

1. GENERAL

- 1.01 The Company classifies a customer's service as either business or residence for the application of exchange service and other rates according to the specific criteria set out below and failing that, how it is primarily or substantially used. Primarily or substantially refers to use or intended line use of more than 50% for either business or residence.

2. BUSINESS SERVICE

- 2.01 The business classification applies when the service is used (and maybe advertised or publicized) for a commercial, industrial, professional, institutional, vocational or other occupational purposes or used for any purpose other than that of a domestic or family nature.

When a residence phone number is advertised coincident with a business phone number, it is assumed that any business use of the residence number is incidental to the primary domestic use.

- 2.02 The business classification applies in circumstances such as the following:

- (a) When a request for a directory listing (white and/or yellow pages) or a directory listing indicates other than primarily domestic use.
- (b) In boarding and rooming houses and other places in which four or more persons are accommodated for payment, and in residence quarters of any club, institution or similar place, where guests, boarders, employees or other persons not members of the customer's household have general access to the service.

2. **BUSINESS SERVICE (CONT'D)**

2.03 If any part of the customer's service is used primarily for a non-domestic purpose or is in a location where the business classification would apply, the entire service is classified as business, except that a customer may have the following:

(a) When the customer's residence service is forwarded to a telephone answering service.

(b) A customer to both Business and Residence service may have either of the following:

(1) Connection of residence service with terminating equipment of the customer's business service.

(2) An additional telephone connected to the residence service at the location of the customer's business service.

2.04 When the Company is applying the residence classification but finds that the business classification is applicable, it may henceforth charge the appropriate business rate upon notifying the customer.

3. **RESIDENCE SERVICE**

3.01 The residence classification applies when the service is used primarily or substantially for domestic or family purposes and none of the requirements for the business classification exist.