

MISCELLANEOUS SERVICES1. GENERAL

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

2. STOP HUNT FEATURE

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

2.01 General

a) The stop hunt feature provides the means of disabling the equipment service feature at a pre-designated line(s) in the hunting group. Calls to the main number will receive a busy indication when all lines before the stop hunt are in use even though lines after the stop hunt are not busy. For example, consider a hunt group with two lines. If stop hunt is activated on the first line, calls to the first line will not hunt to the second line if the first line is busy. However, if the caller dials the telephone number of the second line, the latter will still ring.

b) The feature is offered to business customers who are served from a suitably equipped line-serving switch Central Office. C

2.02 Rates and Charges

	<u>MRC</u>	<u>SC*</u>	<u>USOC</u>
For each feature per hunt group	\$7.55	MESC	SHU

\* An administration charge applies to provide the stop hunt feature.

3. RANDOM MAKE BUSY FEATURE

**Note:** The business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

3.01 General

a) The random make busy feature causes any pre-designated line in an equivalent group busy to incoming calls when actually the line is idle. Lines busied out for incoming calls are available for outgoing calls. For example, consider a hunt group with two lines with random make busy feature on the second line. Only the first line will ring when the feature is activated. Calls to a busy first line would hunt to the second line. Since the second line appears to be busy, the second line will not ring and the caller receives a busy indication. If the caller dials the telephone number of the second line, the latter will ring busy.

MISCELLANEOUS SERVICES3. RANDOM MAKE BUSY FEATURE (Cont'd)3.01 General (Cont'd)

- b) The feature is offered to business customers who are served from a suitably equipped line-serving switch Central Office.

3.02 Rates and Charges

	<u>MRC</u>	<u>SC*</u>	<u>USOC</u>
For each feature per hunt group	\$7.55	MESC	RMB

- \* An administration charge applies to provide the random make busy feature.

4. TOLL RESTRICTION SERVICE

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02.

4.01 General

Toll Restriction, provided at the customer's request, denies business and residence lines access to message toll services by blocking the Operator ('O') and Direct Distance Dialing ('0+') & ('1+') codes. This service does not restrict access to Directory Assistance (411), Repair Service (611), Bell Relay Service (711), Emergency Reporting services (9-1-1) or, calls to 1-800, 1-888 and 1+NPA+555-1212.

4.02 Service and Equipment

Toll Restriction is provided, subject to the availability of suitable equipped Central Office switching equipment, on individual lines, multi access lines and foreign exchange lines.

4.03 Rates and Charges

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

	<u>MRC</u>	<u>SC</u>	<u>USOC</u>
Multi Line Business	\$19.60	\$38.50	TD7
Individual Line Business	24.05	38.50	TD8
Individual Line Residence	.00 (Note 1)	10.00	TRS1R

(NOTE 1) There is no service charge to activate toll restriction service for residential lines. A non recurring service charge applies when the service is deactivated at the customer's request.

- 4.04 Residential and Business Individual line customers who subscribe to Toll Restriction Service may request that incoming collect and third party calls be blocked. There is no additional charge for this service.

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5. TOUCH TONE

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02.

5.01 Touch-Tone service is a part of the basic service for Individual residence, business and multi access lines in all Exchanges.

6. SPECIAL CHANNEL FOR RADIO/TELEVISION CALL-IN PROGRAMS

6.01 Provision of special channels in the Central Office to route calls to a radio or television program from the early stages of switching to prevent congestion through overloading in the final switching stages.

6.02 One special unit is required for each channel provided for the program.

6.03 Rates and charges apply as determined for Special Assembly.

6.04 Provision of these special channels is at the Company's option.

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**MISCELLANEOUS SERVICES**

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**7. TELEPHONE STATION EQUIPMENT**

**Note:** The residential service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

(Destandardized December 31, 2002 and no longer available on new requests for service, non-moving orders and moves)

**7.01 Volume-Control Telephone Equipment****a) General**

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

**b) Rates and Charges**

For Pulse type sets

- a) A 500-type hand telephone is equipped with a receiver amplifier. The amplifier may be in the telephone (VLN \$3.10). All monthly rates in addition to the basic rate for the service.
- b) A special Distance Talking Transmitter is provided for use with the telephone at a monthly rate of \$3.90 (USOC AMG). It is not available for new installations or on changes of address.
- c) A hand set equipped with a transmitter-amplifier is available for use with any telephone (HVS 5.25) designed to operate with a standard hand set. It is provided in a colour to match the associated telephone without additional charge.

**7.02 Noisy-Location Telephone Equipment**

- a) A hand set equipped with a noisy-location transmitter, that transmits less extraneous noise than the standard transmitter, is available for use with a 500-type hand telephone designed to operate with a standard hand set. It is provided in a colour to match the associated telephone without additional charge. A monthly rate of \$2.15 (USOC HCF), and a MESC apply, in addition to other rates and charges applicable.

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**MISCELLANEOUS SERVICES**

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**8. CALL MANAGEMENT SERVICES**

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

**8.01 General**

Call Management Service is the grouping of residential local optional services. All of the features such as: Intercommunication, Call forwarding, Speed Calling, Call display, etc, are provided in Sub-sections labelled as Custom Calling Features, Call Management Services and Multi-Service Pack. The rates and charges for each feature is provided within the Sub-section.

**8.02 CUSTOM CALLING FEATURES**

These features are furnished with individual line service, excluding the semi-public telephone service. They are provided through a digital Central Office, subject to the availability of suitable facilities. C

**NOTE:** Custom Calling Features may be provided to multi access lines which do not terminate on PABX, Key System and Equivalent Service.

i) The following Custom Calling Features are provided:

- a) Call Forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred.
- b) Speed Calling permits a customer to place calls to a previously designated list of frequently called numbers by dialing a speed call code rather than the complete number. There are two list lengths being 8 entries and 30 entries.
- c) Three-way Calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local-service area of the telephone establishing the three-way call. For Pay per Activation service see Section N490 Item 8.04.
- d) Call Waiting provides the ability for a customer to receive an incoming call when his Central Office line is in use. The called party hears a tone indicating an incoming call is waiting. At that point he can put the existing call on 'hold', or disconnect, and then receive the incoming call. C
- e) Personalized Ring provides the ability for a customer to have one or two additional telephone numbers assigned to a Central Office line. A distinctive ringing pattern is provided for each telephone number. The feature may only be associated with individual-line service, which is provided for single-line applications. Directory listings for the additional telephone numbers are provided as specified in Section N85. C

## MISCELLANEOUS SERVICES

8. CALL MANAGEMENT SERVICES (Cont'd)8.02 CUSTOM CALLING FEATURES (Cont'd)

i) The following custom calling features are provided: (Cont'd)

- f) Visual Call Waiting enables a customer to receive the Call Waiting tone and to view the Call Waiting party's name and number. The customer must subscribe to Call Waiting and Call Display Name and Number and have compatible equipment for Visual Call Waiting to work. (See Items 8.02 f) and 8.06 i) for rates and charges.)
- g) SimRing permits a group of up to 5 dialing numbers to be alerted simultaneously with the first member of the SimRing group who answers to be connected to the calling party. This is subject to software limitations.
- h) Call Screen enables the customer to have calls which originate from up to 12 selected telephone numbers diverted to a standard announcement.

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

	MRC					Service	USOC	
	Residence		Business			Charge		
	Minimum	Maximum		Minimum	Maximum			
a) Call Forwarding			Bus/ (MFL)	#	\$ 19.00 I	MES	ESNML	
			Bus	#	19.00 I	MESC	ESN	
	#	\$ 13.50 I				MESC	ESM	
b) Speed Calling 8 Code			Bus/MFL	#	17.00 I	MESC	ESP	
	#	13.50 I				MESC	ESH	
Speed Calling 30 Code			Bus/MFL	#	17.00 I	MESC	ESQ	
	#	13.50 I				MESC	ESJ	
c) Three Way Calling			Bus/MFL	#	19.00 I	MESC	ESD	
	#	13.50 I				MESC	ESC	
d) Call Waiting			Bus/MFL	#	20.00 I	MESC	ESB	
	#	15.00 I				MESC	ESA	
							1st Number	2nd Number
e) Personalized Ring			Bus/MFL	#	19.00 I	MESC	1DCA1	1DCA2
	#	13.50 I				MESC	1DCA1	1DCA2
f) Visual Call Waiting			Bus	N/C		Note 1		
	N/C	N/C				Note 1		
g) SimRing			Bus/MFL	#	17.00 I	MESC		
	#	13.50 I				MESC		

Note 1: No charge when the customer subscribes to Call Waiting and Call Display Name and Number services.

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## MISCELLANEOUS SERVICES

8. CALL MANAGEMENT SERVICES (Cont'd)8.02 CUSTOM CALLING FEATURES (Cont'd)

ii) The following rates and charges apply and are in addition to other rates and charges applicable: (Cont'd)

## h) Features Package No 1

	<u>Minimum</u>	<u>MRC</u> <u>Maximum</u>	<u>SC</u>	<u>USOC</u>	Z N   N
Bus/MFL		\$20.50	MESC	EST	
Res.		\$15.00	MESC	ESR	
			<u>RES</u>	<u>BUS/MFL</u>	
2 of the following					
Call Forwarding			ESN01	ESNQ1	
Speed Calling 8-Code			ESP01	ESPQ1	
Call Waiting			ESB01	ESBQ1	

## i) Features Package No 2

	<u>Minimum</u>	<u>MRC</u> <u>Maximum</u>	<u>SC</u>	<u>USOC</u>	Z N   N
Bus/MFL		\$22.50	MESC	ESU	
Res.		\$16.00	MESC	ESS	
			<u>RES</u>	<u>BUS/MFL</u>	
Call Forwarding			ESN01	ESNQ1	
Speed Calling 8-Code			ESP01	ESPQ1	
Call Waiting			ESB01	ESBQ1	

## j) Call Screen

	<u>Minimum</u>	<u>MRC</u> <u>Maximum</u>	<u>SC</u>	<u>USOC</u>
Bus.	#	\$19.00 I	MESC	CSCRN
Res.	#	\$13.50 I	MESC	CSCRN

NOTE: An administration charge does not apply when a customer is subscribing to, adding or changing network features on non moving orders.

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MISCELLANEOUS SERVICES8. CALL MANAGEMENT SERVICES (Cont'd)8.03 INTERCOMMUNICATION FEATUREi) General

- (a) The intercommunication feature allows a customer to communicate from a telephone set with other telephone sets connected to the same line.
- (b) The customer, by dialing his own number, receives a busy line signal. The customer goes on hook and the additional telephone sets then ring. When the person at the additional telephone set goes off hook, ringing stops at all telephone sets and the initiator of the call can go off hook and engage in a conversation.
- (c) The feature is furnished through a software package on the line-serving switch and is available to individual lines and multi access lines which do not terminate on a PABX, Key System or Equivalent Service. C

ii) Rates and Charges

		<u>MRC</u>		<u>SC</u>	<u>USOC</u>
		<u>Minimum</u>	<u>Maximum</u>		
Per Access Line					
if taken	- individually		\$10.00	MESC	RCFID
	- with Custom Calling Feature				
	Package No. 1		\$9.00	MESC	RCFC1
	- with Custom Calling Feature				
	Package No. 2		\$8.50	MESC	RCFC2

**NOTE:** An administration charge does not apply when a customer is subscribing to, adding or changing network features on non-moving orders.

8.04 CALL MANAGEMENT SERVICE

- i) 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 is available to multi access line which do not terminate on PABX, Key System and Equivalent Service. The provision of these features, and the ability to furnish the telephone number from which a call originates, are available from a suitably equipped line-serving switch.
- ii) Notwithstanding any other provisions of the Company's tariffs and as an exception to N80 13. any non published telephone number from which a call originates is furnished, as facilities permit, on a call-by-call basis to CMS customers. C

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**MISCELLANEOUS SERVICES**

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8. CALL MANAGEMENT SERVICES (Cont'd)8.04 CALL MANAGEMENT SERVICE (Cont'd)

iii) The following CMS features are provided:

- (a) Call Display provides the means to activate the CMS customer's visual display of the telephone number from which the call is originating. In order to access this feature the customer must have a display device which is compatible with CMS. Destandardized see Note 1 below.
- (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. For Pay per Activation service see Section N490 Item 8.04.
- (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. Call Trace is offered as part of the basic network access service to individual line customers, multi access line customers and Centrex Service customers upon request.
- (d) Call Display Name and Number provides the means to activate the CMS customer's visual display of the telephone number and associated name respectively from which the call is originating. In order to access these features the customer must have a display device which is compatible with CMS.
- (e) Visual Call Waiting enables a customer to receive the Call Waiting tone and to view the Call Waiting party's name and number. The customer must subscribe to Call Waiting and Call Display Name and Number and have compatible equipment for Visual Call Waiting to work. (See items 8.02 f) and 8.06 i) for rates and charges.)

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

NOTE 1 This optional feature is destandardized effective January 31, 2002. It is no longer available on requests for service, non moving orders and moves.

MISCELLANEOUS SERVICES8. CALL MANAGEMENT SERVICES (Cont'd)8.04 CALL MANAGEMENT SERVICE (Cont'd)

- iv) The following rates and charges apply to each CMS feature or group of CMS features for each line equipped and are in addition to other applicable rates and charges: Destandardized see Note 1.

	<u>Res</u>	<u>MRC</u>	<u>Bus/MFL</u>	<u>SC</u>	<u>Res</u>	<u>USOC</u>	<u>Bus/MFL</u>
1 feature	\$5.00		\$ 10.00 <b>I</b>	MESC	CMSR1		CMSB1
2 features	11.00		16.50 <b>I</b>	MESC	CMSR2		CMSB2

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

NOTE 1 This optional feature is destandardized effective January 31, 2002. It is no longer available on requests for service, non moving orders and moves.

## v) Cont'd

	<u>RES</u>	<u>MRC</u>	<u>BUS</u>	<u>S/C</u>	<u>USOC</u>	<u>Res</u>	<u>Bus/MFL</u>
Call Display		\$5.00	\$10.00 <b>I</b>	MESC		CMSDR	CMSDB
(Destandardized see Note 1)							

t<sup>1</sup>

NOTE 1: This optional feature is destandardized effective January 31, 2002. It is no longer available on requests for service, non moving orders and moves.

**Z**

t<sup>1</sup> - Transferred to page 8a.1

## MISCELLANEOUS SERVICES

8. CALL MANAGEMENT SERVICES (Cont'd)8.04 CALL MANAGEMENT SERVICE (Cont'd)

## vi) Call Management Service

	<u>RES</u>		<u>MRC</u>	<u>BUS</u>		<u>S/C</u>	<u>USOC</u>		
	<u>Min.</u>	<u>Max.</u>		<u>Min.</u>	<u>Max.</u>		<u>Res</u>	<u>Bus/MFL</u>	
Call Display Name									
and Number	#	\$18.00	I	#	\$22.00	I	MESC	CMNRN	CMNBN
Call Return	#	\$13.50	I	#	\$19.00	I	MESC	CMRRN	CMRBN
Call Trace								CMSTR	CMSTB

vii) Call Trace: A \$5.00 activation charge applies per successful activation with a \$10.00 monthly maximum billing.

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**MISCELLANEOUS SERVICES**

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8. CALL MANAGEMENT SERVICES (Cont'd)8.04 CALL MANAGEMENT SERVICE (Cont'd)

## Pay-Per-Activation Services

vii) The Last Call Return and Busy Call Return functions referenced in Item 8.04 are also provided, when available, on a pay-per-activation basis to all CMS-eligible customers, except for those already subscribing to Call Return or whose lines are equipped for equivalent service or for data communications. No service charge applies to provide these functions on this basis. In addition, when voice announcement facilities are available in an alternate language, no service charge applies to customer requests to change the language of the voice announcement. The usage charges below apply to these functions as well as Three-way Calling as described in Item 8.02 c).

viii) The Three-way Calling feature referenced in Item 8.02 c) is also provided, when available, on a pay-per-activation basis on individual lines served from a line-serving switch, except for those lines already equipped for Three-way Calling or, equipped for equivalent service, or for data communications. No service charge applies to provide the feature on this basis. Usage charges specified below apply.

## ix) Rates and Charges

Activation of a function/feature, each	\$2.50
Maximum charge, per month, each line	\$23.95

**MISCELLANEOUS SERVICES****8. CALL MANAGEMENT SERVICES (Cont'd)****8.05 MULTI-SERVICE PACK (Destandardized January 31, 2002 - Note 2)**

- i) The Multi-Service Pack is a discounted package of calling features for individual line residence and business, and multi access lines which do not terminate on PABX, Key System and Equivalent Service. It includes: Call Waiting, Call Forwarding, Three-way Calling, Speed Call, Intercommunication Feature, Call Return and Call Display. The customer may choose any four features.
- ii) The following rates and charges apply to residence and business customers who subscribe to a Multi-Service Pack.

	MONTHLY RECURRING CHARGE		SC (Note 2) <b>C</b>	USOC	
	RESIDENCE	BUSINESS		RESIDENCE	BUSINESS
MULTI-SERVICE PACK (Notes 1 and 3) <b>C</b>	11.00	13.50	MESC	SMRTR	SMRTB
MULTI-SERVICE PACK (Notes 1 and 4) <b>C</b>	11.00	13.50	MESC	SMRRN	SMRBN

**NOTE 1:** The USOCs ESMPPK, ESHPPK, ESJPPK, ESCPPK, ESAPK, RCFPPK, CMDPPK, CMRPPK will be used to record the feature count. (The USOCs have no dollar value). **C**

**NOTE 2:** The administration charge does not apply when a customer is subscribing to, adding or changing network features on non moving orders. **C**

**NOTE 3:** Multi-Service Pack is destandardized and no longer available on new requests for service, non moving orders and moves. **C**

**NOTE 4:** EXCEPTION: Multi-Service Pack will continue to be available in the Exchanges of Abitibi Canyon, Gowganda, Mattice, Kenogamissi Lake (an area located within the Timmins Exchange) and Opasatika. **C**

## MISCELLANEOUS SERVICES

8. CALL MANAGEMENT SERVICES (Cont'd)8.06 MULTI-SERVICE PACK 2002

- i) The Multi-Service Pack 2002 is a discounted package of calling features for individual line residence and business, and multi access lines which do not terminate on PABX, Key System and Equivalent Service. It includes: Call Waiting, Call Forwarding, Three-way Calling, Speed Call, Intercommunication Feature, Call Return and Call Display Name and Number. The customer may choose any four features. When the customer activates Call Waiting and Call Display Name and Number, Visual Call Waiting will be provided and not counted as a feature.
- ii) The following rates and charges apply to residence and business customers who subscribe to a Smart Package 2002.

	Monthly Recurring Charge				SC	USOC	
	Residence		Business			Residence	Business
	Minimum	Maximum	Minimum	Maximum			
Multi-Service Pack 2002	#	\$22.00	#	\$24.50	MESC	SMRPN	SMBPN

NOTE 1: The USOCs ESMPK, ESHPK, ESJPK, ESCPK, ESAPK, RCFPK, CMNPK, CMRPK will be used to record the feature count. (The USOCs have no dollar value).

NOTE: The administration charge does not apply when a customer is subscribing to, adding or changing network features on non moving orders.

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MISCELLANEOUS SERVICES9. CALL BLOCKING SERVICE

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

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

900 Service (refer to Bell Canada National Service Tariff Item 515)  
976 Service (refer to Bell Canada General Tariff Item 4970)

9.02 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 line-serving switches on a scheduled roll-out basis. C

9.03 RATES AND CHARGES

An administration charge or a one-time charge does not apply.

10. INTEGRATED VOICE MESSAGING SERVICE (IVMS)

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

10.01 IVMS is a Digital Multiplex Systems based service providing integration between a line-serving switch Central Office and an external Voice Messaging System (VMS). IVMS includes the required access arrangements to allow voice information to be transferred between the line-serving switching equipment and a Company, or customer provided VMS, in both directions. C

10.02 IVMS is provided for individual residence and business lines subject to the availability of suitable facilities. In addition multi access lines which do not terminate on Key and PABX telephone systems are eligible. C

10.03 IVMS provides the capability of answering calls and recording messages associated with these calls.

10.04 The following rates and charges apply for IVMS access arrangements and are in addition to other applicable rates and charges.

	MRC	MESC	USOC
	\$	\$	
Data access port each (see Note 1)	200.00	1,300.00	VMDAP
Voice access lines each	50.65	MESC	VMVAL

**NOTE 1:** In addition, a schedule 4-type-4 data channel is required between the Data access port in the line-serving Central Office and the VMS. C

10. INTEGRATED VOICE MESSAGING SERVICE (IVMS) CONT'D

10.05 The following access arrangement configurations are available for use with customer provided VMS equipment.

a) Option 1

One data access port and associated voice access lines are required to connect a line-serving switch Central Office with VMS equipment located in the line-serving switch Wire Centre area. As an exception voice access lines may be provided without an associated data access port when full IVMS integration is not required.

b) Option 2

One data access port and associated access voice lines are required for each line-serving switch Central Office connected to the VMS equipment. Distance charges apply to extend voice access lines to line-serving switch Central Offices other than that serving the VMS equipment.

Distance is measured from the Central Office serving the VMS equipment to the Central Office where the voice access lines are connected.

10.06 The following monthly rates for call forwarding arrangements are in addition to other applicable rates and charges. These arrangements are provided for use with customer provided voice mail boxes (see note 1) or other forms of answering such as telephone answering services.

	<u>MRC</u>		<u>S/C</u>	<u>USOC</u>	
	\$		\$		
	RES	BUS		RES	BUS
Call forward busy/no answer and message waiting indication, or Call forward busy and message waiting indication, or Call forward no answer and message waiting indication, or Call forward group don't answer/line overflow delivery and message waiting indication, or Call forward group don't answer and message waiting indication, or Line overflow delivery and message waiting indication, each individual line equipped	1.50	3.05	MESC	CFVM1	CFVM2

**NOTE 1:** The message waiting indication is provided only in conjunction with IVMS equipment connected to the Company's line-serving switch Central Office.



MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)

MISCELLANEOUS SERVICES

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15. RESERVED FOR FUTURE USE (Cont'd)



**MISCELLANEOUS SERVICES**16. RESIDENTIAL CALL MANAGEMENT BUNDLE

**Note:** The residential service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

1. General:Residential Call Management Bundle

1.01 The Residential Call Management Bundle is a residential bundle of existing services. This bundle is offered in the Exchanges located in Rate Band E and Rate Band F3 and is subject to the availability of suitable facilities. C

1.02 The Residential Call Management Bundle includes the following services:

Services	General Tariff Item
Residential Service Line + 9-1-1	N100
Multi-Service Pack 2002	N490
Unlimited Long Distance Plan	Forborne
Call Answer	Forborne

1.03 Rates and Charges

The following rates and charges will apply for Residential Call Management Bundle.

Rate Band	Minimum Rate	Maximum Rate
E	#	\$ 56.00
F3	#	\$ 56.00

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**MISCELLANEOUS SERVICES**17. HOME PHONE + INTERNET 8 MBPS BUNDLE

**Note:** The residential service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

2. General:

1.04 The Home Phone + Internet 8 Mbps Bundle is a residential bundle of existing services. It includes local residential service, High-Speed Internet service at a speed of up to 8 Mbps, unlimited local service optional features and Call Answer. This bundle is offered subject to the availability of suitable facilities to new and existing customers.

1.05 The Home Phone + Internet 8 Mbps Bundle includes the following services:

<b>Services</b>	<b>General Tariff Item</b>	
Local Residential Service	N100	Note 1 (see Item 1.04)
The choice of unlimited local service optional features from the list provided below:	N490	Note 2 (see Item 1.04)
<ul style="list-style-type: none"> <li>• Call Display Name and Number</li> <li>• Call Waiting</li> <li>• Call Forwarding</li> <li>• Call Return</li> <li>• Call Screen</li> <li>• Personalized Ring first</li> <li>• Personalized Ring second</li> <li>• Revertive ringing (Intercommunication feature)</li> <li>• Simultaneous Ringing (SimRing)</li> <li>• Speed Calling (8 codes)</li> <li>• Speed Calling (30 codes)</li> <li>• Three-way Calling</li> <li>• Visual Call Waiting</li> </ul>		
Call Answer	Forborne	Forborne

**MISCELLANEOUS SERVICES**17. HOME PHONE + INTERNET 8 MBPS BUNDLE (Cont'd)1.01 General: (Cont'd)

1.02 The Home Phone + Internet 8 Mbps Bundle includes the following services: (Cont'd)

Services	General Tariff Item	
High-Speed Internet Service:	Forborne	Note 3 (see Item 1.04)
<ul style="list-style-type: none"> <li>• Self installation <ul style="list-style-type: none"> <li>- The modem installation can be done by a NorthernTel technician and includes: <ul style="list-style-type: none"> <li>o Modem installation</li> <li>o Filter installation</li> <li>o One Basic Security Services (Anti-Spyware, Anti-virus license and Pop-up blocker)</li> <li>o Internet connection validation</li> </ul> </li> </ul> </li> </ul>		Note 4 (see Item 1.04)

1.03 Rates and Charges

- (a) The following rates and charges will apply for the Home Phone + Internet 8 Mbps Bundle.

Rate Bands	Monthly Rate	
	Minimum	Maximum
All	#	\$79.00

- (b) Service Charges:

- (1) The multi-element service charges ("MESC") to connect local residential service apply (See N110). For the subscribers who already have local residential service and who migrate to the Home Phone + Internet 8 Mbps Bundle without any changes to their existing service are exempted from the MESC.
- (2) When the modem installation is done by a Company's technician, an installation charge of \$55.00 applies.

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**MISCELLANEOUS SERVICES**

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17. HOME PHONE + INTERNET 8 MBPS BUNDLE (Cont'd)1.04 **Note 1:**

- See General Tariff section N100 for Local Residential Service details.
- Relay service is applicable as detailed in section N100, unless specified otherwise.
- 9-1-1 Public Emergency Reporting Service is applicable as described in section N390, unless otherwise specified.

**Note 2:**

- Local service optional features depend upon technology availability. (Section N490).
- Visual call waiting is an integrated option. The customer must subscribe to Call Waiting and Call Display Name and Number and have compatible equipment for Visual Call Waiting to work. (Section N490)

**Note 3:**

- High-speed Internet Service offering where technology is available.

**Note 4:**

- The installation by a technician does not include the customer's computer configuration. (Ex: installation and configuration of the network card.)

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MISCELLANEOUS SERVICES

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18. FIBRE TO THE HOME (FTTH)

**Note:** The residential service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

1. General

Company services may be provided over fibre optic facilities which terminate at the customer's premises. In such cases, the following terms apply in addition to other applicable terms in the Company's tariffs:

- (a) The FTTH Services will not be available during network outages, including during planned hardware or software upgrades.
- (b) The FTTH Services will cease to function during extended power outages, that is, once the battery back-up attached to the FTTH Services equipment at the customer's premises (collectively, FTTH Equipment) has been depleted. The FTTH Equipment may also have to be configured in certain ways or maintained in certain locations for the proper operation of the FTTH Services, and therefore, the FTTH Equipment should not be moved, tampered with or relocated.
- (c) The customer is responsible to inform all persons who may be present at the customer's premises, including residents, guests, and other persons, of such characteristics and requirements. The customer is solely responsible for the supply of electrical power necessary for the FTTH Services to function and unless otherwise specified by the Company, the proper maintenance of the FTTH Equipment, including replacing the battery when prompted to do so by the battery back-up. To the extent permitted by applicable law, the Company and its providers will not be liable to the customer or any third party for any inability to use the FTTH Services as a result of the characteristics described in this section or the customer's failure to comply with the requirements set out in this section.
- (d) The following modifications apply to Company services:
  - (1) The following features are not available to FTTH customers:
    - i. Speed Calling - Item N490 8.02 b)
    - ii. Sim Ring - Item N490 8.02 g)
    - iii. Call Screen - Item N490 8.02 h)
    - iv. Intercommunication - Item N490 8.03
    - v. Number Replacement - Item N100 7.01 b)

**MISCELLANEOUS SERVICES**19. HOME PHONE PLUS BUNDLE

**Note:** The residential service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

3. General:

1.06 The Home Phone Plus Bundle is a residential bundle of existing services. It includes local residential service and unlimited local service optional features. This bundle is offered subject to the availability of suitable facilities to new and existing customers.

1.07 The Home Phone Plus Bundle includes the following services:

Services	General Tariff Item	
Local Residential Service	N100	Note 1 (see Item 1.04)
The choice of unlimited local service optional features from the list provided below:	N490	Note 2 (see Item 1.04)
<ul style="list-style-type: none"> <li>- Call Display Name and Number</li> <li>- Call Waiting</li> <li>- Call Forwarding</li> <li>- Call Return</li> <li>- Call Screen</li> <li>- Personalized Ring first</li> <li>- Personalized Ring second</li> <li>- Revertive Ringing (Intercommunication feature)</li> <li>- Simultaneous Ringing (SimRing)</li> <li>- Speed Calling (8 codes)</li> <li>- Speed Calling (30 codes)</li> <li>- Three-way Calling</li> <li>- Visual Call Waiting</li> </ul>		

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**MISCELLANEOUS SERVICES**

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19. HOME PHONE PLUS BUNDLE (Cont'd)1.04 Rates and Charges

- (c) The following rates and charges will apply for the Home Phone Plus Bundle.

Rate Bands	Monthly Rate	
	Minimum	Maximum
All	#	\$64.62

- (d) Service Charges:

- (3) The multi-element service charges ("MESC") to connect local residential service apply (See N110). For the subscribers who already have local residential service and who migrate to the Home Phone Plus Bundle without any changes to their existing service are exempted from the MESC.

1.04 **Note 1:**

- See General Tariff section N100 for Local Residential Service details.
- Relay service is applicable as detailed in section N100, unless specified otherwise.
- 9-1-1 Public Emergency Reporting Service is applicable as described in section N390, unless otherwise specified.

**Note 2:**

- Local service optional features depend upon technology availability. (Section N490).
- Visual call waiting is an integrated option. The customer must subscribe to Call Waiting and Call Display Name and Number and have compatible equipment for Visual Call Waiting to work (Section N490).

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