

GENERAL TARIFF

EXCHANGE SERVICE - GENERAL

1. GENERAL

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); such service arrangements are specified in Section 100-1.03 following.

1.02 When an exchange area contains one wire centre and more than one base rate area, then that wire centre is designated as the rate centre. When more than one wire centre and more than one base rate area exists in an exchange area, then only one of the wire centres is designated as the rate centre.

The rate centre location is used for determining message toll rate distance and in determining local, inter-exchange and foreign-exchange distance charges.

1.03 Exchange service (or local service) is the furnishing of the service and equipment 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.

2. PRIMARY EXCHANGE SERVICES

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

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

(a) Flat-rate services, which consist of Customer services, namely, individual line service.

(b) Message-rate services, which consist of the following:
(1) Semi-public telephone service.
(2) Public telephone service.

3. EXCHANGES

3.01 Exchanges are classified in rate groups for the application of exchange service rates according to the total telephone number count for rating purposes in the local-service area. The total telephone-number count for rating purposes for each exchange is the sum of the following:

- (a) For the exchange itself, the total Company-provided telephone numbers in it excluding those assigned to public telephones.
- (b) For each of the other exchanges in the local-service area, the total telephone numbers, excluding those assigned to public telephones, in each such exchange multiplied by a weighting factor, where applicable, that is appropriate to the rate distance between the exchange specified in (a) above and each other exchange. The weighting factor is specified in (c) below.
- (c) The weighting factors used to determine the total telephone-number count for residence and business rate groups of an exchange are as follows.

Rate Distance	Weighting Factor
1 to 10 miles	1.1
11 to 15 miles	1.6
16 to 20 miles	2.1
21 to 25 miles	3.1
26 to 30 miles	5.2
31 to 40 miles	6.0

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3.02 The exchange description below includes the exchange name and province. Indented under the exchange name are exchanges with which Extended Area Service (EAS) is provided. Also included are the Local Exchange Carrier and its appropriate CRTC tariff number and the Rate distance as calculated in Section 100-3.03 (B) below. Additionally, each CRTC ruling related to forbearance on an exchange basis is listed, identifying the ruling number, the effective date and the class of services affected.

Exchange Name	Local Exchange Carrier & CRTC Tariff Number	Rate Distance	CRTC Forbearance Decision/Order	Effective Date	Class of Service
Aberarder, Ontario Forest, Ont. Arkona, Ont. Sarnia, Ont. Brights Grove, Ont. Wyoming, Ont.	People's (25540) People's (25540) Bell (6716) Bell (6716) Bell (6716)	0 7 13 17 8 8			
Forest, Ontario Aberarder, Ont. Arkona, Ont. Sarnia, Ont. Wyoming, Ont. Thedford, Ont. Watford, Ont.	People's (25540) People's (25540) Bell (6716) Bell (6716) Hurontario (25420) Brooke (25330)	8 7 23 12 9 12	Telecom Decision CRTC 2010-306	25 May 2010	Business Local
Arkona, Ontario Forest, Ont. Aberarder, Ont. Kerwood, Ont. Strathroy, Ont. Mt. Brydges, Ont. Lambeth, Ont. London, Ont.	People's (25540) People's (25540) Bell (6716) Bell (6716) Bell (6716) Bell (6716) Bell (6716)	8 13 10 14 21 30 31			

3.03 Extended Area Service (EAS); the addition of an exchange to a local-service area; may be established when the following three criteria are met as per CRTC Notice 95-15 March/95 and CRTC Decision 96-6 August/96.

(A) At least 60% of both residence and business subscribers in one exchange must call the other exchange at least once a month, for two months in a twelve month period, referred to as community of interest (COI) criterion;

(B) The rate distance between the exchanges rate centres must not exceed 40 miles or 64 kilometers (as determined in CRTC 7400 Item 210.7), and;

(C) A simple majority (over 50% of subscribers who vote) of both residence and business subscribers whose basic local rates would be increased must approve of the new service. In order to mitigate the potential for a large exchange defeating an EAS vote, the CRTC does not require that a vote be held where the associated individual-line residential rate increase would be one dollar or less per month.

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4.0 RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) SERVICE

Note: The business service elements of this item are forborne from regulation in certain exchanges, as identified in Section 100, item 3.02.

- 4.01 A specific schedule of basic rates for primary exchange (or local) service applies for each Rate Group and those subscribing to Vacation Rate Services.
- 4.02 The minimum contract period for all primary exchange services is stated in the Ontario Independent Services Tariff (OIST) (CRTC 25611) Section 1-30.20.
- 4.03 The following are basic monthly rates for primary exchange service. Additional charges as specified in the Company's Tariff and the Ontario Independent Services Tariff (CRTC 25611) apply for telephones or other equipment and services provided by the Company.

USOC	DESCRIPTION	MONTHLY CHARGES
		REGULAR RATES 1LR, 1FL
1LR	Residential – Private Line	\$30.00
1FL	Business – Private Line	\$55.74

- (a) Equivalent service is provided at a monthly rate of \$8.70 (USOC B32) for each line so arranged.
- (b) Emergency Reporting Tel. is classified as a Business service.
- (c) Touch Tone dialing is provided at no additional cost.
- 4.04 Seasonal Service is intended for customers who vacate their premises temporarily and desire temporary disconnection of their service during their absence. It provides for the continuation of the customer's listing in the telephone directory and other records, and ensures the availability of facilities upon the subscriber's return.
- a) Seasonal Service can be utilized once in any twelve month period.
- b) The minimum period for Seasonal Service is one month and the maximum is eight months, in any 12 month period.
- c) While the customer is on Seasonal Service, they will be billed 50% of the regular service access rate per month, except as otherwise noted in the tariff.
- d) Bills shall be rendered at regular billing dates during the period of suspension of service.
- e) Residential Calling Features (See Section 490) are included in the Seasonal Service at no additional cost.

EXCHANGE SERVICE - GENERAL5. TELEPHONE NUMBER SERVICES5.01 General

The Company provides the following telephone number services:

(a) Telephone Number Reservation (TNR)

Telephone number reservation permits customers to reserve a seven-digit telephone number. Telephone numbers may be reserved for a maximum period of one year.

(b) Prestige Numbers

Prestige Numbers permits customers to select the telephone numbers associated with their service, 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.
- (b) The telephone number service must be furnished from the serving wire centre in which the customer's premise is located.
- (c) The telephone number service 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 and may change such numbers for service reasons. Replacement numbers, if available, are reserved or provided without a further service charge.

5.02 Rates and Charges

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

USOC	DESCRIPTION	MRC	SC
TNR	Telephone Number Reservation	N/A	\$35.00
PNUM	Prestige Number	\$6.00	N/A
NUMSRCH	Each search for up to 5 numbers requested at the same time	N/A	\$35.00

6. CALLING NUMBER BLOCKING

6.01 GENERAL

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

- (a) Per Call Blocking allows for the utilization of an activation code to prevent 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 where facilities are available.
- (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.

6.02 RATES AND CHARGES

Rates for primary exchange service and service charges apply for the access line used for the number replacement. The USOCs specified below are used for administration purposes only.

USOC	Description
PCB	Per Call Blocking
PLB	Per Line Blocking
NUR	Number Replacement

7. CONNECTION OF PRIMARY EXCHANGE SERVICE TO INSIDE WIRE AND JACKS

7.01 GENERAL

The Company furnishes all facilities on the customer's premises up to and including a demarcation point. Such demarcation point will include a jack to enable the customer to determine whether transmission problems are occurring on company-provided facilities (up to and including the demarcation point) or on customer-owned facilities (beyond the demarcation point).

- (a) Inside wire and jacks beyond the demarcation point are the responsibility of the customer. The Company will install inside wire and jacks, at the customer's request, at charges identified by the Company relating to unregulated services activity.
- (b) Inside wire associated with hardwired telephone connections will be maintained free of charge until such time as the Company converts these connections to jacks.
- (c) Customers without a jack-ended demarcation device on their lines will not be assessed a diagnostic maintenance charge and a jack-ended demarcation device will be installed free of charge during the same visit.

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8. CALL BLOCKING SERVICE

8.01 Call Blocking enables customers to restrict access from their telephone lines to both of the following services:

- 900 Service (refer to Bell Canada General Tariff Item 3285)
- 976 Service (refer to Bell Canada General Tariff Item 4970)

8.02 The service is provided, at the customer's request, on individual lines and trunk lines served from all stored-program-control switches initially and from non stored-program-controlled and DMS-10 switches on a scheduled roll-out basis.

8.03 Call Blocking is not available with 2- and 4-party services.

8.1 RATES

8.1.01 A onetime charge of \$10.00 applies for each line on which Call Blocking is activated.

8.1.02 An administration charge does not apply.