

GENERAL TARIFF

SERVICE CHARGES

1. GENERAL

- 1.01 A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer and when the Company, at the customer's request, performs work for him. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulation.
- 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 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 Terms of Service and Customer Provided Equipment Apply.
 - (b) The removal of service, equipment and/or facilities.
 - (c) A change from one grade of main-telephone service to
 - (d) another type of service (individual line).
 - (e) Work that the Company initiates for service reasons.
 - (f) The re-establishment of service at the same or different premise after interruption caused by damage to the customer's premises beyond his control.

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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.

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 the 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.

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- (c) **PREMISE VISIT** A Premise Visit Charge applies to the travel time spent in reaching a customer's premises. A Premise 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.

- (d) **PREMISE 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 Premise Work Charge does not apply if:

- One or more telephone lines 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. **SERVICE CHARGE SCHEDULE**

ELEMENTS OF SERVICE CHARGES:	SERVICE CHARGES	
	RESIDENCE	BUSINESS
a) Administration Charge	\$12.00	\$15.00
b) Line Connection	\$13.00	\$20.00
c) Premise Visit	\$10.00	\$10.00
d) Premise Work	\$15.00	\$20.00
e) Business Systems		\$25.00/hr

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4. APPLICATION OF MULTI-ELEMENT SERVICE CHARGES

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

WORK FUNCTION	ADMIN CHARGE	LINE CONNECT CHARGE	PREMISE VISIT CHARGE	PREMISE WORK CHARGE
<u>Receiving, recording and processing Customer's request.</u> Apply: - Once for each request regardless of number of items to be completed on same premises at same time and for same billing number	X			
<u>Connecting telephone line to the network.</u> Apply for: - Each line connected to the network - Other bridging connections in the Central Office - Each customer's request resulting in a number change		X X X		
<u>Visit to Customer's premise to complete a Customer's Request.</u> Apply for each visit whether work is done or not. <u>Does not apply</u> to subsequent visits to complete an order where a Premises Visit charge has already been applied			X	
<u>Work performed at the Customer's premises at Customer's request.</u> Apply to install, move or change a telephone line or miscellaneous equipment. <u>Does not apply</u> 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 the customer's premises.				X

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5. OTHER EQUIPMENT 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.