

**GENERAL**1. RETURNED CHEQUE CHARGE**Z****N**

Note: The Canadian Radio-television and Telecommunications Commission forbears from the regulation of late payment and non-sufficient funds charges in Telecom Regulatory Policy CRTC 2009-424, Section III.

You will find the company's Policy regarding late payment and non-sufficient funds charges at the following website [www.northerntel.ca](http://www.northerntel.ca). Alternatively, a customer can request a written copy of the Policy by contacting the following number 1-800-360-8555.

2. LATE PAYMENT CHARGE**Z****N**

Note: The Canadian Radio-television and Telecommunications Commission forbears from the regulation of late payment and non-sufficient funds charges in Telecom Regulatory Policy CRTC 2009-424, Section III.

You will find the company's Policy regarding late payment and non-sufficient funds charges at the following website [www.northerntel.ca](http://www.northerntel.ca). Alternatively, a customer can request a written copy of the Policy by contacting the following number 1-800-360-8555.

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SERVICE CHARGES

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3. GENERAL TERMS AND CONDITIONS

- 3.01 The following terms and conditions apply for all service, equipment and facilities furnished by the Company as provided for in its various Tariffs.
- 3.02 Except as provided for in N80 - 4.03, 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 when such telephones, equipment or facilities are located in places involving unusual hazards. The Company may compensate such customers by means of monthly allowances to be set off against the Company's standard monthly rates.
- 3.03 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.

GENERAL4. PROVISIONING LINE CHARGE

- 4.01 The Company proposes to obtain a provisioning line charge, per service address, from all customers who request telephone service in an unserved non-urban area. The provisioning line charge applies only when the Company services an unserved, non-urban area according to an approved capital program plan. The charge is to be paid by the customer, prior to installation of service.
- 4.02 Multi line telephone service, being key or trunk service, is assessed on an individual basis and does not apply within this section.
- 4.03 If a customer requests telephone service at an earlier date than the approved capital program plan, the appropriate regular construction charge will apply.
- 4.04 The Company's construction charge rebate policy does not apply for the payment of the provisioning line charge.
- 4.05 The Company requires payment of the provisioning line charge prior to the installation of service. A deferred payment plan is also available upon request and the following will apply:
- a) The customer shall pay an initial deposit of \$200.00 prior to construction beginning. The balance of the construction charge is payable over the remaining 11 month period;
  - b) No interest charges will be applied to any construction charge amounts that remain outstanding during the 11 month re-payment period.
- 4.06 Provisioning Line Charge  
The following charge is in addition to other service charges and monthly recurring charges associated with the provisioning of telephone service and equipment.

|                     | USOC | NON-RECURRING<br>CHARGE |
|---------------------|------|-------------------------|
| Per service address | PLC  | \$1000.00               |

5. NORTHERNTEL LIMITED PARTNERSHIP TARIFFS

- a) In accordance with the requirements of the CRTC Tariff Regulations, the Company furnishes a paper copy of each of its Tariffs or parts thereof to subscribers under terms and conditions described hereunder.

The Company provides a copy of its General Tariff as a free-of-charge subscription service on its Internet web site.

- b) The copy furnished is that which is in effect on the day received by the Company. Likewise, the on-line copy is that which is in effect at the time of viewing.

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- # c) Upon request from a Customer, NorthernTel will provide, at no charge, one paper copy of individual pages from the Tariff to a maximum of ten (10) pages. NorthernTel may refuse to provide the maximum of 10 Tariff pages at no charge to a Customer when, in NorthernTel's opinion, there is an attempt by the Customer to abuse the free paper-copy service.

6. SUBSCRIPTION CHARGES

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- # C a) Single copies of more than ten (10) tariff pages may be obtained for \$1.00 per page.

7. INTEREST RATE CALCULATION - CUSTOMER CASH DEPOSITS

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. When service is terminated or the conditions which originally justified the deposit are no longer present the Company will immediately release all of the accrued interest and the deposit.

8. DIRECTORY FILE SERVICE

- (a) The Company's Directory File Service provides for a machine-readable file containing non-confidential customer listing information for Northern Telephone Limited ("Northern") customers listed, and intended to be listed, in Northern's Directories. The Company provides a complete set of listings, as specified in Items (f) and (g) below, to independent telephone directory publishers, and alternative operator service providers for the sole purpose of publishing telephone directories and to Local Exchange Carriers (LECs), interexchange carriers and Wireless Service Providers (WSPs), for the purpose of providing directory assistance.
- (b) Applicants to Directory Files must enter into a licensing agreement with Northern which, among other things, protects Northern's and its affiliate's copyright of listed information.

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N 8. DIRECTORY FILES CONT'D

## (c) Definitions

- (1) The term "machine-readable" describes the output format for the Directory File. Directory Files are provided in the electronic medium prescribed by Northern.
- (2) The term "Master file" means the directory file updated monthly to include the previous monthly update file. The master file reflects customer listing information as of the last business day prior to 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, that is, 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 of each month. The first full weekend of a month is that weekend in which both Saturday and Sunday have dates in the new month.
- (d) As an exception to the listing information provided under the terms of this Item, may not be shared, re-sold, rented or otherwise disposed of to third parties.
- (e) As an exception to Section N80 Item 13, of the Terms of Service, the Company is not liable for any damage suffered by a customer or any person by reason of, or further to, making customer listing information available to a third party in accordance with the application of this tariff item.
- (f) Directory Files include the following information, as printed in Northern's Directory:
  - (1) 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 or rural route number if applicable

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8. DIRECTORY FILES CONT'D

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-street name or unusual address

-community name (if part of the listed address)

(2) Telephone Number

-listed seven digit telephone number, or seven digit telephone number with area code (NPA) where appropriate.

(3) Exchange Name Abbreviation, as defined by Northern.

(4) Business/Residence/Government Indicator

(5) Letter of Alphabetization Indicator

(g) The following types of listing information are not provided in Directory Files:

(1) Listings omitted, at the request of the customer, from both Northern's published directory and Directory Assistance.

(2) Listings omitted, at the request of the customer, from Northern's published directory.

(3) Listings 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

(7) 9-1-1, 6-1-1, 4-1-1, 0, 1

(8) Postal Codes

GENERAL8. DIRECTORY FILES CONT'D

- (h) The Directory File includes customer listing information as specified in Section N140, Items 3 and 4.
- (i) The Directory File is available on an Exchange basis, or NXX basis effective 2000-12-01. As an exception, Government Listings will correspond to the listing in the Northern Published Directory. C
- (j) The Directory File will provide caption, level of indent and sequencing information for complex listings.

8.01 Rates and Charges

The following rates and charges are payable in advance of the preparation and/or provisioning of a Directory File.

|    |   |          |
|----|---|----------|
| a. | Each Residence listing,   | Charge   |
|    | Master file   | \$0.125  |
|    | Update file   | \$0.25   |
| b. | Each Business or Government listing,                                  |          |
|    | Master file   | \$0.135  |
|    | Update file   | \$0.27   |
| c. | Set-up fee:   |          |
|    | Initial request for Master file or Update file or combination thereof | \$500.00 |

Subsequent request for a service configuration

Initial request for customization \$1,000.00

- (a) Master files include listings for residence and/or business and/or government classification in the Exchanges or NXXs specified by the customer. C
- (b) Update files are only provided in association with a master file of the same Exchanges or NXXs and must be requested at the same time as the master files. C
- (c) Update files can be requested for residence and/or business and/or government listings of the same Exchanges or NXXs requested in the master files. C
- (d) Directory files included in Master files and/or in Update files, provided separately for business and government classifications will be available on 2000 12 01.

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8. DIRECTORY FILES CONT'D

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- (e) Directory Files include the following information, as printed in Northern's Directory:

Name

Residence:       -surname, given name and/or 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 given name and/or  
                  initials and designation if applicable

8.02 Liabilities

The Company 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.



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