

MULTI-ELEMENT SERVICE CHARGES

1. GENERAL

- 1.01** Multi – Element Service Charges (MESC) apply when the Company provides service, equipment and/or facilities to its customer, including change of premises and work performed by the Company at the customer's request. Exceptions are specified where appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.
- 1.02** MESC apply in addition to other rates and charges unless otherwise stated.
- 1.03** MESC apply for each item of service or equipment.
- 1.04** Additional charges may apply based on the actual expense incurred when:
- (a)** the Company installs special equipment or incurs unusual expenses in order to meet the service requirements of a customer, or
 - (b)** the customer stipulates when the Company is to perform the work outside regular working hours or other conditions that cause unusual expense.
- 1.05** For outside work affecting wires, cables, poles and other equipment located on a customer's premises, service charges may apply based on the actual expense incurred by the Company. See Construction Charges – Section 130.
- 1.06** Multi-Element Service Charges do not apply for the following:
- (a)** Repair work, except for conditions specified in Section 850 – Customer Provided Equipment and/or in OIST Section 1 - Terms of Service.
 - (b)** Removal of service, equipment, and/or facilities.
 - (c)** Work initiated by the Company for service reasons.
- C**

MULTI-ELEMENT SERVICE CHARGES

2. COMPONENTS OF MULTI-ELEMENT SERVICE CHARGES

2.01 MESC rates are applied for Customer requests for service involving installing, reconnecting, moving or changing telephone lines, sets, or associated equipment. These services are divided into four basic service charge elements. One or more of these elements apply when the requested service is provided except where otherwise stated in this General Tariff.

2.02 The five service charges are described as follows:

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(a) **ADMINISTRATION**

An Administration Charge applies to work involved in receiving, recording and processing information necessary to comply with a customer's request. An administration Charge is applied once for each customer's request, regardless of the number of items to be completed if work is to be carried out on the same premises at the same time for the same billing telephone number.

(b) **LINE CONNECTION**

A Line Connection Charge applies to work done in the Company's central office and elsewhere in making the necessary line connections up to and including the protective device at the customer premise. This work includes providing normal materials, transportation and travel time.

A Line Connection Charge applies:

- for each telephone line connected to the network;
- for other bridging connections carried out in the central office;
- for each customer's request that results in a change in telephone number.

MULTI-ELEMENT SERVICE CHARGES

2. COMPONENTS OF MULTI-ELEMENT SERVICE CHARGES (CONT'D)

2.02 The five service charges are described as follows: (CONT'D)

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(c) PREMISES VISIT

A Premises Visit Charge applies to the travel and other time spent in reaching a customers premise and discussing a service request with the customer as it pertains to matters on the telephone set side of the protective device. A Premises Visit Charge applies on a "Per Visit" basis whenever a Company's employee is simply delivering telephone sets and/or other equipment, or is to perform Premises Work in response to a service request.

A Premises Visit Charge does not apply when travel to the customers premise is required to only complete work required as part of the Line Connection, nor to complete an order for which a Premises Visit Charge has already been applied.

(d) PREMISES WORK

A Premises Work Charge applies for each item of work carried out, at the customer's request and on the customer's premises to install, move or change a telephone set, inside wire or other equipment, service or facility. The charges applied is up to a maximum of one hour allowance per Premises Work Charge Item.

A Premises Work Charge does not apply if:

- one or more telephones and/or items of equipment are in place at the time service is established and no move or change of the telephones, equipment or inside wire is requested by a customer even though line connection requires work at the customer's premises.
- a telephone equipped with a plug is delivered by a Company representative to a customer's premises where a jack is already in place.

(e) SINGLE FEE FOR RESIDENTIAL & BUSINESS

For residential and business customers, the Single Fee Charge includes service charges (a) through (d) and amalgamates the charges into a single one-time fee.

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MULTI-ELEMENT SERVICE CHARGES

3. MULTI-ELEMENT SERVICE CHARGE RATES:

| A | ↓ | ELEMENTS OF SERVICE | RESIDENCE CHARGES | BUSINESS CHARGES | |
|---|---|---------------------|----------------------|---------------------|---|
| | | A) Administration | N/A S | N/A | S |
| | | B) Line Connection | N/A S | N/A | S |
| | | C) Premise Visit | N/A S | N/A | S |
| | | D) Premise Work | N/A S | N/A | S |
| | | E) Single Fee | \$59.95 | \$69.95 | N |

MULTI-ELEMENT SERVICE CHARGES

4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

| | <u>EXAMPLES OF WORK</u> | <u>MESC ELEMENTS</u> |
|------|---|----------------------|
| 4.01 | Provide Primary Exchange Service and: | |
| | a) telephone set(s) in place or picked up at Business Office, | A + B |
| | b) jack(s) in place; telephone set(s) delivered to customer at premises | A + B + C |
| | c) Telephone sets (2) installed or plugged in for customer | A + B + C + Dx2 |
| 4.02 | Existing Primary Exchange Service | |
| | a) install jack | A + C + D |
| | b) install 2 jacks | A + C + Dx2 |
| | c) install a telephone | A + C + D |
| | d) install 2 telephones | A + C + Dx2 |
| | e) install long cord - hardwired or modular | A + C + D |
| | f) install OPX | A + B + C + D |
| | g) install 2 OPXs - same order | A + Bx2 + Cx2 + Dx2 |
| | h) move telephone set or jack | A + C + D |
| | i) move 2 telephone sets or 2 jacks | A + C + Dx2 |
| | j) change of telephone sets; customer picks up | A |
| | k) change telephone at customers premises - jacked or hardwired | A + C + D |

MULTI-ELEMENT SERVICE CHARGES

4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES (CONT'D)

| <u>EXAMPLES OF WORK</u> | <u>MESC ELEMENTS</u> |
|---|----------------------|
| l) change 2 telephones at customers premises - jacked or hardwired | A + C + Dx2 |
| m) change jack location from hardwired connection to jack | A + C + D |
| n) change 2 jack locations and/or from 2 hardwired connections to jacks | A + C + Dx2 |
| o) change telephone number | A + B |
| p) provide Equivalent Service per request | A + B |
| q) arrange one or more lines to provide a replacement number for Call Display | A + B |
| 4.03 Key Telephone Systems - change telephone number with: | |
| a) visit required | A + B + C + D |
| b) no visit required | A + B |
| 4.04 Prewire of single line residence or business premises (note extra charges apply beyond 1 hour for each D work item) per terminal connection point | D |
| 4.05 Change of a telephone number to a Non-Published Number (new number) | A + B |
| 4.06 Change a telephone number to Non-Published listing status (same number) | A |
| 4.07 Change of name in directory listing or any portion thereof; except for change due to death or in marital status | A |

MULTI-ELEMENT SERVICE CHARGES

4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES (CONT'D)

| | <u>EXAMPLES OF WORK</u> | <u>MESC ELEMENTS</u> |
|------|---|----------------------|
| 4.08 | Change when Primary Exchange Service and/or other service is assigned and/or responsibility is otherwise transferred between household members, assumed by a new owner or ownership arrangement, or otherwise taken over by a trustee, received, executor, etc. | A |
| 4.09 | Change of name delivered for Call Display purposes - beyond the initial request | A |
| 4.10 | Provide Referral of Calls | A |
| 4.11 | Provide connection to a Telephone Answering Service Bureau | A + B |
| 4.12 | Re-arrange outside protector, wires, etc., at customers request (note extra charges apply beyond 1 hour for each D work item) | A + C + D |
| 4.13 | On a repair visit when an Installer/Repairman completed work in excess of the repair request | |
| | a) install 1 additional jack | A + D |
| | b) relocated 1 jack and associated inside wire | A + D |
| | c) change of equipment (up/downgrade) | A + Dx# |
| 4.14 | Reconnection following the disconnection for non-payment of account | A + B |
| 4.15 | Disconnection of Toll Denial activation (see Tariff Section 85) | A + B |
| 4.16 | Change of Class of Service to Business from Residence without any telephone number change | A |

MULTI-ELEMENT SERVICE CHARGES

4. **APPLICATION OF MULTI-ELEMENT SERVICE CHARGES (CONT'D)**

EXAMPLES OF WORK

MESC ELEMENTS

4.17 Change is Class of Service to Residence from Business - must change telephone number

A + B

5. **EXEMPTIONS FROM MULTI-ELEMENT SERVICE CHARGES**

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- 5.01
- a) activation of Calling Features
 - b) providing Calling/Call Me Cards
 - c) change in telephone number initiated by the company
 - d) change in mailing or street address
 - e) Reserved for Future Use
 - f) change customers records initiated by the company
 - g) providing Equivalent Service in conjunction with new Primary Exchange Service
 - h) Repair (normal wear and tear) or removal of company owned equipment or service
 - i) changes to telephone equipment when faulty equipment can't be replaced or repaired on a Repair Visit
 - j) providing cable/wire location services under normal conditions
 - k) equipment that has it's own related service charges

MULTI-ELEMENT SERVICE CHARGES

RESERVED FOR FUTURE USE

D