
SERVICE CHARGES

1. GENERAL

- 1.01 A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer and when the Company, at the customer's request, performs work for him. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations or at the customer's request (SUS).
- C 1.02 Service charges apply in addition to other rates and charges unless otherwise stated. For all work requested beyond the demarcation point, the rates, terms and conditions of Section N850-6 apply.
- 1.03 In general a service charge applies for each item of service or equipment.
- 1.04 An additional charge may be made based on the additional actual expense incurred when:
- (a) it is necessary for the Company to install special assembly of equipment or incur unusual expenses in order to meet the particular service requirements of a customer, or
 - (b) a customer stipulates the performance of work outside regular working hours or other conditions that cause unusual expense.
- # (c) For outside work affecting wires, cables, poles and other equipment located on a customer's premises, a service charge may be made based on the actual expense incurred by the Company.
- # 1.05 A service charge does not apply for the following:
- (a) Repair work, except conditions when N80-4.03, 4.04, N110-1.08. and N850-2.01 apply.
 - (b) The removal of service, equipment, and/or facilities.
 - (c) Work that the Company initiates for service reasons.
 - (d) The re-establishment of service at the same or different premises after interruption caused by damage to the customer's premises beyond his control.
- N (e) All other cases stipulated in the General Tariff.

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1. GENERAL (cont'd)

- 1.06 A service charge, encompassing one or several of the elements stated in Item 3 applies to the following:
- (a) To connect the following services to the switched telephone network:
 - Individual residence, business and multi access lines
 - Semi-Public Telephone Service
 - Centrex line
 - (b) To transfer or extend a switched telephone network access line from one answering-board terminal to another;
 - (c) To change any telephone number, with the exception of the following:
 - (1) When a published telephone number service is impaired due to repeated obscene, harassing calls to the service from a person unknown to the customer and in the Company's opinion service would be improved by a change of telephone number;
 - (2) When the phone number is changed at the Company's initiative.
 - (d) To restore each line suspended for violation of regulations without termination of service.
 - (e) For installing a teladapt jack when the customer replaces the Company's terminal equipment with his own equipment or when the customer requires its installation;
 - (f) Change of class of service to Semi Pub with no number change, change of class of service Residence to Business with no number change, or change of class of service Business to Residence with number change.

SERVICE CHARGES

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1. GENERAL (cont'd)

1.06 A service charge, encompassing one or several of the elements stated in Item 3 applies to the following: (cont'd)

- (g) Any change in directory listing made at the request of a customer, for one or more basic services located on a given premises, with the exception of the following:
- (1) When other work involving an Administration Charge is performed at the same time;
 - (2) When the change is made at the Company's request for service improvement needs;
 - (3) When the service is taken over by a receiver, executor, or a party in like capacity, nor to change the listing when the original customer reassumes such responsibility after the end of a receivership.
- (h) When a main business is taken over by a new customer who assumes responsibility for all outstanding charges and any remaining part of the initial service period for trunks and equipment taken over without change in the main directory listing. Other service charges are applicable for changes and additions to service taken over by a new customer.
- (i) In the case of takeover of residence service, the above conditions apply and the takeover is limited to:
- (1) a new customer in the same family;
 - (2) a person who becomes the customer for service which he used as a member of the previous customer's household;
 - (3) a person who becomes the customer for service previously paid for, for his use, by another party;
 - (4) a custodian in case of bankruptcy.
- (j) The Administration Charge does not apply when the person taking over the service is a member of the previous responsible party's household and the takeover is the result of the latter's death.
- (k) When a technician is dispatched to the customer's premises to check and the service problem is attributed to wiring or equipment supplied by the customer.

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1.07 Partial Payment Plan

This allows residence customers to pay service charges in monthly instalments over a period of up to 6 months.

Conditions:

- (a) applies to service charges specified in section N110 for work completed at the same time;
- (b) a late payment charge as specified in N85 applies to the unpaid amount;
- (c) service charges must be paid in full before another partial payment provision is requested.

1.08 Inside Wire and Jacks

CRTC forbears from regulating NorthernTel's residential and business single-line inside wire services on the customer's side of the demarcation point.

If, at the time of reporting transmission problems, there is no jack-ended demarcation device in the customer's premises, the customer will not incur a charge for the diagnosis of single-line inside wire.

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Z Reserved for future use.

SERVICE CHARGES2. MULTI-ELEMENT SERVICE CHARGES

2.01 Customer's request for service which involves the work of installation, reconnection, move or change of telephone lines, sets, associated miscellaneous equipment, other services and records, may be divided into four basic elements or work. One or more of these elements of work will be required to provide the requested service and therefore one or more elements of service charge would apply.

2.02 The five service charge elements are described as follows:

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

An AC is applied once for each customer's request, regardless of the number of items to be completed on the same premises at the same time for the same billing telephone number.

An AC does not apply when a customer is subscribing to, adding or changing certain network features on non-moving orders.

- (b) LINE CONNECTION CHARGE EXCLUDING VISIT ("LCCEV")
LCCEV applies to work done in the Telephone System's Central Office and elsewhere necessary to connect the customer's telephone line to the network. The work involves extending the telephone line from the customer's premises to the serving Central Office and to the connections made within the serving Central Office, when a technician is not dispatched to the customer premises. This charge includes the Administration Charge.

LCCEV applies to the following:

- for the first telephone line connected to the network;
- for the first bridging connection carried out in the Central Office.

- (c) PREMISE VISIT ("PV") A PV Charge applies to the travel time spent in reaching a customer's premises. A Premises Visit Charge applies on a "Per Visit" basis, whenever a Telephone System employee is dispatched to the customer's premises to complete a request, regardless if work is done or not.

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

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2. MULTI-ELEMENT SERVICE CHARGES Cont'd...

- 2.02 d) LINE CONNECTION CHARGE INCLUDING VISIT ("LCCIV")
 LCCIV applies to work done in the Telephone System's Central Office and elsewhere necessary to connect the customer's telephone line to the network and the connecting device. The work involves extending the telephone line from the customer's premises to the serving Central Office and to the connections made within the serving Central Office, when a visit from a technician is required. This charge includes the Administration Charge.
 LCCIV applies to the following:
 - for the first telephone line connected to the network;
 - for the first bridging connection carried out in the Central Office.

For all work requested beyond the demarcation point, the rates, terms and conditions of Section N850-6 apply.

- e) LINE CONNECTION CHARGE ("LCC")
 LCC applies to work done in the Telephone System's Central Office and elsewhere necessary to connect the customer's telephone line to the network. The work involves extending the telephone line from the customer's premises to the serving Central Office and to the connections made within the serving Central Office.
 LCC applies to the following:
 - for each additional telephone line or other bridging connections over and above the first that are connected at the same time and in the same premise;
 - for each customer's request that results in a change in telephone number.

3. MULTI-ELEMENT SERVICE CHARGES SCHEDULE

3.01 Elements of Service Charges:

	SERVICE CHARGES	
	RESIDENCE	BUSINESS
(a) Administration Charge	\$20.00	\$34.65
(b) Line Connection Charge Excluding Visit	\$52.75	\$73.50
(c) Premise Visit (Note 1)	\$43.00	\$44.10
(d) Line Connection Charge Including Visit	\$81.00	\$110.25
(e) Line Connection Charge	\$30.00	\$30.45

NOTE 1: Applies only to work done on the Company's side of the demarcation point, and hardwired customers.

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C # 3. MULTI-ELEMENT SERVICE CHARGES SCHEDULE (cont'd)

3.02 APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

SERVICE WORK

SERVICE CHARGES ELEMENTS

Provide Net Access & tel(jack in place)	-	b	-	-	-
Provide Net Access & tel(jack in place)(same order)	-	-	-	-	e
Provide Net Access & tel(jacked)(Note)	-	-	-	d	-
Provide Net Access & tel(jacked)(same order)(Note)	-	-	-	-	e
Install OPX (subsequent order)	-	-	-	d	-
Install OPX (same order) (Note)	-	-	-	-	e
Install jack (Note)	a	-	-	-	-
Install additional jack (same order) (Note)	-	-	-	-	-
Install additional tel (subsequent order) (Note)	a	-	-	-	-
Install additional tel (same order) (Note)	-	-	-	-	-
Install long cord (hardwire) (Note)	a	-	-	-	-
Install long cord (modular) (Note)	a	-	-	-	-
Move tel (Note)	a	-	-	-	-
Move additional tel (same order) (Note)	-	-	-	-	-
Reconnect service - disc for non payment	-	b	-	-	-
Call Display Name and Number	-	-	-	-	-
Initial name change request	-	-	-	-	-
Subsequent name change request	a	-	-	-	-
Change class of service to Semi Pub (no # change)	a	-	-	-	-
Change class of service Res to Bus (no # change)	a	-	-	-	-
Change class of service Bus to Res (# change)	-	b	-	-	-
Change 1st tel - jacked (colour, style, type) (Note)	a	-	-	-	-
Change 1st tel - HW (colour, style, type) (Note)	a	-	-	-	-
Change 2nd tel - jacked (same order) (Note)	-	-	-	-	-
Change 2nd tel - HW (same order) (Note)	-	-	-	-	-
Change 1st jack (HW to teladapt, customer's request) (Note)	a	-	-	-	-
Change 2nd jack (HW to teladapt, customer request-same order) (Note)	-	-	-	-	-
Change tel #	a	-	-	-	e
Change tel # to NPU (# change)	a	-	-	-	e
A service charge does not apply when a published telephone number service is impaired due to repeated obscene, harassing calls to the service from a person unknown to the customer and in the Company's opinion service would be improved by a change of telephone number.					
Change tel # to NPU (No # change)	a	-	-	-	-
Change tel # (Co initiated reason)	-	-	-	-	-
Change or adjust cust. records (Co initiated reason)	-	-	-	-	-

Note: Please see Section N850

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3. MULTI-ELEMENT SERVICE CHARGES SCHEDULE (cont'd)

3.02 APPLICATION OF MULTI-ELEMENT SERVICE CHARGES (cont'd)

<u>SERVICE WORK</u>	<u>SERVICE CHARGES ELEMENTS</u>
Change mailing or street address	- - - - -
Change directory listing	a - - - -
To arrange one or more lines to transmit a replacement telephone number as described in N100 6.01 a). One Administration Charge applies per order.	a - - - -
Provide/Change Directory listing	a - - - -
-A service charge does not apply for changes of listing required when service is taken over by a receiver, executor or party in like capacity, nor to change the listing when the original customer reassumes such responsibility after the end of a receivership.	- - - - -
Z - A service charge applies when a residence customer, in whose name the service is, requests a change to its own name.	a - - - -
Provide Calling Card	- - - - -
Provide Equivalent Service (B32)	
- conjunctively with the installation of access lines	- - - - -
- after the installation of access lines for the first line	- b - - -
for any lines over and above the first that are connected at the same time and in the same premise.	- - - - e
Connect customer to Ans Serv Board (visit req'd)	- - - d -
Connect customer to Ans Serv Board (no visit)	- b - - -
Transfer contract (Business)	a - - - -
Transfer contract between household members	a - - - -
- for reason of death, service charge not applicable	- - - - -
Remove equipment or service	- - - - -
Repair equipment or service	- - - - -
Re-arrange outside wire (simple arrangement)	a - c - -
- larger re-arrangement at the customer's request are based on the expense incurred by the Company	
Adding a pre-wired outlet (Note)	a - - - -
A service charge does not apply when on a repair visit, the Company replaces a faulty Vista 100, Vista 200 or Vista EV set. The company will also install a jack at no charge if the customer wishes to purchase a new set and the current jack is hardwired.	- - - - -

SERVICE CHARGES

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. Multi Element Service Charges are not applicable.

5. DIAGNOSTIC MAINTENANCE CHARGE

5.01 Refer to Section N850, Subsection 4. for details.

6. PARTIAL TEMPORARY DISCONNECTION OF SERVICE

6.01 Partial temporary disconnection of service is the restriction of access to message toll service when an individual line business or residence customer defaults on payment of telephone account. Partial temporary disconnection may be applied, at the Company's discretion, to customers served from Central Offices equipped with digital switching as an alternative to temporary disconnection. Restoral of full service will be affected when payment in full is received or a deferred payment arrangement acceptable to the Company has been agreed to with the customer. The restoral charges are the administration and line connection charges.

7. INSTALLATION, MAINTENANCE, MOVE, REARRANGEMENT & REPAIR SERVICE CHARGES

7.01 Refer to Section N850, Subsection 6 for details.