

TITLE PAGE

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N R T C C O M M U N I C A T I O N S

**GENERAL TARIFF**

Containing:

Terms of Service

Definitions

Tariffs for:

Exchange Service

Other Services and Facilities

This Tariff specifies the rates, charges and terms applicable to service, equipment and facilities furnished by the Company.

Effective December 1, 2006 all references contained herein to "North Renfrew Telephone Company Limited" become "NRTC Communications".

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**PREFACE**

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1. GENERAL

- 1.01 This General Tariff contains the terms and conditions of the basic contract for service that exists between North Renfrew Telephone Company Limited, hereinafter called the Company, and each of its customers or lessees for all services, equipment and facilities furnished by the Company. Refer to the Ontario Independent Services Tariff Section 1 Item 30, Terms of Service.
- 1.02 The other sections contain the rates, rentals and charges for all service, equipment and facilities provided on a general basis in all of the Company's exchanges.
- 1.03 The Company must apply the rates specified in this Tariff. There is no authority to apply different rates and charges for service, equipment or facilities unless otherwise specified in the Tariff.
- 1.04 In this General Tariff, "Commission" means the Canadian Radio-television and Telecommunications Commission.
- 1.05 Pursuant to Decision 2006-14, the Company's local exchange services may be resold in accordance with the conditions of this tariff. However, the resale of residential exchange services is only permitted to provide residential services.

2. TARIFF REVISIONS

- 2.01 Changes will be shown on the revised page as follows:
- (a) The revision issue will be shown at the top of the page immediately to the right of the page number.
  - (b) The revisions will be noted by a code and/or a symbol (see Section 30) shown in the left hand margin.
  - (c) Only the current changes will be indicated on the page.
- 2.02 Check pages (Section 50) will be issued with each set of revisions and will show all pages that have been revised or introduced by means of an asterisk (\*).

3. NUMBERING

- 3.01 Numbering in this Tariff will be shown in the following manner.

120-2.01 (a)(1)  
120 denotes the Section  
2 denotes the Sub-section  
2.01 denotes the Item  
(a) denotes the Paragraph  
(1) denotes the Article

2. SALE OF TARIFFS

For information on the sale of this Company's tariff, please refer to the Ontario Independent Services Tariff manual Section 1 Item 111.

CODES AND SYMBOLS

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<u>CODE</u>	<u>DENOTES</u>
C .....	Change in wording or correction
R .....	Reduction in rate or charge
A .....	Increase in rate or charge
N .....	New rate or charge
NC .....	Denotes no change in rate or charge
S .....	Reissued matter

## GENERAL TARIFF

## ABBREVIATIONS

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ABBREVIATION	DENOTES
40MHZ	40 megahertz
60HZ	60 hertz
110V	110 volts
/sec	per cent
A.C.	per second
Amp Hr.	alternating current
A.S.R.	ampere-hour
BIF	automatic sending and receiving (teletypewriter)
B.R.A.	business interphone --F
B.S.S.	base-rate area
Bus.	business service systems
C.D.F.	business
C.O.	central distribution frame
Cont'd	central office
D.C.	continued
D.S.L.T.	direct current
E.A.S.	dial station line terminal
Ext.	extended area service
H.F.	extension
I/C	high frequency
Km	incoming
L.R.A.	kilometer
M.E.S.C.	locality rate area
MRC	multi-element service charge
N/A	monthly recurring charge
No.	not applicable
NRC	number
P.A.B.X.	non-recurring charge
P.B.X.	private automatic branch exchange
P.S.R.	private branch exchange
P.T.C.	page type-sending and receiving (teletypewriter)
Rev.	program transmission channel
R.G.	revision
S/A	rate group
S.C.	special assembly
SSB	service charge
SS-1	single side-band
T.V.	selective-signalling system
TWX	television
USOC	teletypewriter exchange service
VHF	uniform service order code
WATS	very high frequency
	wide area telephone service

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CARRIER ACCESS TARIFF

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2. Participation
  3. Interconnection Charges
  4. Collections and Remittances
  5. Ontario Telephone Association (OTA) Settlement Fund
  6. Equal Access

For information on Carrier Access Tariff please refer to the Ontario Independent Services Manual Section 2.

TERMS OF SERVICE

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For Information on Terms of Service listed below, please refer to the Ontario Independent Services Manual, Section 1, Pages 115 through to Page 125:

- 1) General
- 2) Effective Date of Changes
- 3) Obligation to Provide Service
- 4) Company Facilities
- 5) Company Right to Enter Premises
- 6) Two-Party and Four-Party Service
- 7) Deposits and Alternatives
- 8) Restrictions on Use of Service
- 9) Customer Liability for Calls
- 10) Dispute Procedure
- 11) Confidentiality of Customer Records
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- 14) Company-Initiated Changes in Telephone Numbers and Service Arrangements
- 15) Refunds in cases of Service Problems
- 16) Limitation of Company Liability
- 17) Payment Time Limit
- 18) Liability for Unbilled and Underbilled Charges
- 19) Liability for Charges that should not have been billed and those that were overbilled
- 20) Minimum Contract Period and Cancellation before Service Commencement
- 21) Customer-Initiated Termination of Service
- 22) Company-Initiated Suspensor or Termination of Service

GENERAL

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1. RETURNED CHEQUE CHARGE

For information relating to Returned Cheque Charges, please refer to the Ontario Independent Services Tariff Manual, Section 1, Page 110.

GENERAL

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2. LATE PAYMENT CHARGE

2.01 At every monthly billing, a late payment charge is applicable to each account not in dispute for which payment has not been received by the Company within 15 days from the date the account is mailed.

Interest per month on amount in arrears is charged at the rate of 2.0%

Minimum charge of \$1.00

3. GENERAL TERMS AND CONDITIONS

3.01 The following terms and conditions apply for all service, equipment and facilities furnished by the Company as provided for in its various Tariffs.

3.02 Except as provided for in OIST Section 1 - 30.4.03, the Company may require that customers install and/or maintain telephones, equipment or facilities provided by the Company and assume all risks and liabilities incident to the installation, maintenance and operations thereof when such telephones, equipment or facilities are located in places involving unusual hazards. The Company may compensate such customers by means of monthly allowances to be set off against the Company's standard monthly rates.

3.03 The Customer shall arrange and pay for a local supply of suitable commercial electric energy with outlet, when required for the operation of Company-provided equipment furnished to the customer.

GENERAL TARIFF

DEFINITIONS

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**ADDITIONAL TELEPHONES** - See 220 - 1.01.

**ADJOINING EXCHANGES** - Exchanges whose boundaries are common at any point, except where a boundary consists of a large natural barrier.

**BASE RATE AREA** - The area served by an exchange where Primary Exchange Services are provided at basic rates. Outside of the Base Rate Area or but within the same Exchange Area, mileage charges apply.  
See 100-3.01

**BASIC SERVICE** - Service that is limited to the offering of transmission capacity for the movement of information.

**BAUD** The signaling speed of a channel in pulses.

**BIT** A single binary decision or the equivalent amount of information to be transmitted or received.

**BUILDING** - A structure with outside walls and roof. Adjoining buildings with abutting walls are considered to be a single building for purposes of this Tariff when there are one or more suitable doorways in the walls at or above street level and the Company is able to route its channels through the walls.

**BUSINESS SERVICE** - See 170-2.01

**CENTRAL OFFICE** - Dial or manual switching equipment used to terminate and interconnect central office lines and trunk lines. See also definition of wire centre.

**CENTRAL OFFICE LINE** - A channel that connects one or more main telephone services directly with a central office.

**CHANNEL** - An electrical path provided by a physical conductor or otherwise, as the Company elects, for the transmission of electric energy.

**CIRCUIT** - See "Channel".

**CLASS OF SERVICE**

- when applied to customers' exchange service this is the term used to describe the character of its primary use which determines whether the business or residence rate classification applies (See 170-1.01).

- When applied to message toll service this is the term used to describe the type of message which determines whether the person-to-person or station-to-station rate classification applies.

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**DEFINITIONS**

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DEFINITIONS (Cont'd)

**CLOSED CIRCUIT (VIDEO)** - A channel that connects an originating point directly with viewing equipment provided by the lessee at one or more locations. Each such location is considered to be a service point.

**CONNECTING COMPANY** - A person, corporation, association or firm which operates one or more exchanges that interchange traffic with the Company.

**CONTINUOUS PROPERTY** - The portion of land occupied by a customer that does not extend beyond property occupied by another party. Where, however, a customer occupies portions of land fronting on both sides of a public thoroughfare and opposite to each other, or is the sole occupant of buildings located thereon, these portions of land are considered to be continuous property if suitable poles, conduit or enclosed passageway for the placing of channels between them or between such buildings are provided, installed and maintained by or at the expense of the customer.

**CUSTOMER** - means an individual who has requested service and for whom telephone equipment has been installed or provided in designated premises by the Company so as to provide the service.

**CUSTOMER CHANNELS** - Data channels and teletype channels operate at signaling speeds in accordance with various schedules as stated below:

- Schedule 1 - operates at signaling speeds up to and including 45 bauds.
- Schedule 2 - operates at signaling speeds up to and including 55 bauds.
- Schedule 3 - operates at signaling speeds up to and including 82.5 bauds.
- Schedule 3A - operates at signaling speeds over 82.5 bauds up to and including 150 bauds.
- Schedule 4 - similar to channels provided for voice-grade channels. When the transmission characteristics do not meet the customer's requirements, a channel conditioned to provide certain envelope delay and loss deviation characteristics, may be provided at the appropriate rates and charges.

**DUPLEX OPERATION** - Operation that provides for simultaneous transmission in both directions over a channel.



## GENERAL TARIFF

DEFINITIONS

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DEFINITIONS (Cont'd)

**EQUIVALENT SERVICE** - Two or more central-office lines or trunk lines provided for a customer from one central-office and are arranged so that an incoming call for the telephone number listed for the group of lines is completed to any available idle line within the group.

**EXCHANGE** - See 100-1.01.

**EXCHANGE AREA** - See 100-1.01.

**EXCHANGE SERVICE** - See 100-1.03.

**EXTENDED AREA SERVICE** - Those exchanges with which toll-free dialing is permitted. See 100 - 3.01 i), ii).

**EXTRA LISTING** - See 140-4.01.

**FLAT-RATE SERVICE** - Primary exchange service furnished at a stipulated basic rate.

**FOREIGN-EXCHANGE SERVICE** - See 310-1.01.

**FOUR-PARTY LINE SERVICE** - A common line arranged to serve four main stations. Four-party line service shall be furnished only in that portion of the exchange area which is outside the base rate area.

**GRADE OF SERVICE** - The term used to describe customers' exchange service with respect to the service or equipment provided. The grades of exchange service furnished are individual line, two-party and four-party line.

**INDIVIDUAL LINE SERVICE** - A line arranged to serve only one main station. See 180-1.01.

**INITIAL SERVICE PERIOD** - The stipulated minimum period of time the Company will furnish the required services or equipment and for which the Company's charges must be paid whether or not the services are used by the customer for the whole of the period. The Initial Service Period commences from the date that service or equipment is provided.

**LESSEE** - A person, partnership, firm, body corporate or politic, government or department thereof and the legal representative thereof, which contracts for the lease of a channel.

**LOCAL CHANNEL** - See 260-2.

**LOCAL MESSAGE** - A message between two primary services in the same local-service area.

DEFINITIONS

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DEFINITIONS (Cont'd)

**LOCAL SERVICE** - See 100-1.03.

**LOCAL-SERVICE AREA** - See 100-1.01.

**MAIN TELEPHONE (OR MAIN STATION)**

- As used with telephone service, denotes a telephone connected to main telephone service or, if two or more telephones are connected to any such service, denotes the principal one of such telephones.
  
- As used with channels for telephotograph transmission, denotes a station designated by the lessee as the principal station (the term "main telephone" does not apply).

**MAIN-TELEPHONE SERVICE** - Primary exchange service which provides for the use of a central-office line.

**MESSAGE (CALL)** - A communication transmitted over facilities provided by the Company.

**NETWORK** - As used in connection with channels, denotes the channel facilities connecting two or more service points or stations of a lessee, when at all or certain times the service points or stations form a distinct operating group.

**P.B.X.** - PRIVATE BRANCH EXCHANGE.

**PARTY-LINE SERVICE** - See 180-1.02.

**PERSON** - includes a partnership, firm body corporate or politic, government or department thereof and the legal representatives of such person.

**PREMISES** - The continuous property and the building or buildings located thereon, or the part or parts of a building, occupied at the same time by a customer. For mobile-telephone service, each mobile unit of the customer is considered a separate part of his premises.

**PRIMARY EXCHANGE SERVICES** - See 100-2.01.

**PRIMARY LISTING** - See 140-3.01.

**PUBLIC TELEPHONE SERVICE** - 150-1.01.

**RATE CENTRE** - each exchange is designated as a rate centre and the same message toll rates apply to all telephones served by one exchange.

DEFINITIONS

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DEFINITIONS (Cont'd)

**RESIDENCE SERVICE** - See 170-3.01.

**SEMI-PUBLIC TELEPHONE SERVICE** - See 160-1.01.

**SERVICE CHARGE** - See 110-1.01.

**SERVICE POINT** - A point at which a circuit or channel is connected with equipment of a lessee; also a wire centre or rate centre of the Company to which measurement of an inter-exchange channel is made.

**SET** - See "Telephone".

**STATION**

- As used in connection with telephone service - See "Telephone".
- As used in connection with channels, denotes the termination of other equipment including the transmitting equipment, or combination transmitting and receiving equipment, at any location on the premises of a lessee and connected with any such channel.

**TELEPHONE** - A telephone instrument connected to permit the sending and receiving of messages.

**TELEPHONE NUMBER** - A distinctive designation assigned to each primary exchange service.

**TOLL OFFICE** - The operating unit for the furnishing of message toll service.

**TWO-PARTY LINE SERVICE** - A common line arranged to serve two main stations with automatic originating identification of each party and individual ringing capabilities. See 180-1.02.

**WIRE CENTRE** - A building that houses switching equipment to serve a designated geographical area. A wire centre may include one or more central offices.

**WIRE-CENTRE AREA** - The area served by a wire centre.

**EXCHANGE SERVICE - GENERAL**

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GENERAL

1.01 An exchange is a basic unit for the administration and furnishing of telephone service, and normally includes a city, town or village and adjacent parts. The territory served by an exchange, within which local-service rates apply, is known as the exchange area or local-service area. In some cases, an exchange area includes two or more base rate areas.

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

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

1.03 Exchange service (or local service) is the furnishing of the service and equipment required for telephone communication between primary exchange services of the same exchange or local-service area, and between such service and the associated toll office.

1. PRIMARY EXCHANGE SERVICES

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

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

- (1) Flat-rate service, which consists of Customer service, namely, individual line service.
- (2) Message-rate services, which consist of the following:
  - (1) Semi-public telephone service.
  - (2) Public telephone service.

EXCHANGE SERVICE-GENERAL

3. EXCHANGES

3.01 The exchange names, Central Office (NXX) codes and area codes are as follows:

<b>EXCHANGE NAMES</b>	<b>NXX NO.</b>	<b>AREA CODE</b>
Beachburg	582	613
Westmeath	587	613
Pembroke Ind.	638	613

a) Beachburg has Extended Area Service with:

- Westmeath 587
- Pembroke Ind. 638
- Pembroke 732, 735, 639,635
- Cobden 646
- Renfrew 432,433
- Calabogie 752

b) Westmeath has Extended Area Service with:

- Beachburg 582
- Pembroke Ind. 638
- Pembroke 732, 735, 639,635

c) Pembroke Ind. has Extended Area Service with:

- Beachburg 582
- Westmeath 587
- Pembroke 732, 735, 639,635
- Golden Lake 625
- Eganville 628

EXCHANGE SERVICE - GENERAL

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## c) Pembroke Ind. Has Extended Area Service with: (continued)

Cobden	646
Petawawa	687,588
Chapeau	689
Deep River	584
Chalk River	589
Rolphton	586
Killaloe	757
Barry's Bay	756
Renfrew	432,433
Douglas	649
Fort-Coulonge	683
Foymount	754
Calabogie	752

and any additional exchanges provided by Bell Canada to Pembroke exchange

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 EXCHANGE SERVICE - GENERAL
4.0 RATE SCHEDULES FOR PRIMARY EXCHANGE (LOCAL) SERVICE

4.01 A specific schedule of basic rates for primary exchange (or local) service.

4.02 The initial service period for all primary exchange services is six months.

4.03 The following are basic monthly rates for primary exchange service.

Note: Additional charges as specified in the Company's Tariff apply for telephones or other equipment provided by the Company.

USOC	DESCRIPTION	MRC
1100	Individual Residence	30.13*
2100	Individual Business	49.77*

C

(A) Equivalent service is provided at a monthly rate of \$3.85 (USOC 4060) for each line so arranged.

(B) Touch Tone dialing is provided at no additional cost.

\*Bell Message Relay Service of \$0.13 is included in this rate.

5. CALL DISPLAY BLOCKING

5.01 General

- a) Any persons wishing to protect the anonymity of their calling number may use per call Call Display Blocking. No charge is made for using per call Call Display Blocking.
  
- b) Per Line Call Display Blocking is provided upon request, to social service agencies (including crisis lines, community health clinics, shelters for victims of domestic violence and public law enforcement agencies) and customers identifying themselves as victims or potential victims of violence.



## EXCHANGE SERVICE - GENERAL

6. TELEPHONE NUMBER SERVICES6.01 General

The Company provides the following telephone number service:

- a) Vanity Number

Vanity Numbers permit customers to choose their own personalized telephone number, subject to the availability of the telephone numbers.

These telephone number services are provided under the following conditions:

- a) In conjunction with primary exchange service in those wire centre areas in which suitable facilities are available.
- b) The telephone number services must be furnished from the serving wire centre in which the customer's premise is located.
- c) The telephone number services must be associated with service requests.
- d) Directory listings and operator assistance for Vanity Numbers will be in numeric form only.

6.02 Rates and Charges

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

- a) Vanity Number.

USOC	DESCRIPTION	MRC	SC
2712	Each Vanity Number - Residence	\$1.50	MESC
2713	Each Vanity Number - Business	\$3.00	MESC

SERVICE CHARGES

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1. GENERAL

- 1.01 A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer and when the Company, at the customer's request, performs work for him. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.
- 1.02 Service charges apply in addition to other rates and charges unless otherwise stated.
- 1.03 In general a service charge applies for each item of service or equipment.
- 1.04 An additional charge may be made based on the additional actual expense incurred when:
- a) it is necessary for the Company to install a special assembly of equipment or incur unusual expenses in order to meet the particular service requirements of a customer, or
  - b) a customer stipulates the performance of work outside regular working hours or other -conditions that cause unusual expense.
- 1.05 For outside work affecting wires, cables, poles and other equipment located on a customer's premises, a service charge may be made based on the actual expense incurred by the Company.
- 1.06 A service charge does not apply for the following:
- a) Repair work, except for those conditions when OIST Section I - 30.4.03, 30.4.04, (Terms of Service) and Section 850 (Customer Provided Equipment) apply.
  - b) The removal of service, equipment, and/or facilities.
  - c) A change from one grade of main-telephone service to another type of service (individual line or two-party line).
  - d) Work that the Company initiates for service reasons.
  - e) The re-establishment of service at the same or different premises after interruption caused by damage to the customer's premises beyond his control.

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**SERVICE CHARGES**

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**2. MULTI-ELEMENT SERVICE CHARGES**

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

2.02 The four service charge elements are described as follows:

- (a) ADMINISTRATION CHARGE An Administration Charge applies to work involved in receiving, recording and processing information necessary to comply with a customer's request.

An Administration Charge is applied once for each customer's request, regardless of the number of items to be completed if work is to be carried out on the same premises at the same time for the same billing telephone number.

- (b) LINE CONNECTION A Line Connection Charge applies to work done in the Company's central office and elsewhere when it is necessary to connect the customer's telephone line to the network. This work involves extending the telephone line from the customer's premises to the serving central office and making appropriate connections within the serving central office.

A Line Connection Charge applies:

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

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

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

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**SERVICE CHARGES**


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

- (d) PREMISES WORK CHARGE A Premises Work Charge applies for each item of work carried out at the customer's request and on the customer's premises to install, move or change a telephone line and/or other miscellaneous equipment.

A Premises Work Charge does not apply if:

- One or more telephones and/or items of equipment are in place at the time service is established and no move or change of the telephones and/or equipment is requested by a customer;
- A telephone equipped with a plug is delivered by a Company representative to a customer's premises.

**3. (a) SERVICE CHARGES SCHEDULE**

ELEMENTS OF SERVICE CHARGES:	SERVICE CHARGES	
	RESIDENCE	BUSINESS
a) Administration Charge	\$18.00	\$35.00
b) Line Connection	\$32.00	\$69.00
c) Premise Visit	\$35.00	\$35.00
d) Premise Work (Initial Jack)	\$ 6.00	\$12.00
e) Additional Jack	\$20.00	\$20.00

**(b) SECOND RESIDENCE LINE PROMOTION**

The Company will waive the multi-element service charge for installation of a second residential private access line during the months of November and December. Offer is conditional upon the availability of the required outside plant facilities.

SERVICE CHARGES

4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

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

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

GENERAL TARIFF

SERVICE CHARGES

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5. OTHER EQUIPMENTS AND SERVICE CHARGES

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

6. DIAGNOSTIC MAINTENANCE CHARGE

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

7. INSPECTION AND MODIFICATION CHARGE

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

TELEPHONE SET LOSS CHARGE

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1. GENERAL

- 1.01 When the customer does not return all telephone sets that are the property of the Company upon termination of service, the Company will apply a telephone set loss charge.
- 1.02 This charge applies for telephone sets identified below for customers that having individual line and two-party line service.
- 1.03 Payment of the Set Loss Charge does not transfer ownership of the set from the Company.

GENERAL TARIFF

TELEPHONE SET LOSS CHARGE

1.04 The Telephone Set Loss Charges are as follows:

TYPE OF SET	NRC	
	Res	Bus
500-Type (Rotary Dial)	x38.00	\$38.00
Contempra	\$38.00	\$38.00
Harmony	\$85.20	\$118.80
Signature	\$38.00	\$38.00
Meridian 7208	\$110.00	\$142.80
Meridian 7310	\$216.00	\$216.00
Meridian 7324	\$288.00	\$288.00
Big Button	\$121.00	\$157.00
Citation/Tribute	\$72.00	\$94.00
KXT3155/3175	\$165.00	\$214.00
KXT3280	\$294.00	\$382.00
Debut	\$88.00	\$114.00
Dakota	\$45.00	\$45.00
Jazz	\$45.00	\$45.00
Symphony 1000	\$49.00	\$49.00
Symphony 3000	\$59.00	\$59.00
Symphony 5000	\$119.00	\$155.00
Unity SE	N/A	\$118.80
Unity SE Plus	N/A	\$156.00
Vista 10	\$90.00	\$125.00
Vista 100	\$114.00	\$180.00
Vista 200	\$174.00	\$222.00



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**CONSTRUCTION CHARGES**

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1. GENERAL

1.01 Construction charges apply for the following:

- (a) For the initial provision of facilities at the request of an applicant, customer, lessee or developer in a territory in which the Company has no facilities. The Company provides these facilities to reach the property of the applicant, customer, lessee or developer and may locate them along public thoroughfares or other such location as required, or is suitable.
- (b) For certain facilities provided on the private property of the applicant, customer or lessee.

1.02 The Company reserves the right to determine the type (wire, cable or radio) and location of facilities to be provided and the time at which it does the work. It makes an additional charge based on the additional expense incurred if it departs from the foregoing conditions at the request of an applicant, customer, lessee or developer, or when the nature of the locality causes it to incur unduly high construction expense and/or maintenance expense.

1.03 The Company provides, installs and maintains all facilities that it provides except as otherwise stated in this Tariff. However, the Company may use facilities of other public utility organizations or facilities belonging to or on the premises occupied by applicants, customers or lessees instead of providing its own construction, when in its opinion the circumstances warrant its doing so. When the Company uses the facilities of other public utility organizations that are located along public thoroughfares or other such places, it may assess its applicant, customer, lessee, or developer, any charges associated with such use. When such facilities are located on the private property of the applicant, customer or lessee, the construction charge is that which would apply if the Company provided the construction.

1.04 Construction charges are payable when application for service is made or when the account is rendered, at the option of the Company.

2. CONSTRUCTION ON A PUBLIC THOROUGHFARE

2.01 Monthly rates and rentals provide for a reasonable amount of construction for each service or facility which is to be considered as the first 161 meters or one-tenth of a mile (route measurement) of such measurement.

2.02 When construction, in addition to this reasonable amount as specified in Section 2.01, is furnished to provide the facilities requested by the applicant, customer or lessee, a construction charge applies based on the expense incurred by the Company.

CONSTRUCTION CHARGES

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3. CONSTRUCTION ON PRIVATE PROPERTY

- 3.01 When cable is installed to provide service, a construction charge applies based on the expenses incurred by the Company. If the customer or lessee provides, installs and maintains the poles or underground conduit, or does the trenching and back-filling for buried wire or cable, the construction charge will be reduced accordingly.
- 3.02 When construction is required to provide facilities to the building of the applicant, customer or lessee in which service is provided or the facilities are terminated, a construction charge applies based on the expense incurred by the Company.
- 3.03 When it is necessary for the Company to provide special protective equipment because of electrical hazards on the premises of an applicant or customer, the Company may charge the customer all or part of the expense which it incurs thereby.

4. INTERIOR CONSTRUCTION

- 4.01 The Company normally installs exposed wiring in buildings except as follows:
- (a) If an applicant, customer or builder provides suitable conduit or other means of concealment, which is acceptable to the Company, the latter installs wiring in it without additional charges.
  - (b) Subject to the following conditions, the Company installs concealed wiring in a residential dwelling during construction without additional charge if requested sufficiently in advance by a duly authorized person:
    - (1) The size of the building and the type and stage of construction are, in the Company's opinion, are suitable for the work to be performed.
    - (2) The Company decides the type of wiring to be used and the method of installing it.
    - (3) Should the wiring become unusable after its installation, the Company installs other inside wiring by one of the other methods described in this Section.
    - (4) The Company does not guarantee that subsequent changes in or additions to wiring installed during construction will be concealed.
- 4.02 When the Company otherwise installs concealed wiring at the request of an applicant, customer or builder, the latter may be required to pay the difference between the cost of the work done and the cost that the Company would have incurred for exposed wiring.

CONSTRUCTION CHARGES

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4. INTERIOR CONSTRUCTION (Cont'd)

- 4.03 When the Company has to use a non-standard method of wiring or installation because of the type of construction of a building, it may require the applicant, customer or builder to bear any unusual expense that the Company incurs.
- 4.04 The Company charges a Premise Work Charge for installing each pre-wired outlet at a single line residence, business customer. The activation of the pre-wired outlet is done by the Company at no additional premise work charge. Other elements of the Multi-Element Service Charges apply accordingly.

DIRECTORY LISTINGS

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For information on Directory Listings listed below, please refer to the Ontario Independent Services Manual, Section 9.

1. General
2. Listings provided without additional charge
3. Primary Listings
4. Extra Listings
5. Omission of Listings from the Directory
6. Initial Service Period for Chargeable Extra Listings
7. Rates for Extra Listings

DIRECTORY LISTINGS

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For information on Directory Listings listed below, please refer to the Ontario Independent Services Manual, Section 9.

8. Charge for Information Service (Directory Assistance)

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Issued 1995 12 15

Effective 1996 01 15

DIRECTORY LISTINGS

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For information on Directory Listings listed below, please refer to the Ontario Independent Services Manual, Section 9.

9. Long Distance Directory Assistance

NORTH RENFREW TELEPHONE COMPANY LIMITED

GENERAL TARIFF

CRTC 25500

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DIRECTORY LISTINGS

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For information on Directory Listings listed below, please refer to the OIST Manual, Section 1.

10. Directory Errors and Omissions, 30.13.

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Issued 1997 08 19

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Effective 1997 10 01

Telecom Order CRTC 97-1315

PUBLIC TELEPHONE SERVICE

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1. GENERAL

1.01 The Company furnishes, at its discretion, public telephone service primarily to make outgoing service available to the general public and determines the location of the service.

2. CONTRACT ARRANGEMENTS

2.01 The occupant of the premises on which service is to be furnished is to sign the standard public telephone service agreement, except when the Company arranges for space and installs public telephones without providing for supervision by the occupant.

3. LISTINGS

3.01 Public telephone services are listed in telephone directories only when the Company considers it necessary for the service in general.

4. EQUIPMENT

4.01 Public telephones are equipped with coin-collecting devices.

5. RATES AND CHARGES

5.01 A rate of 25C applies for each originating local call.

5.02 Regular rates apply for message toll service.



SEMI-PUBLIC TELEPHONE SERVICE

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1. GENERAL

- 1.01 Semi-public telephone service is a message-rate service furnished at the Company's discretion at the following types of locations:
- (a) Where a public service does not seem warranted and there is an indication of combined customer and public usage.
  - (b) Where there is collective use of the service by guests, members or similar occupants of the premises and a business service is unsuitable.
- 1.02 Semi-public telephone service is furnished as main telephone service not as foreign exchange service.
- 1.03 The customer-agent is to sign the standard semi-public telephone service agreement with the Company.

2. SERVICE AND EQUIPMENT

- 2.01 Semi-public telephones are equipped with coin collecting devices and service is furnished on an individual line.

3. RATES AND CHARGES

- 3.01 The customer-agent is to guarantee a minimum daily local message revenue for each semi-public telephone service as specified in the agreement referred to in subsection 1.03 .
- 3.02 Main-telephone receipts for originating local calls and message toll service are deposited in and collected from the coin telephone. The total local message receipts for one or more collection periods ending in the same billing period, are applied against the corresponding total amount of guarantee. A shortage is payable by the customer-agent on demand by the Company. An excess is not credited against the shortage for any collection period, nor against other amounts due to the Company from the customer-agent.
- 3.03 Local calls originating at semi-public telephones are charged at \$0.25 each.
- 3.04 Service charges for the installation of a semi-public telephone service are those for business service and apply in accordance with Section 110-3.

## GENERAL TARIFF

## Section 170

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**BUSINESS AND RESIDENCE SERVICE**

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1. GENERAL

- 1.01 The Company classifies a customer's service as business or residence for the application of exchange service rates according to its primary use.

2. BUSINESS SERVICE

- 2.01 The business classification applies when the service is used primarily or substantially for a commercial, industrial, professional, institutional, vocational or otherwise occupational purpose or for any purpose other than that of a domestic or family nature.
- 2.02 The business classification applies in such circumstances as the following:
- (a) when a directory listing indicates other than primarily domestic use.
  - (b) When the service is advertised or publicized in connection with any non-domestic use; except that the residence service of a person may be publicized in connection with the person's business service where the two services are in the same local service area.
  - (c) In boarding and rooming houses and other places in which four or more persons are accommodated for payment, and in residence quarters of any club, institution or similar place, where guests, boarders, employees or other persons not members of the customer's household have general access to the service.
- 2.03 If any part of the customer's service is used primarily for a non-domestic purpose or is in a location where the business classification would apply, the entire service is classified as business, except that a customer may have the following:
- a) When the customer's residence service is extended to equipment located on the premise of a telephone answering board.
  - b) A customer to both Business and Residence service may have either of the following:
    - (1) Connection of residence service with terminating equipment of the customer's business service.
    - (2) An additional telephone connected to the residence service at the location of the customer's business service.

BUSINESS AND RESIDENCE SERVICE

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2. BUSINESS SERVICE (Cont'd)

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

3. RESIDENCE SERVICE

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

INDIVIDUAL AND PARTY LINE SERVICE

---

1. GENERAL

1.01 Individual-line service is a grade of customer exchange service that provides for the connection of one telephone to a central-office line.

1.02 Party-line services are grades of customer exchange service that provide for the connection of two or more main telephones to the same central-office line. Two grades are furnished, namely, two-party and four-party line service.

2. REGULATIONS

2.01 The Company reserves the right to determine which party-line telephones shall be connected to any central office line and to connect business and residence telephones to the same line when the service is not impaired thereby.

2.02 Arrangements may be made for a customer to have two main telephone services at different locations within the same wire-centre area so that calls for both services can be received at either or both service locations. An additional bell associated with the distant service is required at each location and is charged for at the regular rate; a cut-off feature to silence such bell is available (Item 240-3.40).

(a) If the two services are connected to the same central office line, no further arrangements are required, the two-party line service rate applies for each service.

(b) If the two services are connected to different central office lines, the lines are interconnected in the central office without additional charge. Only one main telephone service can be connected to each central office line and the individual line service rate applies for each service.

3. RATES

3.01 Rates for individual, two-party and four-party services are given in Section 100 4.

ADDITIONAL TELEPHONES

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1. GENERAL

1.01 An additional telephone is a telephone connected with the same primary service as a main telephone.

2. REGULATIONS

2.01 Additional telephones are ordinarily installed in the same building as the main telephones but when facilities are available they may be installed:

- (a) On any premises of the same customer.
- (b) On premises of other than the customer if a separate primary service is furnished there.

NOTE: Channels that connect main and additional telephones in different buildings are subject to distance charges (See Section 260).

2.02 The number of additional telephones with bells that may be installed with a main telephone is governed by the limitation on the number of bells installed on one line. The Company may determine the number of additional telephones without bells to be installed with a main telephone.

2.03 The Company does not undertake to provide satisfactory transmission on any call on which two or more telephones connected with the same service are used simultaneously.

3. RATES

3.01 Additional telephones are provided by the Company at the rates and charges specified in this Tariff.

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**MULTI-LINE TELEPHONE SYSTEMS AND KEY EQUIPMENT**

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1. GENERAL

- 1.01 Multi-line telephone systems and key equipment are arrangements of equipment that include operation features in addition to those regularly provided with the basic exchange services.
- 1.02 All telephones are normally located on continuous property. When equipment permits, a telephone may be located on a different property from that of the rest of the system, in which case, distance charges apply, as appropriate, to channels between buildings. (See Section 260).
- 1.03 When the Company has to install special equipment or incur any unusual expense, it may make an additional charge based on the equipment installed or additional expense incurred.
- 1.04 Items designated as de-standardized are not available for new installations or for changes of address and will only be provided for existing systems if and when equipment is available from returns to stock.

2. SERVICE FEATURES

- 2.01 Multi-line telephone systems and key equipment provide one or more of the following service features, according to the specifications in each case:
- (a) Pick-up, an arrangement whereby a telephone may be connected to any one of two or more lines.
  - (b) Holding, an arrangement whereby a telephone may be disconnected temporarily from a line in use without breaking the connection.
  - (c) Line illumination, provided only with Multi-line telephone systems, an arrangement whereby illumination of the button associated with a line indicates that a call on the line is waiting to be answered or the line is in use. Systems with this feature are referred to herein as illuminated systems.
  - (d) Wink-hold, provided only with illuminated systems, is an arrangement whereby flashing illumination of the button associated with a line indicates that a call has been answered, and is being held.
  - (e) Cut-off, an arrangement whereby the use of a line by other telephones may be controlled, or bells or other equipment may be disconnected from a line.
  - (f) Exclusion, an arrangement whereby the use of a line by other telephones may be controlled.
  - (g) Intercom, an arrangement which permits exchange of communication with one another.

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**MULTI-LINE TELEPHONE SYSTEMS AND KEY EQUIPMENT**


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3. MULTI-LINE TELEPHONE SYSTEMS3.01 Panasonic KXT3280 and KXT3175

Panasonic KXT3280 is an electronic multi-line push button telephone system with 2 central office lines. The Panasonic KXT3175 has 2 central office lines. The following rates and charges apply in addition to other applicable rates and charges.

USOC	DESCRIPTION	MRC	SC
1066	KXT3280 2 Lines - Intercom	\$8.95	MESC
1067	KXT3175 2 Lines	\$8.95	MESC

3.02 Meridian Norstar

Meridian Norstar is a digital, multi-line, push-button telephone system. The Meridian Norstar 3x8 system has a maximum capacity of 8 telephones and 3 Central Office lines. The Meridian Norstar 6x16 system has a maximum capacity of 16 telephones and 6 central office lines. The Meridian Norstar 8x24 system has a standard number of 24 telephones and 8 central office lines which can be expanded. The following rates and charges apply in addition to other applicable rates and charges:

USOC	DESCRIPTION	MRC	SC
2720	Norstar 3x8	\$12.35	MESC
2721	Norstar 6x16	\$23.50	MESC
2722	Norstar 8x24	\$67.90	MESC
2723	Auxiliary Power	\$27.00	MESC
2724	Station Module 16 goes with 8x24	\$19.80	MESC
2725	4 Line Trunk Cartridge goes with 8x24	\$10.55	MESC
2726	Expansion Trunk Module goes with 8x24	\$12.40	MESC

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DISTANCE CHARGES

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1. GENERAL

- 1.01 The regulations and charges herein apply to channels that are provided to meet special requirements of customers. Such charges are in addition to the other rates and charges applicable.
- 1.02 Distance charges are based on the provision of standard arrangements of equipment and facilities. When it is necessary for the Company to install special equipment or to incur any unusual expense in order to provide any of such channels, it may make an additional charge based on the equipment installed or other unusual expense incurred.

2. LOCAL CHANNELS

2.01 General

- (a) Local distance charges or rentals apply as follows to local channels between points in the same exchange, other than central office lines.
- (1) Between service points.
  - (2) Between service points and the rate centre location or wire centre used as a measuring point on an inter-exchange channel provided for the customer.

For the purpose of this section, a service point relates to a demarcation point, on a customer's premise, at a mutually agreed point which is eight inches from the closest non-competitive cable terminal or at the first logical point of entry on the customer's premise.

- (b) Voice-grade local channels are furnished by the Company with a band-width to carry telephone speech or its equivalent.
- (c) The monthly distance charge provides for one pair of wires or the equivalent between the telephone or service points.

The multi element service charges provide the connection of a local channel to the service point which is the demarcation point.

- (d) When a multi-wire channel is provided, the following apply:
- (1) A charge applies for each pair of wires or the equivalent that is part of the channel when provided for the following, solely or in combination:
    - a. For duplex operation.
    - b. To connect customer-provided or lessee-provided equipment.
    - c. Solely within the exchange and with no inter-exchange connection.
  - (2) When an additional single wire or the equivalent is used, it is charged for as a channel.
  - (3) The initial 400-metre distance or 1/4 mile charge, if applicable, applies only once.
  - (4) Multi-wire channels provided under any other circumstances than specified above are charged for as single channels.



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**DISTANCE CHARGES**

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2. LOCAL CHANNELS (Cont'd)2.02 Channel Measurement

Channels between buildings on different properties:

- (1) For a two-point local channel the charge or rental is based on the airline distance between the centres of the buildings in which the channel terminates and provides for the facilities to extend the channel to connect one or more additional telephones or service points in the same building. See Item 2.03(c) for channels between buildings on continuous property.
- (2) For a channel between more than two points (multi-point) the following applies:
  - a. for a channel with no bunching arrangement, bridging arrangement or distributing amplifier the chargeable distance between each of the combinations of pairs of service points is determined separately. The total chargeable distance is the combination of distances connecting all service points that produce the lowest charge.
  - b. for a channel with one or more distributing amplifiers, bridging arrangements, or bunching arrangements, the chargeable distance is the sum of the following, each being determined separately:
    - A. The rental for the portion of channel between the lessee's premises and the wire centre in which a distributing amplifier, bridging arrangement (or the first of two or more), or a bunching arrangement is located. If there are two or more distributing amplifiers or bridging arrangements, measurement is continued from the wire centre previously mentioned and is the shortest distance linking all other wire centres in which there is a distributing amplifier or bridging arrangement on the same network. The rental is computed separately for each of the legs that comprise this portion of the channel. The initial 400 meter or 1/4 mile distance rental applies only once.
    - B. The rental for the portions of channel between a wire centre in which there is a distributing amplifier, bridging arrangement or bunching arrangement and each service point associated with it, each computed separately. The initial 400 meter or 1/4 mile distance rental does not apply to such portions.

**DISTANCE CHARGES**

2. LOCAL CHANNELS (Cont'd)

2.03 Rates and Charges

(a) Channel between buildings on different properties:

(1) Two-point local voice grade channel:

- (a) For a channel provided to serve an off premise additional telephone, the chargeable distance is that between the wire centre that serves the main telephone and the building in which the additional telephone is installed.

USOC	DESCRIPTION	MRC	SC
4050	Initial 1/4 mile	\$5.00	MESC
4051	Additional 1/4 mile	\$1.75	MESC

(b) Signal Channels, Data Channels per cable pair (not including special line conditioning if required.)

USOC	DESCRIPTION	MRC	SC
4052	Initial 1/4 mile	\$5.80	MESC
4053	Additional 1/4 mile	\$1.75	MESC

(2) Multi-point voice-grade local channel:  
the monthly charges or rentals apply as stated in 2.03 (a)(1)a) and the initial 1/4 mile distance charge or rental applies once on each channel.

(b) Channels between points in the same building

The following apply for channels provided in the same building:

- a) rates for additional telephone sets provide for the furnishing of service at any point in the building in which the related main telephone or switchboard is located.
- b) see section 810 for intercommunicating channels.
- c) a monthly charge applies for any other voice grade channel I.
- d) a channel that extends a central office line or trunk line to an answering board
- e) a monthly charge of \$1.00 applies for each voice channel.

**DISTANCE CHARGES**

2. LOCAL CHANNELS (Cont'd)

2.03 Rates and Charges (Cont'd)

c) Channels between buildings on continuous property

- (1) When a channel is extended to connect one or more additional telephones or service points from the first telephone or service point on the customer's or lessee's premises, an additional charge applies as specified in (5).
- (2) The customer or lessee is to provide, install and maintain the poles or underground conduit, or do the trenching and back-filling for buried wire or cable, required primarily for local channels provided for him on continuous property. The charges specified in (5) apply only when the customer or lessee complies with this condition. When the customer or lessee does not comply with this condition the monthly charges or rentals are those stated in Item 2.03 (a)(1)a. for voice-grade channels.
- (3) When a channel is provided between points in more than two buildings, the charge applies to the portion of channel between each pair of buildings.
- (4) All types of channels provided for the same customer are combined in determining the distance charges.
- (5) The following charges apply for the provision of each voice channel between buildings on the same continuous property of the customer or lessee:

USOC	DESCRIPTION	1MRC	SC
4054	Voice Channel	\$1.00	MESC

3. EXTRA-EXCHANGE DISTANCE CHARGES

3.01 Extra-exchange distance charges apply to primary exchange services, other than four party access lines that are located outside the base-rate area but within the exchange area. The charges are based on the airline distance between the building in which the telephone or switchboard is located and the nearest point on the boundary of the base-rate area, and are as follows:

Each 0.4 kilometer (400 meters) or Remaining Fraction

USOC	DESCRIPTION	MRC
4040	Individual line service (including semi-public) and trunk line	N/A
4041	Two-party line service	N/A

3.02 When any portion of a channel that is subject to a distance charge is installed and/or maintained on private property by a customer, the distance charge does not apply for that portion of the channel.

**Miscellaneous Equipment**

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**5. TOUCH TONE**

Materials previously listed in Section 490-4 are now included in Section 100 — Exchange Service — General. Touch Tone dialing is provided at no additional charge on Residence and Business local service — individual line.

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**MISCELLANEOUS EQUIPFUMT**

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7. CUSTOM CALLING FEATURES

7.01 These features are furnished with individual line service, excluding the semi-public telephone service. They are provided through a digital central office, subject to the availability of suitable facilities.

7.02 The following custom calling features are provided:

- a) Call Forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred.
- b) Speed Calling permits a customer to place calls to a previously designated list of frequently called numbers by dialing a speed call code rather than the complete number. There are two list lengths being 8 entries and 30 entries.
- c) Three-way Calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local-service area of the telephone establishing the three-way call.
- d) Call Waiting provides the ability for a customer to receive an incoming call when his central-office line is in use. The called party hears a tone indicating an incoming call is waiting. At that point he can put the existing call on 'hold', or disconnect, and then receive the incoming call.
- e) Dial Intercom Individual allows private line customers the ability to call their own number to ring telephones on the line and subsequently use the phone as an intercom system.

MISCELLANEOUS EQUIPMENT

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7. Custom Calling Features (Cont'd)

7.03 The following rates and charges apply and are in addition to other rates and charges applicable:

a) Call Forwarding (CF)

USOC	DESCRIPTION	MRC	SC
<b>2699</b>	Call Forwarding Disconnected Tel #	<b>\$12.93</b>	MESC
2700	Call Forwarding, Residential	\$ 3.00	MESC
2705	Call Forwarding, Business	\$ 5.00	MESC

b) Speed Calling

USOC	DESCRIPTION	MRC	SC
<b>2703</b>	8-Code (Speed Calling)	\$ 1.00	MESC
2704	30-Code (Speed Calling)	\$ 2.00	MESC

c) Three-Way Calling (TWC)

USOC	DESCRIPTION	MRC	SC
<b>2702</b>	Three-Way Calling, Residential	\$ 3.00	MESC
2714	Three-Way Calling, Business	\$ 4.00	MESC

d) Call Waiting (CW)

USOC	DESCRIPTION	MRC	SC
2701	Call Waiting, Residential	\$ 3.00	MESC
<b>2706</b>	Call Waiting, Business	\$ 6.00	MESC
2715	Visual Call Waiting	\$ 4.00	MESC

**MISCELLANEOUS EQUIPMENT**7 CUSTOM CALLING FEATURES (Cont'd)e) Vertical Service Package

<b>USOC</b>	<b>DESCRIPTION</b>	<b>MRC</b>	<b>SC</b>
2707	Includes CF, CW, TWC, SP8 RESIDENTIAL	\$5.50	MESC
2708	Includes CF, CW, TWC, SP8 BUSINESS	\$13.50	MESC

8. TOLL RESTRICTION SERVICE8-01 General

Toll restriction service allows customers to block the placing of all outgoing toll calls.

8.02 Service and Equipment

Toll restriction service is provided subject to the availability of suitable equipment required for such service. It is provided on a per line basis.

8.03 Rates and

The following rates and charges apply for toll restriction service from a Digital Switching Centre:

<b>USOC</b>	<b>DESCRIPTION</b>	<b>MRC</b>	<b>SC</b>
4004	Toll Restrictor per line	\$0.00	MESC

MISCELLANEOUS EQUIPMENT

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9. Busy Line Verification / Interruption Service
10. Call Blocking Service
11. Grandfathering of Rotary Dial Service on Individual Lines

For information on Busy Line Verification / Interruption Service, Call Blocking Service, and Grandfathering of Rotary Dial Service on Individual Lines, please refer to the Ontario Independent Services manual Section 4.



MISCELLANEOUS EQUIPMENT

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12 CALL MANAGEMENT SERVICE

12.01 Call Management Service (CMS) is comprised of network-based features which are furnished with individual-line primary exchange services except Public and Semi-Public telephone Services.

12.02 Notwithstanding any other provisions of the Company's tariffs and as an exception to Section 80 13 any non published telephone number from which a call originates is furnished, as facilities permit, on a call-by-call basis to CMS customers.

12.03 Any persons wishing to protect their anonymity may do so using Call Display Blocking options specified in Section 100 5.01 -

		USOC	
Per Call Blocking (For Administrative purposes)	PCBR		BCBB
Per Line Blocking (For Administrative purposes)	PLBR		PLEB

12.04 The following CMS features are provided:

- (a) Call Display provides the means to activate the CMS customer's visual display of the telephone number and name from which the call is originating. Customers may arrange to change the name., which is transmitted. However, residence customers must still include the family name, which is contained in their main listing and business names must be uniquely identifiable with the customer. Customers may also arrange to change the name transmitted so that "private name" is displayed. As an exception, the "private name" is not available for customers who make unsolicited voice or facsimile calls for the purpose of solicitation. No charge applies to the initial change and one order processing charge applies to each subsequent change.
- (b) Busy Call Return enables the customer to automatically redial the last outgoing call, whether the call is answered or not. If the number is busy., the network scans its availability for a period of 30 minutes and, when it is free, notifies the customer by a distinctive signal. The call is automatically processed when the customer answers.

MISCELLANEOUS EQUIPMENT

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12.04 © Call Trace allows the called customer to have the last incoming call traced and the telephone number recorded by the Company for use by law enforcement agencies. Call trace is offered as part of the basic network access service to individual line customers.

12.05 The following proposed rates and charges will apply to each CMS feature of CMS for each line equipped and are in addition to other applicable rates and charges:

USOC	DESCRIPTION	MRC	SC
2500	Call Display, Residential	\$6.00	MESC
2501	Busy Call Return, Residential	\$1.50	MESC
<b>2502</b>	Call Display, Business	\$8.00	MESC
<b>2503</b>	Busy Call Return, Business	\$3.00	MESC
<b>2506</b>	Call Trace, Residential & Business	\$5.00/successful trace \$10.00/monthly maximum	MESC

Detailed Promotional Offering

For incentive to customers for the period starting NOVEMBER 1, 1996 AND ENDING NOVEMBER 29, 1996, North Renfrew Telephone Co. Ltd. Will waive the administration charge of \$15.00 for Residence and \$20.00 for Business customers upon the launching of Call Management Service.

The USOCs are provided for administration purposes only to count the quantity and type of feature.

NORTH RENFREW TELEPHONE COMPANY LIMITED

GENERAL TARIFF

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MISCELLANEOUS EQUIPMENT

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13.00 SUSPENSION OF SERVICE - RESIDENTIAL PRIMARY SERVICE

GENERAL  
COMPLETE SUSPENSION OF SERVICE  
CHARGES

Please refer to the Ontario Independent Services Tariff Manual  
Section 4, Pages 419 and 420 for information on the Suspension of Service -  
Residential Primary Service.

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14.00 NAME THAT NUMBER SERVICE

General  
Charge

Please refer to the Ontario Independent Services Tariff Manual  
Section 4, Page 415 for information on the Name That Number Service Tariff.

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Telecom Order CRTC 97- 430

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**MISCELLANEOUS EQUIPMENT**


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**15. INTRODUCTORY OFFER**

For Individual Line Touch Tone customers who take one or more Custom Calling Features, Ident-a-Call, Call Management Service or Call AnswerVoice Mail (Section 820) the Monthly Rate is waived for the first month.

**16. CALL FORWARD BUSY/NO ANSWER FEATURE**

16.01 This feature is furnished with individual line service, excluding the semi-public telephone service. It is provided through a digital central office, subject to the availability of suitable facilities.

16.02 The following rates and charges apply and are in addition to other rates and charges applicable:

<b>USOC</b>	<b>DESCRIPTION</b>	<b>MRC</b>	<b>SC</b>
2499	Call Forward Busy/No Answer - Res	\$1.50	MESC
2504	Call Forward Busy/No Answer - Bus	\$3.05	MESC

1. GENERAL

1.01 Inter-Exchange services and channels provide for communication between exchanges or other rate centres.

1.02 The Company does not set rates for Message Toll Service which include:

- (a) Two-point service
- (b) Conference service
- (c) Overseas service
- (d) Ship, Train and Aircraft service.

1.03 The Company also does not set charges and rentals for those portions of leased or rented Inter-Exchange channels and associated equipment that extend or are provided beyond the point of connection of the Company's facilities with those of other Carriers.

1.04 Rates and charges for Message Toll Service and for Inter-Exchange channels and equipment extending beyond the point of connection with other Carriers, are contained in the approved tariffs of the inter-connecting Carriers and a copy of the relevant sections of these tariffs may be inspected at the Company's business office during regular business hours.

## GENERAL TARIFF

Section 670

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**WIDE-AREA TELEPHONE SERVICE**

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## 800 SERVICE AND ENTRY - CANADA

1. SERVICE DESCRIPTION

- 1.01 800 Service and 800 Entry - Canada is a network service which allows the customer to receive incoming customer-dialed calls originating from points within Canada. 800 Service and 800 Entry - Canada calls are toll free to the caller.
- 1.02 An 800 number can terminate on a single line or on a group of equivalent lines. The calls to an 800 number are routed to either the number associated with the single line or a number associated with a line within the equivalent group of lines. This number is hereafter referred to as the conversion number.
- 1.03 Only one conversion number is assigned to an 800 number.
- 1.04 More than one 800 number can terminate on the same conversion number.

2. TERMS AND CONDITIONS

- 2.01 Each dedicated access line provides one-way incoming service only and includes a single connection to a demarcation point on a customer premises, at a mutually agreed point.
- 2.02 A minimum service period of one month applies.
- 2.03 More than one 800 number, either Canada or U.S. service, can terminate on the same group of access lines.
- 2.04 800 Service and 800 Entry - Canada is not furnished as a Foreign Exchange Service.
- 2.05 This service may not be resold or shared to provide Message Toll Service or other interexchange voice services.
- 2.06 800 Service and 800 Entry - Canada is furnished subject to the availability of suitable facilities.
- 2.07 An 800 Service and 800 Entry - Canada customer may not receive calls from an exchange of a telephone system that does not participate in the provision of 800 Service and 800 Entry - Canada.
- 2.08 An 800 Service and 800 Entry - Canada call that is received from within the customer's local calling area is chargeable at the rate for the home NPA. If the customer elects to receive calls from the home NPA, local calls cannot be blocked and the home NPA rate applies.

**WIDE-AREA TELEPHONE SERVICE**

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2. TERMS AND CONDITIONS (Cont'd)

2.09 Calls must be customer dialed. As an exception, 800 Service and 800 Entry - Canada calls may be placed with the operator for completion in the following instances :

- a) Calls that originate from exchanges where direct dialing is not provided.
- b) Calls that originate from a coin, mobile, ship or aircraft telephone service.
- c) Calls that are placed by guests of hotels with P.B.X. service.

2.10 A 800 Service and 800 Entry - Canada subscriber may be listed in the directories of the Company at the rates shown for Business Extra Listings. Customers may also be listed in the directories of other Canadian telephone companies at the rates specified in their respective tariffs.

2.11 The customer has the option of receiving calls over dedicated or non dedicated access lines.

3. RAT:-- AND CHARGES

USOC	DESCRIPTION	MRC	SC
2104	800 Service Entry Canada	\$8.00	MESC



**OTHER SERVICES AND FACILITIES'- GENERAL**

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1. GENERAL

1.01 The following sections in the 800 series, specify rates, rentals, charges and regulations for the following:

- (a) Telephone services other than exchange and inter-exchange service.
- (b) Use of certain customer-provided equipment with the Company's facilities.

1.02 The foregoing are at the discretion of the Company and, where applicable, subject to the availability of suitable facilities and the requirements of exchange service and message toll telephone service.

1.03 When it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet the special requirements of an applicant or customer, the Company may make an additional charge based on the equipment installed or other unusual expense incurred.

GENERAL TARIFF

**OTHER SERVICES AND FACILITIES - GENERAL**

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2. ARRANGEMENTS FOR JOINT USE LESSEES

2.01 General

(a) DEFINITIONS

Aerial Support Structures: Consist of the following: poles; strands including, where applicable, cable rings; guys; anchors and miscellaneous hardware items. these structures are either owned by the Company or are those on which it possesses rights entitling it to allow the placement of the lessee's facilities.

Joint Use Agreement: An agreement between the Company and a third party, called the "joint user" providing for the reciprocal right to use the support structure of the other party to the joint use agreement

Rearrangement: The change of location of the lessee's, Company's or joint user's facilities from one point to another on or in the same support structure.

Replacement: The substitution of support structures or facilities of the lessee, Company or joint user or any part of such support structures or facilities by other support structures or facilities or any part of same.

Strand or Suspension Strand: Any group of wires twisted together, strung under varying degrees of tension between poles or between a pole and a building used to support the lessee's or Company's facilities or both of them.

Support Structures: Include both aerial support structures and underground support structures.

Transfer: The removal of lessee's, Company's or joint user's facilities from one support structure to another support structure.

GENERAL TARIFF

**OTHER SERVICES AND FACILITIES - GENERAL**

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2.02 Use of Support Structures

- (a) The Company provides to the lessee the use of support structures for the installation of his facilities where such support structures are available and such use will not interfere with the rights of any joint user.
- (b) The lessee is to obtain and maintain easements, servitudes, rights-of-way, privileges, municipal consents, and crossing rights from railways, pipelines and other utilities and written consents to his activities by any joint user or other third party as may be necessary for the placement, maintenance and operation of his facilities on or in support structures and is to provide written evidence of same upon request by the Company.
- (c) The Company has no obligation to provide any support structures when such support structures do not exist. When the Company elects to place or obtain such support structures for the use of the lessee a charge, based on the expense incurred, applies.
- (d) When the company decides to remove any support structures it will give notice of at least 60 days to the lessee. The lessee is to remove his facilities from the Company's support structures at his expense and within that period.
- (e) The lessee is responsible for the following at his expense:
  - (i) To install, maintain, rearrange, replace, repair, remove or transfer his facilities or perform any other work, all to meet the company's requirements and within the time period specified by the Company.
- (f) Rentals and charges applicable are stated in the following sub-items. The Company may require the lessee to pay in advance any of the charges or estimated charges stated in this tariff.
- (g) A charge based on the expense incurred, applies for:
  - (i) inspections and verifications made by the Company as provided for in the agreement with the lessee,
  - (ii) any work performed on, in, or near the support structures or the Company's joint-user's facilities to meet the lessee's requirements.

GENERAL TARIFF

OTHER SERVICES AND FACILITIES - GENERAL

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2.03 RATES AND CHARGES

- (a) The rentals specified in this sub-item apply for each month for the permitted use of support structures. They are payable monthly in advance.
  
- (b) The rentals that follow apply to each pole, either owned by the Company or on which it possesses rights entitling it to allow placement of the lessee's facilities, as follows:
  - (1) for all of the lessee's strands permitted to be attached to such pole;
  - (2) when (1) is not applicable, for all of the Company's strands supported by such pole, which strands the lessee is permitted to use;
  - (3) when (1) and (2) are not applicable, for all other of the lessee's facilities, except subscriber drop wires, permitted to be attached to such pole:

For greater certainty there shall be only one rental charge per lessee for each pole in any circumstance.

Monthly rental charge ..... \$0.80

- (c) The rentals that follow apply to each strand span, (average span length of 36.6 meters), or portion thereof owned by the Company or on which it possesses rights entitling it to allow the placement of the lessee's facilities, for each lessee's cable having a maximum outer diameter of 30.5 millimetre permitted to be attached to such strand.

Monthly rental charge ..... \$0.24

USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

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1. GENERAL

- 1.01 Equipment, apparatus, or devices provided by a customer shall only be attached to or connected to or used with the Company's facilities in accordance with the requirements stated herein or such further and other requirements as may be specified from time to time by the Company.
- 1.02 Such equipment, apparatus, or devices shall be suitable for operation or use with the Company's facilities.
- 1.03 Any such attachment, or connection to or use with the Company's facilities shall be such that, in the Company's opinion, it does not damage, interfere with or create a hazard of damage or impair the functioning of the Company's service, equipment or channels or create a hazard of danger to the users of the Company's service, equipment or channels, its employees or the public.
- 1.04 The customer shall not have, acquire, secure, or derive any property or patent right in or control over the Company's equipment, apparatus, lines, channels or devices to which such attachment, connection or use is made or any property or patent right in or control over the design, function, operation or layout of the Company's equipment, apparatus, lines, channels or devices. The Company reserves the right to change, in whole or in part, the design, function, operation or layout of its equipment, apparatus, lines, channels or devices as it considers necessary. The Company shall not be responsible to the customer for any of his equipment, apparatus or devices, either in whole or in part, which ceases to be compatible with the Company's facilities or become inoperative because of such changes to the Company's equipment, apparatus, lines, channels or devices.
- 1.05 The Company does not make any representation that its facilities are adapted to the use of the customer-provided equipment, apparatus or devices.
- 1.06 The Company may make such tests and inspections as it considers necessary to determine whether the customer is complying with any or all requirements herein. If, in the Company's judgement, such attachments or connections or use with the Company's facilities do not conform with these requirements, the Company may, at any time, take such action as necessary or remove the attachment or interrupt or terminate the connection or use with the Company's facilities.
- 1.07 When such attachment or connection to or use with the Company's facilities causes the Company to incur any unusual expense or any loss or damage it may recover any such unusual expense or any such loss or damage from the customer.

USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

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1. GENERAL (Cont'd)

- 1.08 The limitation of the Company's liability in the attachment, connection or use by a customer or any other person of such customer-provided equipment, apparatus or devices is specified in OIST Section 1, 30.16.
- 1.09 Only customer-provided terminal equipment certified under the Terminal Attachment Program of the Government of Canada may be connected to the Company's facilities.

2. SINGLE LINE SERVICE

2.01 Individual Line Service

Individual line business and residential customers may provide and connect certified terminal equipment (Item 1.09) to the Company's jack connection.

Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

2.02 Two-Party and Four-Party Line Service

Two-party and four-party line customers may provide and attach certified telephone equipment (Item 1.09) to the Company's jack connection.

Telephone equipment must be inspected and approved by the Company prior to connecting to two-party and four-party line service.

The Company may provide the necessary modifications to a selected type of telephone sets for two-party and four-party line service.

Refer to Section 850, sub-section 5 for details of the inspection and modification charges.

MULTILINE SERVICE

- 3.01 Multi-line customers may provide and attach to the Company's facilities certified terminal equipment (Item 1.09). The equipment is connected at the demarcation point on the customer's premises.
- 3.02 Customers may also provide and attach terminal equipment by means of an acoustical or induction connection.

GENERAL TARIFF

USE OF CUSTOMER-PROVIDED EQUIPMENT WITH THE COMPANY'S FACILITIES

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4. DIAGNOSTIC MAINTENANCE CHARGE

4.01 The customer, residence or business, is responsible for the operation and maintenance of customer-provided equipment, apparatus or devices attached or connected to or used with the Company's facilities.

When diagnostic testing is made to determine the source of a trouble, and only if the source of the trouble is found to be within the customer-provided equipment, apparatus or devices, a service charge applies for each trouble reported.

The applicable rates and charges for work performed during regular hours are:

First 30 minutes or fraction thereof: \$40.00

Each additional 15 minutes or fraction thereof: \$15.00

Measurement of time starts upon the arrival of the repairman at the premise where the customer's equipment is located.

For installation and modification of customer provided telephone sets on two-party and four-party line service: \$10.00

Overtime rates and charges apply for work performed outside regular hours or during weekends and statutory holidays.

5. INSPECTION AND MODIFICATION CHARGE

5.01 The Company provides inspection and modification services for selected types of customer-provided sets.

5.02 The telephone sets, upon modification, can be connected to two-party line and four-party line service.

5.03 The applicable non-recurring service charges to inspect, modify and connect a customer-provided telephone set are as shown in Section 110 Service Charges.

DATA SERVICES

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1. GENERAL

1.01 NRTCO.NET is a North Renfrew Telephone Company Limited information service that provides access to the Internet for individual line residence and business customers. It is not available for use on two and four party lines. The Internet is a global network of computers that enables connected computers to communicate employing TCP/IP protocols. The Internet gives the user access to enormous global information databases, electronic mail, news services, file transfer and group discussions.

2. ACCESS

2.01 Intern6t service is provided through dial-Up (non-dedicated) access and dedicated access.

2.02 Dial-.up access is provided through terminal servers equipped with dial-up asynchronous modems. Customers dial into a terminal server that allows personal computers equipped with a modem to communicate with the Internet using TCP/IP protocol. Customers will be provided a TCP/IP address, a local calling number and one mail box on the server.

2.03 Dial-up access is based on dynamic Internet Protocol (IP) addresses and provides Serial Line Interface Protocol/Point to Point Protocol (SLIP/PPP) access to the Internet.

2.04 Dedicated access provides a direct connection to the Internet at speeds up to 56 kbps.



**Data Services**

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PURSUANT TO TELECOM ORDER CRTC 99-592, 25 JUNE 1999, RATES, CHARGES AND TERMS FOR COMPETITIVELY PROVIDED INTERNET SERVICES HAVE BEEN FORBORN FROM REGULATION.