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#### EXPLANATION OF SYMBOL

\*Denotes last change to General Tariff Item

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RESERVED FOR FUTURE USE.

\*

**DEFINITIONS**

Item

10. **ACCOUNT RECEIVABLE** - An individual charge associated with an eligible call purchased from an IXC according to the terms and conditions of the Company's Billing and Collection Services Agreement.

**AFFILIATE** – Moved to CRTC 21491, Item 100

M

**AUTOMATIC DIALING-ANNOUNCING DEVICE (ADAD)** - Any automatic equipment incorporating the capability of storing or producing telephone numbers to be called, used alone or in conjunction with other equipment to convey a prerecorded or synthesized voice message to the telephone number called.

**BCS ACCESS** - The basic component of Business Communications Service which provides a point of access from which a customer can place and receive calls over the public switched telephone network and access basic and enhanced BCS features.

**BUILDING** - A structure with outside walls and a roof. An adjoining building with abutting walls with its own entrance and buildings separated by a public thoroughfare or connected by enclosed or underground passageways are considered as separate buildings.

**CENTRAL OFFICE** - An operating unit equipped with apparatus by means of which connection is established between Primary Services.

**CIRCUIT** - An analog voice-grade channel or a digital 64 kbps (DS-0) channel.

**CIRCUIT GROUP** - A group of equivalent circuits.

**CLASS A LICENSEE** - A telecommunications service provider who: (a) operates telecommunications facilities used in transporting basic international traffic between Canada and another country, whether those facilities are owned by the licensee or leased from a separate facilities provider; or (b) operates telecommunications equipment that converts basic international traffic from circuit switched minutes originating in Canada to non-circuit switched traffic, or from non-circuit switched traffic to circuit switched minutes terminating in Canada, regardless of whether the licensee is responsible for the international transport; or (c) performs both of the functions described in (a) and (b) above. Such telecommunications service provider shall have obtained from the CRTC a Class A licence for the provision of basic international telecommunications services. For more information with respect to licencing requirements, refer to the CRTC web site at [www.crtc.gc.ca](http://www.crtc.gc.ca).

**CLASS B LICENSEE** - A telecommunications service provider who provides international telecommunications services but neither: (a) operates telecommunications facilities used in transporting basic international traffic between Canada and another country; nor (b) operates telecommunications equipment that converts basic international traffic from circuit switched minutes originating in Canada to non-circuit switched traffic, or from non-circuit switched traffic to circuit switched minutes terminating in Canada. Class B licensees include service providers who only resell the switched services of other services providers. Such telecommunications service provider shall have attained from the CRTC a Class B licence for the provision of basic international telecommunications services. For more information, with respect to licencing requirements, refer to the CRTC web site at [www.crtc.gc.ca](http://www.crtc.gc.ca).

**DEFINITIONS**

Item

10. (Continued)

**COMMISSION** - Canadian Radio-television and Telecommunications Commission.

**COMPANY** - NBTel Inc. (The new official bilingual business name, effective 1998 06 24 of The New Brunswick Telephone Company, Limited, which continues to be a registered business name of NBTel Inc.).

**COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)** - A Canadian Carrier as defined in section 2 of the Telecommunications Act, recognized as a CLEC by the CRTC pursuant to Telecom Decision CRTC 97-8.

**COMPETITIVE PAY TELEPHONE SERVICE PROVIDER (CPTSP)** - A Company or individual which provides competitive pay telephone service for use by the general public. For the purposes of this tariff, the Competitive Pay Telephone Service Provider is the Company's customer.

**CONNECTION** - The electrical and/or physical interfacing of customer-provided terminal equipment to equipment or facilities of the Company.

**CONTIGUOUS EXCHANGE AREAS** - Exchange areas of which the boundaries are common at any point, except where such common boundary consists of a natural barrier.

**CONTINUOUS PROPERTY** - The land, together with any buildings thereon, occupied by the customer, which does not extend across other property not occupied by the customer, or a public thoroughfare. However, land occupied by the customer which fronts on both sides of a public thoroughfare and opposite to one another would be considered to be continuous property.

**CONTROL** - Moved to CRTC 21491, Item 100.

M

**CUSTOMER** - Moved to CRTC 21491, Item 100

M

**CUSTOMER'S PREMISES** - The continuous property and the building or buildings located thereon, or the portion or portions of a building, occupied by the customer.

**DAL or DIRECT ACCESS LINE** - A network arrangement used to transmit traffic over a dedicated facility between a Carrier's or Other Service Provider's interexchange network and a subscriber's premises.

**DEDICATED SERVICE** - A telecommunications service which is dedicated to the private communications needs of a user, where one end of the facility used to provide the service is terminated at equipment dedicated to the user.



**DEFINITIONS**

Item

10. (Continued)

**EQUIVALENT NETWORK ACCESS LINES** - Two or more network access lines provided for a customer at one location and arranged so that an incoming call for the telephone number listed for the group of network access lines is routed to an idle network access line in the group. \*

**EXCHANGE AREA** - A geographical area established by the Company for the administration and furnishing of telephone service. \*

**EXCHANGE CLUSTER** - A grouping of exchanges which retain their exchange identity (i.e., V&H Co-ordinates and name) but which are treated as one for local rating and local calling areas.

**FEATURE INTERWORKING** - Refers to the ability to route calls based on selected combinations of the routing criteria specified in Item 800.

**FLAT RATE** - A tariff charge which includes access and usage.

**GENERAL TARIFF** - The document titled "General Tariff" containing the Commission approved Rates, Charges and Regulations governing the monopoly services furnished by the Company.

**GRADE OF SERVICE** - The term used to refer to specific types of Single Line Service. Only One-Party service is available

**INTERCONNECTING CIRCUIT** - A circuit that connects an IXC's facility to a facility of the Company to provide access to the Company's public switched telephone network (PSTN). An interconnecting circuit may connect:

- (1) an IXC's facility to a Company Central Office to which customer lines are directly connected (end office); or
- (2) an interexchange circuit to a Company Centrex switch; or
- (3) a local circuit from an IXC's switch to a Company Centrex switch; or
- (4) an IXC's facility to a Company Central Office to which end offices are directly connected in order to originate or terminate toll traffic (toll office).

**INTER-EXCHANGE CARRIER (IXC)** - A Canadian carrier, as defined in Section 2 of the Telecommunications Act, that provides interexchange service in competition with one of the Canadian Carriers identified in the Title Page of the National Services Tariff.

**INTER-EXCHANGE SERVICE or INTER-EXCHANGE FACILITY** - A service or facility configured to operate between any two exchanges for which Message Toll Service charges would apply, including overseas and international services and facilities.

**JOINT-USE BASIS** - On a basis in which a circuit is not dedicated to a single user. \*

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## General Tariff

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Item  
10Definitions

Continued

**LINE-SIDE ACCESS** - Any connecting arrangement provided by the Company to an IXC over which PSTN dial tone is delivered or access to the Company's 800 Service is provided to the IXC, by means of an interconnecting circuit, enabling the IXC to access or egress the Company's PSTN.

**LOCAL CALL** - A call terminating within the same Local Calling Area from which it was originated.

**LOCAL CALLING AREA** - The area within which a customer can place a call without incurring Long Distance Service charges. An Exchange Area's Local Calling Area includes the area within the Exchange Area's boundary and may include additional contiguous Exchange Areas.

**LOCAL RATE CENTER** - A point(s), designated by the Company, within an Exchange Area which is used in determining rate distances for services located entirely within the same Exchange Area.

**LONG DISTANCE CALL** - Telephone service between exchange areas where Extended Area Service is not provided.

**MEASURED RATE** - A tariff charge for usage. The usage charge may be determined by one or more of the following: frequency, duration, distance, time of day, day of the week and holidays.

**NETWORK ACCESS LINE** - The Company-provided circuit used to provide access to the Company's central office for the provision of Primary Service.

**OPERATOR SERVICES** - A service performed by Operating Company operators, at the request of an IXC operator or an IXC subscriber, for calls delivered to the operators from the IXC's network. Operator services include call interruption, long distance directory assistance, 800/888 directory assistance and completion of calls to non-dialable points.

**OVERFLOW ROUTING** - A service which is available when an IXC has Direction Connection to the Company's serving switch. With this service, any traffic which is blocked from using the Direction Connection is rerouted to the IXC's Access Tandem Connection.

**OVERSEAS CIRCUIT** - A circuit which connects a service or a facility of an international service provider to a country other than the United States, directly or via an Overseas Carrier, for the purpose of providing overseas services.

**PERSON** – Moved to CRTC 21491, Item 100.

M

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**DEFINITIONS**

Item

10. (Continued)

**PRIMARY SERVICE** - Service provided and maintained by the Company which allows the customer basic access to and use of the public switched telephone network for the purpose of originating and receiving local and long distance calls subject to the appropriate rates and regulations set out in this General Tariff.

**PRIMARY SERVICE LOCATION** - That location where the customer's Primary Service is located. This is determined by the Company according to where the majority of service is located.

**PUBLIC SWITCHED TELEPHONE NETWORK** - Company equipment, including switching and transmission equipment, which is used for communications by the general public.

**RELAY SERVICE** - An English and French language service, available on a 24 hour per day, seven day per week basis, which enables a person using a Telecommunications Device for the Deaf (TDD) to send a message to, or receive a message from, other telephone users who do not employ a TDD to communicate, by relating the parties' messages through an operator.

**RESALE** – Moved to CRTC 21491, Item 100.

M

**RESELLER** - Moved to CRTC 21491, Item 100.

M

**DEFINITIONS**

Item

10. (Continued)

**RESPONSIBLE ORGANIZATION (RESP ORG)** - The entity identified by the 800/888 Subscriber or Agent that assumes the duty of managing and administering the 800/888 record (number) in the 800/888 Service Management System on behalf of the 800/888 Subscriber.

**SERVICE CHARGES** - A charge applied at the time of installation of the service and upon subsequent addition, moves and changes.

**SERVING CENTER** - A central office, or two or more central offices located in the same building.

**SHARING** –Moved to CRTC 21491, Item 100.

M

**SHARING GROUP** - Moved to CRTC 21491, Item 100.

M

**STANDARD SERVICE CHARGES (S.S.C.)** - See Item 110.2A.

**STANDBY CIRCUIT** - An interconnecting circuit with line or trunk-side access which has been activated but rendered incapable, by the Company, of carrying traffic.

**SUBSCRIBER** - A person for whom telecommunications equipment, facilities or service have been provided by an IXC.

**SUPPLEMENTARY SERVICES** - Services provided and maintained by the Company that serve to supplement or enhance a customer's Primary Service.

**TOLL OFFICE** - An operating and serving unit used to furnish Inter-Exchange Services.

**TOLL RATE CENTER** - A point, designated by the Company, within an Exchange Area which is used in determining rate distances for Inter-Exchange Services.

**TRUNK-SIDE ACCESS** - Any connecting arrangement provided by the Company to an IXC, by means of an interconnecting circuit between their respective switches, over which 1+, 0+, 00-, 10XXX, 1-800, 01+ and 011+ can be routed to the IXC's network and over which traffic from the IXC's network can be routed for termination in the local PSTN.

**USER** - A person or a member of a sharing group using a telecommunications service or facility for the person's or member's private communications needs.

**TERMS OF SERVICE**

Item

**20.1 GENERAL**

- .1 Except as otherwise specified, these Terms of Service apply with regard to services for which the Canadian Radio-television and Telecommunications Commission has approved a tariff.
- .2 These Terms do not limit NBTel's liability in cases of deliberate fault or gross negligence, anti-competitive conduct, or breach of contract where the breach results from the gross negligence of NBTel. \*
- .3 Tariffed services offered by NBTel are subject to terms and conditions contained in:
  - (a) these Terms;
  - (b) applicable provisions of NBTel's tariffs; and
  - (c) any written application, to the extent that it is not inconsistent with these Terms or the tariffs.

All of the above bind both NBTel and its customers.

**.2 EFFECTIVE DATE OF CHANGE**

- .1 Subject to 2.2, changes to these Terms or the tariffs, as approved by the Commission, take effect on their effective date even though applicants or customers have not been notified of them or have paid or been billed at the old rate.
- .2 The old non-recurring charges for the transaction in question apply where service which was to be provided by a certain agreed-upon date was, through no fault of the applicant or customer, not so provided and in the meantime a rate increase has gone into effect.

**.3 OBLIGATION TO PROVIDE SERVICE**

- .1 NBTel is not required to provide service to an applicant where:
  - (a) NBTel would have to incur unusual expenses which the applicant will not pay; for example, for securing rights of way or for special construction;
  - (b) the applicant owes amounts to NBTel that are past due other than as a guarantor; or
  - (c) the applicant does not provide a reasonable deposit or alternative required pursuant to these Terms.
- .2 Application for service or for additional service and/or equipment in connection with service already established may be made orally or shall be in writing if NBTel so requires in order to establish the identity of the applicant or customer in circumstances where NBTel has reasonable grounds for believing that the applicant or customer intends to defraud NBTel or to evade payment.
- .3 Where NBTel does not provide service on application, it must provide the applicant with a written explanation upon request.

**TERMS OF SERVICE**

Item

**20. (Continued)****.4 NBTel FACILITIES**

- .1 Except where otherwise stipulated in its tariffs or by special agreement, NBTel must furnish and install all facilities required to provide service. The company may charge for unusual expenses associated with meeting the needs of customers with special requests, such as performing maintenance and repair work outside of regular working hours.
- .2 NBTel shall normally provide the electrical energy necessary for the furnishing of service, except that the customer shall arrange and pay for a local supply of suitable commercial power, with outlets, when required for the operation of equipment required to furnish the service.
- .3 Upon termination of service, the customer must return NBTel equipment.
- .4 NBTel must bear the expense of maintenance and repairs required due to normal wear and tear to its facilities, except that NBTel may charge for the additional expense incurred when the applicant or customer requires maintenance and repair work to be performed outside of regular working hours. This section does not apply where otherwise stipulated in NBTel's tariffs or by special agreement.
- .5 A customer who has deliberately, or by virtue of a lack of reasonable care, caused loss or damage to NBTel's facilities, may be charged the cost of restoration or replacement. In all cases, customers are liable for damage caused to NBTel facilities by customer-provided facilities.

**.5 NBTel's RIGHT TO ENTER PREMISES**

- .1 NBTel's agents and employees may enter premises on which service is or is to be provided, during the company's normal working hours if the work is completed at the customer's request or in the event of an emergency or potential harm to the network, at any time subject to the provisions in 5.2 and 5.3, to install, inspect, repair and remove its facilities, to inspect and perform necessary maintenance in cases of network-affecting disruptions involving customer-provided facilities, and to collect proceeds from coin telephones.
- .2 Prior to entering premises, NBTel must obtain permission from the applicant, customer or other responsible person.
- .3 Entry is not subject to 5.1 and 5.2 in cases of emergency or where entry is pursuant to a court order.
- .4 Upon request, NBTel's agent or employee must show valid NBTel identification prior to entering premises.

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**TERMS OF SERVICE**

Item

**20. (Continued)****.6 BASIC SERVICE**

- .1 NBTel provides single-party, touch tone service as its basic service platform. Service is subject to the availability of suitable facilities. \*
- .2 Customers who wish to change to a lower grade of service that is available may do so without charge.

**.7 DEPOSITS AND ALTERNATIVES**

- .1 Except as otherwise stipulated in its tariffs, NBTel cannot require deposits from an applicant or customer at any time unless the applicant or customer:
  - (a) has no credit history with NBTel and will not provide satisfactory credit information;
  - (b) has an unsatisfactory credit rating with NBTel due to payment practices in the previous two years regarding NBTel services; or
  - (c) clearly presents an abnormal risk of loss.
- .2 NBTel must inform the applicant or customer of the specific reason for requiring a deposit, and of the possibility of providing an alternative to a deposit, such as arranging for third party payment, a bank letter of credit or a written guarantee from a third person whose credit is established to the satisfaction of NBTel.
- .3 An applicant or customer may provide an alternative to a deposit provided it is reasonable in the circumstances.
- .4 The total amount of all deposits and alternatives provided by or for an applicant or customer may not at any time exceed three months' charges for all services, including anticipated long distance charges. However, where an applicant or customer clearly presents an abnormal risk of loss, NBTel may require a deposit or alternative not to exceed six months' charges for all services, including anticipated long distance charges.
- .5 Deposits earn interest in accordance with the applicable provisions of NBTel's tariffs.
- .6 Whenever NBTel holds a deposit it must indicate the following on that customer's monthly account:
  - (a) that a deposit is being held by NBTel in connection with the customer's account; and
  - (b) a telephone number of a NBTel representative to whom any inquiries regarding the deposit may be directed.

At least once per year, NBTel must also indicate on that customer's account the total amount of deposits held as well as the total interest accrued on the deposits.

**TERMS OF SERVICE**

Item

20. (Continued)

**.7 DEPOSITS AND ALTERNATIVES (Continued)**

- .7 NBTel must review the continued appropriateness of deposits and alternative arrangements at six month intervals. When service is terminated or the conditions which originally justified them are no longer present, NBTel must promptly refund the deposit, with interest, or return the guarantee or other written undertaking, retaining only any amount then owed to it by the customer.

**.8 RESTRICTIONS ON USE OF SERVICE**

- .1 Service may be used by the customer and all persons having the customer's permission to use it. In the case of business telephone service, joint use within the meaning of NBTel's tariffs is permitted only upon approval by NBTel in accordance with the applicable provisions of its tariffs.
- .2 Customers are prohibited from using NBTel's services or permitting them to be used for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls.
- .3 Customers are prohibited from using NBTel's services or permitting them to be used so as to prevent a fair and proportionate use by others. For this purpose, NBTel may limit use of its services as necessary. \*
- .4 NBTel's facilities must not be re-arranged, disconnected, removed, repaired or otherwise interfered with the except in cases of emergency, where specified in NBTel's tariffs or by special agreement. Terminal equipment provided by the customer may be connected with NBTel's facilities, pursuant to the provisions of the General Tariff or by special agreement.
- .5 No payment may be exacted, directly or indirectly from any person or by any party other than NBTel for the use of any of NBTel's services, except where otherwise stipulated by special agreement, as in the case of hotel, motel and hospital customers, or in NBTel's General Tariff.

**.9 CUSTOMER LIABILITY FOR CALLS**

- .1 The customer is liable to NBTel for charges for all long distance calls originating at the customer's telephone regardless of who may originate such calls, and for all calls received at the customer's telephone, the charges for which are accepted by any person receiving such calls, regardless of who may accept such charges.
- .2 NBTel may, if it so elects, collect all or part of the charges referred to in 9.1 from the person placing the call or from any person who may otherwise be responsible for the charges incurred.



**TERMS OF SERVICE**

Item

20. (Continued)

**.10 DISPUTE PROCEDURE**

- .1 Customers may dispute charges for calls which they do not believe originated from or were accepted at their telephones. The dispute procedure set out in the introductory pages of the telephone directory should be followed and customers must pay the undisputed portion of the bill.

**.11 CONFIDENTIALITY OF CUSTOMER RECORDS**

- .1 Unless a customer provides express consent or disclosure is pursuant to a legal power, all information kept by the company regarding the customer, other than the customer's name, address and listed telephone number, is confidential and may not be disclosed by the company to anyone other than:
  - (a) the customer;
  - (b) a person who, in the reasonable judgement of the company, is seeking the information as an agent of the customer;
  - (c) another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose;
  - (d) a company involved in supplying the customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose;
  - (e) an agent retained by the company to evaluate the customer's creditworthiness or to collect the customer's account, provided the information is required for and is to be used only for, that purpose; \*
  - (f) a public authority or agent of a public authority, if in the reasonable judgement of the Company, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information; or \*
  - (g) an affiliate involved in supplying the customer with telecommunications and/or broadcasting services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose. \*

Express consent may be taken to be given by a customer where the customer provides:

- (a) written consent;
- (b) oral confirmation verified by an independent third party;
- (c) electronic confirmation through the use of a toll-free number;
- (d) electronic confirmation via the Internet;
- (e) oral consent, where an audio recording of the consent is retained by the carrier; or
- (f) consent through other methods, as long as an objective documented record of customer consent is created by the customer or by an independent third party.

\* - Moved to Page 15A.

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**TERMS OF SERVICE**

Item

**20.** (Continued)

**.11 CONFIDENTIALITY OF CUSTOMER RECORDS** (Continued)

- .2 NBTel's liability for disclosure of information contrary to 11.1 is not limited by 16.1.
- .3 Upon request, customers are permitted to inspect any NBTel records regarding their service.

**.12 DIRECTORIES**

- .1 Reserved for future use. \*
- .2 Reserved for future use. \*
- .3 The contents of NBTel's directories may not be published or reproduced in any form without NBTel's written consent.

**TERMS OF SERVICE**

Item

**20. (Continued)****.13 DIRECTORY ERRORS AND OMISSIONS**

- .1 In the case of errors or omissions in directory white and yellow pages standard listings, whether or not the error or omission is with regard to a telephone number, NBTel's liability is limited to making a refund or cancelling any charge associated with such listings for the period during which the error or omission occurred. No liability shall be attached to NBTel by reason of continuation of the customer's listing in a directory after the customer's service has been terminated. However, where the error or omission is occasioned by NBTel's negligence, NBTel is also liable for the amount calculated in accordance with 16.1.
- .2 In the case of errors in telephone numbers in directory white and yellow pages listings, unless central office facilities are unavailable, NBTel must provide reference of call service, free of charge, until termination of the customer's service or distribution of updated directories for that district in which the number or listing is correct.

**.14 NBTel-INITIATED CHANGES IN TELEPHONE NUMBERS AND SERVICE ARRANGEMENTS**

- .1 Customers shall have no property rights in the telephone numbers assigned to them, nor any right to continuation of service through any particular Central Office, and NBTel may change either or both whenever the Company has reasonable grounds for doing so and has given reasonable advance written notice to the customer, stating the reason and anticipated date of change. In cases of emergency, oral notice with subsequent written confirmation is sufficient.
- .2 NBTel may, at any time, change the boundaries of an Exchange Area upon the Commission's approval. \*
- .3 Whenever NBTel changes a customer's telephone number on its own initiative, it must, unless there are insufficient central office terminations available, provide reference of call service without charge until termination of the customer's service or distribution of updated directories for that district showing the new number, whichever occurs first. \*

**.15 REFUNDS IN CASES OF SERVICE PROBLEMS**

- .1 NBTel does not guarantee uninterrupted working of its services or equipment. The company shall not be liable to any customer, user or other person for damages resulting from omissions, interruptions, delays, errors or defects in transmission, or failures or defects in NBTel's facilities. However, in any such case, NBTel shall, on request, make a refund of charges proportionate to the length of time the problem existed. With regard to

## TERMS OF SERVICE

Item

20. (Continued)

### .15 REFUNDS IN CASES OF SERVICE PROBLEMS (Continued)

.1 (Continued)

Long Distance Service and Private Line Service of short duration, the refund shall be computed at the time NBTel is advised of the problem. No request is necessary where a problem in primary exchange service lasts twenty-four hours or more from the time NBTel is advised of the problem. However, where the problem is occasioned by NBTel's negligence, NBTel is also liable for the amount calculated in accordance with 16.1.

### .16 LIMITATION OF NBTEL LIABILITY

- .1 Except with regard to physical injuries, death or damage to customer premises or other property occasioned by its negligence, NBTel's liability for negligence, including negligence with regard to intercept, reference of call service and emergency service from coin telephones, and also for breach of contract where the breach results from the negligence of NBTel, is limited to the greater of \$20.00 and three times the amounts refunded or cancelled in accordance with 13.1 and 15.1, as applicable.
- .2 NBTel is not liable for:
  - (a) any act or omission of a telecommunications carrier whose facilities are used in establishing connections to points which NBTel does not directly serve;
  - (b) defamation or copyright infringement arising from material transmitted or received over NBTel's facilities;
  - (c) infringement of patents arising from combining or using customer-provided facilities with NBTel's facilities; or
  - (d) copyright or trademark infringement, passing off or acts of unfair competition arising from directory advertisements furnished by a customer or a customer's directory listing, provided such advertisements or the information contained in such listings were received in good faith in the ordinary course of business.

### .17 PAYMENT TIME LIMITS

- .1 Telephone service shall be billed in arrears and all amounts owing shall be due on the bill date shown on the bill, except where otherwise provided in the General Tariff. Failure to receive a bill showing the amount owing by the customer to NBTel shall not relieve the customer from the responsibility of making prompt payment to NBTel.
- .2 The payment time limit is forborne from regulation, pursuant to Telecom Regulatory Policy CRTC 2009-424, Section III. Late payment charges will be calculated as set out on the customer invoice, or at [www.bellaliant.ca](http://www.bellaliant.ca).

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**TERMS OF SERVICE**

Item

**20. (Continued)****.17 PAYMENT TIME LIMITS (Continued)**

- .3 In exceptional circumstances, for example when a customer has incurred a significant amount of long distance charges and presents an abnormal risk of loss to NBTel, prior to the normal billing date NBTel may request payment from the customer on an interim basis for the non-recurring charges that have accrued, providing the customer with details regarding the services and charges in question. \*
- .4 No charge disputed by a customer can be considered past due unless NBTel has reasonable grounds for believing that the purpose of the dispute is to evade or delay payment.
- .5 NBTel may request immediate payment in extreme situations, provided that a notice has been issued pursuant to 17.3 and the abnormal risk of loss has substantially increased since that notice was given or NBTel has reasonable grounds for believing that the customer intends to defraud NBTel.

**.18 LIABILITY FOR UNBILLED AND UNDERBILLED CHARGES**

- .1 Unless there has been customer deception with regard to a charge, customers are not responsible for paying a previously unbilled or underbilled charge except where:
  - (a) in the case of a recurring charge or a charge for an international long distance message, it is correctly billed within a period of one year from the date it was incurred; or
  - (b) in the case of a non-recurring charge other than for an international long distance message, it is correctly billed within a period of 90 days from the date it was incurred.
- .2 In the circumstances described in 18.1, unless there has been customer deception, NBTel cannot charge the customer interest on the amount of the correction. If the customer is unable to promptly pay the full amount owing, NBTel must attempt to negotiate a reasonable deferred payment agreement.

**.19 LIABILITY FOR CHARGES THAT SHOULD NOT HAVE BEEN BILLED AND THOSE THAT WERE OVERBILLED**

- .1 In the case of a recurring charge that should not have been billed or that was overbilled, a customer must be credited with the excess back to the date of the error or whatever is the furthest customer or company record which substantiates the date of the error, subject to applicable limitation periods provided by law. However, a customer who does not dispute a bill within one year of the date of a detailed statement which shows that charge correctly, loses the right to have the excess credited for the period prior to that statement.

**TERMS OF SERVICE**

Item

**20. (Continued)****.19 LIABILITY FOR CHARGES THAT SHOULD NOT HAVE BEEN BILLED AND THOSE THAT WERE OVERBILLED (Continued)**

- .2 Non-recurring charges that should not have been billed or that were overbilled must be credited, provided that the customer disputes them within 90 days of the date of the bill.
- .3 A customer who is credited with any amount that should not have been billed or that was overbilled must also be credited with interest on that amount at the rate payable for interest on deposits that applied during the period in question.

**.20 MINIMUM CONTRACT PERIOD AND CANCELLATION BEFORE SERVICE COMMENCEMENT**

- .1 NBTel requires a minimum contract period which stipulates the minimum period of time for which NBTel will furnish the service and equipment applied for, and for which NBTel's charges must be paid, whether or not the service is used by the customer for the whole of such period. The standard length of the minimum contract period is one month, commencing on the date service is established, and applies to all services except where otherwise provided in the General Tariff. However, NBTel may fix the minimum contract period longer than one month where the following conditions exist:
  - (a) unusual expense is necessary for the provision of the service; or
  - (b) special assemblies of equipment are installed.
- .2 A customer who cancels or delays a request for service before installation work has started cannot be charged by NBTel. Installation work is considered to have started when the customer has advised NBTel to proceed, and NBTel has incurred any related expense. A customer who cancels or delays a request for service after installation work has started, but before service has started, will be charged the lesser of the full charge for the entire minimum contract period plus the installation charge and the estimated costs incurred in installation less estimated net salvage. The estimated installation costs include the cost of unsalvaged equipment and materials specifically provided or used plus the cost of installing, including engineering, supply expense, labour and supervision, and any other disbursements resulting from the installation and removal work.

**.21 CUSTOMER-INITIATED TERMINATION OF SERVICE**

- .1 Service may be terminated after the expiration of the minimum contract period upon reasonable advance notice to NBTel. The customer shall pay all charges due for service which has been furnished.
- .2 Before expiry of the minimum contract period, customers may terminate their service in which case they must pay the full charges for the entire minimum contract period or, in the following circumstances, charges due for service which has been furnished:

**TERMS OF SERVICE**

Item

20. (Continued)

**.21 CUSTOMER-INITIATED TERMINATION OF SERVICE (Continued)**

.2 (Continued)

- (a) in the event of the death of the customer during the minimum contract period, the termination is effective from the date NBTel is notified of the death;
- (b) where the customer's premises are destroyed, damaged or condemned by reason of fire or other causes beyond the customer's control, so that they must be abandoned, the termination is effective from the date NBTel is notified;
- (c) in the case of chargeable directory listings, and in the case of directory listings with regard to joint use of service, the charges due to the end of the effective period of such a directory shall be paid. However, when the customer subscribes to his or her own Primary Service, or in the event of the death of the listed party, the charges shall be paid only to the date the customer subscribes to his or her own Primary Service or the date NBTel is notified of the death;
- (d) where a change to the boundaries of an Exchange Area or Local Calling Area affects the customer's service, the customer may terminate the service upon reasonable notice of termination to NBTel and termination becomes effective from the date NBTel is so notified;
- (e) in the case of a customer's service being taken over without lapse by a new customer at the same location or being superseded by another service of the same customer at the same or different location, termination becomes effective from the date of change and charges due for the balance of the entire minimum contract period shall be paid by the original customer for any of the original service and equipment which is discontinued at the time of the change, subject to the terms of NBTel's General Tariff and, notwithstanding 1.3 (c), the terms of the contract for the service in question;
- (f) where the circumstances specified in 21.2(a) through (e) do not apply, the minimum contract period is greater than one month at the same location, and the customer has given NBTel advance notice, the termination is effective when the customer pays the termination charge specified in the contract for the service in question or, where such charge is not specified, a termination charge of one-half of the charges remaining for the unexpired portion of the minimum contract period; and
- (g) in the case of chargeable directory listings, and in the case of directory listings with regard to joint use of service, where the listing has appeared in a directory and the customer's service is terminated or the listed party or joint user moves to another location, and the customer has given NBTel advance notice, the termination is effective on the date of that service termination or move, subject to a minimum charge of one month, and as of such time as no reference of call service is provided from the old to the new number.

**.22 NBTEL-INITIATED SUSPENSION OR TERMINATION OF SERVICE**

- .1 NBTel may suspend a customer's service or terminate a customer's service, whether or not NBTel has previously suspended the service, only where the customer:

## TERMS OF SERVICE

Item

20. (Continued)

### .22 NBTEL-INITIATED SUSPENSION OR TERMINATION OF SERVICE (Continued)

.1 (Continued)

- (a) fails to pay an account of the customer that is past due, provided it exceeds \$50.00 or has been past due for more than two months;
- (b) fails to provide or maintain a reasonable deposit or alternative, as required in 7.4, when required to do so pursuant to these Terms;
- (c) fails to comply with the terms of a deferred payment agreement;
- (d) repeatedly fails to provide NBTel with reasonable entry and access in conformity with 5.1 and 5.2;
- (e) uses or permits others to use any of NBTel's services or equipment so as to prevent fair and proportionate use by others, as set out in 8.3;
- (f) uses or permits others to use any of NBTel's services for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls;
- (g) contravenes 8.4 or 8.5; or
- (h) fails to provide payment when requested by NBTel pursuant to 17.5 or where required pursuant to the Company's payment terms. \*

.2 NBTel may not suspend or terminate service in the following circumstances:

- (a) failure to pay non-tariffed charges;
- (b) failure to pay charges for a different class of service at different premises or for service in the name of another customer, including failure to pay the account of another customer as a guarantor;
- (c) where the customer is prepared to enter into and honour a reasonable deferred payment agreement; or
- (d) where there is a dispute regarding the basis of the proposed suspension or termination, provided payment is being made for undisputed outstanding amounts and NBTel does not have reasonable grounds for believing that the purpose of that dispute is to evade or delay payment.

.3 Prior to suspension or termination, NBTel must provide the customer with reasonable advance notice, stating:

- (a) the reason for the proposed suspension or termination and the amount owing (if any);
- (b) the scheduled suspension or termination date;
- (c) that a reasonable deferred payment agreement can be entered into (where the reason for suspension or termination is failure to pay);
- (d) the reconnection charge;
- (e) the telephone number of a NBTel representative with whom any dispute may be discussed; and
- (f) that disputes unresolved with this representative may be referred to a senior NBTel manager.



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**TERMS OF SERVICE**

Item

**20.** (Continued)**.22 NBTEL-INITIATED SUSPENSION OR TERMINATION OF SERVICE** (Continued)**.3** (Continued)

Where repeated efforts to contact the customer have failed, NBTel must deliver such advance notice to the billing address. For the purpose of Item 22.3 of NBTel's terms of service, reasonable notice for the termination or suspension of the service of a customer that is a competitor will generally be at least 30 days.

**.4** In addition to the notice required by 22.3, NBTel must, at least twenty-four hours prior to suspension or termination, advise the customer or another responsible person that suspension or termination is imminent, except where:

- (a) repeated efforts to so advise have failed;
- (b) immediate action must be taken to protect NBTel from network harm resulting from customer-provided equipment; or
- (c) the suspension or termination occurs by virtue of a failure to provide payment when requested by NBTel pursuant to 17.5.

**.5** Except with customer consent or in exceptional circumstances, suspension or termination may occur only on business days between 8:00 a.m. and 4:00 p.m., unless the business day precedes a non-business day in which case disconnection may not occur after 12:00 noon.**.6** Suspension or termination by NBTel shall not affect the customer's obligation to pay any amount owed to NBTel. For suspended services, unless suspension occurs during the minimum contract period, NBTel shall make a daily pro rata allowance based on the monthly charge for the services suspended.**.7** Subsequent to the suspension of the customer's service, Standard Service Charges will apply upon reconnection of such service.**.8** Subsequent to removal of NBTel's equipment from the customer's premises due to termination, service will be re-established only upon the basis of a new application, whereupon the Standard Service Charges will apply.**.9** NBTel must restore service, without undue delay, where the grounds for suspension or termination no longer exist or a payment or deferred payment agreement has been negotiated.**.10** Where it becomes apparent that suspension or termination occurred in error or was otherwise improper, NBTel must restore service during business hours on the next working day, at the latest, unless exceptional circumstances do not permit this, and no reconnection charges shall be levied.

RESERVED FOR FUTURE USE

\*

**RULES**

Item

**22.1 RESERVED FOR FUTURE USE**

**.2 POLE ATTACHMENTS**

Moved to CRTC 21491, Item 110

M

**.3 CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT**

Moved to CRTC 21491, Item 110

M

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**RULES**

Item

**22.**

**.3** Moved to CRTC 21491, Item 110

**M**

**RULES**

Item

**22.**

.3 Moved to CRTC 21491, Item 110 M

.4 Moved to CRTC 21491, Item 110 M

**RULES**

Item

**22**

.4

Moved to CRTC 21491, Item 110

M

**RULES**

Item

**22.5** Moved to CRTC 21491, Item 110 M

**.6** Moved to CRTC 21491, Item 110 M

**.7** Moved to CRTC 21491, Item 110 M

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RESERVED FOR FUTURE USE.

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**RULES**

Item

22. (Continued)

**.9 CUSTOMER-INITIATED SUSPENSION OF SERVICE**

Moved to CRTC 21491, Item 200

M

RESERVED FOR FUTURE USE

\*

Item 23.1 has moved to the Aliant Telecom General Tariff

\*

**TARIFF SUBSCRIPTION SERVICE**Item  
25

The Company provides a copy of its tariffs as a free-of-charge service on its Internet Web Site at <http://productsandservice.aliant.net/PS/nb/english/common/termsconditions.jsp> and <http://productsandservice.aliant.net/PS/nb/french/common/termsconditions.jsp> \*  
|

These Tariffs are the following:

- General Tariff CRTC 12001
- Special Services Tariff CRTC 12002
- Special Assemblies Tariff CRTC 12003
- Aliant General Tariff CRTC 21491 \*
- APTC Regional Tariff CRTC 27750

Single copies of up to ten pages may be obtained free of charge at each business office where tariffs are kept on file. Single copies of more than ten tariff pages may be obtained for \$1.00 per page at each business office where tariffs are kept on file.

**INTRODUCTION TO PRIMARY SERVICE**

Item

40.1 Moved to CRTC 21491, Item 200

□M

## INTRODUCTION TO PRIMARY SERVICE

Item

- |       |                               |                            |
|-------|-------------------------------|----------------------------|
| 40.7  | Moved to CRTC 21491, Item 200 | <input type="checkbox"/> M |
| 40.8A | Moved to CRTC 21491, Item 200 | M                          |
| 40.8B | Reserved for future use.      | *                          |

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**INTRODUCTION TO PRIMARY SERVICE**

Item

40.9 Moved to CRTC 21491, Item 200

□M

## INTRODUCTION TO PRIMARY SERVICE

Item

40.9 Moved to CRTC 21491, Item 200

□M



## INTRODUCTION TO PRIMARY SERVICE

Item

40.9 Moved to CRTC 21491, Item 200

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**INTRODUCTION TO PRIMARY SERVICE**

Item

40.9 Moved to CRTC 21491, Item 200

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## INTRODUCTION TO PRIMARY SERVICE

Item

40.9 Moved to CRTC 21491, Item 200

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**INTRODUCTION TO PRIMARY SERVICE**

Item

40.9 Moved to CRTC 21491, Item 200

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INTRODUCTION TO PRIMARY SERVICE

Item

40.9 Moved to CRTC 21491, Item 200

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INTRODUCTION TO PRIMARY SERVICE

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Residential Single Line Access Service

Item  
45

Moved to CRTC 21491, Item 205.1

□M

## General Tariff

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Item Residential Single Line Access Service - Packages  
47

**Note:** This tariff Item is forborne from regulation in certain exchanges, as identified in General Tariff CRTC 21491, Item 200.

.1 GENERAL

A Basic User Package

Basic User Package is grandfathered effective November 14, 2000 and is only available to existing customers. Basic User Package provides a package of services which include a residential network access line (General Tariff Item 45.), 600 minutes of evening and weekend direct dialed calls to Canadian locations, and the customer's choice of any two of the following: Call Display, Call Waiting, Call Forwarding, Three-Way Calling, Distinctive Ringing (General Tariff Item 200.) and/or voicemail. \*

Daytime calls within Canada, and all calls to the U.S. will be given a 25% discount off the message toll rates. All overseas calls will be given a 40% discount. Calling card or Family Contact service calls will receive a 25% discount on all calls to Canada or the U.S. and 40% on all overseas calls. Transactions charges will apply. All evening and weekend minutes, after the initial 600 minutes, will receive a 25% discount on all calls to Canada.

B Basic Canada Package (Usage Based)

Basic Canada Package (Usage Based) is grandfathered effective November 14, 2000 and is only available to existing customers. Basic Canada Package (Usage Based) includes a residential single line access service (General Tariff Item 45.) and long distance discounts. A requirement of the package is that the customer must subscribe to at least one of the following: Call Display, Call Forwarding, Call Return, Call Waiting, Distinctive Ringing, Name Display, Speed Calling, Three-Way Calling (General Tariff Item 200.), voicemail and/or Internet Call Waiting (Special Services Tariff Item 3790.). \*

Customers who qualify will pay \$20.00 for their access service and receive all evening and weekend calling in Canada rated at \$0.10 per minute and all daytime calling in Canada rated at \$0.25 per minute. Calling Card or Family Contact calls will be included in the package; however, transaction charges will apply.

C Basic Canada Package (Flat Rated)

Basic Canada Package (Flat Rated) is grandfathered effective November 14, 2000 and is only available to existing customers. Basic Canada Package (Flat Rated) provides a package of services which includes residential single line access service (General Tariff Item 45.), 800 minutes of evening and weekend calls within Canada, and 100 minutes of daytime calls within Canada. A requirement of the package is that the customer must subscribe to at least one of the following: Call Display, Call Forwarding, Call Return, Call Waiting, Distinctive Ringing, Name Display, Speed Calling, Three-Way Calling (General Tariff Item 200.), voicemail and/or Internet Call Waiting (Special Services Tariff Item 3790.). \*

Daytime calls within Canada over the initial 100 minutes will be rated at \$0.25 per minute. Evening and weekend calls over the initial 800 minutes will be rated at \$0.10 per minute. Calling Card or Family Contact calls will be included in the package; however, transaction charges will apply.

## General Tariff

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Item 47 Residential Single Line Access Service – Packages

.1 General (Cont'd)

D Basic Canada Toll/Internet Package (Usage Based)

Basic Canada Toll/Internet Package (Usage Based) is grandfathered effective November 14, 2000 and is only available to existing customers. Basic Canada Toll/Internet Package (Usage Based) provides a package of services which includes local residential single line access service (General Tariff Item 45.), the choice of Internet access at either 5 hours usage, 30 hours usage, 150 hours usage or 250 hours usage; and with the 150 and 250 hours usage packages, free "Night Owl" Internet service (12:00 a.m. to 8:00 a.m.). New Internet customers will receive a credit equivalent to one month of free Internet Service, and their first month of Internet usage free of charge. Long Distance evening and weekend calling within Canada is rated at \$0.10 per minute, daytime calling is rated at \$0.25 per minute. Internet usage over the 5, 30, 150 or 250 hour allotment will be rated at \$1.50 per hour, \$1.20 per hour, \$1.50 per hour and \$1.00 per hour respectively. \*

E Basic Canada Toll/Internet Package (Flat Rated)

Basic Canada Toll/Internet Package (Flat Rated) is grandfathered effective November 14, 2000 and is only available to existing customers. Basic Canada Toll/Internet Package (Flat Rated) provides a package of services which includes residential single line access service (General Tariff Item 45.); 800 minutes of Long Distance evening and weekend calls within Canada, and 100 minutes of daytime calls within Canada; the choice of Internet access at either 5, 30, 150 or 250 hours usage; and with the 150 and 250 hours usage packages, free "Night Owl" Internet service (12:00 a.m. to 8:00 a.m.). New Internet customers will receive a credit equivalent to one month of free Internet Service, and their first month of Internet usage free of charge. Evening and weekend Long Distance calling over the 800 minutes is rated at \$0.10 per minute, daytime Long Distance calling over the 100 minutes is rated at \$0.25. Internet usage over the 5, 30, 150 or 250 hour allotment will be rated at \$1.50 per hour, \$1.20 per hour, \$1.50 per hour and \$1.00 per hour respectively. \*

F Promotions

(1) Basic Canada Toll/Internet Packages Promotion (2000 04 16 - 2000 11 30)

Subscribers to the Basic Canada Toll/Internet Packages, (Usage Based) or (Flat Rated), will be entitled to unlimited Internet usage, at a monthly rate of \$44.95 or \$69.90 respectively, during the promotional period.

(2) Basic Canada Toll/Internet Packages Promotion (2000 05 08 - 2000 11 30)

Subscribers to the Basic Canada Toll/Internet Packages, (Usage Based) or (Flat Rated), will be entitled to 10 hours of Internet usage at a monthly rate of \$32.95 or \$57.90 respectively, or 40 hours of Internet usage at a monthly rate of \$36.95 or \$61.90 respectively, during the promotional period.

General Tariff

**Residential Single Line Access Service - Packages**

Item

47.2 Rates and Charges

A Basic User Package (Grandfathered November 14, 2000)

Monthly Rate per Network Access Line:

| Monthly                           | Service Rate (X,Y) | Charge |
|-----------------------------------|--------------------|--------|
| New NBTel residential access      | \$ 59.95           | S.S.C. |
| Existing NBTel residential access | 59.95              | --     |

NOTE: (X) Additional features will be charged at \$3.00 per feature; and unlimited features will be offered for \$5.00.

B Basic Canada Packages (Grandfathered November 14, 2000)

|                                | Basic Canada Package<br>(Flat Rated) |          | Basic Canada Package<br>(Usage Based) |          |
|--------------------------------|--------------------------------------|----------|---------------------------------------|----------|
|                                | Minimum                              | Maximum  | Minimum                               | Maximum  |
| NBTel residential access, plus |                                      |          |                                       |          |
| Name Display                   | #                                    | \$ 70.00 | #                                     | \$ 50.00 |
| Call Display                   | #                                    | 70.00    | #                                     | 50.00    |
| One Feature                    | #                                    | 70.00    | #                                     | 50.00    |
| voicemail                      | #                                    | 70.00    | #                                     | 50.00    |
| Internet Call Waiting          | #                                    | 70.00    | #                                     | 50.00    |

**Note:** Eligible features include Call Forwarding, Call Return, Call Waiting, Distinctive Ringing, Speed Calling, Three-Way Calling, (reference Item 200).

For new accesses, the S.S.C. is applicable.

As an exception to CRTC 21491 Item 105.20.1, there is no minimum contract period for this service.

N  
N

## General Tariff

### Residential Single Line Access Service – Packages

Item

47.2 Rates and Charges (Cont'd)

C Basic Canada Toll/Internet Packages (Grandfathered November 14, 2000)

|   | Basic Canada<br>Toll/Internet Package<br>(Usage Based) |              | Basic Canada<br>Toll/Internet Package<br>(Flat Rated) |              |
|---|--|--------------|---|--------------|
| NBTel residential access,<br>having choice of Internet usage: | Minimum  | N<br>Maximum | N<br>Minimum  | N<br>Maximum |
| 5 hours (YY)  | #  | \$ 80.00     | #   | \$ 100.00    |
| 10 hours (YY) (BB)  | #  | 80.00        | #   | 100.00       |
| 30 hours (XX)   | #  | 80.00        | #   | 100.00       |
| 40 hours (YY) (BB)  | #  | 80.00        | #   | 100.00       |
| 150 hours (Y)   | #  | 80.00        | #   | 100.00       |
| 250 hours (Z)   | #  | 80.00        | #   | 100.00       |
| Unlimited (AA)  | #  | 80.00        | #   | 100.00       |

**Note:** For new accesses, the S.S.C. is applicable.

New Internet customers will receive a credit equivalent to one month of free Internet Service (dependent on the customer's choice of either 5 hours, 10 hours, 30 hours, 40 hours, 150 hours or 250 hours usage), and their first month of Internet usage free of charge.

Within Canada, the minutes billed over those allotted in the Flat Rated service and all minutes under the Usage Based service will be rated at \$0.10 per minute for evening and weekend calls and \$0.25 per minute for daytime calls.

(YY) Additional usage is rated at \$1.50 per hour.

(XX) Additional usage is rated at \$1.20 per hour.

(Y) Additional usage is rated at \$1.50 per hour. During the promotional period referred to in the Basic Canada Toll/Internet Packages Promotion, Item 47.1 F(1), however, customers will receive unlimited Internet.

(Z) Additional usage is rated at \$1.00 per hour. During the promotional period referred to in the Basic Canada Toll/Internet Packages Promotion, Item 47.1 F(1), however, customers will receive unlimited Internet.

(AA) Only available during the promotional period referred to in the Basic Canada Toll/Internet Packages Promotion, Item 47.1 F(1).

(BB) Only available during the promotional period referred to in the Basic Canada Toll/Internet Packages Promotion, Item 47.1 F(2).

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**General Tariff**

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Item                                      Residential Single Line Access Service – Packages  
48

Moved to CRTC 21491, Item 300.

\*

## General Tariff

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Item                                      Residential Single Line Access Service – Packages  
48

Moved to CRTC 21491, Item 300.

\*





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**BUSINESS SINGLE LINE ACCESS SERVICE**

Item

50.1 **GENERAL**

Moved to Aliant Tariff 205.2

.2 **RATES AND CHARGES**

A. Moved to Aliant Tariff 205.2

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**BUSINESS SINGLE LINE ACCESS SERVICE**

Item

50.2 **RATES AND CHARGES** (Continued)

B. Moved to CRTC 21491, Item 205.2

C Moved to CRTC 21491, Item 205.1

D Moved to CRTC 21491, Item 205.7

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.3 RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

\*

**PUBLIC TELEPHONE SERVICE**

Item

55.1 Moved to CRTC 21491, Item 220

\*

56.1 Moved to CRTC 21491, Item 222

\*

**SEMI-PUBLIC TELEPHONE SERVICE**

Item

60.1 Moved to CRTC 21491, Item 221

\*

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**RESIDENCE MULTI-LINE ACCESS SERVICE**

Item

65.1 Moved to CRTC 21491, Item 205.3

M

**BUSINESS COMMUNICATIONS SERVICE**

Item

**70.1 GENERAL**

**Note:** This tariff item is forborne from regulation in certain exchanges as identified in CRTC 21491 Item 200. **N**

A (1) Business Communications Service (BCS) is a Multi-Line Full Offering available only in One-Party grade of service. There are three types of BCS - (a) Exchange BCS-Flat Rate; (b) the discontinued Hotel and Motel BCS, and (c) the discontinued BRUNSWICK BCS. **N**

(a) Exchange BCS – Flat Rate

(b) For the second type, reference Discontinued Services, Item 3810, Business Communications Service, for Hotel and Motel BCS, which is available only to existing customers.

(c) For the third type, reference Discontinued Services, Item 3805, Business Communications Service, for BRUNSWICK BCS, which is available only to existing customers.

Service provided pursuant to the provisions of this Item will be based on such technology and use such equipment as may be determined by the Company from time to time.

(2) Exchange BCS provides for service on an Exchange Area basis. A customer's total number of BCS accesses in one particular Exchange Area are used to determine their monthly rates. Centrex IP ports and associated features are included in the number of locals and counts for the purpose of determining Centrex IP Service and/or BCS and associated feature rates in each exchange.

(3) The minimum service requirement is one BCS access.

(4) An emergency power supply is provided where suitable facilities are available.

(5) BCS Primary Service provides the customer with common single number billing (rates and charges billed to one telephone number).

(6) The following terms and conditions apply to BCS contracts:

(a) Payment for BCS lines may be made on a monthly, 1-year or 2-year minimum contract period (MCP) basis.



**BUSINESS COMMUNICATIONS SERVICE**

Item

70.1 **GENERAL** (Continued)

A (6) (Continued)

- (b) Lines may be added during the life of a 1-year or 2-year MCP at the same rates as lines covered by the original MCP and for a period co-terminating with the original MCP.
- (c) With the exception of National Centrex Service, Business Communications Service is furnished at monthly rental rates specific to one or two-year Minimum Contract Periods (MCP) as elected by the subscriber. During an MCP, subscribers shall be subject to a termination liability. At the expiry of an MCP, all locals will revert to the monthly rates unless a new MCP is chosen or the subscriber elects an extension of the existing MCP. Extensions are made in one year increments, at the election of the subscriber, to a maximum extended MCP period equal to the length of the original MCP. Additional extensions of one year increments beyond a length equal to the original MCP are available, subject to the agreement of the Company and the customer. All extensions shall apply existing MCP terms, conditions and rates. A Centrex Customer may agree to i) commit to another immediately succeeding MCP of equal duration for an equal quantity commitment level; or ii) extend an existing MCP as described herein, for an equal quantity commitment level. \*  
|  
\*
- (d) If BCS furnished on a 1-year or 2-year basis is terminated prior to the scheduled expiry date, the customer will be required to pay the total of the monthly access rates applicable to the unexpired portion of the MCP. These termination charges will be applied to the initial group of lines provided at the commencement date of the MCP and all additional locals added after the commencement date.
- (e) Lines may be relocated to other (existing or new) locations within New Brunswick without payment of termination charges providing the lines remain part of the existing service.
- (f) A customer may convert from an existing BCS MCP to a Regional Centrex Service (RCS) MCP without incurring a termination charge provided that: (i) the new RCS MCP is equal to or greater than the remaining period of the existing BCS MCP; and (ii) the number of access lines in the RCS MCP is equal to or greater than the number of lines in the existing BCS MCP.
- (g) Lines may be removed during the life of a 1-year or 2-year MCP without incurring a termination penalty provided the number of lines being removed does not exceed 10% of the initial group of lines provided at the commencement date of the MCP. If the number of lines removed exceeds 10% of the initial group of lines provided at the commencement date of the MCP, the customer will be required to pay \$25.00 per month per line for all lines removed in excess of 10% of the initial group of lines provided at the commencement date of the MCP for the remainder of the original MCP.

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**BUSINESS COMMUNICATIONS SERVICE**

Item

70.1 **GENERAL** (Continued)

A (6) (Continued)

- (h) Customers may migrate their BCS under the terms of an MCP to any access services which are subject to the terms of an MCP. In such cases, termination charges do not apply, provided that the charges remaining on the MCP for BCS that they are migrating from are less than those being committed under the new MCP for the other service. If the charges remaining are greater than those being committed under the MCP for the other service, then termination charges as determined above apply on the difference between the two amounts.

N  
|  
N

**BUSINESS COMMUNICATIONS SERVICE**

Item

70.1 **GENERAL** (Continued)

B Exchange BCS: \*

Exchange BCS provides the following:

- Direct-Outward-Dialing
- Direct-Inward Dialing (DID)
- Touch Phone Service
- Internal Transfer
- Station-to-Station Dialing
- Night Service
- Three-Party Conference
- Class of Service Restrictions (including Toll Restriction)
- Call Forwarding
- Call Pick-up
- Call Waiting Indicator
- Ring Again
- Speed Calling
- Override \*

C RESERVED FOR FUTURE USE

## General Tariff

### BUSINESS COMMUNICATIONS SERVICE

Item  
70.2

#### RATES AND CHARGES

##### A Exchange BCS:

(1) Monthly Rate Per **Exchange BCS Access - Flat Rate:**

| Term            | First 5  | Next 5   | Next 65  | Next 125 | Each Add'l | Service Charge |
|-----------------|----------|----------|----------|----------|------------|----------------|
| Monthly         |          |          |          |          |            |                |
| Band C          |          |          |          |          |            |                |
| Min. Rate       | #        | #        | #        | #        | #          | S.S.C          |
| Max. Rate       | 91.00    | 91.00    | 91.00    | 91.00    | 91.00      | S.S.C          |
| Band E          |          |          |          |          |            |                |
| Min. Rate       | #        | #        | #        | #        | #          | S.S.C          |
| Max. Rate       | 91.00    | 91.00    | 91.00    | 91.00    | 91.00      | S.S.C          |
| Band F          |          |          |          |          |            |                |
| Min. Rate       | #        | #        | #        | #        | #          | S.S.C          |
| Max. Rate       | 91.00    | 91.00    | 91.00    | 91.00    | 91.00      | S.S.C          |
| 1 Year Contract | \$ 38.00 | \$ 33.25 | \$ 27.40 | \$ 24.00 | \$ 23.80   | S.S.C          |
| 2 Year Contract | 38.00    | 33.25    | 26.40    | 23.00    | 22.80      | S.S.C          |

The rate taper discount does not include any accesses rated under the Business Multiline Access Service.

Hosted IP Voice Service Packages and associated features, as provided by CRTC 7400 National Services Tariff Item 517 – Hosted IP Voice Service, are included in the number of locals and counts for the purpose of determining the BCS rates and associated feature rates.

N  
|  
N

(2) BCS Service Links Charge connecting to switching, concentrating and multiplexing equipment:

Access is charged at applicable Multiline rates plus a BCS Service Links Charge is applied for each access.

|                                      | Monthly Rate | Service Charge |
|--------------------------------------|--------------|----------------|
| BCS Service Links Charge, per access | \$ 4.00      | S.S.C.         |

# Filed in confidence with the CRTC.

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Item  
80

**NATIONAL CENTREX SERVICE**

.1 Moved to CRTC 21491, Item 215.2.

M

**NATIONAL CENTREX SERVICES**

Item

80.1            Moved to CRTC 21491, Item 215.2.            M

.2                Moved to CRTC 21491, Item 215.2.            M

**NATIONAL CENTREX SERVICES**

Item

80.2 Moved to CRTC 21491, Item 215.2.

M

M

|                               | <u>Rate</u>     | <u>Charge</u> | Monthly | Service |
|-------------------------------|-----------------|---------------|---------|---------|
| Optional Basic Services       |                 |               |         |         |
| Line Access                   |                 |               |         |         |
| Contract                      | \$45.00/line    | S.S.C.        |         |         |
| Contract                      | 44.00/line      | S.S.C.        |         |         |
| √ (Multiple Call Arrangement) | 7.00/appearance | S.S.C.        |         |         |
| Local Call Long               | 15.00/list      | S.S.C.        |         |         |



**NATIONAL CENTREX SERVICES**

Item  
 80.

**Note:** The business service elements of this tariff Item are forborne from regulation in certain exchanges, as identified in General Tariff CRTC 21491, Item 200. \* \*

**RATES AND CHARGES** (Continued)

B. Network Services

|  | <u>Monthly<br/>Rate</u> | <u>Service<br/>Charge</u> |
|--|-------------------------|---------------------------|
| Automatic Route Selection                                      | --                      | \$260.00                  |
| Direct Inward System Access                                    | 45.00/access            | 48.75                     |
| Automatic Call Distribution - Moved to CRTC 21491, Item 215.5. |                         |                           |
| Simplified Message Desk Interface                              | 265.00(X)               | 1000.00                   |

C. Centrex IP ports and associated features are included in the number of locals and counts for the purpose of determining Centrex IP Service and/or National Centrex Service rates and associated feature rates in each service.

D. Information and Management Service – Moved to CRTC 21491, Item 215.5.

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Business Multi-Line Access Service

Item

100.1 Moved to CRTC 21491, Item 205.3

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Business Multi-Line Access Service

Item

100.2 Moved to CRTC 21491, Item 205.3

Item

102 Moved to CRTC 21491, Item 503.

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## General Tariff

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Item

102 Moved to CRTC 21491, Item 503.

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Item  
102 Moved to CRTC 21491, Item 503.

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RESERVED FOR FUTURE USE

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**INFORMATION SERVICES**

Item

105.1 **GENERAL**

Moved to CRTC 21491, Item 125

M

.2 **DIRECTORY LISTINGS**

Moved to CRTC 21491, Item 125

M



**INFORMATION SERVICES**

Item

105.2 **DIRECTORY LISTINGS** (Continued)

Moved to CRTC 21491, Item 125

M

**INFORMATION SERVICES**

Item

105.2 **DIRECTORY LISTINGS** (Continued)

Moved to CRTC 21491, Item 125

M

**INFORMATION SERVICES**

Item

105.3 **DIRECTORIES**

Moved to CRTC 21491, Item 125

M

**SERVICE CHARGES**

Item

110.1 Moved to CRTC 21491, Item 255

Item Service Charges

110.2 Moved to CRTC 21491, Item 255.

Item Service Charges

110.2 Moved to CRTC 21491, Item 255.

**SERVICE CHARGES**

Item

110.2 Moved to CRTC 21491, Item 255

**SERVICE CHARGES**

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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Previous Effective:

Effective: April 1, 1996

Approved in CRTC Telecom Order 96-313 (1996 04 04)

RESERVED FOR FUTURE USE

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**OPERATOR SERVICES**

Item

140.1 **CONSUMER SAFEGUARDS**

Moved to CRTC 21491, Item 130

M

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**OPERATOR SERVICES**

Item

140.2 **DIRECTORY ASSISTANCE SERVICE** (Formerly Item 105.3)

Moved to CRTC 21491, Item 130.2

M

**OPERATOR SERVICES**

Item

140.2 **DIRECTORY ASSISTANCE SERVICE** (Continued)

Moved to CRTC 21491, Item 130.1

**.3 OPERATOR HANDLED CALLING**

A.

\*

B. Message Relay Service (MRS) moved to CRTC 21491 Item 240.

C.

\*

**.4 PROVISION OF OPERATOR SERVICES USING NBTEL SERVICES OR FACILITIES**

Moved to CRTC 21491, Item 130.3

M

**TOLL ACCESS SERVICE**

Item

150.1 **GENERAL**

- A Toll Access Service provides a dedicated local facility for purposes of direct connection from a customer's premises to a toll operating center.
- B Toll Access Service is provisioned as Private Line Service - Voice/Local Channel(s) between the customer's premises and the serving central office, or a competitive service provider's Point of Presence.

**.2 RATES AND CHARGES**

The following rates and charges apply:

|   | <u>Monthly Rate</u>   | <u>Service Charge</u> |
|---|---|-----------------------|
| (1) For Toll Access channels terminating within the local exchange    |   |                       |
| Access, each  | \$ 21.00  | S.S.C.                |
| (2) For Toll Access channels terminating outside of the exchange area |   |                       |
|   | Item 1010 of Special Services<br>Tariff CRTC 12002 (note 1&2) |                       |

- note: (1) All applicable service charges are identified in the referenced tariff apply to Toll Access Service.  
 (2) Local channel rates for Toll Access Service is as specified in 2.1 above.

**.3 CONDITIONS**

- A Toll Access Service does not provide access to the Public Switched Network (PSTN) and is provided solely for the purpose of establishing connection to an outgoing long distance network.
- B Toll Access Service is only available from the premises of a customer in the hotel/motel industry and the serving central office or a competitive service provider's Point of Presence, and is to be used solely for the purpose of allowing billing and call completion for quest-originated long distance calling which requires operator interception.

RESERVED FOR FUTURE USE

\*

**INTRODUCTION TO SUPPLEMENTARY SERVICES**

Item

- 160.1 This section sets out the rates and regulations for all Supplementary Services offered by the Company in conjunction with a Primary Service.
  - .2 The rates for Supplementary Services are in addition to those associated with Primary Services and unless otherwise specified, Service Charges apply only when the Supplementary Services are subscribed to subsequent to the installation of Primary Service.
  - .3 Supplementary Services are offered subject to the availability of suitable facilities.
  - .4 Reserved for future use. \*



**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.1 **GENERAL**

**Note:** This tariff item is forborne from regulation in certain exchanges as identified in CRTC 21491 Item 200.

**N**  
**N**

Enhanced Business Communications Service provides for the following optional features. These features are provided in conjunction with Business Communications Service. Service provided pursuant to the provisions of this Item will be based on such technology and use such equipment as determined by the Company from time to time.

**.2 SERVICE DESCRIPTIONS**Answer Supervision

This service provides a signal from the central office to the customer's premises which indicates that the called party has answered and has disconnected. This service allows for accurate timing of local and long distance calls.

Automatic Wake-Up Verification Service

This feature is offered in conjunction with Automatic Wake-Up so as to verify the timing of wake-up calls placed to hotel or motel rooms occupied by guests requesting a wake-up call. This feature is available to customers with more than 50 BCS accesses.

Basic Call Centre Service - Moved to CRTC 21491, Item 215.5.

SMDR Electronic Service

This service provides the capability of producing documentation detailing outgoing calls. The minimum contract period is three months.

Call Accounting Port (Hotel/Motel)

This feature enables Hotel/Motel operators to receive data in a format that enables them to accurately bill and provide call detail on calls placed by their guests and staff.

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.2 **SERVICE DESCRIPTIONS** (Continued)

Moved to CRTC 21491, Item 362

Convenience Dialing

This feature provides the capability of automatically dialing predetermined numbers.

Direct-Inward-Dialing with Line Number Identification (DID-LNI)

This feature provides the capability for each BCS access to have its own seven-digit telephone number. Each such BCS access may be dialed directly from any telephone having access to the Company's network and have charges for Long Distance calls billed to it.

Do Not Disturb Service

This feature requires Console Service and permits the attendant to place a BCS access(es) in a Do Not Disturb mode.

Enhanced Answering Position

Enhanced Answering Position (EAP) provides a customer with an attendant position that can monitor the telephone numbers within a customer group by using Meridian business sets and add-on modules. The EAP provides monitoring and transfer/conference capability using a busy lamp field, direct station select and trunks on release.

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**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.2 **SERVICE DESCRIPTIONS** (Continued)

Extended Call Management (ECM) Service - Moved to CRTC 21491, Item 215.5.

Intercom Service

This feature provides an intercommunicating circuit with audible and/or visual signaling.

Long Distance Verification Service

This feature provides information regarding time and charges for Long Distance calls originated from a customer's premises. This service is only available to existing customers.

Meet Me Conferencing \*

This feature provides personal conference bridge capabilities that can be accessed anywhere with an assigned 7 digit telephone number and password.

Six Port Conference Bridge (formerly Multi-Party Conferencing)

Provides additional conference capabilities beyond the standard three way conference capability, allowing customers to have voice conferences with more conferees. \*

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.2 **SERVICE DESCRIPTIONS** (Continued)Property Management Interface

This feature provides an interface in the Hotel/Motel telephone system to allow the hotel to integrate its system with a privately owned property management system.

Remote Access Service

This service allows the customer's BCS service to be accessed externally from another Primary Service.

Authorization Code

This feature allows customers with Remote Access Service authorized entry to their BCS service from another Primary Service.

Selection Service

This feature provides the capability for a user to select various other telecommunications services which terminate on the customer's system. This service is available on systems provided with Console Service or on systems equipped with Direct-Inward-Dialing with Line Number Identification (DID-LNI).

Simplified Access Service

This service automatically selects the optimum Inter-Exchange Service over which an attempted call is to be routed.

Single-Line Queuing

This feature provides the users of Meridian Business Sets the ability to queue calls against a single directory number.

Tie Line Service

This feature provides connection between separate BCS systems subject to technical conditions.

Uniform Call Distribution Service (UCD) - Moved to CRTC 21491, Item 215.5.

M

Virtual Network Link

This feature provides a dedicated link which will allow direct access to virtual networks, regardless of the network supplier.

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.2 **SERVICE DESCRIPTIONS** (Continued)

BCS Data Feature

This feature provides data access(es) for BCS customers.

Customer Dynamic Change (CDC)

Customer Dynamic Change (CDC) is an arrangement which allows customers to complete their own telephone set moves and changes and to add, change or delete station features on DMS lines and telephones by interfacing directly with the DMS central office on a real time basis. A complete record of the customer's lines, stations and associated features is not provided.

Feature Networking

Feature networking will enable customers to utilize their network features between their various locations. See Enhanced Business Communications Service, Item 171.2, for rates and charges.

Select Ring

This feature enables a customer to have, on each line, up to two secondary telephone numbers in addition to their primary telephone number. Each secondary telephone number is assigned a distinctive ring tone.

\*  
|  
\*

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

**165.3 RATES AND CHARGES**

| <u>Features</u>  | <u>Monthly Rate</u> | <u>Service Charge</u> |
|--|---------------------|-----------------------|
| Answer Supervision (Hotel/Motel), per system   | 40.00               | S.S.C.                |
| SMDR Electronic Service,<br>- for each BCS access (applies to all BCS accesses in the system and includes 100 transactions per BCS access)<br>- each additional 100 transactions or fraction thereof \$.10 | 2.25                | 150.00                |
| Call Accounting Port (Hotel/Motel), per system   | 35.00               | S.S.C.                |
| Moved to CRTC 21491, Item 362  |                     |                       |
| Convenience Dialing, each  | 12.00               | S.S.C.                |
| Cut-Off - Manual, each Telephone Terminal  | 0.90                | S.S.C.                |
| Direct-Inward-Dialing with Line Number Identification, each BCS access   | 3.90                | S.S.C.                |
| Do Not Disturb, per system   | 15.00               | 48.75                 |
| Enhanced Answering Position  | 25.00               | S.S.C.                |

\*



# General Tariff

## ENHANCED BUSINESS COMMUNICATIONS SERVICE

Item

165.3 **RATES AND CHARGES** (Continued)

| <u>Features</u> (Continued)  | <u>Monthly Rate</u> | <u>Service Charge</u> |
|--|---------------------|-----------------------|
| Exclusion - Automatic, each BCS access   | \$ 4.00             | S.S.C.                |
| Exclusion - Manual, each Telephone Terminal  | .90                 | S.S.C.                |
| Extended Call Management (ECM) Service,<br>- each access - Moved to CRTC 21491, Item 215.5.  |                     |                       |
| Extension, each  | 3.45 (Z)            | S.S.C. (X)            |
| Intercom Service,<br>each additional code  | 24.05<br>1.25       | \$ 36.25<br>S.S.C.    |
| Long Distance Verification Service, per system (V)   | 125.00              | 85.00                 |
| Six Port Conference Bridge - per 6 port  | 38.30               | 48.75                 |
| Meet Me Conferencing – per 6 Port  | 38.30               | 48.75                 |
| Property Management Interface (Hotel/Motel)  | 185.00              | 150.00                |
| Remote Access Service, per BCS access:<br>- includes 500 calls<br>- additional 1,000 calls, \$0.04 each<br>- balance, \$0.02 each                      | 40.00               | 48.75                 |
| Authorization Code Service<br>- Includes one authorization code per BCS access   | 100.00              | S.S.C.                |
| Additional Authorization Codes<br>- each   | 5.00                | S.S.C. (W)            |
| Selection Service, each  | 51.05               | 48.75                 |
| Simplified Access Service per system,<br>- includes 50,000 call attempts<br>- additional 25,000 call attempts, \$0.004 each<br>- balance, \$0.003 each | 170.00              | 260.00 (X)            |
| Single-Line Queuing, each  | 20.00               | S.S.C.                |
| Select Ring, per line  | 6.00                | S.S.C.                |

\*

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.3 **RATES AND CHARGES** (Continued)

| <u>Features</u> (Continued)   | <u>Monthly Rate</u> | <u>Service Charge</u> |   |
|---|---------------------|-----------------------|---|
| Tie Line Service, per circuit   | \$ 5.15 (Y)         | -                     |   |
| Uniform Call Distribution Service - Moved to CRTC 21491, Item 215.5.            |                     |                       | M |
| Virtual Network Link  |                     |                       |   |
| - each simultaneous voice path  | 8.00                | 25.00 (T)             |   |
| Customer Dynamic Change   |                     |                       |   |
| The initial system must be the largest system provided in a local calling area. |                     |                       |   |
| - Initial System, each  |                     |                       |   |
| - 2 to 500 locals   | \$350.00            | \$3000.00             |   |
| - 501 to 1500 locals  | 600.00              | 3500.00               |   |
| - 1501 to 5000 locals   | 900.00              | 4000.00               |   |
| - Over 5000 locals  | 1200.00             | 5000.00               |   |
| - Additional system in same local calling area                                  | 200.00              | 1000.00               |   |

NOTE: (T) Virtual Network Link is subject to a maximum \$575.00 service charge per customer request for the installation or physical move of any number of links at the same location for the same due date.

(U) Moved to CRTC 21491, Item 215.5. M

(V) Available only to existing customers.

(W) Only one service charge will apply for any number of additional authorization codes provided at the same time.

(X) Service charges for the installation of this feature and any subsequent changes requested by the customer are based on time and charges with a minimum charge of two hours. The hourly rate for time and charges is as stated in Item 110.2 A(2)(b).

(Y) Mileage charges apply if tie lines are located in different buildings.



**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

165.3 **RATES AND CHARGES** (Continued)

Features (Continued)

NOTE: (Z) When an off-premises extension is provided, mileage charges apply in addition to the monthly rate.

(WW) Service charges apply to the initial installation and to any subsequent changes.

(XX) The monthly rate is in addition to the rate for the appropriate Unique Features Package.

(YY) The monthly rate is in addition to the rate for Unique Features Package 1.

(ZZ) This service is only available to existing customers up to December 1, 1996. See Switched Digital Data Services, Item 235.2, for rates and charges.

170 Automatic Call Distribution Service - Moved to CRTC 21491, Item 215.5.

M

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

RESERVED FOR FUTURE USE

\*

**ENHANCED BUSINESS COMMUNICATIONS SERVICE**

Item

**171.1 FEATURE NETWORKING**

**Note:** The business service elements of this tariff Item are forborne from regulation in certain exchanges, as identified in General Tariff CRTC 21491, Item 200.

Feature Networking will enable customers to utilize their network features between their various locations. Feature networking is available on a corporate and universal basis.

Call Display will enable customers to view the number of the caller on a compatible display device.

Call Display Blocking is available to customers who do not wish to have their telephone number displayed. There is no charge for call blocking service.

Call Trace enables customers to have the last incoming call traced and the telephone number recorded by the Company for use by enforcement agencies.

Corporate Feature Networking (CFN) will enable customers to utilize their network features within their organization. CFN is offered in the Special Assembly Tariff (Item A.41 (b)) for BCS Exchange customers and included in the basic access rate for Brunswick BCS customers (GT Item 70.1).

**.2 RATES AND CHARGES**

|                           | <u>Monthly Rate (X)</u> | <u>Service Charges</u> |
|---------------------------|-------------------------|------------------------|
| Call Display              |                         |                        |
| 1 - 29 accesses, each     | \$ 8.00 *               | S.S.C.                 |
| 30 - 100 accesses, each   | 5.00                    |                        |
| 101 - 500 accesses, each  | 3.00                    |                        |
| 501 - 1500 accesses, each | 2.00                    |                        |
| Over 1500 accesses, each  | 1.50                    |                        |
| Call Trace                | GT Item 205.2           |                        |

NOTE (X) For Call Display, the applicable monthly recurring charges are capped at a total of \$9,000.00 per month per customer.

RESERVED FOR FUTURE USE

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## General Tariff

### Enhanced National Centrex Service

Item  
172

.1 General

**Note:** This tariff item is forborne from regulation in certain exchanges as identified in CRTC 21491 Item 200. N

Enhanced National Centrex Service provides the following optional features. These features are provided in conjunction with National Centrex Service. Rates will be determined by the customer's Regional and National access level.

To qualify for an Enhanced National Centrex feature, a customer must meet the following minimum requirements:

- A Subscribe to the feature in a minimum of three Telephone Companies (two of which are members of the incumbent provincial telephone companies) operating in Canada.
- B Subscribe to a minimum of ten lines within each Telephone Company.

.2 Service Descriptions

Centrex Corporate Feature Network (CCFN)

Centrex Corporate Feature Networking (CCFN) will enable customers to utilize network features between their various locations. CCFN includes the following network features: Network Call Number Display, Network Call Name Display, Network Dial Plan Display, Network Call Reason Display and Network Ring Again.

.3 Rates and Charges

A Monthly Rate per Line: (X)

|                 | <u>NBTel Regional NCS Lines</u> |                         |                          |                           |                            |                      |
|-----------------|---------------------------------|-------------------------|--------------------------|---------------------------|----------------------------|----------------------|
|                 | 30<br>to<br><u>100</u><br>Lines | 101<br>to<br><u>500</u> | 501<br>to<br><u>1500</u> | 1501<br>to<br><u>5000</u> | 5001<br>to<br><u>15000</u> | Over<br><u>15000</u> |
| National NCS    | \$2.75                          | \$1.75                  | \$1.50                   | \$1.25                    | \$1.00                     | \$0.90               |
| 5,000 - 15,000  | 2.70                            | 1.70                    | 1.45                     | 1.20                      | 0.95                       | 0.85                 |
| 15,001 - 20,000 | 2.65                            | 1.65                    | 1.40                     | 1.15                      | 0.90                       | 0.80                 |
| 20,001 - 25,000 | 2.60                            | 1.60                    | 1.35                     | 1.10                      | 0.85                       | 0.75                 |
| 25,001 - 30,000 | 2.55                            | 1.55                    | 1.30                     | 1.05                      | 0.80                       | 0.70                 |
| Over 30,000     |                                 |                         |                          |                           |                            |                      |

B Service Charges per Line:

|   |             |
|---|-------------|
| Centrex Corporate Feature Networking (CCFN) | \$ 2.00 (Y) |
| Name Input                                  | 2.00        |
| Name Update                                 | 17.50       |
| Trunk Termination, Per Trunk End            | 25.00       |

NOTE: (Y) Minimum charge is \$300.00 per customer group.



**General Tariff**

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Enhanced National Centrex Service

Item  
172

\*

.3 Rates and Charges (Continued)

- C. Centrex IP ports and associated features are included in the number of locals and counts for the purpose of determining Centrex IP Service and/or National Centrex Service rates and associated feature rates in each service. \*

**General Tariff**

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**GUEST VOICE SERVICE**

Item

**173.1 GENERAL**

**Note:** This tariff item is forborne from regulation in certain exchanges, as identified in General Tariff CRTC 21491, Item 200. \* \*

Guest Voice Services (GVS) is an enhanced, integrated service which provides Hotel/Motel customers with the capability of offering their guest voice mail services. Included in the Guest Voice Services is a guest messaging package and a Property Management System Interface (PMSI), which is required to connect the guest messaging system to the customer serving vehicle. The provision of service is subject to the availability of suitable technology.

**.2 RATES AND CHARGES**

| <u>Services</u>                  | <u>Monthly Rate</u> | <u>Service Charge</u> |
|----------------------------------|---------------------|-----------------------|
| Four Port System:                |                     |                       |
| up to and including 175 accesses | \$ 600.00           | \$500.00              |
| 176 or more accesses             | 1,050.00            | 500.00                |

Basic Call Centre Service

Item

174 Moved to CRTC 21491, Item 215.5.

M



RESERVED FOR FUTURE USE.

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**DIRECT-INWARD-DIALING FOR ACCESS SERVICE (DID-AS)**

Item

175.1 Item moved to CRTC 21491, Item 328.

\*

**NETWORK ACCESS LINE BUSY-OUT FEATURE**

180.1 Item moved to CRTC 21491, Item 324.

\*

General Tariff

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**AUTOMATIC DIALING SERVICE**

Item 190

**Note:** The residence and/or business service elements of this tariff Item are forborne from regulation in certain exchanges, as identified in General Tariff CRTC 21491, Item 200. \*

**.1 GENERAL**

- A Type One – Provides the capability of automatically dialing up to 48 predetermined telephone numbers.
- B Type Two – Provides the capability of automatically dialing up to 32 predetermined telephone numbers. This service is no longer a standard offering and is available from existing stock only.
- C Type Three – Provides the capability of automatically dialing up to 950 telephone numbers. This service is no longer a standard offering and is available from existing stock only. A type three dialing unit is required to operate this service type.

**.2 RATES AND CHARGES**

|                         | <u>Monthly<br/>Rate</u> | <u>Service<br/>Charge</u> |
|-------------------------|-------------------------|---------------------------|
| Type One                | \$17.75                 | S.S.C.                    |
| Type Two                | 15.85                   | S.S.C.                    |
| Type Three              | 34.65                   | S.S.C.                    |
| Type Three Dialing Unit | 2.40                    | -                         |

**CALLING FEATURES**

Item  
200

Moved to CRTC 21491, Item 304.

M

## General Tariff

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### CALLING FEATURES

Item  
200

Moved to CRTC 21491, Item 304.

M

## General Tariff

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### CALLING FEATURES

Item  
200

Moved to CRTC 21491, Item 304.

M

**CALL TRACE SERVICE**

Item  
205

Moved to CRTC 21491, Item 304.

M

**SUPPRESSED RINGING SERVICE**

Item

210 Item moved to CRTC 21491, Item 354.

M





## General Tariff

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Item 211 Province Wide Switched Suppressed Ringing Service (SRS) Access Service

Item moved to CRTC 21491, Item 356.

M

**Province Wide Switched Suppressed Ringing Service (SRS) Access Service**

Item

211 Item moved to CRTC 21491, Item 356.

M

ANSWER SUPERVISION SERVICE

Item

215.1 Item moved to CRTC 21491, Item 338.

M

## General Tariff

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RESERVED FOR FUTURE USE.

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**MUSIC ON HOLD**

Item

217.1 Item moved to CRTC 21491, Item 326.

M

**HOSPITAL PATIENT SERVICE**

Item

220 Moved to CRTC 21491, Item 348.

M

## General Tariff

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### TAS ID SERVICE

Item

225.1 **GENERAL**

**Note:** This tariff item is forborne from regulation in certain exchanges, as identified in General Tariff CRTC 21491, Item 200. \*  
\*

- A TAS ID Service allows telephone answering service (TAS) companies to receive and identify incoming telephone calls which have been forwarded from their clients through the use of Call Forwarding service (Item 200.2).
- B TAS companies may subscribe to TAS ID Telephone Numbers in blocks of ten and a sufficient quantity of Business Multi-Line Access Service lines to carry the associated traffic. The TAS companies may in turn provide their clients with a specific TAS ID Telephone Number, to which those clients may forward their incoming calls. The forwarded calls are then automatically redirected to the TAS company's equipment in a manner which allows personalized answering.

**.2 RATES AND CHARGES**

The following rates and charges apply for TAS ID Service:

|  | <u>Monthly Rate</u> | <u>Service Charge</u> |
|--|---------------------|-----------------------|
| Each block of ten TAS ID Telephone Numbers | \$17.50             | S.S.C.                |
| Business Multi-Line Access Service         | (See Item 100.2)    |                       |

**TOLL RESTRICTION SERVICES**

Item

230.1 Moved to CRTC 21491, Item 304.

M



**DATA LINE SUPPORT SERVICES**

Item

232 Item moved to CRTC 21491, Item 358.

\*

**TOLL RESTRICTION SERVICES**

Item

230.2 Moved to CRTC 21491, Item 304

M

SWITCHED DIGITAL DATA SERVICE

Item

235.1 Moved to CRTC 21491, Item 500

M

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**AUTOMATIC LINE SERVICE**

Item

240 Item moved to CRTC 21491, Item 350.

M

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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## General Tariff

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### Jack Service

Item

280. Moved to CRTC 21491, Item 332

M

290. Reserved for Future Use

Item

300.-600. **RESERVED FOR FUTURE USE**

\*



MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

\*

MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

\*

MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

\*

**MISCELLANEOUS SERVICES**

**RESERVED FOR FUTURE USE**

\*

MISCELLANEOUS SERVICES

RESERVED FOR FUTURE USE

\*

**MISCELLANEOUS SERVICES**

**RESERVED FOR FUTURE USE**

\*

**LOCAL MILEAGE**

Item  
610

Moved to Aliant Telecom General Tariff Item 805

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**PROVINCIAL ENHANCED 911 SERVICE**

Item

620.1      Moved to CRTC 21491, Item 235.

M



**PROVINCIAL ENHANCED 911 SERVICE**

Item

|       |                                |   |
|-------|--------------------------------|---|
| 620.1 | Moved to CRTC 21491, Item 235. | M |
|-------|--------------------------------|---|

**ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) ACCESS TO LINE SERVICE**

Item

630 Item moved to CRTC 21491, Item 622.

M

**ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) ACCESS TO LINE SERVICE**

Item

630 Item moved to CRTC 21491, Item 622.

M

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE.

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RESERVED FOR FUTURE USE

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**CONFERENCE 300 SERVICE**

Item

**700.1 GENERAL**

- A This conference service provides a customer with a dedicated automatic conference bridge permitting both dial-in and dial-out forms of conferencing. It is provided subject to the availability of suitable facilities.
- B Associated bridging and control equipment is located on Company premises.
- C Conference 300 Service is available with a minimum number of five access ports and up to a maximum of ten access ports.
- D It is the responsibility of the customer to maintain administrative control in scheduling meetings and instructing participants who use the service.

**.2 RATES AND CHARGES**

- A The following rates and charges apply to bridges and access ports associated with Conference 300 Service:

|                   | <u>Monthly<br/>Rate</u> | <u>Service<br/>Charge</u> |
|-------------------|-------------------------|---------------------------|
| Bridge, each      | \$150.00                | \$100.00                  |
| Access Port, each | 15.00                   | S.S.C.                    |

- B Rates and regulations for Long Distance Service apply for each conferee located outside the Local Calling Area in which the conference bridging equipment is located. \*

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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**REMOTE CALL FORWARDING SERVICE**

Item

750.1 Item Moved to CRTC 21491, Item 400. \*

.2 Item Moved to CRTC 21491, Item 400. \*

RESERVED FOR FUTURE USE

\*

**FOREIGN EXCHANGE SERVICE**

Item  
780

Moved to Aliant Telecom General Tariff Item 401.1



**INTER-EXCHANGE MILEAGE**

Item  
790

Moved to Aliant Telecom General Tariff Item 401.1

**INTER-EXCHANGE MILEAGE**

Item  
790

Moved to Aliant Telecom General Tariff Item 401.1

RESERVED FOR FUTURE USE

Item

800.1 ACCESS SERVICE FOR INTERCONNECTION WITH INTER-EXCHANGE FACILITIES TO PROVIDE PUBLIC LONG DISTANCE SERVICES – Moved to CRTC 21491, Item 608. M |

ALL RESERVED FOR FUTURE USE. \*

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## General Tariff

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| Item  | Access Service for the Provision of Telecommunications Facilities<br>for Resale and Sharing |   |
|-------|---|---|
| 801.1 | <u>General</u>  |   |
|       | Moved to CRTC 21491, Items 100 and 618.   | M |
|       | Page 169  |   |
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**RESERVED FOR FUTURE USE**

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## General Tariff

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Reserved for future use.

## General Tariff

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### Wireless Access Service

Item

#### 805.1 GENERAL

- A Wireless Access Service provides interconnection either on a line-side or trunk-side basis between the Company's public switched telephone network and the system of a Wireless Service Provider (WSP) defined as a Cellular System Operator (CSO) or Personal Communications Service (PCS) Carrier or a Specialized Mobile Radio/Enhanced Specialized Mobile Radio (SMR/ESMR) Service Operator licensed according to the Radio Act. Subject to the availability of suitable facilities, Wireless Access Service is available, throughout the province, through Company-selected digital Central Offices. Where suitable facilities are not available, additional charges may be based on the cost or expense incurred.
- B Wireless Access Service is provided solely for the purpose of allowing WSP access to and usage of the public switched telephone network. The Company is not responsible for the design or operation of any system or service provided by the WSP and connected to the switched network.
- C The WSP shall be the Company's customer for the connection and services provided in this Item. The WSP shall pay to NBTel all rates and charges incurred for service provided through any connections furnished to the WSP pursuant to this Item. For the purposes of providing WSP services, the WSP shall be exempt from Item 20.8.5.
- D To be approved for connection, equipment must adhere to the interconnection specifications as established by Industry Canada for the interface between WSP systems and the public switched telephone network. The connection shall comply with the installation requirement as set out in the appropriate standards. Upon approval by the Commission, the Company may impose further requirements, if necessary, to ensure compatibility with its network.
- E When a repair visit is made to a WSP's premises at the WSP's request and no trouble is found in the Company's facilities or equipment and it is determined that the trouble is associated with the WSP's system, a maintenance charge of \$41.40 (for the first 30 minutes on premises) and \$11.50 per each additional 15 minutes or fraction applies. \*
- F The connection of the WSP system pursuant to this Item shall be in accordance with the regulations applicable to the attachment of customer-provided equipment as set out in Item 22.3. \*
- G The WSP may route interexchange traffic over any networks or facilities that it is authorized to use, including its own network or the Company's network. Interexchange traffic originated by the WSP and carried by the Company will be billed to the WSP at the applicable message toll rates from the point of interconnection to the Company's network to the point of termination.
- H Reference Item 620.2 for the rate applicable for the provision of Provincial 911 Service.

## General Tariff

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Item 805 Wireless Access Service

.2 Rates and Charges

A Wireless Access Service - Line-side Access

- (1) Wireless Access Service comprises four components for line-side access:
  - (a) Wireless Access Facilities – Digital Facilities (where available) and equipment which provides the connection between the WSP's system and the public switched telephone network. See Item 805.2 A(3)(a).
  - (b) Wireless Network Charges – Access to and usage of the public switched telephone network in the local calling area. See Item 805.2 A(3)(b).
  - (c) Wireless Telephone Numbers – Seven-digit telephone numbers with outpulsing. See 805.2 A(3)©.
- (2) The Company will provide a sufficient quantity of telephone numbers to ensure the WSP has an adequate supply to operate its system. Telephone numbers are provided in groups of 100 and do not include directory listings. Such listings will be provided to the WSP's subscriber in accordance with applicable rates and charges for extra listings.
- (3) The following rates and charges apply to Wireless Access Service for each Exchange Area where the service is provided:

(a) Wireless Access Facilities:

The facilities and equipment providing connection between the WSP's system and the public switched telephone network are provided as Intra-Exchange Digital Private Line service in the National Service Tariff, Item 302.

(b) Wireless Network Charges:

|   | <u>Monthly Rate</u> |   | <u>Service Charge</u> |
|---|---------------------|---|-----------------------|
| Each channel, to a maximum of 12 channels, or | \$ 2.14             | * | S.S.C.                |
| Each channel, to a maximum of 24 channels, or | 3.85                | * | S.S.C.                |
| Each channel, to a maximum of 36 channels, or | 4.51                | * | S.S.C.                |
| Each channel, to a maximum of 48 channels, or | 4.87                | * | S.S.C.                |
| Each channel, to a maximum of 60 channels, or | 5.11                | * | S.S.C.                |
| Each channel, to a maximum of 72 channels, or | 5.29                | * | S.S.C.                |
| Each channel, to a maximum of 84 channels, or | 5.43                | * | S.S.C.                |
| Each channel, over 84 channels                | 5.54                | * | S.S.C.                |



## General Tariff

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Item 805 Wireless Access Service

.2 Rates and Charges (Continued)

A Wireless Access Service - Line-side Access (Continued)

(3) The following rates and charges apply to Wireless Access Service for each Exchange Area where the service is provided: (Continued)

(c) Wireless Telephone Numbers

|   | <u>Monthly Rate</u> |   | <u>Service Charge</u> |
|---|---------------------|---|-----------------------|
| (i) Each group of 100 assigned numbers  | \$ 4.43             | * | S.S.C.                |
|   |                     |   |                       |
|   | <u>Monthly Rate</u> |   | <u>Service Charge</u> |
| (ii) Each group of 100 reserved numbers | \$ 1.14             | * | S.S.C.                |

B Wireless Access Service - Trunk-side Access

(1) Wireless Access Service comprises seven components for trunk-side access:

- (a) Wireless Access Facilities.                      See Item 805.2 B(2)(a).
- (b) Wireless Network Charges.                      See Item 805.2 B(2)(b).
- (c) CCS7 Signalling Interconnection.              See Item 805.2 B(2)(c).
- (d) 1000 Block Routing                                See Item 805.2 B(2)(d)

## General Tariff

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Item 805 Wireless Access Service

.2 Rates and Charges (Continued)

B Wireless Access Service - Trunk-side Access (Continued)

(2) The following rates and charges apply to Wireless Access Service for each Exchange Area where Trunk-side Access is provided:

(a) Wireless Access Facilities

A Trunk-side Access Channel is provided over a facility derived from Digital Private Line service (National Services Tariff, Item 302). Such a system provides 24 digital access channels between a DMS-100 serving wire centre and a mutually agreed upon point of interconnection.

For each Trunk-side Access Channel, the monthly rate, service charge and construction charge applicable for each customer termination are as shown below, in addition to the Trunk-side Interconnection Trunk in (b) following.

(b) Wireless Network Charges

The Trunk-side Interconnection Trunk provides the common equipment and facilities in the DMS-100 serving wire centre, the exchange and other exchanges required to terminate a Trunk-side Access Channel in the Company's DMS-100 serving wire centre, and to process a call on the Company's public switched telephone network to the Company's subscribers in the local calling area of the originating exchange.

|   | <u>Monthly Rate</u> | <u>Service Charge</u> |
|---|---------------------|-----------------------|
| Trunk-side Interconnection Trunk Charges:                               |                     |                       |
| Each Trunk-side Interconnection Trunk, to a maximum of 24 trunks, or    | \$ 10.54 *          | N/A                   |
| Each Trunk-side Interconnection Trunk, to a maximum of 48 trunks, or    | 16.57 *             | N/A                   |
| Each Trunk-side Interconnection Trunk, to a maximum of 72 trunks, or    | 18.35 *             | N/A                   |
| Each Trunk-side Interconnection Trunk, to a maximum of 96 trunks, or    | 18.49 *             | N/A                   |
| More than 96 Trunk-side Interconnection Trunks, each trunk              | 19.77 *             | N/A                   |
| Order Processing, each order  | N/A                 | \$ 91.38 *            |
| Trunk-side Interconnection Trunk Activation or change, each trunk group | N/A                 | 13.50 *               |

## General Tariff

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Item 805 Wireless Access Service

.2 Rates and Charges (Continued)

B Wireless Access Service - Trunk-side Access (Continued)

(2) The following rates and charges apply to Wireless Access Service for each Exchange Area where Trunk-side Access is provided: (Continued)

\*

\*

(a) CCS7 Signalling Interconnection

CCS7 Interconnection will provide WSPs using trunk-side interconnection with the ability to interconnect their own CCS7 signalling network with the Operating Company CCS7 signalling network in order to exchange the ISUP signalling information necessary to support the completion of calls between the two networks. The following rates and charges are applicable in addition to those applicable for Trunk-side Access.

- (i) WSP STP to a Company's designated gateway STP Interconnection must be obtained through Item No. G-250 of Bell Canada's Special Facilities Tariff, and Item 315 of TELUS Communications Inc.'s General Tariff - Basic Services.
- (ii) Digital transport facilities between a WSP STP and a Company's designated gateway STP are provided at the rates and charges specified in the National Services Tariff, Item 302.
- (iii) Administration: The charges applicable to the initial engineering, planning and testing activities associated with a WSP's initial request to develop network interfaces and to implement CCS7 network interconnection arrangements are per Item No. G-250 of Bell Canada's Special Facilities Tariff, and Item 315 of TELUS Communications Inc. General Tariff - Basic Services. The activities include engineering, operations and translations work required to provision initial CCS7 interconnection for WSP STP to a Company's designated gateway STP connection.

## General Tariff

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Item 805 Wireless Access Service

.2 Rates and Charges (Continued)

B Wireless Access Service - Trunk-side Access (Continued)

(2) The following rates and charges apply to Wireless Access Service for each Exchange Area where Trunk-side Access is provided: (Continued)

(d) 1000 Block Routing

Telephone numbers per block of 1000 numbers are provided at the rates and charges specified in Item 805.2 A(3)(c) ii).

A service charge to recover the initial CO switch translations costs as specified below applies per block of 1000 numbers where 1000 Block Routing is requested.

|                |            |
|----------------|------------|
| Service Charge | \$ 51.07 * |
|----------------|------------|

## **General Tariff**

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## General Tariff

### RADIO PAGING ACCESS SERVICE

Item

#### 820.1 GENERAL

- A Radio Paging Access Service provides for the connection of a radio paging terminal to the Company's switching equipment. The service is provided, subject to the availability of suitable facilities, to any Radio Common Carrier (RCC) licensed to provide a radio paging service pursuant to the provisions of the Radio Act.
- B Radio Paging Access Service includes the provision of outpulsing capability and telephone numbers from the Company's equipment and facilities to the RCC's radio paging terminal for one-way tone, one-way tone and voice, numeric or alpha-numeric signalling.
- C Radio Paging Access Service is available in local and wide area access. Local area access provides for access within the Local Calling Area in which the paging terminal is located. Wide area access provides for access anywhere within the Province of New Brunswick.
- D Messages transmitted over the Company's facilities shall not exceed 15 seconds in duration.
- E The Company will reserve a sufficient quantity of numbers to ensure that the RCC has an adequate supply to operate its system. Telephone numbers are provided in groups of 50 and do not include directory listings. Such listings will be provided to the RCC's subscribers in accordance with applicable rates and charges for extra listings.
- F The connection of customer-owned radio paging terminals pursuant to this Item shall be in accordance with the regulations applicable to the attachment of customer-provided equipment as set out in Item 22.3.
- G The Company's facilities shall be used exclusively between the Company's serving centre and the RCC's radio paging terminal.

#### .2 RATES AND CHARGES

- A The following rates and charges apply for the provision of numbers associated with Radio Paging Access Service:

|   | <u>Monthly Rate</u> | <u>Service Charge</u> |
|---|---------------------|-----------------------|
| (1) <u>Radio Paging Network Charges</u>     |                     |                       |
| Local Area Access, each group of 50 numbers | \$ 2.22 *           | S.S.C.                |
| Wide Area Access, each group of 50 numbers  | 2.99 *              | S.S.C.                |

(2) Radio Paging Telephone Numbers

|                                   | <u>Monthly Rate</u> | <u>Service Charge</u> |
|-----------------------------------|---------------------|-----------------------|
| Each group of 50 reserved numbers | \$ 0.5756 *         | S.S.C.                |

- B For each circuit between the company's switching equipment and a radio paging terminal, the rates and charges as provided in CRTC 21491, Items 514.1. and 401.1.3. (as applicable) apply.
- C In addition to B above, the rates and charges per each channel as provided in Item 805.2.A(3)(b) also apply.

**MOBILE RADIO NETWORK ACCESS SERVICE**

Item

**840.1 GENERAL**

- A Mobile Radio Network Access Service provides the connection between the Company's Public Switched Telephone Network (PSTN) and the mobile radio system of Conventional Mobile Radio System Operators and Private Mobile Radio System Operators as defined by the Department of Communications (DOC) and licensed pursuant to the provisions of the Radio Act to provide and operate a mobile radio system. (See also SST Item 4060., Private Mobile Radio Telephone Service.) \*
- B Mobile Radio network Access Service is provided either as a single or multi-channel service. This service is available on one party service only.
- C When calls are placed to and from the PSTN, a Telephone Access Control Terminal is used to establish the connection to the mobile system.
- D Mobile Radio Network Access Service is furnished subject to the availability of suitable equipment and facilities and is available in areas where demand warrants. When it is necessary to provide special equipment or to incur any usual expense in order to furnish service, an additional charge based on cost incurred, will be made. \*

**.2 SERVICE DESCRIPTION**

- A Mobile Radio Network Access Service comprises three components:
  - (1) Mobile Access Channel - This component is a jack-ended two-wire, analogue, voice-grade facility furnished between the Company's serving Central Office and a Mobile Radio System operator's equipment.
  - (2) Access Premium - This component is a monthly contribution charge for voice and data service which originates or terminates inside and outside the local calling area within which this mobile interconnection is located.
  - (3) Mobile Radio Network Access Telephone Numbers - This component provides seven-digit telephone numbers with outpulsing.
- B Dialing from a mobile radio station is made possible through the use of an auxiliary touch tone pad supplied by the subscriber.

**.3 TERMS AND CONDITIONS**

- A The mobile radio system must be arranged such that access to or connection with the PSTN is not available to any other supplier's telecommunication facilities which may be connected to the mobile radio system.
- B The subscriber's mobile radio system shall only be used for carrying PSTN connected calls when one of the terminating points of the call is a mobile station on the mobile radio system. PSTN connected mobile radio systems shall not be used in the provision of Basic Telephone Service.

## General Tariff

### MOBILE RADIO NETWORK ACCESS SERVICE

Item

840.3 **TERMS AND CONDITIONS** (Continued)

- C The Company will respond to trouble reports only after the subscriber has first determined the trouble does not originate in the Mobile Radio System.
- D The placing in service of telephone numbers specifically for Mobile Radio Access Service does not include directory listings. Should a directory listing for an assigned telephone number be desired, such listing will be provided at the rates and charges for business extra listings specified in Item 105.2 D.
- E To be approved for connection, equipment must adhere to the interconnection standards outlined for the Connection of Customer-Provided Equipment in Item 22.3.

.4 **RATES AND CHARGES**

A Mobile Access Channels

Subscribers shall pay the rates and charges for their appropriate classification of Business Primary Exchange Service for each line connected to the mobile radio system.

B Mobile Radio Network Charges

|   | Monthly Rate | Service Charge |
|---|--------------|----------------|
| Each channel, to a maximum of 12 channels, or | \$ 4.52 *    | S.S.C.         |
| Each channel, to a maximum of 24 channels, or | 6.94         | S.S.C.         |
| Each channel, to a maximum of 36 channels, or | 7.95         | S.S.C.         |
| Each channel, to a maximum of 48 channels, or | 8.57         | S.S.C.         |
| Each channel, to a maximum of 60 channels, or | 8.98         | S.S.C.         |
| Each channel, to a maximum of 72 channels, or | 9.32         | S.S.C.         |
| Each channel, to a maximum of 84 channels, or | 9.55         | S.S.C.         |
| Each channel, over 84 channels                | 9.74 *       | S.S.C.         |

C Seven-digit telephone numbers placed in service with outpulsing.

|                       |             |           |
|-----------------------|-------------|-----------|
| Each telephone number | \$ 0.1181 * | S.S.C.(X) |
|-----------------------|-------------|-----------|

NOTE (X) A Single Service Charge applies to each request for telephone numbers at any one location.



## General Tariff

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Item 840 Mobile Radio Network Access Service

.4 Rates and Charges (Continued)

- D Long Distance Charges which are originated by or received collect to the mobile radio system will be charged to the subscriber at applicable long distance rates except where charges are billed collect to a third number or by Calling Card. \*
- E When a repair visit is made to a mobile radio site at the subscriber's request and no trouble is found in the Company's facilities or equipment and it is determined that the trouble is associated with the subscriber's equipment, a maintenance charge as per the Company's General Tariff Item 110.2 C will apply. \*

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**INTRODUCTION TO DISCONTINUED SERVICES**

## Item

- 3020.1 This section describes and provides rates and regulations for services and equipment which are available only to customers presently subscribing to these services.
- .2 Rules and regulations previously set out in this General Tariff apply to the furnishing of the Company's Discontinued Services, except where otherwise stated in this section.
- .3 Where technology permits, Supplementary Services pursuant to Part III are available to a customer subscribing to a Discontinued Service.
- .4 When a discontinued service reaches a zero-in-service level, the Company shall delete the service offering from the General Tariff. Such deletion shall become effective upon issuance of a revised tariff page. \*

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**KEY TELEPHONE SERVICE**

Item

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**KEY TELEPHONE SERVICE**

Item

Reserved for future use.

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**KEY TELEPHONE SERVICE**

Item

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**RATES FOR REGULAR PRIVATE AUTOMATIC BRANCH EXCHANGE SERVICE TRUNK LINES**

Reserved for future use.

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**SPECIAL BILLING CODES**

Item

3795.1 **GENERAL**

- A Special Billing Codes may be assigned for use by Private (Automatic) Branch Exchange and Business Communications Service customers to permit identification of local lines or departments to which Long Distance calls are to be charged. The arrangement is provided in Exchange Areas in which the necessary central office equipment is available.
- B A monthly rate of \$36.95 applies for each group of 50 codes or remaining portion thereof, with a minimum monthly charge of \$73.90 for each Business Communications Service.
- C Special Billing Codes service is discontinued and is available to existing customers only.



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**BUSINESS COMMUNICATIONS SERVICE**

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**BUSINESS COMMUNICATIONS SERVICE**

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**BUSINESS COMMUNICATIONS SERVICE**

Item

3805. **BRUNSWICK BCS**

**Note:** This tariff item is forborne from regulation in certain exchanges as identified in CRTC 21491 Item 200.

**N**  
**N**

## A GENERAL

BRUNSWICK BCS, a Multi-Line Full Offering, provides for service on a province wide basis. A customer's total number of BCS accesses in the province are used to determine the monthly rates. This discontinued service is subject to the availability of suitable facilities. Service provided pursuant to the provisions of this Item will be based on such technology and use such equipment as may be determined by the Company from time to time. The minimum service requirement is two BCS accesses. An emergency power supply is provided where suitable facilities are available. BCS Primary Service provides the customer with common single number billing (rates and charges billed to one telephone number).

## B BRUNSWICK BCS provides the following:

- Direct-Outward-Dialing
- Direct-Inward-Dialing
- Touch Phone Service
- Internal Transfer
- Station-to-Station Dialing
- Night Service
- Three-Party Conference
- Class of Service Restrictions (including Toll Restriction)
- Call Forwarding
- Call Pick-Up
- Call Waiting Indicator
- Speed Calling
- Override
- Voice Messaging on up to 10% of BCS accesses
- Dialing Plan
- Internal Calling Line Identification
- Network Ring Again
- Name Display and Updating
- Call Progress Information

**BUSINESS COMMUNICATIONS SERVICE**

Item

3805. **BRUNSWICK BCS** (Continued)

C. RATES AND CHARGES

Monthly Rate per BRUNSWICK BCS Access: (Z)

|                         | <u>Monthly<br/>Rate</u> | <u>Service<br/>Charge</u> |
|-------------------------|-------------------------|---------------------------|
| First 15 Accesses, each | \$43.90                 | S.S.C.                    |
| Next 15 Accesses, each  | 36.50                   | S.S.C.                    |
| Next 150 Accesses, each | 32.00                   | S.S.C.                    |
| Next 220 Accesses, each | 30.00                   | S.S.C.                    |
| Next 250 Accesses, each | 27.35                   | S.S.C.                    |
| Over 650 Accesses, each | 23.25                   | S.S.C.                    |

NOTE: (Z) The rate taper discount does not include any accesses rated under the Business Multi-Line Access Service.

D. Centrex IP ports and associated features are included in the number of locals and counts for the purpose of determining Centrex IP Service and/or Brunswick BCS rates and associated feature rates in each service. \*

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**BUSINESS COMMUNICATIONS SERVICE**

Item

3810. **HOTEL AND MOTEL BCS**

Moved to CRTC 21491, Item 825

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Reserved for future use.

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**CONNECTION OF CUSTOMER-OWNED CIRCUITS WITH COMPANY-OWNED P(A)BX SWITCHBOARDS**

Reserved for future use.

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General Tariff

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