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EXCHANGE SERVICE - GENERAL

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1. GENERAL

**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

- 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, within which local-service rates apply, is known as the Exchange area or local-service area. In some cases a local-service area includes two or more Exchanges (extended-area service). In some cases, an Exchange area includes two or more base rate areas. C  
C  
C

- 1.02 One or more Wire Centres are usually located in each Exchange, with only one being designated as the Rate Centre for that Exchange. C  
C

The Rate Centre location is used for determining message toll rate distance. The Rate Centre location is used for determining local, interexchange and foreign-exchange distance charges. C  
C

- 1.03 Exchange service (or local service) is the furnishing of the service and facilities 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. C

2. PRIMARY EXCHANGE 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

- 2.01 Primary exchange services are the basic services which provide for the facilities essential to the service, according to their respective equipment specifications.

The Company furnishes and maintains all facilities on the customers' premises up to a demarcation point determined by the Company, unless otherwise specified.

- a) Installation, maintenance and repair of multi-line and single-line inside wire and jacks, beyond the demarcation point, is the responsibility of the customer. The Company will install and maintain inside wire and jacks, at the customer's request, subject to the terms and conditions of Section N110-1.08.  
b) Multi-line inside wire and jacks, beyond the demarcation point, may be provided by the Company or the customer.

- 2.02 The following primary services are furnished in each Exchange except where otherwise stated in this Tariff: C

- a) Flat-rate services, which consist of the following:  
1) Customers' services, namely, individual line service and P.B.X. service.  
b) Message-rate services, which consist of the following:  
1) Customer-public service, namely, semi-public telephone service.  
2) Public services, namely, public telephone service.

EXCHANGE SERVICE - GENERAL3. BASE-RATE AREAS

**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.

3.01 Parts of each Exchange area is designated as the base-rate area. These are the parts in which the development of the higher grades of telephone service is relatively substantial and continuous, thereby permitting greater economies to be realized in the furnishing of such service there than elsewhere in the Exchange area.

3.02 The base-rate areas of each Exchange are defined and specified graphically on a map in the Company's possession.

3.03 Following are the Exchanges with more than one base rate area:

<u>Exchange</u>	<u>Base Rate Areas</u>
Earlton	Earlton Milberta
Hearst	Hearst Jogues
Iroquois Falls	Iroquois Falls, Val Gagne, Porquis Junction, Monteith
New Liskeard	New Liskeard, Belle Vallee
Ramore	Ramore, Holtyre

4. EXCHANGE RATE BANDS

**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 Exchanges are classified by Rate Band for the application of Network Access Service (NAS) rates. A Rate Band is a categorization of the Company's Exchanges in accordance with the criteria set out in Telecom Decision CRTC 2001-238 or subsequent determinations, used for rating purposes.

## Rate Bands

- Band C, Exchanges with > 8,000 NAS;
- Band E, Exchanges with 0 to 1,500 NAS;
- Band F-1, Exchanges with 1,501 NAS to 2,500 NAS;
- Band F-2, Exchanges with 2,501 NAS to 4,000 NAS;
- Band F-3, Exchanges with 4,001 NAS to 6,000 NAS; and
- Band F-4, Exchanges with 6,001 NAS to 7,999 NAS.

**EXCHANGE SERVICE - GENERAL**4. EXCHANGE RATE BANDS (Cont'd)

## 4.01 (Cont'd)

In the table below, each CRTC ruling related to forbearance on an Exchange basis is listed, identifying the ruling number, the effective date, the class of services involved and an alphanumeric indicator. The same alphanumeric indicators are used in the Exchange listings that follow, to denote the Exchanges affected by the corresponding forbearance ruling.

<b>Forbearance Table</b>			
<b>CRTC Forbearance Decision/Order</b>	<b>Effective Date</b>	<b>Class of Service</b>	<b>Forbearance Status</b>
Telecom Decision CRTC 2010-176	24 March 2010	Residential Local	1R
Telecom Decision CRTC 2010-273	13 May 2010	Business Local	1B
Telecom Decision CRTC 2010-748	8 October 2010	Residential Local	2R
Telecom Decision CRTC 2011-32	19 January 2011	Business Local	2B
Telecom Decision CRTC 2011-153	4 April 2011	Residential Local	3R
Telecom Decision CRTC 2011-205	20 April 2011	Business Local	3B
Telecom Decision CRTC 2012-53	26 January 2012	Business Local	4B
Telecom Decision CRTC 2013-41	1 February 2013	Business Local	5B
Telecom Decision CRTC 2018-418	6 November 2018	Residential Local	4R

**EXCHANGE SERVICE - GENERAL**4. EXCHANGE RATE BANDS (Cont'd)

4.02 The Exchange names, Rate Band, number, Central Office (NXX) code and area code are as follows: C

<u>Exchange Names</u>	<u>Rate Band</u>	<u>Exchange No.</u>	<u>NXX No.</u>	<u>Area Code</u>	<u>Forbearance Status</u>
Abitibi Canyon	E	003	334	705	
Calstock	E	012	463	705	
Cobalt (Y)	E	011	679	705	1R/1B
Connaught (Y)	E	013	363	705	
Earlton (Y)	E	021	563	705	
Elk Lake	E	022	678	705	
Englehart	F-1	023	544	705	
Fauquier	E	026	339	705	
Gowganda	E	029	624	705	
Haileybury (Y)	F-1	031	672	705	1R/1B
Hearst	F-2	032	362/372	705	
Iroquois Falls	F-1	004	232	705	
Kamiskotia (Y)	E	043	365	705	
Kapuskasing (Y)	F-3	040	335/337	705	5B
Kirkland Lake (Y)	F-3	042	567/568	705	4B/4R
Larder Lake	E	045	643	705	
Latchford (Y)	E	046	676	705	
Matachewan	E	050	565	705	
Matheson (Y)	E	051	273	705	
Mattice	E	052	364	705	
Moonbeam (Y)	E	056	367	705	
New Liskeard (Y)	F-3	062	647/648	705	1R/1B
Opasatika	E	066	369	705	4R
Ramore (Y)	E	072	236	705	
Smooth Rock Falls	E	079	338	705	
South Porcupine (Y)	F-2	080	235	705	3R/3B
Swastika (Y)	E	082	642	705	
Timmins (Y)	C	084	264/266/ 267/268/360	705	2R & 2B
Virginiatown	E	087	634	705	

(Y) Exchanges with Extended Area Service

**EXCHANGE SERVICE - GENERAL****5. RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) 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.

5.01 A specific schedule of basic rates for primary exchange (or local) service applies for each Rate Band.

5.02 The initial service period (See N80-20.01) for all primary exchange services is one month.

5.03 Following are the basic monthly rates for primary exchange service, including Relay Service in Item 5.04 b).

Additional charges as specified in the Company's Tariff apply for telephones or other equipment provided by the Company.

a)

RATE BAND	RESIDENCE SERVICE		BUSINESS SERVICE			
	Individual Line \$		Individual Line \$		Multi Access Line \$	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
E	#	43.48 I	#	87.88 I	#	87.88 I
F1	#	43.48 I	#	87.88 I	#	87.88 I
F (2-4)	#	43.48 I	#	87.88 I	#	87.88 I
USOC	1LRNT		1FLNT		MFL	

b) The following table is the basic monthly rates including Equivalent Service and Relay Service in Item 5.04 b).

RATE BAND	BUSINESS SERVICE			
	Individual Line \$		Multi Access Line \$	
	Minimum	Maximum	Minimum	Maximum
E	#	94.20 I	#	94.20 I
F1	#	94.20 I	#	94.20 I
F (2-4)	#	94.20 I	#	94.20 I
USOC	1FGNT		MFG	

# Filed in confidence with the CRTC.

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**EXCHANGE SERVICE - GENERAL**

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**5. RATE SCHEDULE FOR PRIMARY EXCHANGE (LOCAL) SERVICE (Cont'd)****5.03 (Cont'd)**

- c) Emergency Reporting Tel. is classified as a Business service. Rates for EMY and EMM are according to Rate Bands.
- d) The multi access line rates apply to Key Telephone Systems (KTS) and Private Branch Exchange (PBX) customers and/or service addresses with three or more access lines. The rate includes Relay Service in Item 5.04 e).
- e) Touch-Tone is a part of basic service for Individual Residence, business and multi access lines in all Exchanges where Touch-Tone is available.

**5.04 Relay Service**

- a) Relay service, provided by the Company through a third party, 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 (a "Relay Operator") assists in the placing or receiving of calls to/from persons using a keyboard-type device. C  
C  
C
- b) In addition, Internet Protocol Relay Service (IPRS), enables a person using an Internet-enabled device (e.g., personal computer) to communicate with another person (or vice-versa) over the telephone network. A specially trained Relay Operator transmits messages via Internet Protocol (IP)-based text conversation with a person with a hearing or speech disability and via voice conversation with a person without such a disability. C

**EXCHANGE SERVICE - GENERAL****5. RATE SCHEDULE FOR PRIMARY EXCHANGE (LOCAL) SERVICE (Cont'd)****5.04 Relay Service (cont'd)**

- c) All references to Relay Service include both TTY based Relay Service and IPRS.
- d) In order to automatically convey location information to the appropriate Emergency Response Centre or Public Safety Answering Point (PSAP), it is recommended that the customer register for Text with 9-1-1 Service (T9-1-1 Service) for 9-1-1 calls with a cellphone or call 9-1-1 directly using TTY over a landline as certain limitations apply to 9-1-1 calls made through Relay Service. Emergency calls originating from Relay Service will be handled differently than 9-1-1 calls which originate from traditional wireline services. The customer must inform all users and potential users of the service of the nature, obligations and limitations of placing an emergency call with Relay Service.
- e) Basic 9-1-1 Service will be provided with TTY-based Relay Service. Where a TTY user requests the Relay Operator to place a call to emergency services, the TTY user will have to provide their specific address/location. Once this information has been successfully provided to the Relay Operator, the Relay Operator will route the call to the appropriate Emergency Response Centre or PSAP corresponding to the provided address/location.
- f) Nomadic Voice over Internet Protocol (VoIP) 9-1-1 Service will be provided with IPRS. Emergency calls placed with IPRS will be routed to a Relay Operator and the caller will have to provide their specific address/location. Once this information has been successfully provided to the Relay Operator, the Relay Operator will route the call to the appropriate Emergency Response Centre or PSAP corresponding to the provided address/location.
- g) Emergency calls originating from outside of Canada cannot be routed to any Emergency Response Centre or PSAP.
- h) Failures in any customer-provided equipment or customer-provided network; outages of the Company's network; or a Relay Service outage may prevent emergency calling from working.

t<sup>1</sup> - Transferred to page 4c

**EXCHANGE SERVICE - GENERAL****5. RATE SCHEDULE FOR PRIMARY EXCHANGE (LOCAL) SERVICE (Cont'd)****5.04 Relay Service (cont'd)**

- i) IPRS includes a feature for IPRS users to input and update their location information. The IPRS user is solely responsible for providing the correct location information and for keeping it up to date. This location information may be used to route the emergency call and/or for dispatch if the IPRS user is unable to communicate their location during an emergency call.
- j) If the user does not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, the Company and its suppliers are not liable for any and all claims or actions arising out of any such misrouted emergency calls. Without limitation, the Company and its suppliers are not liable for any and all claims or actions arising out of a user's failure to provide accurate and current address and location information or for the failure of a customer to provide complete or accurate information, in order to properly dispatch emergency services.
- k) 9-1-1 Service is not available in certain parts of Canada where local authorities have not made it available.
- l) For Relay Service (including 9-1-1 Service) to work, the customer is responsible for: (1) the supply of electrical power; and (2) the proper maintenance of Relay Service-enabling equipment, including replacing the battery, if any, and contacting its voice or Internet service provider for technical servicing as required.
- m) A monthly rate as stated below applies to the Company's customers for Relay Service.

	<b>Monthly Rate</b>
Each primary exchange service (see Note 1)	\$0.13
Centrex, each PSTN Connection	\$0.13
Megalink service, each PSTN Connection (switch 56)	\$0.13
Microlink services, each B channel for local voice calling	\$0.13
Digital Exchange Access, each PSTN Connection (DS-1)	\$0.13
Foreign Exchange Services, each line	\$0.13
Information System Access Line, each access line	\$0.13

**Note 1:** Exemption - Coin Telephone Service.

t<sup>1</sup> - Transferred from page 4b

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6. TELEPHONE NUMBER 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

6.01 General

The Company provides the following telephone number services:

- a) Telephone Number Reservation
- b) Prestige Number.

Telephone Number Reservation permits customers to reserve one or more seven-digit telephone numbers. Telephone numbers may be reserved for a maximum period of 1 year.

Prestige Numbers permit customers to choose their own personalized telephone number, 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. C
- b) The telephone number services must be furnished from the serving Wire Centre in which the customer's premise is located. C
- c) The telephone number services 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 as specified in N80-14, and may change such numbers for service reasons. Replacement numbers, if available, are reserved or provided without a further service charge.

EXCHANGE SERVICE - GENERAL6. TELEPHONE NUMBER SERVICES (Cont'd)6.02 Rates and Charges

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

		MONTHLY NON-RECURRING RECURRING CHARGE	USOC	SERVICE CHARGE
a)	Telephone Number Reservation Upon activation of the service			
	1) first number reserved, per request	-	SRN	\$43.50
	2) each additional number reserved, on initial request	-	SRA	\$18.50
b)	Prestige Number			
	1) each Prestige Number:			
	Residence	\$2.00	PNR	-
	Business	5.00	PNB	-
	2) each search for up to 5 numbers requested at the same time	-	SPN	\$43.50

7. CALLING NUMBER BLOCKING

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

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

- 7.01 a) Per Call Blocking allows for the utilization of a three or four digit activation code to prevent the 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 in suitably equipped line-serving Switch Exchanges, and in the Hearst and Kapuskasing line-serving switch Exchanges. C

- 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. The charges specified in 7.02 2. apply.

**EXCHANGE SERVICE - GENERAL**7. CALLING NUMBER BLOCKING (Cont'd)

- 7.01 d) Local Call Return Blocking enables the caller to block a return call from a local telephone call when the caller has used call blocking. The Company provides this service for free to all customers in suitably equipped line-serving switch Exchanges, as well as in the Hearst and Kapuskasing switch Exchanges.
- 7.02 1. Rates for primary exchange service, Section N100 and service charges Section N110, apply for the access line used for the number replacement. The USOCs specified below are used for administration purposes only.

## 2. Rates and Charges

Blocking Options		<u>SC</u>	<u>USOC</u>
Per call blocking,	Res		PCBRE
	Bus		PCBBU
Per line blocking,	Res		PLBRE
	Bus		PLBBU
Number Replacement,	Res	MESC	NURRE
	Bus	MESC	NURBU
Local Call Return blocking,	Res		CRBRE
	Bus		CRBBU

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8. RESERVED FOR FUTURE USE