,440.00	N/A
c) Base charge per DS-1 in 11-25 mile band	\$560.00	N/A	N/A	N/A
d) Base Charge per DS-1 in 26-50 mile band	\$2,360.00	\$1,800.00	\$1,800.00	\$1,800.00
e) Base Charge per DS-1 in 51-100 mile band	\$3,440.00	\$2,880.00	\$2,880.00	\$2,880.00
f) Base Charge per DS-3 in 101-200 mile band	N/A	N/A	\$44,280.00	\$4,280.00
<b>Distance Charges (Note 1)</b>				
a) Base charge per DS-1 in 0-5 mile band	N/A	N/A	N/A	\$144.00
b) Base charge per DS-1 in 6-10 mile band	N/A	N/A	N/A	\$144.00
c) Base charge per DS-1 in 11-25 mile band	\$144.00	\$144.00	\$144.00	\$144.00
d) Base Charge per DS-1 in 26-50 mile band	\$72.00	\$72.00	\$72.00	\$72.00
e) Base Charge per DS-1 in 51-100 mile band	\$50.40	\$50.40	\$50.40	\$50.40
f) Base Charge per DS-3 in 101-200 mile band	N/A	N/A	\$270.00	\$270.00

**Note 1:** Minimum Distance is 1 mile per trunk, unless co-location tariffs are in place

2.08 In addition to the monthly rates a non-recurring Service Charge for each DS-1 or DS-3 provided to an IXC applies. The Service Charge for either a DS-1 or DS-3 is \$1,400.00.

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS**

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**1. GENERAL**

**Note:** Items 1 -3 apply only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

This Part governs the provision of interconnection services associated with facilities and services of the Company and those of Telecommunications Providers that are LECs. A LEC that wishes to interconnect with the Company must also enter into an interconnection agreement with the Company in the form of the MALI.

Interconnection between the Company and a LEC will be made on a per LIR basis.

**Local Interconnection Region (LIR)**

The LIR for Persona Communications Inc. is identified below:

<b>LIR Code</b>	<b>Point of Interconnection</b>	<b>Exchanges</b>
AYLMON-LIR-01	Aylmer, ON	Aylmer, Cambray, Coldwater, Dyer's Bay, Lion's Head, Manitowaning/Wikwemikong, Mindemoya, Port Burwell, Stokes Bay, Straffordville, and Tobermory

**2. TERMS & CONDITONS****2.01 General**

- a) The Company will provide the elements of local network interconnection and component unbundling subject to the availability of suitable facilities.
- b) The Company does not make any representation that the services in this Tariff item, or related Company Tariffs, shall at all times be available in the quantities requested and at the locations specified. The Company shall, however, make every reasonable effort to make such services available on request.
- c) If a CLEC cancels an application for service after the Company has incurred costs associated with the provision of the service, the CLEC shall pay the Company all incurred costs.
- d) The type, location and timing of facilities to provide the elements of this Tariff item must be specified, at the time of the order, by the CLEC. If the type, location or timing of facilities is changed by the CLEC, any additional expense incurred will be charged to the CLEC.

## GENERAL TARIFF

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS**

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- e) Responsibility for services provided by the Company to a CLEC may be assumed by another CLEC. The assuming CLEC of record shall be responsible for payment of all unpaid rates and charges incurred by the CLEC from whom it assumes the services and facilities. CLEC shall not assign rights under this tariff or an agreement with the company without the company consent not to be unreasonably withheld.
- f) The elements of local network interconnection and component unbundling are provided in accordance with the specifications, interfaces and parameters described in this Tariff item and applicable technical references. The Company's primary obligation under this Tariff item is to provide local network interconnection and unbundled network components in accordance with such specifications, network interfaces and parameters. The Company does not warrant that its local network interconnection and unbundled network components are compatible with any specific facilities or equipment or can be used for any particular purpose or service. CLECs ordering unbundled network components are responsible to obtain and provide facilities and equipment that are compatible with such unbundled network components.
- g) Traffic imbalance may occur for traffic that is interchanged between a CLEC and the Company over designated Bill and Keep trunks. The Company will notify the CLEC immediately upon detecting an imbalance. The monthly rates will be applied on the basis of actual traffic imbalances from the date of notification for as long as the imbalance exists. Billing would commence one month from the date of notification.
- h) Services provided under the terms and conditions of this Tariff item will be maintained in accordance with the technical references.
- i) The provision of local network interconnection and component unbundling outlined in this Tariff item does not constitute a joint undertaking with the CLEC in the furnishing of any service.
- j) In the furnishing of services in this Tariff item, the Company is not responsible to the CLEC or their end-customers for end-to-end service.
- k) The CLEC will furnish or arrange to furnish to the Company, pursuant to the provisions of this Tariff, adequate equipment space and electrical power required by the Company to provide the connections under this Tariff item at the CLEC's premises.
- l) The CLEC will furnish or arrange to furnish to the Company, at no charge, any additional facilities or protective apparatus that may be required to protect against any hazards associated with the particular nature or location of the connections.
- m) When it is necessary for the Company to install special equipment or to incur unusual expense, in order to meet a CLEC's requirements, an additional charge may be assessed based upon the equipment installed or the expense incurred.

## GENERAL TARIFF

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**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS**

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**2.02 Network and Facilities Changes**

- a) The Company does not make any representation that its equipment, facilities and services are, or will remain, adapted for use in connection with CLEC equipment, facilities and services.
- b) The Company reserves the right to change, in whole or in part, the design, function, operation, technology or layout of its equipment, apparatus, lines, switches, circuits, and devices as the Company, in its sole discretion, considers necessary. The Company shall not be responsible to the CLEC or the customers of the CLEC for their equipment, apparatus, lines, switches, circuits, devices, in whole or in part, which cease to be compatible with Company facilities or which become inoperative because of such changes to the Company's equipment, apparatus, lines, switches, circuits, devices or other components.
- c) The Company and CLEC will each provide network-to-network notification to the other party in accordance with the network-to-network notification requirements established by Telecom Letter Decision CRTC 94-11, or any subsequent applicable rulings, and prior to implementing changes to the design, function, operation, technology or layout of its equipment, apparatus, lines, switches, circuits or devices. The Company shall have the right to modify its exchange or LIR boundaries from time to time. The Company shall provide to the CLEC, no later than 31 December of each year, a forecast of exchange or LIR boundary changes which the Company anticipated will be implemented during the following calendar year. In any event, the Company shall provide to the CLEC not less than six (6) months prior notice of any exchange or LIR boundary affecting the territory served by the CLEC.
- d) The CLEC shall not implement any change to its operations, services or network which would, in the reasonable assessment of the Company, materially affect the Company's operations, services or network, without the prior consent of the Company, which shall not unreasonably be withheld and CLEC shall provide the company with six (6) months notice, where possible, of such changes. Moreover, the CLEC shall comply with all Commission rulings regarding appropriate interconnection behaviour.

**2.03 Network Outages**

- a) The Company will provide the CLEC with the earliest reasonable notice of all network outages affecting the operation of the CLEC's networks.
- b) The Company does not guarantee uninterrupted working of its service and/or equipment and shall not be liable to the CLEC, or to any other entity, for any failure or delay in performance of any service provided pursuant to this, or any other Company tariff or agreement, to the extent that such failure or delay is attributable to causes or results from events beyond the Company's reasonable control. Nothing in this Tariff item shall extend the liability of the Company, as specified in the Company's Terms of Service or General Regulations, in the event of network outages or other service problems.

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**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS**

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**2.04 Protection**

- a) The characteristics and methods of operation of any circuits, facilities or equipment of the CLEC, when connected to the Company, shall not:
  - 1) interfere with or impair service over any facilities of the Company or its connecting carriers involved in its services;
  - 2) cause damage to its plant;
  - 3) impair the privacy of any communication carried over its facilities; or
  - 4) create hazards to the Company's employees or to the public.
- b) If such characteristics or methods of operation are not in accordance with the preceding, the Company will, where practicable, notify the CLEC that temporary discontinuance of the use of any circuits, facilities or equipment may be required. When prior notice is not practicable, nothing contained within this Tariff item shall be deemed to preclude the Company from temporarily discontinuing forthwith the availability to the CLEC of any circuit, facility or equipment if such action is reasonable under the circumstances. In cases of such discontinuance, the CLEC will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance.
- c) During any period of temporary discontinuance of service caused by a trouble or condition arising in the CLEC's operations, facilities or network, no refund for interruption of service, as set forth in the Company's Terms of Service or General Regulations, shall be made.

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS****3. RATES AND CHARGES**

Rates and charges for the elements described below are specified in the individual tables following these descriptions, unless otherwise specified.

**3.01 Routing of Competitive Local Exchange Carrier ("CLEC") 800/888 Calls**

As Persona does not have its own Gateway, the CLEC originated 800/888 calls will have to be routed to a default Company Gateway Service Provider (CGSP). Consequently, the CLEC will have to negotiate an agreement with the default CSGP.

**3.02 Compensation for Traffic Terminations a Termination of Intra LIR Traffic**

- a) For traffic that is interchanged between a CLEC and the Company over designated Bill and Keep trunks, traffic imbalance may occur. When a traffic imbalance exists, the party, either the CLEC or the Company, which originates less traffic than it terminates is entitled to compensation. The Company will notify the CLEC when an imbalance is detected in the Company's favour. The monthly rates specified below apply, for each trunk required at the busiest hour of the month, on the basis of actual traffic imbalances from the date of notification of the imbalance, for as long as the imbalance exists. The rates below address for both exchange based and LIR based interconnection. No compensation is payable for traffic deemed by the Commission to have been artificially stimulated in violation of the Telecommunications Act. Any payments made for such traffic prior to the Commission's finding of such a violation shall be refunded back to the commencement of stimulated traffic.

LIR Based Interconnection For traffic imbalance of	Monthly Rate (\$)								
	>10%	>20%	>30%	>40%	>50%	>60%	>70%	>80%	>90%
Up to 24 trunks, each trunk	Bell CRTC 7516, Item/Article105(4)(d)(1)								
Up to 48 trunks, each trunk	Bell CRTC 7516, Item/Article105(4)(d)(1)								
Up to 72 trunks, each trunk	Bell CRTC 7516, Item/Article105(4)(d)(1)								
Up to 96 trunks, each trunk	Bell CRTC 7516, Item/Article105(4)(d)(1)								
More than 96 trunks, each trunk	Bell CRTC 7516, Item/Article105(4)(d)(1)								



## GENERAL TARIFF

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS****3.03 Compensation for Transiting Service****a) Transit services**

Charges imposed on the Company by carriers receiving traffic, which are not recovered in the rates and charges associated with the Company's transit services, will be passed on to the originating carrier in the form of unusual expenses.

Local Transit service provides CLECs with the option to deliver their local exchange traffic to other CLEC's via the Company's networks. The traffic originates and terminates in the same Company LIR.

The monthly charges apply on a per trunk basis for each trunk used to deliver local exchange transit traffic to the Company and applies based on the size of the trunk group. Each transit trunk is provided on a DS-0 basis.

The service charge includes a one-time order processing charge and a trunk activation/change charge per trunk.

	<b>Monthly Rate/ Service charge</b>
Local Transit Service	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
Order processing, each order	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
Trunk activation or change, each trunk	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
<b>Transit Trunk</b>	
Up to 24 trunks, each trunk	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
Up to 48trunks, each trunk	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
Up to 72trunks, each trunk	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
Up to 96trunks, each trunk	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)
More than 96 trunks, each trunk	Bell tariff at CRTC 7516 Item 105 (4) (e) (2.)

## GENERAL TARIFF

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS****3.04 LRN Absent**

This Part governs the provision of services other than those described elsewhere in this Tariff that are associated with the interconnection of Persona's facilities with those of Telecommunications Providers.

## Rates and Charges

Charges for call routing – LRN Absent are specified below.

Call Routing LRN Absent, per DS-0						
Territory	Line-Side Interconnecting Circuits, per month (\$)	Trunk-side Interconnecting Circuits				
		MF Interconnecting Circuits		CCS7 Interconnecting Circuits		
		One-way, per month (\$)	Two-way, per month (\$)	One-way, per month (\$)	Two-way, per month (\$)	Service Charge (\$)
Ontario	Bell CRTC 7516, Item 115(4)(e)					Bell CRTC 7516, Item 115(4)(e)

**3.05 Access To In-Building Wire**

Where Persona has responsibility and control of copper in-building wire in a multi-dwelling unit (MDU), and where a Carrier ISP that provides its own facilities to the main terminal room (MTR) of an MDU wants to use the in-building wire that is owned by Persona to complete the service to the Carrier ISP's customer, Persona will permit the Carrier ISPs to connect to and use Persona copper in-building wire at no-charge. At the time of connection by the Carrier ISP to Persona copper in-building wire, the Carrier ISP takes responsibility and control for its customer's end-to-end service.

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**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS**

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**4. INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS**

**Note:** Item 4.01 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as “People’s Tel Limited Partnership Exchanges”.

**4.01 Compensation for Traffic Termination****Termination of Intra-Exchange or Intra LIR Traffic**

- a) Traffic imbalance may occur for traffic that is interchanged between Persona and a LEC over designated Bill and Keep trunks. Subject to Item 4.01.1 below that applies to existing exchange based interconnection, where a traffic imbalance exists, the party which originates less traffic than it terminates is entitled to compensation. It is the responsibility of the party entitled to compensation (i.e., in whose favour the imbalance exists) to detect and apply charges for the imbalance.
- b) For existing exchange-based interconnection, Persona will notify the LEC of any imbalance in Persona’s favour that is detected for 3 consecutive months on specific trunk groups (the “initial imbalance”).
- c) If Persona detects a traffic imbalance in its favour, subsequent to the initial imbalance that applies for existing exchange-based interconnection and for LIR- based interconnection, it shall notify the LEC as soon as possible. For both the exchange-based and the LIR-based interconnection regimes, the non-recurring monthly rates specified below will be applied on the basis of actual traffic imbalances from the date of notification.
- d) The charge for any month is calculated for each trunk required at the busiest period of that month on the basis of actual traffic imbalance in the month. The non-recurring monthly rates specified below apply, for as long as the imbalance exists. When an imbalance recurs in a month subsequent to its declining to zero, Persona shall notify the LEC of the recurrence of the imbalance. Persona will then issue an invoice for the imbalance consistent with the manner in which ongoing imbalance situations are billed.
- e) Where a traffic imbalance favourable to the Persona exists for a partial month after the activation of bill and keep trunks in a new LIR, Persona may waive charges for that partial month. If Persona chooses to do so, billing will resume as normal in the first complete month.

## GENERAL TARIFF

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS****4.01 Compensation for Traffic Termination – Continued****4.01.1**

Termination of LEC Intra-exchange Traffic					
Territory	Up to 24 trunks, each trunk (\$)	Up to 48 trunks, each trunk (\$)	Up to 72 trunks, each trunk (\$)	Up to 96 trunks, each trunk (\$)	More than 96 trunks, each trunk (\$)
<b>Ontario/Quebec<sup>1</sup></b>					
Greater than 20%	4.08	6.42	7.12	7.49	7.68
Greater than 40%	6.84	10.70	11.85	12.47	12.80
Greater than 60%	9.54	14.98	16.62	17.47	17.91

1. Rates applicable in the exchanges of Aberarder, Forest & Arkona.

Termination of LEC Intra LIR Traffic					
Territory	Up to 24 trunks, each trunk (\$)	Up to 48 trunks, each trunk (\$)	Up to 72 trunks, each trunk (\$)	Up to 96 trunks, each trunk (\$)	More than 96 trunks, each trunk (\$)
<b>Ontario/Quebec<sup>1</sup></b>					
Greater than 10%	2.05	3.21	3.57	3.76	3.85
Greater than 20%	3.41	5.36	5.94	6.25	6.42
Greater than 30%	4.79	7.50	8.33	8.76	8.98
Greater than 40%	6.15	9.64	10.70	11.25	11.55
Greater than 50%	7.51	11.78	13.07	13.77	14.11
Greater than 60%	8.89	13.93	15.46	16.26	16.68
Greater than 70%	10.24	16.08	17.84	18.76	19.25
Greater than 80%	11.61	18.23	20.22	21.26	21.82
Greater than 90%	12.98	20.37	22.60	23.76	24.39

1. Rates applicable in the exchanges of Aberarder, Forest & Arkona.

## GENERAL TARIFF

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS****4.01 Compensation for Traffic Termination - Continued**

The table below indicates the percentages of the monthly compensation payments to a LEC when the total volume of traffic exchanged between [Persona] and a LEC over all local shared-cost trunks is at least 10 million minutes per month and the volume of traffic in the direction of that LEC network is more than 80 percent of the total traffic exchanged between [Persona] and that LEC (the Traffic Threshold) for three months or more. The percentages set out in the table below will continue to apply for each month until the traffic falls to, or below, the Traffic Threshold.

Following the initial application of the percentages in the table below, the percentages will apply in any subsequent month when the total volume of traffic exchanged between [Persona] and that LEC over all their local shared-cost trunks is at least 10 million minutes per month, and the volume of traffic in the direction of that LEC network is more than the Traffic Threshold.

The compensation payments are calculated by applying the percentages to the amounts payable using the rates identified in the tables above.

Percentage of LEC traffic in one direction over total traffic exchanged between LECs	Percentage of the compensation payments to a LEC with highest % traffic in one direction
≤ 80	100
>80	95
>82	90
>84	85
>86	80
>88	75
>90	65
>92	55
>94	45
>96	35
>98	25

1. Rates applicable in the exchanges of Aberarder, Forest & Arkona.

**LOCAL INTERCONNECTION SERVICES & INTERCONNECTION WITH LOCAL EXCHANGE CARRIERS****4.01 Compensation for Traffic Termination – Continued****Termination of Traffic from Exchanges within ILEC Local Calling Area**

1. For existing exchange-based interconnection, LEC traffic originated in an exchange may be delivered to Persona for termination to end-customers in another exchange that has EAS with the originating exchange (i.e., traffic from exchanges within an ILEC's local calling area). For LIR-based interconnection, LEC traffic originated at an exchange external to an LIR having EAS with an exchange or exchanges within that LIR may be delivered to Persona for termination to end-customers that are located within the EAS area that is inside of the LIR.
2. Unless otherwise mutually agreed, such traffic shall be delivered to Persona over one-way trunks interconnected at the Persona POI in the terminating exchange (for existing-exchange based interconnection) or at Persona POI in the LIR that includes the terminating exchange (for LIR-based interconnection). For LIR-based interconnection, the LEC can deliver terminating toll traffic to Persona on the trunks that deliver EAS traffic.
3. The monthly rates and service charges specified below apply where such traffic is delivered to Persona POI on one-way terminating trunks. In addition, the LEC is responsible for all costs associated with transporting the traffic to the terminating exchange (for existing exchange based interconnection) or to the POI of the terminating LIR (for LIR based interconnection) including the provisioning of trunks between the LEC and Persona POI in the terminating exchange or LIR.
4. As an alternative, Persona and the LEC may agree to deliver such traffic over bill and keep trunks in the terminating exchange (for existing exchange based interconnection) or in the terminating LIR (for LIR based interconnection). Where such traffic is delivered to Persona on bill and keep trunks, the rates specified in Item 4.01.2 apply to any resulting traffic imbalance.

**4.01.2**

Compensation for Traffic Termination							
Territory	Recurring Charge (each Trunk)					Service Charge	
	Up to 24 Trunks (\$)	Up to 48 Trunks (\$)	Up to 72 Trunks (\$)	Up to 96 Trunks (\$)	More than 96 Trunks (\$)	Order Processing (\$)	Interconnection trunk activation or change, each trunk (\$)
Ontario/Quebec <sup>1</sup>	12.47	19.59	21.72	22.83	23.41	169.54	20.44

1. Rates applicable in the exchanges of Aberarder, Forest & Arkona.

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**BILLING AND COLLECTION SERVICES TYPE 2**

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**1. DESCRIPTION OF SERVICE**

The Company will provide Billing and Collection Service to a Service Provider for Eligible Services, at the rates set out in Item 4. Billing and Collection Service includes:

1. Preparation and rendering of bills for charges collected on behalf of the Service Provider, which are associated with Eligible Services provided to Customers of the IXC or reseller who also maintain accounts with the Company.
2. Collection of payments for charges associated with Eligible Services, including appropriate taxes which will be remitted by the Service Provider to the appropriate governments.
3. Answering of Customer questions regarding charges billed by the Company for such Eligible Services, excluding questions about the details of the IXC's or reseller's services, rates, rate structures and similar matters.
4. Application of credits and adjustments to Customer accounts, in accordance with Billing and Collection Services Procedures which are provided to the Service Provider from time to time by the Company.

**2. DEFINITIONS**

For the purposes of this Tariff Item:

*"Account Receivable"* means an individual charge associated with an Eligible Service collected on behalf of a Service Provider according to the terms and conditions of the Company's Billing and Collections Services Agreement.

*"Clearinghouse"* is a party which settles, trades and regulates delivery of call records between carriers.

*"Eligible Services"* are telecommunications services, as specified in the Billing and Collection Services Agreement, which are provided by IXCs or resellers to Customers utilizing such IXCs' or resellers' respective networks.

*"Service Provider"* is either:

- a. an IXC providing Eligible Services;
- b. a reseller with interconnecting circuits with trunk-side access providing Eligible Services; or
- c. a Clearinghouse acting on behalf of one or more such IXCs or resellers.

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**BILLING AND COLLECTION SERVICES TYPE 2**

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**3. CONDITIONS OF SERVICE**

- 3.01** The Service Provider must execute a Billing and Collection Services Agreement, which details the terms and conditions of the service, with the Company
- 3.02** For any call which is charged back to the Service Provider by the Company pursuant to the Billing and Collection Services Agreement, the Company will provide to the Service Provider the Customer's name, telephone number and billing address associated with the call.

**4. RATES**

- 4.01** An accounts receivable management fee will apply to each Account Receivable collected on behalf of the Service Provider.

Service Item	Charge
Accounts Receivable Management fee as a percentage of the value of the Accounts Receivable collected.	3.5%

- 4.02** In addition, processing charges per account receivable collected will apply each time an account receivable is:

1. returned prior to billing,
2. billed to a Customer, or
3. returned or charged back to the Service Provider after billing.

Service Item	Rate
Processing charge per account receivable returned prior to billing	\$0.0590
Processing charge per account receivable billed	\$0.1825
Processing charge per account receivable returned or charged back after billing	\$8.3100



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MISCELLANEOUS

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1. **TOUCH TONE SERVICE**

**Note:** Item 1 applies only to the exchanges of Aylmer, Port Burwell, Straffordville, Dyer's Bay, Lion's Head, Stoke's Bay, Tobermory, Cambray, Coldwater, Manitowaning/Wikwemikong & Mindemoya. Previously known as "Amtelecom Limited Partnership Exchanges".

- 1.01 Grandfathering of Rotary Dial Service on Individual Lines
- 1.02 The grandfathering of rotary dial service applies only to individual line service in exchanges equipped for touch tone.
- 1.03 In conjunction with the grandfathering of dial access for individual line service, no longer will dial telephones (500-type sets) be provided for new installations, except for two-party and four-party line customers.
- 1.04 Customers who request the installation of an individual residence or business line service or a move of their existing individual line service to a different premise will be provided touch tone access at existing tariff rates.

MISCELLANEOUS

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2. TELEMARKETING RULES

- 2.01** A reseller of Centrex service shall make all reasonable efforts to ensure that subscribers and end-users of the Centrex service do not employ the Centrex call transfer feature to transmit telemarketing telecommunications.

MISCELLANEOUS

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**3. BUSINESS LOCAL SERVICES BUNDLE**

Note: Item 3 applies only to the exchanges of Aberarder, Forest & Arkona. Previously known as "People's Tel Limited Partnership Exchanges".

The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

**3.01 GENERAL**

- a) Business Local Services Bundle offers Business customers flat rate individual Business line Primary Exchange Service (PES) (Section 100), the Business Pack (Section 490), and High Speed Internet Service, subject to the availability of suitable facilities. Customers may request additional features for the line at the applicable tariff rates.
- b) Customers subscribing to the Bundle may choose less than the available items allotted within the Bundle; however, the full bundle price applies.

**3.02 TERMS AND CONDITIONS**

- a) The Multi-Element Service charge as specified in Section 110, applies to the Business Local Services Bundle, but may, at the Company's discretion, be reduced or waived.
- b) The following calling features are included at no additional charge on the initial line.

Calling Feature	Item Number
Call Display	490.16.02.a
Call Name Display	490.16.02.a
Call Forwarding	490.10.02.a
Call Answer	820

- c) The standard tariffed rates for services subscribed to in addition to the Business Local Services Bundle apply in addition to the Business Local Services Bundle monthly recurring rate.

**3.03 RATES AND CHARGES**

- a) The following rates and charges apply to Business Local Services Bundle:

Description	Monthly Recurring Rate
Business Local Services Bundle	\$ 79.95