

GENERAL TARIFF

SERVICE CHARGES

1. GENERAL

- 1.01 A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer and when the Company, at the customer's request, performs work for him. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.
- 1.02 Service charges apply in addition to other rates and charges unless otherwise stated. The same service charge applies whether the required equipment or facility must be installed or whether it is reconnected after disconnection and in the latter case includes the relocation of that equipment to meet the customer's requirements.
- 1.03 In general a service charge applies for each item of service or equipment.
- (a) Service charges specified in section 110.2 apply for those services or equipment determined by the work-function structure.
- (b) Service charges apply in other items of the Company's Tariffs for its other offerings of service, equipment or facilities.
- 1.04 An additional charge may be made based on the additional actual expense incurred when:
- (a) it is necessary for the Company to install a special assembly of equipment or incur unusual expenses in order to meet the particular service requirements of a customer, or
- (b) a customer stipulates the performance of 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, a service charge may be made based on the actual expense incurred by the Company.

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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2. MULTI-ELEMENT SERVICE CHARGES

2.01 Customers' requests for service which involve installing, reconnecting, moving or changing telephone lines, sets, associated miscellaneous equipment, other services and records, are divided into four basic service charge elements (work functions). One or more of these elements apply when the requested service is provided except where otherwise stated in this General Tariff.

2.02 The six service charge elements are described as follows: **C**

- (a) ADMINISTRATION CHARGE 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 when it is necessary to connect the customer's telephone line to the network. This work involves extending the telephone line from the customer's premises to the serving central office and making appropriate connections within the serving central office.

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.

- (c) PREMISES VISIT A Premises Visit Charge applies to the travel time spent in reaching a customer's premises. A Premises Visit Charge applies on a "Per Visit" basis whenever a Company's employee is dispatched to the customer's premises in response to a request for service regardless as to whether work is performed or not.

A Premises Visit Charge does not apply to subsequent visits required to complete an order for which a Premises Visit Charge has already been applied.

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2. MULTI-ELEMENT SERVICE CHARGES (Cont'd)

(d) PREMISES WORK CHARGE 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 line and/or other miscellaneous equipment.

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 and/or equipment is requested by a customer;
- A telephone equipped with a plug is delivered by a Company representative to a customer's premises.

(e) TNR LINE CONNECT CHARGE A TNR Line Connect Charge applies to work done to resume service to a customer who has had their service suspended with Telephone Number Reservation and is charged instead of item (b) Line Connection.

A TNR line connect charge applies when;

- A customer subscribes to TNR at the time of disconnect, and
- The customer reconnects at the same premise, and
- There is no change in facilities at the premise during the time of suspended service or at the time of reconnect.

(f) SINGLE FEE FOR RESIDENTIAL & BUSINESS For residential and business customers, the Single Fee Charge includes service charges (a) through (e) and amalgamates the charges into a single one-time fee.

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3. SERVICE CHARGES SCHEDULE

ELEMENTS OF SERVICE CHARGES:	SERVICE CHARGES	
	RESIDENCE	BUSINESS
a) Administration Charge	N/A D	N/A D
b) Line Connection	N/A D	N/A D
c) Premise Visit	N/A D	N/A D
d) Premise Work	N/A D	N/A D
e) TNR Connection	N/A D	N/A D
f) Single Fee	\$59.95	\$69.95

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4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

The following table shows the application of MESC charges by work function. One or more work functions are required for the installation, change, reconnection or change of location of a service requested by a customer.

WORK FUNCTION	ADMIN	LINE CONNECT	TNR CONNECT	PREMISE VISIT	PREMISE WORK
<u>Receiving, recording and processing Customer's request.</u> Apply: - once for each request regardless of number of items to be completed on same premises at same time and for same billing number.	X				
<u>Resuming Suspended Service with TNR</u> Apply - once for each station resumed from a suspended state requiring no additional work			X		
<u>Connecting telephone line to the network.</u> Apply for: - each line connected to the network - other bridging connections in the Central Office - each customer's request resulting in a number change.		X X X			
<u>Visit to Customer's premises to complete a Customer's request.</u> Apply for each visit whether work is done or not. <u>Does not</u> apply to subsequent visits to complete an order where a Premises Visit charge has already been applied.				X	
<u>Work performed at the Customer's premises at Customer's request.</u> Apply to install, move or change a telephone line or miscellaneous equipment. <u>Does not</u> apply when: - equipment is in-place at the time service is established and no move or change is requested - a telephone equipped with a plug is delivered by the Company to a customer's premises.					X

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5. OTHER EQUIPMENTS AND SERVICE CHARGES

5.01 Many items of equipment have service charges of specific amounts which apply when these items are installed in which case Multi Element Service Charges are not applicable.

6. DIAGNOSTIC MAINTENANCE CHARGE

6.01 Refer to Customer Provided Equipment Section 850, Subsection 4. for details.

7. INSPECTION AND MODIFICATION CHARGE

7.01 Refer to Customer Provided Equipment Section 850, Subsection 5. for details.