

TABLE OF CONTENTS

N10	<u>TITLE PAGE</u>
N20	<u>PREFACE</u>
	1. General
	2. Tariff Revisions
	3. Numbering
N30	<u>CODES AND SYMBOLS</u>
N40	<u>ABBREVIATIONS</u>
N50	<u>CHECK PAGES</u>
N60	<u>TABLE OF CONTENTS</u>
N70	<u>INDEX</u>
N80	<u>TERMS OF SERVICE</u>
	1. General
	2. Effective date of Changes
	3. Obligation to Provide Service
	4. Company Facilities
	5. Company Right to Enter Premises
	6. Deposits and Alternatives
	7. Restrictions on use of Service
	8. Customer Liability for Calls
	9. Dispute Procedure
	10. Confidentiality of Customer Records
	11. Directories
	12. Directory Errors and Omissions
	13. Company-initiated Changes in Telephone Numbers and Service Arrangements
	14. Refunds in Cases of Service Problems
	15. Limitation of Company Liability
	16. Payment Time Limit
	17. Liability for Unbilled and Underbilled Charges
	18. Liability for Charges that Should Not Have Been Billed and Those That Were Overbilled
	19. Minimum Contract Period and Cancellation Before Service Commencement
	20. Customer-Initiated Termination of Service
	21. Company-Initiated Suspension or Termination of Service

Z
#

TABLE OF CONTENTS

N85 GENERAL

1. Returned Cheque Charge
2. Late Payment Charge
3. General Terms and Conditions
4. Provisioning Line Charge
5. NorthernTel Limited Partnership Tariffs
6. Subscription Charges
7. Interest Rate Calculation - Customer Cash Deposits
8. Directory File Service

N90 DEFINITIONSN95 REBILL AND RESALE

1. Definitions
2. General

N100 EXCHANGE SERVICE - GENERAL

1. General
2. Primary Exchange Services
3. Base-Rate Areas
4. Exchange Rate Bands
5. Rate Schedule for Primary Exchange (Local) Service
6. Telephone Number Services
7. Calling Number Blocking
8. Reserved for Future Use

C

Z

N110 SERVICE CHARGES

1. General
2. Multi-Element Service Charges
3. Multi-Element Service Charges Schedule
4. Other Equipments and Service Charges
5. Diagnostic Maintenance Charge
6. Partial Temporary Disconnection of Service
7. Installation, Maintenance, Move, Rearrangement & Repair Service Charges

N120 RESERVED FOR FUTURE USEN130 CONSTRUCTION CHARGES

1. General
2. Single Line Service
3. Multi Line Service
4. Diagnostic Maintenance Charge

TABLE OF CONTENTS

N140 DIRECTORY LISTINGS

1. Directory Listings
2. Listings Provided Without Additional Charge
3. Primary Listings
4. Extra Listings
5. Omission of Listings from the Directory C
6. Initial Service Period for Chargeable Extra Listings
7. Rates and Charges
8. Charge for Information Service (Directory Assistance)
9. Long Distance Directory Assistance

N150 PUBLIC TELEPHONE SERVICE

1. General
2. Contract Arrangements
3. Listings
4. Equipment
5. Rates and Charges

N160 SEMI-PUBLIC TELEPHONE SERVICE C

1. General
2. Service and Equipment
3. Directory Listings
4. Rates and Charges

N170 BUSINESS AND RESIDENCE SERVICE

1. General
2. Business Service
3. Residence Service

N180 INDIVIDUAL LINE SERVICE

1. General
2. Regulations
3. Rates

N190 PRIVATE BRANCH EXCHANGE SERVICE

1. General
2. Rates and Charges
3. Additional Lines and Telephones
4. Trunk Lines
5. Tie Trunks
6. Direct Inward Dialing

TABLE OF CONTENTS

N200 ACCESS SERVICES TARIFF

Primary Interexchange Carrier and Customer Account Record
Change (PIC/CARE)

1. Definitions
2. PIC Processing
3. Carrier Network Profile Change
4. Bulk Transfer of a Customer Base between IXCs having
Feature Group D Service
5. Customer Information Reports
6. High Speed Access Service
7. Reserved for future use
8. Interconnecting Circuits with Trunk-side Access
Network Charges
Carrier Network Profile Change
9. Ethernet Transport Services
10. Ethernet Access
11. Ethernet Central Office Connecting Link Arrangements C
12. Basic Listing Interchange File
13. Co-Location Arrangements for Interconnecting Canadian
Carriers and Digital Subscriber Line Service Providers
(DSLSP)
Physical Co-Location
Virtual Co-Location
14. Local Number Portability (LNP) and Wireless Number
Portability (WNP)
15. Local Network Interconnection and Component Unbundling

TABLE OF CONTENTS

N210 CENTREX

1. General
2. Rates and Charges
3. Centrex Basic Service Features
4. Centrex Optional Service Features
5. Large Organization Centrex Service
6. Integrated Voice Messaging Service (IVMS)
7. Multi-Exchange Centrex Service
8. Centrex Value Package

N220 ADDITIONAL TELEPHONES

1. General
2. Regulations

N230 CELLULAR ACCESS SERVICE

1. General
2. Analogue Access Channel
3. Digital Access Channel
4. Rates and Charges

N240 CENTREX II SERVICE

1. General
2. Integrated Service Features
3. Basic Service Features
4. Plan A Fundamental
5. Plan B Enhanced
6. Contract
7. Rates and Charges
8. Multi-Exchange Centrex II Service
9. Large Organization Centrex II Service
10. Integrated Voice Messaging Service (IVMS)
11. Reserved for Future Use

N250 RESERVEDN260 INTRAEXCHANGE DISTANCE CHARGES

1. Reserved for Future Use
2. Reserved for Future Use
3. Local Channels

N270 JOINT USE OF SERVICE

1. General
2. Initial Service Period
3. Regulations
4. Rates and Charges

TABLE OF CONTENTS

N280	<u>SHORT-TERM SERVICE</u>	
N290	<u>RESERVED FOR FUTURE USE</u>	
N300	<u>SERVICE ON STATIONARY SHIPS AND TRAINS</u>	
	1. General	
	2. Regulations	
	3. Rates and Charges	
N310	<u>FOREIGN - EXCHANGE SERVICE</u>	
N320	<u>SUSPENSION OF SERVICE - BUSINESS PRIMARY SERVICE</u>	
	1. General	
	2. Complete Suspension of Service	
	3. Partial Suspension of Service	
	4. Charges	
N330	<u>SUSPENSION OF SERVICE - RESIDENTIAL PRIMARY SERVICE</u>	
N340/380	<u>RESERVED FOR FUTURE USE</u>	
N390	<u>EMERGENCY-REPORTING AND ALERTING SYSTEMS</u>	
	1. General	
	2. Telephone-Type Alerting System	
	3. Individual-Line Type Reporting System	
	4. 9-1-1 Public Emergency Reporting Service (PERS)	
	5. Wireless Service Provider Enhanced 9-1-1 Service	
N400	<u>RESERVED FOR FUTURE USE</u>	
N410/480	<u>RESERVED FOR FUTURE USE</u>	
N490	<u>MISCELLANEOUS SERVICES</u>	
	1. General	
	2. Stop Hunt Feature	
	3. Random Make Busy Feature	
	4. Toll Restriction Service	
	5. Touch-Tone	
	6. Special Channel for Radio/Television Call-In Programs	
	7. Telephone Station Equipment	
	8. Call Management Services	
	9. Call Blocking Service	
	10. Integrated Voice Messaging Service (IVMS)	
	15. Reserved for Future Use	
	16. Residential Call Management Bundle	
	17. Home Phone + Internet 8 Mbps Bundle	
	18. Fibre to the Home (FTTH)	
	19. Home Phone Plus Bundle	

C

TABLE OF CONTENTS

N500/590	<u>RESERVED</u>	
N600	<u>INTEREXCHANGE SERVICES - GENERAL</u>	C
N610/680	<u>RESERVED</u>	
N690	<u>INTEREXCHANGE DISTANCE CHARGES</u>	C
	1. General	
	2. Channel Measurement	
	3. Rates and Charges for Interexchange Channels and the Associated Local Channels	C
	4. Channel Discounts	
	5. Optical Fibre	
N700/790	<u>RESERVED</u>	
N800	<u>OTHER SERVICES AND FACILITIES - GENERAL</u>	
N810	<u>INTERCOMMUNICATING CHANNELS AND EQUIPMENT</u>	
	1. General	
	2. Intercommunicating Channels with Automatic or Manual Signalling	
N820	<u>SUPPORT STRUCTURE OFFERING</u>	
	1. Definitions	
	2. Terms and Conditions	
	3. Access Approval Requirements	
	4. Rates and Charges	
N830	<u>RESERVED FOR FUTURE USE</u>	
N840	<u>LOCATING SERVICES</u>	
	1. Wide Area Radio Paging	
	2. Access from the Company's Switching Equipment to Licensed Radio Common Carriers' Radio Paging Terminals	

TABLE OF CONTENTS

N850 USE OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT WITH THE COMPANY'S FACILITIES

1. General
2. Single Line Service
3. Multi Line Service
4. Diagnostic Maintenance Charge
5. Restrictions on the Use of Automatic Dialing-Announcing Devices (ADAD) and Conditions for Unsolicited Live Voice and Facsimile Calls for the Purpose of Solicitation

ZN860/880 RESERVED FOR FUTURE USEN890 LEASE OF CHANNELS

1. General
2. Channels for Signal Transmission
3. Channels for Remote Operation of a Private Mobile Transmitter
4. Channels for Wired-Music Transmission
5. Channels for Voice without Signalling or Conditioning
6. Channels for Program Transmission
7. Channels for Television Transmission

N900 DIGITAL NETWORK SERVICES

1. Digital Channel Service
2. DS-1 Digital Service
3. Switch 56 Data Service
4. DS-1 Digital Service Customer Provided Equipment (CPE) Access
5. Digital Exchange Access
6. Asymmetric Digital Subscriber Line (ADSL) Access Service
7. Digital Network Access Services
8. Reserved for future use
9. NTL Private Plan Services
10. NTL Private Plan Inter-Office Digital Channels
11. NTL Private Plan Service Extension Features
12. NTL Private Plan Service Extension Access Service
13. Customer Volume Pricing Plan (CVPP)
14. Asynchronous Transfer Mode (ATM) Service

TABLE OF CONTENTS

N900 DIGITAL NETWORK SERVICES (Continued)

- 15. Integrated Services Digital Network 23 B+D (ISDN 23 B+D) Service
- 16. Reserved for future use
- 17. Reserved for future use
- 18. Reserved for future use
- 19. Gateway Access Service

N910 ARRANGEMENTS FOR DATA TRANSMISSION

- 1. General
- 2. Channels for Data Transmission
- 3. Internet Service Provider (ISP) Link Service

N920 RESERVED FOR FUTURE USE

N930 PROMOTIONS

N1000 SPECIAL ASSEMBLIES

- 1. General
- 2. Special Assemblies Catalogue
- 3. Channels for Data Transmission
- 4. Reserved for future use

Z