

GENERAL TARIFF

TITLE PAGE

BRUCE TELECOM

GENERAL TARIFF

Containing:

Terms of Service

Definitions

Tariffs for:

Exchange Service

Inter-Exchange Services

Digital Network Services

Other Services and Facilities

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

Effective September 27, 2005 all reference contained herein to "Bruce Municipal Telephone System" or "BMTS" become "Bruce Telecom", a trademark of Bruce Municipal Telephone System of the Municipality of Kincardine.

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GENERAL TARIFF

PREFACE

1. GENERAL

- 1.01 This General Tariff contains the terms and conditions of the basic contract for service that exists between Bruce Telecom, hereinafter called the Company, and each of its customers or lessees for all services, equipment and facilities furnished by the Company. Refer to Section 80, 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 Telecom Decision CRTC 2006-14, *Revised regulatory framework for the small incumbent local exchange carriers* (March 29, 2006), 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 revision 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 (*).

GENERAL TARIFF

PREFACE

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

CODES AND SYMBOLS

<u>CODE</u>	<u>DENOTES</u>
F 	AIncrease in rate or charge
C	CChange in wording or correction
F 	D Deleted material
	FReformatting of existing material with no change to rate or charge
	NNew wording, rate or charge
	NCDenotes no change in rate or charge
	RReduction in rate or charge
	SReissued matter

ABBREVIATIONS

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

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GENERAL TARIFF

TERMS OF SERVICE

1. GENERAL

- 1.01 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.
- 1.02 These Terms do not limit the Company's liability in cases of deliberate fault or gross negligence or of breach of contract where the breach results from the gross negligence of the Company.
- 1.03 Tariffed services offered by the Company are subject to the terms and conditions contained in:
- (a) these Terms;
 - (b) applicable provisions of the Company'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 the Company and its customers.

2. EFFECTIVE DATE OF CHANGES

- 2.01 Subject to subsection 2.02, changes to these Terms or the Tariffs, as approved by the Canadian Radio-Television Telecommunications 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.
- 2.02 The old non-recurring charges for the transactions in question apply where services 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

- 3.01 The Company is not required to provide service to an applicant where:
- (a) The Company 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 the Company 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.
- 3.02 Where the Company does not provide service on application, it must provide the applicant with a written explanation upon request.

GENERAL TARIFF

TERMS OF SERVICE

4. COMPANY FACILITIES

- 4.1 Except where otherwise stipulated in its Tariffs or by special agreement, the Company must furnish and install all facilities required to provide service.
- 4.2 Upon termination of service, the customer shall promptly return the Company equipment.
- 4.3 The Company must bear the expense of maintenance and repairs required due to normal wear and tear to its facilities, except that the Company 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 the Company Tariffs, or by special agreement.
- 4.4 A customer who has deliberately, or by virtue of a lack of reasonable care, caused loss or damage to the Company's facilities, may be charged the cost of restoration or replacement. In all cases, customers are liable for damage caused to the Company facilities by customer-provided facilities.

5. COMPANY RIGHT TO ENTER PREMISES

- 5.1 The Company's agents and employees may, at reasonable hours, enter premises on which service is or is to be provided, 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 public and semi-public coin telephones.
- 5.2 Prior to entering premises, the Company must obtain permission from the applicant, customer or other responsible person.
- 5.3 Entry is not subject to sub-section 5.1 and 5.2 in cases of emergency or where entry is pursuant to a Court Order.
- 5.4 Upon request, the Company's agent or employee must show valid the Company identification prior to entering premises.

6. Reserved for future use.

GENERAL TARIFF

TERMS OF SERVICE

7. DEPOSITS AND ALTERNATIVES

- 7.01 Except as otherwise stipulated in its Tariffs, the Company cannot require deposits from an applicant or customer at any time unless the applicant or customer:
- (a) has no credit history with the Company and will not provide satisfactory credit information;
 - (b) has an unsatisfactory credit rating with the Company due to payment practices in the previous two years regarding the Company's services; or
 - (c) clearly presents an abnormal risk of loss.
- 7.02 The Company must inform the applicant or customer of the specific reason for requiring a deposit, and of the possibility of providing a reasonable 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 the Company.
- 7.03 An applicant or customer may provide an alternative to a deposit provided it is reasonable in the circumstances.
- 7.04 At no time may the total amount of all deposits and alternatives provided by or for an applicant or customer exceed three months' charges for all services, including anticipated long distance charges.
- 7.05 The Company shall credit interest on customer cash deposits held by the Company for the period during which the deposit is retained and the interest rate shall be the Canadian chartered bank deposit rate for non-chequable savings deposits as published in the most recent Bank of Canada Review, Schedule F1.
- 7.06 The Company must show on the customer's monthly billing statement, the telephone number of a company representative to whom any billing inquiry regarding a customer's deposit may be directed. The Company shall also provide a written statement to the customer of the total amount of the deposit held with accrued interest upon customer request or at the time of refunding the deposit.
- 7.07 The Company 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, the Company must promptly refund the deposit, with interest, or return the guarantee, or other written undertaking, retaining only any amount owed to it by the customer.

GENERAL TARIFF

TERMS OF SERVICE

8. RESTRICTIONS ON USE OF SERVICE

- 8.01 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 the Company's Tariffs is permitted only upon approval by the Company in accordance with the applicable provisions of its Tariffs.
- 8.02 Customers are prohibited from using the Company's services or permitting them to be used for a purpose or in a manner that is contrary to the law or for the purpose of making annoying or offensive calls.
- 8.03 Customers are prohibited from using the Company's services or permitting them to be used so as to prevent a fair and proportionate use by others. For this purpose the Company may limit use of its services as necessary.
- 8.04 The Company facilities must not be re-arranged, disconnected, removed, repaired or otherwise interfered with except in cases of emergency, where specified in the Company Tariffs or by special agreement. Terminal equipment provided by the customer may be connected with the Company facilities, pursuant to the provisions of the General Tariff or by special agreement.
- 8.05 No payment may be exacted, directly or indirectly, from any person by any party other than the Company for the use of any of the Company services, except where otherwise stipulated in the Company Tariffs or by special agreement.

9. CUSTOMER LIABILITY FOR CALLS

- 9.01 Customers shall be responsible for paying for all calls originating from, and charged calls accepted at, their telephones, regardless of who made or accepted them.

10. DISPUTE PROCEDURE

- 10.01 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.

GENERAL TARIFF

TERMS OF SERVICE

11. CONFIDENTIALITY OF CUSTOMER RECORDS

11.01 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:

- The customer;
- A person who, in the reasonable judgement of the Company, is seeking the information as an agent of the customer;
- 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;
- 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; or
- 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.
- 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.

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

- Written consent;
- Oral confirmation verified by an independent third party;
- Electronic confirmation through the use of a toll-free number;
- Electronic confirmation via the internet.

- Oral consent,
where an audio recording of the consent is retained by the carrier; or

- 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.

GENERAL TARIFF

TERMS OF SERVICE

11. CONFIDENTIALITY OF CUSTOMER RECORDS (continued)

- 11.02 The Company's liability for disclosure of information contrary to subsection 11.1 is not limited by subsection 16.1.
- 11.03 Upon request, customers are permitted to inspect the Company records regarding their service.
- 11.04 The Company may also release to a law enforcement agency, in accordance with the terms of a Tariff approved by the CRTC, the identity of the service provider, but not the name of the customer, associated with a specific telephone number.
- 11.05 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.

12. DIRECTORIES

- 12.01 Customers are entitled to receive, without charge, as many copies of the most recent telephone directory for their district, both white and yellow pages, and as many copies of subsequent updated directories as they are published, as are reasonably required, up to a maximum of one per telephone line.
- 12.02 The Company must provide, without charge, replacement directories required as a result of reasonable wear and tear.
- 12.03 The contents of the Company's directories may not be published or reproduced in any form without the Company's written consent.

13. DIRECTORY ERRORS AND OMISSIONS

- 13.01 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, the Company's liability is limited to making a refund or canceling any charge associated with such listings for the period during which the error or omission occurred. However, where the error or omission is occasioned by the Company's negligence, the Company is also liable for the amount calculated in accordance with 16.1.
- 13.02 In the case of errors in telephone numbers in directory white and yellow page listings, unless central office facilities are unavailable, the Company 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.

GENERAL TARIFF

TERMS OF SERVICE

14. COMPANY-INITIATED CHANGES IN TELEPHONE NUMBERS AND SERVICE ARRANGEMENTS

- 14.01 Customers do not have any property rights in telephone numbers assigned to them. The Company may change such numbers, provided it has reasonable grounds for doing so and has given reasonable grounds for doing so and has given reasonable advance written notice to the customers in question, stating the reason and anticipated date of change. In cases of emergency, oral notice with subsequent written confirmation is sufficient.
- 14.02 Whenever the Company 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

- 15.01 Where there are omissions, interruptions, delays, errors or defects in transmission, or failures or defects in the Company facilities, the Company's liability is limited to a refund of charges, on request, proportionate to the length of time the problem existed. With regard to long distance service and short period private line service, the refund shall be computed in a similar manner, provide the Company is advised promptly of the problem. No request is necessary where a problem in primary exchange service lasts twenty-four hours or more from the time the Company is advised of the problem. However, where the problem is occasioned by the Company negligence, the Company is also liable for the amount calculated in accordance with Article 16.1.

16. LIMITATION OF COMPANY LIABILITY

- 16.01 Except with regard to physical injuries, death or damage to customer premises or other property occasioned by its negligence, the Company'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 the Company, is limited to the greater of twenty dollars (\$20.00) and three times the amounts refunded or canceled in accordance with sections 13.1 and 15.1, as applicable.

GENERAL TARIFF

TERMS OF SERVICE

16. LIMITATION OF COMPANY LIABILITY (continued)

16.02 The Company is not liable for:

- (a) any act or omission of a telecommunications carrier whose facilities are used in establishing connections to points which the Company does not directly serve;
- (b) defamation or copyright infringement arising from material transmitted or received over the Company's facilities;
- (c) infringement of patents arising from combining or using customer-provided facilities with the Company'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 LIMIT

- 17.01 Subject to 17.3 and 17.4, charges cannot be considered past due until the time prescribed in the Company's Late Payment Charge Tariff has expired.
- 17.02 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 the Company, prior to the normal billing date the Company 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. In such cases, subject to 17.3 the charges can be considered past due three days after they are incurred or three days after the Company demands payment, whichever occurs later.
- 17.03 No charge disputed by a customer shall be considered past due unless the Company has reasonable grounds for believing that the purpose of the dispute is to evade or delay payment.
- 17.04 The Company may request immediate payment in extreme situations, provided that a notice has been issued pursuant to 17.2 and the abnormal risk of loss has substantially increased since that notice was given or the Company has reasonable grounds for believing that the customer intends to defraud the Company.

GENERAL TARIFF

TERMS OF SERVICE

18. LIABILITY FOR UNBILLED AND UNDERBILLED CHARGES

- 18.01 Unless there has been customer deception with regard to a charge, customers are not responsible for paying a previously unbilled or under billed charge except where:
- (a) in the case of a recurring charge or 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 150 days from the date it was incurred.
- 18.02 In the circumstances described in subsection 18.01, unless there has been customer deception, the Company cannot charge the customer interest on the amount of the correction. If the customer is unable to promptly pay the full amount owing, the Company must attempt to negotiate a reasonable deferred payment agreement.

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

- 19.01 In the case of a recurring charge that should not have been billed or that was over billed, a customer must be credited with the excess back to the date of the error, subject to applicable limitation periods provided by law. However, a customer who does not dispute the charge within one year of the date of an itemized statement which shows that charge correctly loses the right to have the excess credited for the period prior to that statement.
- 19.02 Non-recurring charges that should not have been billed or that were overbilled must be credited, provided that the customer disputes them within 150 days of the date of the bill.
- 19.03 A customer who is credited with any amount that should not have been billed or that was overbilled shall also be credited with interest on that amount calculated as the Canadian chartered bank deposit rate for non-chequable savings deposits as published in the most recent Bank of Canada Review, Schedule F1, for the period during which the error occurred.

GENERAL TARIFF

TERMS OF SERVICE

20. MINIMUM CONTRACT PERIOD AND CANCELLATION BEFORE SERVICE COMMENCEMENT

- 20.01 The minimum contract period for the Company services is one month commencing from the date the service is provided, except where otherwise stipulated in the Company's Tariffs or where the Company has stipulated a longer period in instances in which special construction is necessary or special assemblies are installed.
- 20.02 A customer who cancels or delays a request for service before installation work has started cannot be charged by the Company. Installation work is considered to have started when the customer has advised the Company to proceed, and the Company 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 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

C/D

- 21.01 Customers may terminate their service at any time.
- 21.02 If customers terminate their service before the expiry of the minimum contract period 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:
- (a) In the event of the death of the customer during the minimum contract period, the termination is effective from the date the Company 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 the Company is notified;
 - (c) In the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, in the event of the death of the listed party or any joint user or when either acquires separate telephone service, the termination is effective from the date the Company is notified of the death or from the date of the commencement of the separate service;
 - (d) Where a change to the base rate, exchange or local service area affects the customer's service, the termination is effective from the date the Company is notified of the customer's desire to terminate service;

GENERAL TARIFF

TERMS OF SERVICE

21. CUSTOMER-INITIATED TERMINATION OF SERVICE (continued)

21.02 Continued

- (e) Where a customer replaces any the Company service with another the Company Service, the termination is effective from the date of the replacement, subject to the terms of the Company's Tariffs and, notwithstanding subsection 1.03 item (c), the terms of the contract for the service in question;
- (f) Where a customer's service is taken over without a lapse by a new customer at the same location, the termination with respect to the original customer is effective from that date. However, if at that time the new customer discontinues any of the original service or facilities, the original customer must pay the full charge for such discontinued service or facilities for the entire minimum contract period;
- (g) Where the circumstances specified in 21.02 (a) through (f) do not apply, and the minimum contract period is greater than one month at the same location, the customer must pay 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
- (h) In the case of directory listings for which a specific charge applies 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, 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. COMPANY-INITIATED SUSPENSION OR TERMINATION OF SERVICE

22.01 The Company may suspend or terminate a customer's service only where the customer:

- (a) Fails to pay an account of the customer that is past due, provided it exceeds fifty dollars or has been past due for more than two months;
- (b) Fails to provide or maintain a reasonable deposit or alternative when required to do so pursuant to these Terms;
- (c) Fails to comply with the terms of a deferred payment agreement;

GENERAL TARIFF

TERMS OF SERVICE

22. COMPANY-INITIATED SUSPENSION OR TERMINATION OF SERVICE (continued)

22.01 (continued)

- (d) Repeatedly fails to provide the Company with reasonable entry and access in conformity with Sections 5.01 and 5.02;
- (e) Uses or permits others to use any of the Company's services so as to prevent fair and proportionate use by others;
- (f) Uses or permits others to use any of the Company'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 Sections 8.04 or 8.05; or
- (h) Fails to provide payment when requested by the Company pursuant to Section 17.04.

22.02 The Company may not suspend or terminate service in the following circumstances:

- (a) Failure by the customer 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 out-standing amounts and the Company does not have reasonable grounds for believing that the purpose of that dispute is to evade or delay payment.

GENERAL TARIFF

TERMS OF SERVICE

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

22.03 Prior to suspension or termination, the Company 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 the Company representative with whom any dispute may be discussed;
- (f) That disputes unresolved with this representative may be referred to a senior the Company manager.

Where repeated efforts to contact the customer have failed, the Company must deliver such advance notice to the billing address.

22.04 In addition to the notice required by 22.03, the Company, 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; or
- (b) Immediate action must be taken to protect the Company 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 the Company pursuant to Article 17.04.

22.05 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 noon.

GENERAL TARIFF

TERMS OF SERVICE

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

- 22.06 Suspension or termination does not affect the customer's obligation to pay any amount owed to The Company.
- 22.07 In the case of services that have been suspended unless suspension occurs during the minimum contract period, The Company shall make a daily pro rata allowance based on the monthly charge for such services.
- 22.08 The Company 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.
- 22.09 Where it becomes apparent that suspension or termination occurred in error or was otherwise improper, The Company 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.

GENERAL TARIFF

GENERAL

1. NON-SUFFICIENT FUNDS CHARGE

NOTE: The Canadian Radio-television and Telecommunications Commission forbears from the regulation of non-sufficient funds charges in Telecom Regulatory Policy CRTC 2009-424, Section III.

The Company's Policy regarding non-sufficient funds charges (Dishonoured Payment Charges) is available on our website at www.brucetelecom.com. Alternatively, a customer can request a written copy of the Policy by contacting a Customer Care Representative at 519-368-2000.

2. LATE PAYMENT CHARGE

NOTE: The Canadian Radio-television and Telecommunications Commission forbears from the regulation of late payment charges in Telecom Regulatory Policy CRTC 2009-424, Section III.

The Company's Policy regarding Late Payment Charges is available on our website at www.brucetelecom.com. Alternatively, a customer can request a written copy of the Policy by contacting a Customer Care Representative at 519-368-2000.

GENERAL TARIFF

GENERAL

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 Section 800 – 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.

4. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS) TARIFF

- 4.01 9-1-1 Public Emergency Reporting Service (PERS) is provided to customers connected to the Company's network by primary exchange and Centrex, and the Bell PERS rollout Schedule services under the terms of agreements with municipalities and/or other governments, subject to the availability of suitable facilities and the Bell PERS rollout Schedule. The service provides for the transport of 9-1-1 dialed calls to emergency reporting bureau and other agencies as specified in the agreement.

The service provides the Company's customers with the universally recognized 9-1-1 three digit dial access to emergency response agencies serving their communities. The Company provides customer access to the 9-1-1 code from each of its wire centres to provide service coverage specified in the agreement with the municipality/government. Answering of the call and the emergency response is the responsibility of the municipality/government and is not provided by the Company as part of the 9-1-1 Public Emergency Reporting Service.

GENERAL TARIFF

GENERAL

4. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS) TARIFF (Continued)

4.01 continued

The Company determines and provides the required individual or trunk lines and data lines to the emergency reporting bureau and the fire, police and ambulance dispatch centres, pursuant to the agreements between the municipality/government and the Company and Bell Canada. When a municipality/government requests lines or trunks above the number determined to be appropriate by the Company and Bell Canada then the tariff rates apply to its additional requirements.

Confidentiality

- (a) The Company provides to the municipalities/governments on a call-by-call basis for the operation of 9-1-1 PERS, the name, telephone number and service location shown on the Company's records as the address for the primary exchange or Centrex services from which the 9-1-1 call is placed, and when required, the Company provides the class of service. The class of service and the service location, if not the listed address, are provided on a confidential basis, as an exception to Section 80 Item 11.01 for the sole purpose of responding to 9-1-1 emergency calls.
- (b) The information consisting of names, addresses and telephone numbers of customers whose listings are not published in directories or listed in the Company's Directory Assistance records is confidential. Information is provided on a call-by-call basis, as an exception to the Company's General Tariff Section 80, Item 11.01, for the sole purpose of responding to 9-1-1 emergency calls. The party calling 9-1-1 waives the right to privacy afforded under the Company's General Tariff Section 140, Item 1.03, to the extent that the name, location and telephone number associated with the originating telephone are furnished to the municipality/government operating the 9-1-1 PERS.

Features

9-1-1 PERS provides the Company's customers with three digit access (9-1-1) to emergency response agencies. The 9-1-1 call is delivered to a central answering bureau operated by the municipality/government. The attendant at the bureau determines the nature of the emergency and forwards the call to the appropriate fire, police or ambulance dispatch centre. The answering attendants at the agencies are supported by the following special features provided with 9-1-1 PERS.

- (a) Selective Routing and Transfer

The Company is responsible to provide information to a central database in the network that will automatically route the 9-1-1 call to a pre-assigned answering bureau.

GENERAL TARIFF

GENERAL

4. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS) TARIFF (Continued)

4.01 Features (continued)

(b) Automatic Line Identification (ALI)

The Company is responsible to provide information to the ALI database which displays to the answering attendant the name, location and telephone number of the primary exchange and Centrex services from which the call was placed.

(c) Call Control Feature

A series of call control features allows the attendant to retain the 9-1-1 call for as long as may be required.

(d) Integrity Check

This allows the agency to verify that the 9-1-1 access lines to its bureau are in working order.

The operation of these features is dependent upon the accuracy of the Company's records and information received from the municipality/government and others, such as, new street information and boundary changes.

Rates and Changes

(a) Rates as stated in (b) below are effective on the date stated in the signed agreement between the Company and the municipality/government.

(b) A monthly rate as stated below applies to the Company's customers served by a 9-1-1 PERS:

Monthly Rate

Each primary exchange service equipped for
Outward local calling (see note 1)..... \$0.24

Centrex, each Access Line \$0.24

Note 1:

Exception: Coin Telephone Service

GENERAL TARIFF

GENERAL

5. 2-1-1 SERVICE

5.01 General

- (a) 2-1-1 service allows callers within a geographic area to dial 2-1-1 to reach a public information and referral (I&R) agency.
- (b) 2-1-1 service is based on a group of enhanced service features which combine the routing, screening and monitoring attributes of the Advanced Intelligent Network.

5.02 2-1-1 Area Code/Exchange routing

(a) Service Description

- (i) 2-1-1 Area Code/Exchange routing is the basic routing for 2-1-1 service within the local calling area of the exchange in which the call originated as defined in CRTC Decision 2001-475.
- (ii) 2-1-1 Area Code/Exchange routing allows an I&R agency to receive calls based on the area code and first three digits of the originating calling party's number.

(b) Definitions

2-1-1 access – is a service feature that provides a unique number assignment to an I&R agency, such that when the number is dialled, the intelligence built into the network can provide call routing instructions.

access – is the means by which callers get in contact with (get access to) the I&R agency.

Change Orders – are service orders that must be issued to make modifications to the I&R agency's service configuration.

Public Information and Referral Agency – is the agency endorsed by the appropriate government authority(ies) in the geographic area(s) it intends to serve.

Agency Service Location – is the location to which incoming calls to the I&R agency's 2-1-1 telephone number is directed.

Area Code/Exchange routing – is a feature which utilizes the area code and the first three digits of the originating calling party's number to determine the routing and the agency service location to which the calls should be routed for completion.

Routing – is the path the call takes through the network to the point of termination at the I&R agency.

GENERAL TARIFF

GENERAL

5. 2-1-1 SERVICE (continued)

(c) Terms and Conditions

- (i) 2-1-1 Area Code/Exchange routing within the local calling area of the exchange in which the call originated is provided at no charge to the I&R agency. Calling parties will pay the rates for the local services they use to access and dial the 2-1-1 number.
- (ii) Charges for other services and facilities required by the I&R agency are in addition to 2-1-1 service.
- (iii) The I&R agency must provide a formal notification letter at least 6 months in advance of the requested effective date for the 2-1-1 number to the Company requesting 2-1-1 service including evidence of endorsement of the agency by all local governments for all exchanges where the service is requested. Such notification letter must identify the exchanges where 2-1-1 is being requested and include the single telephone number to which 2-1-1 calls should be routed for each exchange.
- (iv) In the case where 2-1-1 routing would require a long distance call, the I&R agency may use the long distance services of any telecommunications service provider and long distance charges will be billed to the I&R agency at negotiated rates.

(d) Rates and Charges

- (i) Rates and charges are not applicable to 2-1-1 service.

GENERAL TARIFF

GENERAL

6. 5-1-1 SERVICE

6.01 General

- (a) 5-1-1 service allows callers within a provincial jurisdiction to dial 5-1-1 to reach traveller information services at the Designated Service Location.
- (b) 5-1-1 service is based on a group of enhanced service features which combine the routing, screening and monitoring attributes of the Advanced Intelligent Network.

6.02 5-1-1 Area Code/Exchange routing

(a) Service Description

- (i) 5-1-1 Area Code/Exchange routing is the basic routing for 5-1-1 service within the local calling area of the exchange in which the call originated as defined in CRTC Decision 2006-44.
- (ii) 5-1-1 Area Code/Exchange routing allows a traveller information service provider (TISP) to receive calls based on the area code and first three digits of the originating calling party's number.

(b) Definitions

5-1-1 access – is a service feature that provides a unique number assignment to a TISP, such that when the number is dialled, the intelligence built into the network can provide call routing instructions.

Access – is the means by which callers get in contact with (get access to) the TISP.

Designated Service Location – is the provincially designated TISP call centre to which 5-1-1 calls are directed using Area Code/Exchange routing.

Traveller Information Service Provider – (TISP) is the department designated by the appropriate provincial authority to respond to the 5-1-1 calls.

Routing – is the path the call takes through the network to the point of termination at the Designated Service Location.

Special Routing - is when the provincially designated TISP requires the routing of its 5-1-1 access calls to be completed on a basis other than by Area Code-Exchange routing.

GENERAL TARIFF

GENERAL

6. 5-1-1 SERVICE (continued)

(c) Terms and Conditions

- (i) 5-1-1 Area Code/Exchange routing within the local calling area of the exchange in which the call originated is provided at no charge to the TISP. Calling parties will pay the rates for the local services they use to access and dial the 5-1-1 number.
- (ii) Where 5-1-1 routing requires a long distance call, the TISP will be responsible for the charges. Should the TISP require the caller to pay for the call, the caller will be asked if they wish to accept the associated charges. The TISP may use the long distance services of any telecommunications service provider.
- (iii) Charges for other services and facilities required by the TISP are in addition to 5-1-1 service.
- (iv) The appropriate provincial authority must provide a formal notification letter to the Company at least 6 months in advance of the requested effective date for the 5-1-1 Access service, designating the TISP, the designated service locations and including clear routing instructions associated with the territory the TISP will cover. Such notification letter must identify the exchanges where 5-1-1 is being requested and include the single telephone number to which 5-1-1 calls should be routed for each exchange.
- (v) Where an exchange is shared by provincially designated TISPs the appropriate provincial authority must obtain written agreement, from each TISP sharing that exchange, with respect to the routing instructions that have been provided to the Company.
- (vi) Rates and charges for special routing required by a TISP shall be negotiated between the TISP and the Company. The TISP shall be responsible for any costs associated with the provision of special routing.

- 6.03 (a) Rates and charges are not applicable to 5-1-1 service.

DEFINITIONS

ADDITIONAL TELEPHONES - An additional telephone is a telephone connected with the same primary service as a main telephone.

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 but within the same Exchange Area, Rural Flat Rates 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.

BRUCE TELECOM – Bruce Telecom, formerly carrying on business as Bruce Municipal Telephone System or BMTS.

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.

DEFINITIONS

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.

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.

DEFINITIONS

EXCHANGE - 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.

EXCHANGE AREA - 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.

EXCHANGE SERVICE - 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.

EXTENDED AREA SERVICE - Those exchanges with which toll-free dialing is permitted.

EXTRA LISTING - Extra listings are provided in addition to the primary listing to facilitate the use of the alphabetical list and information service.

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

FOREIGN-EXCHANGE SERVICE - Foreign-exchange service is primary exchange service furnished from an exchange which does not normally serve the area in which the foreign-exchange customer is located.

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 and two-party line.

INDIVIDUAL LINE SERVICE - A line arranged to serve only one main station.

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.

DEFINITIONS

LOCAL CHANNEL - A non-switched telephone line connecting two user locations in the same local exchange.

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

LOCAL SERVICE - 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.

LOCAL-SERVICE AREA - 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.

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 - Two-party service is a grade of customer exchange service that provides for the connection of two main telephones to the same central-office line.

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

DEFINITIONS

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

PRIMARY LISTING - A primary listing is the principal listing of the customer's service and of the joint user.

PUBLIC TELEPHONE SERVICE - 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.

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

RESIDENCE SERVICE - 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.

RURAL FLAT RATE AREA - The area outside the Base Rate Area boundary of an Exchange Area where Rural Flat Rates apply for Primary Exchange Services. See 100-3.01

SEMI-PUBLIC TELEPHONE SERVICE - Semi-public telephone service is a message-rate service furnished at the Company's discretion at various locations.

SERVICE CHARGE - 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.

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.

DEFINITIONS

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

1. GENERAL

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

1.04 Rates for Specified Reimbursement: A monthly charge of \$2.00 for a business customer (USOC PN) for specific number requested by the customer. For residence (USOC PNR) the monthly charge is \$1.00.

2. PRIMARY EXCHANGE SERVICES

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

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

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

(b) 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 code are as follows:

EXCHANGE NAMES	NXX NO.	AREA CODE
KINCARDINE	396	519
PAISLEY	353	519
PORT ELGIN	389, 832, 385, 386, 706, 708	519
TIVERTON	368, 361	519
Base Rate Areas are located at: Port Elgin, Paisley and Tiverton.		
Kincardine Exchange has its own base rate.		

- (i) Kincardine has Extended Area Service with all Bruce Telecom Exchanges, Ripley Exchange of Huron Telecommunications Co-operative Limited territory and Dungannon and Goderich Exchanges of Bell Canada territory.
- (ii) Paisley has Extended Area Service with all Bruce Telecom Exchanges, and Cargill, Chesley, Tara and Owen Sound Exchanges of Bell Canada.
- (iii) Port Elgin has Extended Area Service with all Bruce Telecom Exchanges and Southampton, Tara and Owen Sound Exchanges of Bell Canada.
- (iv) Tiverton has Extended Area Service with all Bruce Telecom Exchanges and Southampton, Tara and Owen Sound Exchanges of Bell Canada **and Ripley Exchange of Huron Telecommunications Co-operative Limited.**

EXCHANGE SERVICE - GENERAL**4. 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 one month.
- 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	MONTHLY CHARGES FOR ALL RATE AREAS	
		Minimum Rate	Maximum Rate
1LR	Residence – Individual Line	\$XX	\$30.91
1FL	Business – Individual Line	\$XX	\$59.95
RDWN	Ringdown Line – includes 1LR with feature and touch tone	\$XX	\$28.35

- (a) Equivalent service is provided at a monthly rate of \$0.50 (USOC B32) for each line so arranged.
- (b) Touch tone is included in Bruce Telecom's basic service offering.
- (c) Seasonal Cottage Package – for residential cottages only.

The seasonal cottage owner will be able to have automated suspended service. Suspended access will have the following features:

- maintain the same telephone number
- 911 Service in the off-season
- no long distance or operator-assisted calls will be allowed
- will be invoiced 12 months of year by Preauthorized payment only
- service charge will apply to change packages

USOC	DESCRIPTION	MONTHLY CHARGES FOR ALL RATE AREAS	
		Minimum Rate	Maximum Rate
1LRVAC	Seasonal – May 1 st to October 31 st	\$XX	\$18.55
1LRVA2	Seasonal – April 1 st to November 30 th	\$XX	\$23.18
1LRVA3	Seasonal – March 1 st to December 31 st	\$XX	\$26.27

EXCHANGE SERVICE - GENERAL

4.0 RATE SCHEDULE FOR PRIMARY EXCHANGE (LOCAL) SERVICE (continued)

- 4.03 (d) Bell Canada Relay Service (BCRS) allows customers who are deaf, hard-of-hearing or speech-impaired and who use a TTY (teletypewriter) to communicate with a hearing customer by dialing 7-1-1.
- (e) Rate for Bell Canada Relay Service (BCRS) is 13 cents per month surcharge for all access lines for all residence and business customers.
- (f) Bell Canada Relay Service (BCRS) provides for a specifically trained operator to contact the hearing person for whom the call is intended and relay the call by voice. The operator stays on the line during the call to relay back and forth by TTY or voice as required.
- (g) A surcharge of \$0.96 will be added to all access lines in the Tiverton Exchange (361 and 368) for a period of three (3) years. The revenue collected will be distributed to the long distance providers which submitted toll revenue.

Note: Section 4.03 (d)-(f) is replaced by Ontario Independent Services Tariff Item 405 available at www.itpa.ca

GENERAL TARIFF

SERVICE CHARGES

1. GENERAL

1.01 A service charge applies when the Company provides service, equipment and/or facilities to its customer, including a change of premises for an existing customer and when the Company, at the customer's request, performs work for him. Exceptions are specified as appropriate. A service charge also applies for the restoration of service suspended for violation of regulations.

1.02 Service charges apply in addition to other rates and charges unless otherwise stated.

1.03 The same service charge applies whether the required equipment or facility must be installed or whether it is reconnected after disconnection and in the later case includes the relocation of that equipment to meet the customer's requirements. The service charge applies for a change of a facility (channel) from type to another.

1.04 In general a service charge applies for each item of service or equipment.

1.05 Partial temporary disconnection of service is the restriction of access to message toll service when an individual-line business or residence customer fails to comply with the conditions specified in Section 80-22. Partial temporary disconnection may be applied at the Company's discretion, to customers served from central office equipped with electronic switching as an alternative to temporary disconnection. Restoral of full service will be effected when payment in full is received or a deferred payment arrangement acceptable to the Company has been agreed to with the customer. There is no service charge for restoral.

1.06 Partial temporary disconnection is also applied for non-payment of charges purchased from, or billed on behalf, of any long distance service providers that are not disputed.

1.07 During service order creation all residential customers will be offered the option of spreading multi-element service charges in up to six equal monthly payments.

Conditions:

- (a) applies to charges specified in Section 110 - 5 for work completed at the same time relating to the provision of primary exchange carrier;
- (b) the compound rate specified in the late-payment charge (Section 85 - 2) applies to the unpaid amount;
- (c) service charges must be paid in full before another partial payment provision is request.

GENERAL TARIFF

SERVICE CHARGES

2. ADDITIONAL CHARGES

- 2.01 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. See Section 110-3.
- 2.02 For outside work affecting wires, cables, poles and other equipment located on a customer's premises, a service charge may be made based on the actual expense incurred by the Company.

3. EXEMPTIONS FROM SERVICE CHARGES

- 3.01 A service charge does not apply for the following:
- (a) Repair work, except for those conditions when Section 80-4.3, 4.4, (Terms of Service) and Section 850 (Customer Provided Equipment) apply.
 - (b) The removal of service, equipment, and/or facilities except as stated in 2.01(b) above.
 - (c) A change from one grade of main-telephone service to another type of service (individual line or touch-tone).
 - (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, such as fire, theft are charged subject to the individual submitting insurance claim. An extension of payment terms may be granted based upon circumstances.
 - (f) For the provision of receiver-amplifier equipment.
 - (g) For the replacement of a telephone, and including the change of location, nor for the installation of miscellaneous equipment when a Company employee visits a premise due to a Company-initiated conversion program.
 - (h) Other exceptions to the application of service charges are specified in Section 110.

GENERAL TARIFF

SERVICE CHARGES

4. MULTI-ELEMENT SERVICE CHARGES

4.01 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.

4.02 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 Network 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 and an allowance for one function. 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.

GENERAL TARIFF

SERVICE CHARGES

4. MULTI-ELEMENT SERVICE CHARGES (Continued)

- (d) **WORK CHARGE:** A work charge will be applied for each additional function performed by the technician.

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 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, only a delivery charge will apply.

5. SERVICE CHARGES SCHEDULE - GENERAL WORK

5.01	<u>ELEMENTS OF SERVICE CHARGES</u>	<u>RESIDENCE</u>	<u>BUSINESS</u>
a)	Administration Charge (Applied per Section 110, 4.02(a))	\$20.75	\$35.50
b)	Network (Applied per Section 110, 4.02(b))	\$15.00	\$24.00
c)	Premise Visit with work (Applied per Section 110, 4.02(c))	\$60.50	\$75.00*
d)	Premise each additional work (Applied per Section 110, 4.02(d))	\$15.10	\$20.00*
e)	Pick-up/Delivery Charge (Applied per Section 110, 4.02(d))	\$16.00	N/A
f)	Specified Time (Standard Hours) (Applied per Section 110, 5.09)	\$30.50	\$30.50
g)	After Hours Appointment	\$80.00	\$80.00

*Subject to
quotation based on time and material for terminal equipment. Hourly rate will be billed at
\$78.00 plus materials.

GENERAL TARIFF

SERVICE CHARGES

5. SERVICE CHARGES SCHEDULE – GENERAL WORK (continued)

5.02 Prewire and Service Installation Completion Schedule

- (i) **Wire:**
Applies when Bruce Telecom is contacted to wire building shell with open studding.

RESIDENCE

Wire 1st jack (CAT3 wiring)	\$49.55
Wire each additional jack (CAT3 wiring)	\$27.05
Wire 1st jack (CAT5 wiring)	\$54.65
Wire each additional jack (CAT5 wiring)	\$32.15

- (ii) **Installation of service with Bruce Telecom prewire:**
Applies when Bruce Telecom has been contacted and performed the prewire and is returning to complete the installation of service.

RESIDENCE

Work and visit – new install	\$77.75
Work and visit – existing install	\$37.75
Work – each	\$10.00

5.03 After Hours Appointment

After hours appointment applies when a specific start time is requested by the customer which is outside of the Bruce Municipal Telephone Standard work day of 8:00 a.m. to 4:30 p.m.

RESIDENCE

After hours appointment	\$80.00
--------------------------------------	----------------

5.04 New Service – No Prewire Arranged

Applies when the customer has not contacted Bruce Telecom and has completed the building so that the open studs are not available resulting in wiring having to fished through walls.

RESIDENCE

Work and visit – no prewire	\$129.50
--	-----------------

GENERAL TARIFF

SERVICE CHARGES

5. SERVICE CHARGES SCHEDULE – GENERAL WORK (continued)

5.05 DELETE

5.06 Only one (1) administration will be assigned per wiring and installation of service.

5.07 On new installations the liability remains with the premise owner for payment of installation.

5.08 Rotary dial conversion - see Section 490, Subsection 18.04, Page 18 - 2, Revision 0.

5.09 Specific time charge is applied when a customer requests a specific time of the day for the installer to be at the premise during the hours of 8:00 a.m. and 4:30 p.m. The appointment has to be kept within 15 minutes of the appointed time or the charge is not applied.

GENERAL TARIFF

SERVICE CHARGES

6. 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.

<u>WORK FUNCTION</u>	ADMIN CHARGE	NETWO RK CHARGE	PREMISE S VISIT CHARGE WITH WORK	PREMISES ADDITION AL 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 premises to complete a Customer's request.</u> Apply for each visit whether work is Done or not. <u>Does not</u> apply to subsequent visits to Complete an order where a Premises Visit charge has already been applied.			X	
<u>Work performed at the Customer's premises at Customer's request.</u> Apply to install, move or change a Telephone line or miscellaneous equipment - above first item <u>Does not</u> apply when: - equipment is in-place at the time service is established and no move or change is requested - a telephone equipped with a plug is delivered by the Company to a customer's premises.				X

Issued May 3, 2006

Authority: CRTC Order 2006-112 (Interim Approval)
CRTC Order 2006-135 (Final Approval)

Effective May 17, 2006

GENERAL TARIFF

SERVICE CHARGES

7. OTHER EQUIPMENT AND SERVICE CHARGES

- 7.01 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.

8. DIAGNOSTIC MAINTENANCE CHARGE

- 8.01 Refer to Customer Provided Equipment Section 850, Subsection 3. for details.

9. INSPECTION AND MODIFICATION CHARGE

- 9.01 Refer to Customer Provided Equipment Section 850, Subsection 3. for details.

TELEPHONE SET LOSS CHARGE

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 The Telephone Set Loss Charges are book value for item in question plus \$30.00.
- 1.03 Payment of the Set Loss Charge does not transfer ownership of the set from the Company.

CONSTRUCTION CHARGES

1. GENERAL

1.01 Construction charges may 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.
- (c) When a request is received that requires three (3) or more lines an internal review of facilities will be performed. The customer will be advised of the date of installation and if any construction charges apply within 72 hours of the initial request.
- (d) Unusual Expense – involves costs incurred by the Company as a direct result of a customer's specific request. These costs are categorized into two specific areas: Unusual Request and Normal/Abnormal Demand.
 - (i) Unusual Request is defined as an expense incurred when providing telecommunication voice or data services that require special routing, unusual type of facilities, or timing at the request of a customer. The cost to be passed on to the customer is based on the **incremental** cost (or difference) of providing service based on the applicant's request over the cost of the Company's preferred method of construction for that specific location.
 - (ii) Normal/Abnormal Demand: Demand is classed as either "normal" or "abnormal". These are defined as follows:

Normal – services required for normal administrative communication needs, i.e. services required for the administration and operation of a residence or business.

Abnormal – services which are not required for normal administrative purposes but rather are to be used by the applicant as the basis for providing service to his client, such as reseller networks, computer bulletin boards, telephone answering services, 976 services, traffic signal circuits, in-flight service provisioning, cellular sites, alarm companies, Centrex and Internet providers, or other such services.

Costs include:

Distribution Network

- | | |
|----------|---|
| Unusual | - material planned by Bruce Municipal Telephone System – no cost |
| | - on specific customer material requested the customer will be charged the incremental cost over planned material |
| | - labour – 100% of cost billed to customer |
| Normal | - material – no cost to customer |
| | - labour – no cost to customer |
| Abnormal | - material – no cost to customer |
| | - labour – 100% of cost of labour billed to customer |

CONSTRUCTION CHARGES

1. GENERAL (continued)

1.01 (d) (ii) (continued)

Feeder Network

Unusual - the difference
between the project in the planned year and the same project
advanced to meet customer requirements

Normal - material – no cost to customer
- labour – no cost to customer

Abnormal - material at full cost to customer
- labour – 100% of cost of labour billed to customer

Note: At no time is a customer to be charged for the same cost component twice.

CONSTRUCTION CHARGES

3. CONSTRUCTION – ABNORMAL DEMAND

- 3.01 When cable is installed to provide service, a construction charge applies based on the expenses incurred by the Company at our approved hourly rates. 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 only on the pre-agreed arrangements.
- 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 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 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.

CONSTRUCTION CHARGES

4. INTERIOR CONSTRUCTION (continued)

- (4) The Company does not guarantee that subsequent changes in or additions to wiring installed during construction will be concealed.
- (5) The workplace must meet Federal safety standards.
- 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.
- 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 service charges for a prewire are listed in Section 110, Subsection 3. Multi-element charges will apply as described.

5. RATES

- 5.01 Construction hourly rate - \$72.00
- 5.02 Damage to System capital property, repairing and maintaining damage by unauthorized digging or work.
- 5.03 Construction hourly rate - \$72.00

Additional machinery and material will be billed as an extra cost. The protection on the line will not be billed as part of the construction costs as it is contained in the line costs.

DIRECTORY LISTINGS**1. GENERAL**

- 1.01 These regulations and rates apply to listings in light-face type that appear in the alphabetical directory list of customers' names and in information records.
- 1.02 The Company provides the alphabetical directory list and information service solely to permit the finding of telephone numbers listed. Listings are therefore limited to information essential for this purpose and are to conform to the Company's specifications.
- 1.03 All customers services are listed except those for which the customer request privacy. The limitation of the Company's liability in respect of such omission of listings is specified in 80-13.
- 1.04 The customer is to authorize the listings for service including any joint user of the service. Listings of the names of persons, firms or corporations who are not customers, or of any trade name, must be authorized by such persons, firms or corporations or by the proprietor of such trade name.
- 1.05 The Company prepares listings in accordance with the letters of the English and French alphabets only and may use such abbreviations as it considers necessary.
- 1.06 When two or more central-office lines are furnished for the same customer one primary listing is provided. Customers with non-equivalent lines may have primary listing for these lines in the form of extra listing if required. (see 2.01a)
- 1.07 The Company reserves the right, on proper showing, to discontinue or refuse to accept any listing that is found to be contrary to law or to the regulations herein.

2. LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE

- 2.01 The Company provides one listing in light-face type without additional charge in the alphabetical directory list for the serving exchange as follows, except where otherwise stated in this Tariff:
- (a) For each individual line, except that when two or more such lines of the same customer are arranged for equivalent service, only one listing is provided without additional charge.
- (b) For each two-party line service.
- 2.02 Emergency call listings may be provided without additional charge for police and fire services, at the discretion of the Company.
- 2.03 Listings are provided without additional charge for specified services as stipulated in this Tariff.

DIRECTORY LISTINGS

2. LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE (Continued)

- 2.04 When a government has numerous separately listed telephone services in one exchange, the Company may provide, without additional charge, a special directory list of the frequently called telephone numbers, in addition to the regular listings, if in its opinion this will facilitate the correct routing of calls to such numbers and thereby substantially reduce the number of telephone requests for information about them.

3. PRIMARY LISTINGS

- 3.01 A primary listing is the principal listing of the customer's service and of the joint user. Each additional listing, whether chargeable or not, is subject to the regulations for extra listings.
- 3.02 A primary listing consists of the following:
- (a) The name of the customer or joint user if a person, firm or corporation, otherwise the name under which the principal business of the customer or joint user is regularly conducted. The name also be that of a person for whose use telephone service is applied for by another person. When a customer has business and residence service in the same name, the name may be omitted from the residence primary listing if the latter is indented under the business listing.
 - (b) The standard designation, for a business listing. If the customer or joint user is engaged in more than one line of business, the designation is that of the principal business or some suitably descriptive term. If the listed name of the customer or joint user indicated the nature of his business, the designation is omitted.
 - (c) The address of the premises at which service is furnished, except that the address may be that of other premises or may be omitted when warranted, in the Company's opinion, by the circumstances (ie. privacy concerns as in the case of shelters).
 - (d) The telephone number of the service.
- 3.03 When a customer has two or more services, the primary listing for each service in excess of one may be in one or the forms specified for extra listings.

4. EXTRA LISTINGS

- 4.01 Extra listings are provided in addition to the primary listing to facilitate the use of the alphabetical directory list and information service. Extra listing which in the Company's opinion are worded to secure a preferential position in the alphabetical list or other undue prominence are not provided.

DIRECTORY LISTINGS

4. EXTRA LISTINGS - continued

- 4.02 A business extra listing is one that is indented under the listing of a business service or show the telephone number of a business service, except as specified in Sections 3.02(a) and 4.05(c).
- 4.03 Business extra listings are provided as follows:
- (a) In the names of partners, officers, employees and agents of the customer or joint user.
 - (b) In the corporate or firm names of corporations or firms:
 - (1) In which the customer or joint user holds a controlling financial interest.
 - (2) Which the customer or joint user is duly authorized to represent and which do not maintain an office or branch in the customer's local-service area.
 - (3) Which the customer or joint user has taken over.
 - (c) In distinctive names of divisions or branches of the business organization of the customer or joint user when warranted, in the Company's opinion, by the extent of use of such names by the public; otherwise the names are listed as specified in the following paragraph.
 - (d) In the names of divisions, branches and offices that the customer or joint user operates as a part and under the name of his business, other than those mentioned in the preceding paragraph. Such listings are indented under the listing of the principal business of the customer or joint user.
 - (e) In commonly-used names that are variations, in form or spelling, of the name contained in another business listing of the customer or joint user.
 - (f) In the French or English translation of a listing of a customer or joint user in the other language.
 - (g) In the form of special instructions to calling persons, other than those previously described
- 4.04 Residence extra listings are those that show the telephone number of a residence service and are not associated with the listing of a business service, except as stated in Section 4.05(c).

DIRECTORY LISTINGS**4. EXTRA LISTINGS (Continued)**

4.05 Residence extra listings are provided as follows:

- (a) In names of persons who reside in the household of a customer.
- (b) In names of persons who occupy a customer's premises temporarily under lease and continue his service without change in billing.
- (c) In names of persons who reside in premises at which only business service is furnished, the telephone number of that service being listed.
- (d) In names that are minor variations of the name in another residence listing.

5. INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS

5.01 The initial service period for chargeable extra listings that appear in a directory is the effective period of the directory, except that the service period may be terminated before the end of the directory period upon the conditions specified in 80-21.

6. RATES FOR EXTRA LISTINGS

6.01 The following rates apply for extra listings in light-face type except where otherwise specified in this Tariff:

Description	Monthly Rate	USOC	Service Charge
Residence Extra Listing - Each	\$3.70		MESC
Business Extra Listing - Each	\$3.70		MESC
Foreign Extra Listing - Each	\$3.70		MESC
Zenith Extra Listing - Each	\$5.05		MESC
Non-published Listing - Each	\$4.50		MESC
Foreign Listing Business - Order Processing*			\$55.00
Foreign Listing Residence - Order Processing*			\$25.00

A**A****A**

*Note: To add, change or omit a directory listing. One Order Processing charge applies for all additions, omissions and changes to the directory listing of each service provided to a customer at each premises and done at the same time.

DIRECTORY LISTINGS

6. RATES FOR EXTRA LISTINGS – continued

6.01 Continued

EXCEPTIONS: The Order Processing charge does not apply for changes of listing:

When a customer's legal name is changed.

(a) When service is taken over by a receiver, executor or party in like capacity, nor to change such listing when the original customer reassumes such responsibility after the end of a receivership.

(b) When service is taken over by a member of the previous responsible party's household following the latter's death.

Note: Each line of a directory notation in the form of special instructions to calling persons (see 4.03(g)) is classed as an extra listing.

Items are not individually charged as item code, Bruce Telecom bills monthly under advertising code DA.

6.02 Charges for extra listings are effective from the date of completion of delivery of the directory, except that when listings are placed in information records before that time on request of customers, charges apply from the date the information records are posted.

DIRECTORY LISTINGS

C

7. DIRECTORY ASSISTANCE

7.01 Rates and charges for Directory Assistance are forborne from regulation pursuant to Telecom Decision CRTC 2014-213.

7.02 (a) Exemptions from Directory Assistance charges apply to:

- (1) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Local Directory Assistance.
- (2) Persons calling from Mobile Telephone Service, Ship and Aircraft Service, Relay Service and Teleforum Service.
- (3) Persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
- (4) The residence of:
 - (i) persons unable to use the alphabetical telephone directory list due to any of the following permanent disabilities which are certified by a physician, clergyman or a qualified organization's representative and are so registered with the Carrier:
 - The person has a physical or mental disability
 - The person is functionally illiterate
 - (ii) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;
 - (iii) persons who inform the Carrier of a temporary handicap or disability preventing the use of the directory.

C

Where requested by a customer in advance, for directory assistance requests, such persons are exempt from Directory Assistance charges regardless of the telephone number from which the directory assistance request originates.

I

DIRECTORY LISTINGS

7. DIRECTORY ASSISTANCE - continued

7.01 (b) No charge applies for telephone number requests of:

(1) Toll-free Service when telephone numbers are provided by 1-800-555-1212.

(2) Mobile Telephone Service from Long Distance Directory Assistance.

(3) Special Reversed-Charge Service and any service when the calling party indicates that an emergency exists from Local Directory Assistance.

D

8. CHARGE FOR OPERATOR ASSISTANCE

C 8.01 A charge as specified in 8.03 below applies for each call to operator assistance.

C 8.02 Exemptions from the charge specified in 8.03 apply to:

(a) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Operator Assistance.

(b) Persons calling from Mobile Telephone Service, Ship and Aircraft Service, Relay Service and Teleforum Service.

(c) Persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.

DIRECTORY LISTINGS

8. CHARGE FOR OPERATOR ASSISTANCE - continued

8.02 (d) The residence:

(1) persons unable to use the alphabetical telephone directory list due to any of the following permanent disabilities which are certified by a physician, clergyman or a qualified organization's representative and are so registered with the Carrier

- The person has a physical or mental disability
- The person is functionally illiterate

(2) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;

(3) persons who inform the Carrier of a temporary handicap or disability preventing the use of the directory.

Where requested by a customer in advance, for operator assistance requests, such persons are exempt from the charge specified in 8.03 below regardless of the telephone number from which the operator assistance request originates.

C 8.03 **Operator Assistance Rate:** **\$0.95**

D 9. Reserved for future use.

DIRECTORY LISTINGS

10. Reserved for future use

The Directory File Service section and the Basic Listing Interchange File section previously located here have been moved to Bruce Telecom Access Services Tariff CRTC 25342, Section 300 and 310 respectively.

Page 8, Revision 2 – reserved for future use

Page 9, Revision 2 – reserved for future use

Page 10, Revision 2 – reserved for future use

Page 11, Revision 2 – reserved for future use

Page 12, Revision 1 – reserved for future use

PUBLIC TELEPHONE SYSTEM

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 considered as a rental agreement, except when the Company arranges for space and installs public telephones without providing for supervision, by the occupant.
- 2.02 If the revenue generated from the phone booth exceeds the minimum rent revenue requirement established, the occupant is refunded his rent annually. (See Minimum Rent Revenue Requirement, Section 150, Subsection 5.02 below.)
- 2.03 A separate agreement exists whereby the high school student councils receive a portion of the rent for revenue received from the High School phone in BMTS serving territory.

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 25 cents applies for each originating local call.
- 5.02 Regular rates apply for message toll service.

Minimum Revenue Requirement on Rental Units

USOC	DESCRIPTION	MONTHLY RATE	SERVICE CHARGE
1PO	Outside Payphone *	\$37.00	MESC
1PP	Inside Payphone *	\$22.00	MESC
1POM	Millennium Payphone – outside	\$132.00	MESC
1PPM	Millennium Payphone – inside	\$112.00	MESC

*Grandfathered – No new installation of Centurion Payphones.

PUBLIC TELEPHONE SYSTEM

1. GENERAL (none in existence at BMTS)

- 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 as \$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.

BUSINESS AND RESIDENCE SERVICE

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

2. BUSINESS SERVICE (continued)

- 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 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 Deleted

2. REGULATIONS

2.01 Deleted

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 240-3.01).

(a) Deleted

(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 service is given in Section 100.4.03.

PRIVATE BRANCH EXCHANGE SERVICE

1. GENERAL

- 1.01 P.B.X. service affords a combination of exchange service & intercommunicating service. Connections between P.B.X. telephones, and between telephones and trunk lines, are made by manually-operated or dial-operated switching equipment of the P.B.X. system.
- 1.02 The Company will provide standard types of P.B.X. systems and rates are based on individual quotations. When the Company incurs unusual expense to meet special requirements of an applicant or customer, it may make an additional charge based on the additional expense incurred. (See Section 1(d) (i))
- 1.03 Deleted
- 1.04 Rates and regulations for hotel P.B.X. service are in Section 200.

2. INITIAL SERVICE PERIOD

- 2.01 For manual multiple systems and cord or cordless dial systems, the initial service period is specified in the supplied quotation. All terms and conditions will be stipulated in the contract provided. Line terminals will be quoted separately using applicable tariffs.

3. RATES AND CHARGES

- 3.01 Rates and charges are based upon individual quotation.

3. Deleted

4. Deleted

PRIVATE BRANCH EXCHANGE SERVICE

4. ADDITIONAL LINES AND TELEPHONES

- 4.01 Terminating equipment (telephones, push-button, key equipment, etc.) is ordinarily installed in the same building as the switchboard, but when facilities are available it may be installed:
- (a) On any premises of the same customer or joint user;
 - (b) On premises of other than the customer or joint user if a separate telephone service is furnished there.
- 4.02 The terminating equipment referred to in the preceding item is provided for communication as follows:
- (a) With any other terminating equipment directly connected to and on the same premises as the switchboard.
 - (b) Through a trunk line of the P.B.X. system, with any other primary service in the same or another exchange.
Standard operation and transmission may not be obtained if it is used otherwise.
- 4.03 Channels connecting the switchboard with terminating equipment located in a different building from that of the switchboard are subject to distance charges in Section 260 - 2.03 and Section 690.
- 4.04 The Company does not undertake to provide satisfactory transmission on any call on which two or more telephones connected to the same P.B.X. additional line are used simultaneously.

5. TRUNK LINES

- 5.01 Rates for trunk lines are in Section 190 – 8.02.

6. TIE TRUNKS

- 6.01 Tie trunks are channels between P.B.X. switchboards. Tie trunks may be provided between equipment of different customers.
- 6.02 Tie trunks are provided for communications as follows:
- (a) Between terminating equipment directly connected to and on the same premises as the associated switchboard.
 - (b) Between such terminating equipment of one system, through a trunk line of the other system, with any other primary service in the same or another exchange (two-point only). Standard operation and transmission may not be obtained if they are used otherwise.
- 6.03 Signaling over manual tie trunks is provided as follows:
- (a) Ringdown. Signaling is by a ringing key at the switchboard. This arrangement is standard and is provided without additional charge.

PRIVATE BRANCH EXCHANGE SERVICE

6.03 TIE TRUNKS (Continued)

- (b) Automatic. Signaling is done automatically when the attendant establishes the connection with the other switchboard.

6.04 Tie trunks having terminals in different buildings are subject to local and inter-exchange distance charges in Section 260-3 and Section 690.

7. RESERVED FOR FUTURE USE

8. DIRECT INWARD DIALING

8.01 General

This arrangement provides the necessary central office equipment to permit direct inward dialing to an additional line or local of a Company provided PBX system or of a customer provided switching system classified as a PBX from a central office line. It is provided subject to the availability of suitable facilities and is available only to a customer who is provided service from a central office.

8.02 Rates and Charges

a) DID Numbers

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
DID	Direct Inward Dialing – each	\$3.00	MESC
TFB	Trunk Line	\$48.65	MESC
TIET	Tie Trunk	\$11.25	MESC

b) PABX Trunk

In addition, the Customer is required to provide suitable trunk equipment as part of the PABX to terminate each Company supplied DID Access feature.

HOTEL PRIVATE BRANCH EXCHANGE SERVICE

1. GENERAL

- 1.01 Hotel P.B.X. service is furnished primarily for the use of guests at hotels and motels, both referred to as hotels.
- 1.02 The hotel is to enter into a contract with the Company for the furnishing of telephone service from the hotel system. The Company determines the initial contract period in each case, having regard to the equipment and facilities provided.
- 1.03 On directory listing is provided without additional charge for each P.B.X. system. Extra listings are provided according to Section 140, except that no charge applies when, in the Company's opinion, they are required for the satisfactory operation of the service.
- 1.04 Telephones are normally installed in guest rooms and the quarters of the hotel management. They are installed in business premises other than those of the hotel management if a separate primary exchange service is furnished there.

Public telephone service is furnished in hotels as specified in Section 150.

2. RATES AND CHARGES

- 2.01 Trunk lines are furnished as stated in (a) and (b). They are not provided on a foreign-exchange basis.
 - (a) Flat rate trunk lines are furnished at the monthly rates stated in Section 190 – 8.02.
 - (b) The charge for equivalent service specified in Section 100 – 4.03 (a) applies.
- 2.02 The Company provides channels to the message toll operating office for transmitting hotel-originated message toll calls without monthly, distance or service charges in such numbers as it considers suitable.
- 2.03 The rate for a P.B.X. line provides for one black hand telephone.
 - (a) With Business Service Systems (BSS) rates are in Section 190 – 3.02 (b).
 - (b) The rates for Electronic PABX system (e.g. SX200) are in Section 190 – 3.02.

2. RATES AND CHARGES (continued)

2.04 Other service, equipment and/or facilities are provided at the rates and charges stated in the Tariff.

2.05 Guest-room message registers are available to record the number of originating local messages for each guest-room telephone. Registers, common equipment and the cable between the register and the P.A.B.X. equipment are subject to an initial service period of five years at the same location.

(a) Rates and Charges **NOT AT BMTS**

Message registers – Destandardized – See Note

(b) A service charge applies based on the cost incurred for the equipment and also for the cable between the registers and the dial equipment.

3. PAYMENT OF CHARGES

3.01 Amounts owing to the Company by the hotel for local messages and message toll service, including messenger service, are payable on demand by the Company.

4. SERVICE FOR HOTEL MANAGEMENT AND GUEST ROOMS

4.01 The service furnished for the use of the hotel management and guest-rooms is the same as furnished to any other business customer. The rates and charges apply as specified in Section 190 – 3.01 and 3.02 of the Company Tariff.

NOTE: Destandardized (not available for new installation). Provided, if and when available for addition to existing installations.

CENTREX

1. GENERAL

- 1.01 Centrex is a central office based business communications service which provides capabilities similar to those offered on a Private Branch Exchange (PBX). Centrex integrates all of a business customer's lines into a single highly functional telecommunications system. It provides a wide selection of features including Direct Inward Dialing, Direct Outward Dialing and Intercom Dialing.

Centrex service is available at all locations throughout Bruce Municipal Telephone System's serving territory.

Centrex EWSD trunks (Section 210, 3.02) provide Centrex EWSD service directly from the Bruce Municipal Telephone System network facilities to electronic key systems (Section 190). Centrex EWSD locals (Section 210, 3.02), provide Centrex EWSD service directly from the Bruce Municipal Telephone System network facilities to attendant consoles and station apparatus as deemed by Bruce Municipal Telephone System to be proprietary with Bruce Municipal Telephone System EWSD central office equipment. Bruce Municipal Telephone System's current offerings are as stated in Section 210, Subsection 2.01.

Unless specifically exempted Centrex service shall be subject to all general regulations applicable to the provision of service by Bruce Municipal Telephone System as stated in its general tariffs.

A Centrex customer must have a minimum of two (2) Centrex lines.

- 2.01 The monthly rates and service charges apply for each local of a Centrex III System and provide for the following:
- (a) Access to basic Centrex III features;
 - (b) Common equipment and switching equipment as required;
 - (c) Circuitry to connect the customer location to the wire centre in which the terminal equipment is located, including termination of a jack;
 - (d) One group of Centrex III lines for incoming service to an attendant's position as determined by Bruce Municipal Telephone System;
 - (e) Inward dialing which permits the dialing of incoming calls to locals of the system;
 - (f) Touch tone is Bruce Municipal Telephone System's base offering;
 - (g) Up to one six-port conference bridge is furnished with each system.
- 2.02 Software changes made to the features of the Centrex III Service after the initial installation are subject to the service charges stated in Section 210, Subsection 3.02.
- 2.03 A directory listing is provided for a Centrex III local or trunk. Additional directory listings will be rated as per Section 140, Subsection 6.01.

GENERAL TARIFF

CENTREX

3. RATES AND CHARGES

Rates and charges for Centrex III lines, including the basic service features listed in 5.01 are as follows:

3.01 The initial service period for Centrex service is three months.

3.02 1997 Basic Centrex Per Local

<u>USOC</u>	<u>Description</u>	<u>Monthly</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>	<u>Four Year</u>	<u>Five Year</u>	<u>Service Charge</u>
	Up to 6 lines	12.35	11.60	10.10	9.90	9.65	9.55	12.00 per line
	7 to 15 lines	12.20	11.45	9.95	9.70	9.50	9.40	12.00 per line
	16 to 30 lines	12.05	11.25	9.80	9.55	9.35	9.25	12.00 per line
	31 to 50 lines	11.90	11.05	9.65	9.40	9.20	9.10	12.00 per line
	51 to 100 lines	11.70	10.85	9.50	9.25	9.05	9.00	12.00 per line
	101 to 200 lines	11.55	10.65	9.35	9.10	8.90	8.85	12.00 per line
	Over 200 lines	11.40	10.50	9.20	8.95	8.75	8.70	12.00 per line

Features

Call Display	3.95	3.95	2.95	2.95	2.95	1.95	10.00 per line
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Voice Mail – Basic	} Retail voice mail services were forborne from regulation in Telecom Regulatory Policy CRTC 2010-777
Wink – Additional	

Centrex ISDN line (includes call display)	49.90	49.90	49.90	49.90	49.90	49.90	See tariffs
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Additional Station Features *	1.00	1.00	1.00	0.80	0.80	0.80	
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Individual System Features

Queuing	45.00	40.00	36.00	32.30	30.00	25.00	See Section 110 3.01 – Based on Actual Time
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* System features are subject to specific approved tariffs.

GENERAL TARIFF

CENTREX

3. RATES AND CHARGES (continued)

3.02 1997 Basic Centrex Per Local (continued)

<u>USOC</u>	<u>Description</u>	<u>Monthly</u>	<u>One Year</u>	<u>Three Year</u>	<u>Five Year</u>	<u>Service Charge</u>
C7	Under 100 lines	38.00	---	---	---	12.00 per line **
C6Y1	Under 100 lines - 1 year contract	---	36.10	---	---	12.00 per line **
C6Y3	Under 100 lines - 3 year contract	---	---	32.10	---	12.00 per line **
C6Y5	Under 100 lines - 5 year contract	---	---	---	31.60	12.00 per line **
C200Y5	100+ lines - 5 year contract	---	---	---	22.05	12.00 per line **
<u>Features</u>						
CCNM	Call – Number	6.50	---	---	---	10.00 per line **
CCNC		---	4.50	4.50	4.50	
CCNAM	Call – Name	3.50	3.50	---	---	10.00 per line **
CCNAC		---	---	3.50	3.50	
C	CCVMM Voice Mail – Basic	}	Retail voice mail services were forborne from regulation in Telecom Regulatory Policy CRTC 2010-777.			
	CCVM1					
	CCVM3					
	CCVM5					
	CCVMW Wink – Additional					
CISDN	Centrex ISDN line (includes call display)	59.90	59.90	59.90	59.90	See tariffs
	Additional Station Features *	1.00	1.00	.80	.80	
<u>Individual System Features</u>						
	Queuing	45.00	40.00	32.30	25.00	See Section 110 3.01 – based on Actual Time

* System features are subject to specific approved tariffs.

** Network Charge only.

CENTREX

- 3.03 Rates listed include the Business Group Dialing Plan. Service charges are \$12.00 per line, plus administration charge and any applicable charges for equipment rental as listed in our tariffs. Additional features added are \$10.00 per line per grouping. If not added during initial installation an administration charge is required for each additional request.
- 3.04 Any contract cancelled while in progress will be subject to the payment of any appropriate rates for the actual period services received retroactively to the start of the contract being cancelled.
- 3.05 Centrex customers who use the Call Forwarding or Call Transfer features shall be responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
- 3.06 CUSTOMER PREMISE EQUIPMENT: Unless specifically stated otherwise, this tariff does not include customer premise equipment (CPE). CPE may include telephone instruments attendant consoles, administrative workstations, Message Detail Recording systems, call accounting systems, paging equipment, and/or answering equipment that is located on the customer premise. CPE may be covered under a separate tariff, sold or leased separately by Bruce Municipal Telephone System (under a separate contract) or may be provided by the customer.

The customer is responsible for providing the power required for any and all customer premise equipment used with Centrex.

- 3.07 MESSAGE DETAIL RECORDING (MDR) is not represented to be a provision of billing detail. As a result of differences in reporting periods and or recording methodologies, MDR records may not coincide exactly with the customer's actual billing record.

Bruce Municipal Telephone System provides only the call detail information (date, time, duration, facility used, etc.) Processing (call costing and analysis) of message detail information by Bruce Municipal Telephone System is not provided with this arrangement.

MDR includes the recording of Authorization Codes and Account Codes in instances where these optional features are provided.

The customer shall be responsible for furnishing, maintaining and administering any customer premise equipment or call accounting systems associated with MDR.

4. **PUBLIC SWITCHED TELEPHONE NETWORK (PSTN) CONNECTION**

- 4.01 Each PSTN connection provides one path for connection of outbound calls from locals of the Centrex system to the PSTN.

A minimum of one PSTN connection is required for each customer group of the Centrex system.

Charges are for each PSTN connection and apply in addition to other applicable rates and charges.

4.02 Monthly Rates:

USOC	FIRST 5 CONNECTIONS - EACH CONNECTION	NEXT 6 TO 12 CONNECTIONS EACH CONNECTION	13 AND OVER CONNECTIONS EACH CONNECTION	
CWC	\$15.00	\$25.00	\$25.00	(A)

(A) Changes to PSTN Connection

The charges associated with any change are based on the estimated time required to perform the work arising from the customer's request and are calculated using the hourly rate of \$72.00 per hour. A minimum charge of \$72.00 applies.

5. CENTREX III BASIC SERVICE FEATURES

5.01 Business Group Dialing Plan (System Feature)

The Business Group Dialing Plan is a dialing scheme shared by the members of a Centrex group. A Business Group Dialing Plan Provides:

- touch tone
- intercom dialing
- access to the public network by dialing a special code (normally "9")
- customized feature access codes for special features such as Call Forwarding and Call Hold
- access to an attendant, if the business is so equipped, (typically by dialing "0")
- access to private or special facilities, such as tie lines and WATS, by dialing a special code
- single-digit dialing

The following standard and optional features are provided as a part of the Bruce Municipal Telephone System Centrex Basic Service:

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party or return to the previously held call. (Station Feature)

Three-way calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations. (Station Feature)

Call Transfer (Internal Only) allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number. (Station Feature)

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant. (Station Feature)

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant. (Station Feature)

Call Waiting alerts the station user currently on a busy station that an incoming call is waiting on the line. The called user hears a call waiting tone and the income caller hears a ringing tone. (Station Feature)

Internal Caller ID allows for the display of the calling party's intercom number on calls made within the Centrex group.

Distinctive Alerting allows the user to determine the source of the incoming calls either from within our outside the business.

CENTREX

6. SYSTEM FEATURES

System features can generally be made available to all Centrex stations in the business. These features allow the stations in the business to be linked together into a single, highly-functional telecommunications service provider system. Some system features are subject to availability. System features will be provided as required subject to receipt of approved tariff.

Centralized Attendant Service provides a centralized attendant group for the business which is distributed over different locations. All calls are handled by one attendant.

Centrex Complex allows the association of the multiple Centrex Groups in a single EWSD system. All Centrex groups within the complex share intercom calling privileges, but may have separate private facility groups or separate dialing plans.

Code Calling feature allows the caller to dial an access code to connect to customer-provided signaling device using a bell or some other audible signal. During the time that the caller is on the line to the device, the person being called can pick up any line within the Centrex group, and dial a code to automatically connect to the caller.

Common Control Switching Arrangement (CCSA) Access provides a second dial tone at a distant switch for off-network calls.

Dial Access to Private Facilities allows the caller to dial a code to gain access to private facilities.

Essential Service Protection ensures that a small number of lines receive priority originating service during periods of extreme overload.

Foreign Exchange Facilities allows the business to have facilities between two central offices for those locations to which you frequently call.

Improved Radio Paging allows attendants and other users to page other people in your business using radio paging equipment. Anyone receiving a page can establish a connection by dialing a code from a Centrex phone.

6. SYSTEM FEATURES (continued)

Loudspeaker Paging allows the caller to dial an access code to page someone on the business premises.

Main-Satellite Service allows the caller to tie together several business locations. Tie trunks connect all locations for intercom calling.

Music on Hold Administration provides the ability to administer Music On Hold at the Centrex subscriber level.

Recorded Telephone Dictation allows the business to connect a telephone dictation machine so that users can dial an access code and dictate information.

Simulated Facility Groups for In and Out calls (also referred to as Network Access Registers) provide the capability of restricting the number of simultaneous calls that can be made to and from a business.

Single-Digit Dialing allows the members of a Centrex group to share a set of single-digit codes which can be dialed to reach a line. The codes are shared by all members of a Centrex group and are pre-programmed by the telecommunications service provider.

Special Announcement for Centrex Lines – when a subscriber's line is disconnected any calls to the line are routed to an announcement indicating that the line is no longer in service.

Special Intercept Announcements can be provided to indicate various dialing errors.

Tandem Tie Facility Dialing allows incoming callers dial access to a Centrex group via tie trunks between two or more switches.

The Facility Access allows the stations in a business to dial a special code to gain access to outgoing Tie Facilities. Access to Tie Facilities can be controlled or restricted by Simulated Facility Groups.

7. STATION FEATURES

Station features may be individually assigned and tailored to the needs of the various lines or stations in the business. They make it easier for employees to do their jobs, save time and effort, and allow the business to provide better service to its customers.

Add-On – Consultation Hold – Income Only is a variation of Three-Way Calling for Centrex customers which restricts Three-Way Calling to incoming calls.

Bridged Services allows two analog lines to share a single directory number via software bridging instead of hard wiring.

7. **STATION FEATURES** (continued)

Call Forwarding – Busy Line re-directs your calls to another station when someone tries to call you and your line is busy.

Call Forwarding – Busy Line – Inhibit Busy Line allows the business to activate and deactivate Call Forwarding – Busy Line via its Make Busy Key.

Call Forwarding – Don't Answer re-directs calls to another station if the phone is not answered within a pre-specified number of rings.

Call Forwarding – Incoming Only is an option that can be used with Call Forwarding – Variable, Call Forward – Busy Line and/or Call Forwarding – Don't Answer.

Call Forwarding – Remote Activation allows the business to activate and deactivate its call forwarding from any location.

Call Forwarding – Variable (All Calls) re-directs any calls attempting to reach a specific station to another station.

Call Forwarding – Within Group Only is an option that can be used with Call Forwarding - Variable (All Calls). It restricts a line to being able to forward calls only to other members of its Centrex group.

Call Park –Directed allows you to "park" (or store) a call against any directory number within your business group and "unpark" (or retrieve) the call from any other directory number within the business group.

Call Park – Local allows you to "park" (or store) a call against your directory number from within the business group and "unpark" (or retrieve) the call from any other directory number within the business group.

Call Pick-Up – Directed with/without Barge-In allows a person to answer a ringing station in the business. If the call has already been answered a re-order tone is received if **without barge-in** is programmed or the answered call is accessed as a three-way call if **with barge-in** has been programmed.

Call Transfer – Add On to Fully-Restricted Station allows the business to add-on, consult with, and transfer a call to a fully restricted station in the Centrex group provided all parties involved in the call are within the Centrex group.

Call Transfer – Attendant allows members of a Centrex group to transfer calls with the aid of the attendant even if they do not have the Station-Controlled Call Transfer feature.

Call Transfer – Individual – Incoming Only is a restriction of the Call Transfer Feature that allows you to transfer only those calls that originate outside your Centrex Group.

7. **STATION FEATURES** (continued)

Call Transfer – Internal Only allows the business to transfer calls only to the stations within a Centrex group.

Call Transfer – Outside is an unrestricted form of the Call Transfer feature which allows you to transfer calls to virtually any station.

Call Waiting informs you with a burst of tone during a phone conversation that another call is waiting to be answered.

Call Waiting – Cancel allows you to dial a special code to disable Call Waiting for the duration of one telephone call.

Call Waiting – Dial allows the station user to dial a special code prior to calling another station in the same Centrex group and cause a Call Waiting tone to be applied to the station if it is busy (regardless of whether the receiving station has Call Waiting).

Call Waiting – Distinctive Ringing indication allows for a separate cadence of the ringing pattern or Call Waiting tone to indicate whether a call is coming from within the business or from outside the business.

Call Waiting – Incoming Only gives a call waiting tone only for calls incoming to the group from outside the business.

Call Waiting – Originating allows the station user to automatically apply Call Waiting tones whenever a call is placed to another Centrex Group and the line is busy, even if the station being called does not have the Call Waiting feature.

Conference Calling – Six-Way Station Controlled allows the station user to sequentially call up to five other people and add them together to make up a six-way call. An access code must be dialed first to implement this feature.

Dial Transfer to Tandem Tie Line allows the station user to transfer, consult and create a three-way call using tie lines connecting various locations of the business.

Direct Connect Manual Line Service (warm line) allows the station user to place a call to a pre-selected number simply by lifting the receiver off the switchhook.

7. **STATION FEATURES (continued)**

Do Not disturb allows the station user to prevent incoming calls from ringing his/her line by diverting them to a tone or a recorded announcement.

Intercom Dialing allows the station user to call other stations in the business by simply dialing abbreviated codes.

Speed Calling (8-code and 30-code) allows the station user to call selected directory numbers by dialing a one or two-digit code. A Speed Calling list can be private or shared.

Speed Calling – Customer Changeable allows the station user to add to or modify the entries in his/her speed calling list and program them directly from his/her telephone.

Voice/Data Protection prevents interruption tones, such as those associated with Call Waiting or operator verification, from occurring when your line is busy.

Voice Message Services (VMS) Interface allows calls to be re-directed to a voice mail system when someone is away from their desk or on the phone.

8. **STATION – COST CONTROL FEATURES**

Some features prevent abuse and misuse of telecommunications service provider facilities by restricting dialing capabilities of selected stations in the business. Other cost control features allow the business to save money on long-distance service and/or keep track of monthly telecommunications service provider costs.

Account Codes for AFR (automatic flexible routing) allows the business to add an account code for allocating charges. These charges can be printed out on a daily report.

Authorization Codes for AFR (automatic flexible routing) allows the station user to dial a special code prior to making a call and override the dialing restrictions at a particular station.

Business Customer Service – 10-digit Screening permits a routing decision to be made at the originating office or private network hub office as to whether the call is internal or external to the network.

8. **STATION – COST CONTROL FEATURES (continued)**

Business Group Automatic Identified Outward Dialing (often referred to as Itemized Station Toll Billing) provides a record of the billable (toll) calls which are made from each station in your business.

Centrex Automatic Customer Message Outputting System (ACMOS) provides the capability to transmit Message Detail Recording data to your attendant console.

Code Diversion to Attendant provides administrable intercepts, such as toll restriction to the attendant.

Code Restriction and Diversion allows the business to prevent certain stations from dialing specified area codes, office codes or any combination of area codes and office codes.

Customer Access Treatment (CAT) Code Restrictions can be used to prevent a station from dialing certain codes.

Customer Control gives the business the ability to change the operation of certain EWSD features via the attendant console.

Customer Control of Features provides the business with the capability to activate, deactivate, or change parameters associated with features on a line.

Customer Dialed Account Recording (CDAR) allows the addition of an account number for subscriber allocation of charges on billable outward calls.

Deluxe Queuing allows outgoing calls to be placed in a queue and wait for an available facility when all allowed/available facilities are in use.

Fully Restricted (Originating and Terminating) line is prevented from making calls to and/or receiving calls from stations outside the business.

8. STATION – COST CONTROL FEATURES (continued)

Message Detail Recording of Private Facility Calls via Revenue Accounting Office provides the business with call detail information so that it can allocate communication costs to various departments within the business.

Message Detail Recording (to Customer Premises) provides detailed call information on all types of calls, the information is provided to the attendant console as calls are completed.

Outgoing Call Screening allows the company to prevent certain stations from dialing specific directory numbers.

Restricted Directory Assistance – Centrex allows the business to restrict access to local or long-distance directory assistance.

Semi-Restricted (originating and terminating) line is prevented from making calls to and/or receiving calls from stations outside the business without going through the attendant.

Toll Restricted Service allows the business to prevent certain stations from dialing the operator and/or numbers outside the local calling area (long-distance calls).

800 Service (INWATS) is available either intra or inter-province and allows your business to receive calls from customers.

800 Service – Simulated Facility Groups (SFG) restricts the number of simultaneous 800 service calls into your Centrex group based upon the call capacity desired by the business.

9. ATTENDANT CONSOLE FEATURES

The EWSD Centrex Attendant Console allows the attendant in the business to efficiently handle and distribute calls.

Attendant Busy Line Verification allows the attendant to verify the busy/idle state of any line within the group.

Attendant Call Through Tests on Tie Trunks permits a business group attendant to select a specific trunk within a trunk group and place a call over that Tie Trunk to verify that the Tie Trunk is in working order.

9. **ATTENDANT CONSOLE FEATURES (continued)**

Attendant Call Transfer allows members of a customer group, who do not have station-controlled call transfer capability, to transfer calls with the aid of the attendant.

Attendant Conference allows an attendant to initiate a conference call of up to six parties (including the attendant).

Attendant Console – Abandon Position Call Forwarding enables forwarding between attendant consoles when the subscriber has more than one Centrex attendant console.

Attendant Control of Facilities (ACOF) allows the attendant in a Centrex group to inhibit or provide the group members access to a private facility group.

Attendant Dial Through allows the attendant to access a trunk by dialing its access code, release from the connection, and then allow the originating station user to dial the destination number.

Attendant Emergency Override allows the attendant in a Centrex group to override a station busy condition by dialing an access code plus the extension number.

Attendant ID on Incoming Calls provides the attendant with the means to determine the identification of each incoming calls.

Attendant Tie Trunk Busy Verification provides the attendant with the ability to access a specific single member of a busy tie trunk group for the purpose of verifying a busy condition, performing tests or pre-empting the tie trunk for a call.

Electronic Directory provides an easy-to-maintain database of names and telephone numbers.

Indication of Camp-On caused the local EWSD switching system to send an indication of Camp-On to a busy station each time the attendant activates this feature.

9. **ATTENDANT CONSOLE FEATURES (continued)**

Message Desk Service feature provides the capability of call coverage for stations by a message desk centre.

Message Detail Recording (to Customer Premise) allows the customer to receive call detail information for calls that use the Automatic Route Selection Deluxe feature, the dial access to message network feature, dial access to private facilities feature, 800 service and incoming FX calls and station-to-station (intercom) calls.

Night Service routes calls, normally directed to the attendant, to pre-selected station lines within the customer group when regular consoles are not attended.

Power Failure Transfer – Attendant routes calls, normally directed to the attendant, to pre-selected station lines within the Centrex group when the EWSD switching system detects a power failure at the customer premises.

Station Billing on Attendant-Handled Calls automatically replaces the attendant's billing number in all AMA records for calls placed by the attendant on behalf of the "source" with the billing number of the "source" party.

Non-Data Link Attendant Console – EWSD Centrex supports non-data link attendant consoles such as the Tone Commander CTX-Plus. Attendant consoles provide enhanced attendant answering, transfer and recall capabilities.

10. **INCOMING CALL MANAGEMENT (HUNTING) FEATURES**

Incoming Call Management (Hunting) Features allow the business to handle incoming calls more professionally and achieve more call completions.

Automatic Call Distribution/Management Information Systems (ACD/MIS) is used to uniformly distribute incoming calls to a group of lines by concentrating and queuing incoming calls.

Delay Announcements for Queued Calls on Hunt Groups can be used to inform a caller that his or her call has been placed in a queue.

Make Busy Key can be used to temporarily make a particular station, a group of stations, or an entire multi-line hunt group appear busy to income callers.

Multi-Line Hunt Service can be used to allow a search to find an idle station.

10. INCOMING CALL MANAGEMENT (HUNTING) FEATURES (continued)

Multi-Line Hunt Service – Circle Hunting allows calls directed to busy stations in the middle of a hunt group to search through to the end of the hunt group and the “wrap-around” to the beginning of the hunt list in search of an idle station.

Multi-Line Hunt Service – Preferential allows any station in a Multi-line hunt group to have its own (preferential) hunting list.

Multi-Line Hunt Service – Uniform Call Distribution is intended to distribute calls evenly among the stations in a multi-line hunt group.

Queuing for Multi-Line Hunt Groups is used when all stations in a hunt group are busy. Queuing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multi-line Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.

Series Completion is similar to multi-line hunt service, however, a significant difference between the two services is that series completion stations always have their own directory number and their own classes of service.

Stop Hunt Key, available to customers who have the multi-line hunt service, allows the attendant to stop the normal hunting process at a pre-determined point.

11. ISDN BASIC ACCESS

ISDN Additional Call Offering provides notification to the user of an incoming call when the ISDN phone is busy.

ISDN Automatic Callback is used when the calling party encounters a busy condition with the called party. When the feature has been activated and the called party is no longer busy, the EWSD switch will notify the calling party of this condition.

ISDN Basic Business Group Dial Access provides ISDN Basic Business Group lines with a set of outgoing access capabilities which a typical business customer will use.

11. ISDN BASIC ACCESS (continued)

ISDN Basic Business Group Structure provides the capability to create the ISDN version of the Basic Business Group that includes ISDN lines, non-ISDN lines and private facilities.

ISDN Call Forwarding is an enhancement of the conventional (analog) Call Forwarding feature, eg. Feature Activation/Deactivation Indication.

ISDN Call Pick Up is a set of features which allows a station user to answer incoming calls directed to another station.

ISDN Calling Number ID Services allow the user to specify which Directory Number (DN) should be used as the calling party number on each call origination.

ISDN Flexible Calling provides an ISDN user with a set of capabilities to establish and control two or more speech calls at 3.1 KHZ audio calls.

ISDN Hold allows a user to put a call on hold and establish another call using the same B-channel.

ISDN Message Detail Recording (MDR) allows records of calls made, within the customer group, to be transmitted to the customer location.

ISDN Message Service (Subscriber) allows standard ISDN subscribers to utilize the Voice Message Service (VMS) which is provided off of another central office.

ISDN Multi-Line Hunt Group (MLHG) feature allows the use of multi-line groups with a mix of analog and ISDN lines.

ISDN User-to-User: Signaling with Call Control (UUSCC) is an ISDN supplementary service which allows an ISDN user to send and receive a small amount of user-generated information (up to 128 characters) to or from another ISDN user over the signaling channel (D channel). This information is in addition to the caller ID information also sent.

11. ISDN BASIC ACCESS (continued)

ISDN X.25 Supplementary Services are a set of X.25 features for the packet mode bearer service. X.25 services are used by customers who need to send packet data over ISDN lines. Listed below are the features offered:

- DTE Support Feature
- RPOA Selection Barred Feature
- Local Charing Prevention
- Octel-Alignment Checking Disable Feature
- One-Way Logical Channel Outgoing/Incoming Feature
- Default Information Rate Assignment Feature
- Non-Standard Default Packet Sizes Feature
- Flow Control Parameter Negotiation Feature
- Throughout Class Negotiation Feature
- Transit Delay Feature

ADDITIONAL TELEPHONES

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 and Section 690).

- 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.

GENERAL TARIFF

WIRELESS ACCESS SERVICE

1. GENERAL

- (a) This arrangement provides the central-office equipment and facilities necessary for the interconnection of a Wireless Service Provider's public mobile radio service with the Company's public switched telephone network either on a line side or trunk-side basis. For the purpose of this tariff, a Wireless Service Provider (WSP) includes Cellular Service Operators, Service Operators providing Specialized Mobile Radio/Enhanced Specialized Mobile Radio (SMR/ESMR) and Service Operators providing Personal Communications Services (PCS).
- (b) A WSP must be designated by Industry Canada to provide public mobile radio service in areas served by the Company. The WSP equipment shall meet the specifications as established by Industry Canada.
- (c) This service is subject to the availability of suitable facilities and the availability of a wire centre with the appropriately equipped EWSD switching equipment.
- (d) Access will be provided using analogue and/or digital Access Channels and includes the provision of seven-digit telephone numbers for out-pulsing.
- (e) A WSP may also interconnect with the Company's switched telephone network to provide transmission services to Radio Paging and Air-to-Ground System Operators.
- (f) The provision of access service is also subject to the terms and conditions detailed in an interconnection agreement between the Company and a WSP.

WIRELESS ACCESS SERVICE

2. LINE-SIDE ACCESS

2.01 Seven-Digit Telephone Numbers – General

- (a) Seven digit telephone numbers with out-pulsing will be provided if available either as a dedicated group of 1000 or 100 blocks of consecutive telephone numbers or individually from a non-dedicated NXX. A monthly rate applies for each request to place telephone numbers in service in any one location. Seven-digit telephone numbers with out-pulsing are provided at the rates and charges specified in 230-2.02.
- (b) A WSP may reserve for future use a quantity of seven-digit telephone numbers with out-pulsing at the rates and charges specified in 230-2.02. These numbers will be reserved until placed in service or released by the WSP.
- (c) These seven-digit telephone numbers with out-pulsing will be assigned from those which are available from the appropriately equipped EWSD switching equipment within the Company's serving territory and, when placed in service, will be provided at the rate specified in 230-2.02.
- (d) In accordance with Subsection 9 of General Tariff Section Bruce Telecom 80, the WSP will be responsible for all charges levied in respect to all calls associated with any of the seven-digit telephone numbers so assigned and placed in service.
- (e) The reservation or placing in service of seven-digit telephone numbers with out-pulsing will not provide for a directory listing of such a number. Should the WSP's customer want a directory listing for an assigned seven-digit telephone number, the listing will be provided when requested by the WSP, at the rates and charges for Business Extra Listings (USOC DA) as specified in 140-6.01.

WIRELESS ACCESS SERVICE

2. LINE-SIDE ACCESS (Continued)

2.02 Seven-Digit Telephone Numbers – Rates and Charge

Rates and charges for the use and reservation of seven-digit telephone numbers equipped with out-pulsing are as follows:

Description	Recurring Monthly Rate	Non-recurring Service Charge	USOC
Seven-digit Telephone Number with out-pulsing – each See Notes 1 and 3	\$.14	\$126.00	
Reserved Seven-digit Telephone Number with out-pulsing – each See Note 2	\$.04	\$ 98.00	

Note 1: A service charge applies for each 1000 block of telephone numbers placed in service, at one time, in any one location.

Note 2: A service charge applies for each 1000 block of telephone numbers reserved at one time, in any one location.

Note 3: A WSP with seven-digit telephone numbers using Bell Canada Relay service (General Tariff 100-4 (e)) must also pay a monthly charge of \$0.13 per number in addition to the monthly rate identified.

WIRELESS ACCESS SERVICE

3. LINE-SIDE ACCESS (Continued)

3.01 Access Channels – General

- (a) Digital Access channels are required to provide transmission facilities derived from Bruce Telecom General Tariff Section 900, as provided by the Company between a EWSD serving wire centre and a mutually agreed upon point of interconnection. Such a system provides for 24 digital access channels between a EWSD Serving Wire Centre and a mutually agreed upon point of interconnection.
- (b) Access channels are provided in either analogue or digital formats.

3.02 Links

The Link provides the wire centre equipment required to terminate an Access channel (analogue or derived digital) in the Company's EWSD wire centre. Answer supervision and multi-frequency signalling are included.

3.03 Link, each channel

The network provides the additional common equipment and facilities, both in the EWSD serving wire centre and in the local calling area required to process a call on the public switched telephone network.

3.04 Access Channels – Digital – Rates and Charges

For each digital Access Channel, the monthly rate and service charge applicable for each customer termination as shown below.

These rates and charges are in addition to Link and Network charges as shown in 230-4.02 and 230-4.03.

WIRELESS ACCESS SERVICE

4. **LINE-SIDE ACCESS** (Continued)

4.01 Network – General

- (a) The Network provides the additional common equipment and facilities, both in the EWSD serving wire centre and in the local calling area required to process a call on the public switched network. Since the call handling capacity of an access channel changes as the number of channels increases, the corresponding Network charge will vary as shown below.

4.02 Network – Rates and Charges

Network charge, per channel is as follows:

<u>Description</u>	<u>Recurring Monthly Rate</u>	<u>Non-recurring Service Charge</u>	<u>USOC</u>
Each Channel to a maximum of 12 channels, or	\$5.00	\$264.00	LSAC 1
Each Channel to a maximum of 24 channels, or	\$8.75	\$264.00	LSAC 2
Each Channel to a maximum of 35 channels, or	\$11.25	\$264.00	LSAC 3
Each Channel to a maximum of 48 channels, or	\$11.25	\$264.00	LSAC 4
Each Channel to a maximum of 60 channels, or	\$12.50	\$264.00	LSAC 5
Each Channel to a maximum of 72 channels, or	\$12.50	\$264.00	LSAC 6
Each Channel to a maximum of 84 channels, or	\$12.50	\$264.00	LSAC 7
Each Channel in excess of 84 channels	\$13.75	\$264.00	LSAC 8
For each request to activate additional access channels, a service charge applies for each location		\$264.00	

4.03 Link Charge

Each Link	\$12.70	-----	LWAS
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WIRELESS ACCESS SERVICE

5. Trunk-side Access

5.01 Trunk-side Access Channel

- (a) Trunk-side Access Channel is provided over the digital network services of the Company. Such a system provides 24 digital access channels between a EWSD serving wire centre and a mutually agreed upon point of interconnection. For each digital access channel, the rates are in accordance with Section 900 of the Company's General Tariff. Number charges as shown in Bruce Telecom 230 apply.

5.02 Trunk-side Interconnection Trunk Charges

- (a) In addition to the monthly rate, service charge and construction charge for each Trunk-side Access Channel, and applicable for each customer termination, are the monthly rates and related service charges for the Trunk-side Interconnection Trunks, as identified in 6.03 and 6.04 following.

5.03 Trunk-side Interconnection Trunk

- (a) The Trunk-side Interconnection Trunk provides the common equipment and facilities in the EWSD serving wire centre, the exchange and other exchanges required to terminate a Trunk-side Access Channel in the Company's EWSD 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.
- (b) Trunk-side Interconnection Trunk charges, each

<u>Description</u>	<u>Monthly Rate</u>	<u>Service Charge</u>	<u>USOC</u>
Each Trunk-side Interconnection Trunk, to a maximum of 24 trunks, or	\$30.00	\$264.00	TRI 1
Each Trunk-side Interconnection Trunk, to a maximum of 48 trunks, or	\$38.00	\$264.00	TRI 2
Each Trunk-side Interconnection Trunk, to a maximum of 72 trunks, or	\$42.00	\$264.00	TRI 3
Each Trunk-side Interconnection Trunk, to a maximum of 84 trunks, or	\$43.00	\$264.00	TRI 4
More than 84 Trunk-side Interconnection Trunks, each trunk;	\$44.00	\$264.00	TRI

WIRELESS ACCESS SERVICE

6. CCS7 SIGNALLING INTERCONNECTION

6.01 CCS7 Signalling Interconnection will provide WSP's using trunk-side interconnection with the ability to interconnect their own CCS7 signalling network with the Company's CCS7 signalling network in order to exchange the ISUP signalling information necessary to support the completion of calls between the two networks. CCS7 Signalling Interconnection is subject to the availability of suitably equipped facilities.

6.02 CCS7 Signalling Charges

- (a) The following are the components of CCS7 Signalling Interconnection with applicable rates and charges.
- (b) The rates and charges that are identified are in addition to those identified for Trunk-side Access.

6.03 Signal Transfer Point (STP) Links

Description	Monthly Rate	Service Charge
WSP STP to a Bell Canada gateway STP, multiples of 4 links, each link	\$1,380.00	-----

6.04 Digital Transport Facilities

- (a) Digital transport facilities between a WSP STP and a Bell Canada gateway STP are provided at the rates and charges as specified in Section 900 – 920 of the Company's General Tariff.

MULTI-LINE TELEPHONE SYSTEMS AND KEY EQUIPMENT

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 a charge based on the equipment being installed by the Company or a third party.
- 1.04 Deleted.

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. Line indicator is provided on Meridian telephones.
 - (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.

3. Deleted

**BRUCE MUNICIPAL TELEPHONE SYSTEM
GENERAL TARIFF**

MULTI-LINE TELEPHONE SYSTEMS AND KEY EQUIPMENT

**CRTC 25340
Page 3 Revision 2
Section 240**

3.02 Deleted

3.03 Deleted

3.04 Deleted

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MULTI-LINE TELEPHONE SYSTEMS AND KEY EQUIPMENT

3.06 Deleted

DISTANCE CHARGES

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:
- For duplex operation.
 - To connect customer-provided or lessee-provided equipment.
 - Solely within the exchange and with no inter-exchange connection.

DISTANCE CHARGES

2. LOCAL CHANNELS (continued)

- (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 ¼ 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.

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 air mile 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:
 - (i) 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 ¼ mile distance rental applies only once.

DISTANCE CHARGES

2. LOCAL CHANNELS (continued)

2.02 Channel Measurement (continued)

- (ii) 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 metre distance rental does not apply to such portions.

2.03 Rates and Charges

(a) Channel between buildings on different properties:

- (1) Two-point local voice grade channel:

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
OPX	Initial 400 metre	15.00	MESC
OPXA	Additional 400 metre	3.30	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 400 metre distance charge or rental applies once on each channel.

DISTANCE CHARGES

2. LOCAL CHANNELS (continued)

2.03 Rates and Charges (continued)

(b) Channels between points in the same building.

The following apply for channels provided in the same building:

- (b) 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 690 for intercommunicating channels.
- (c) a monthly charge applies for any other voice grade channel
- (d) a channel that extends a central office line or trunk line to an answering board

2.04 Data Channels

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

USOC	DESCRIPTION	MRC	SC
SC	Signal Channel (up to 400 metre)	22.00	MESC
SCA	Additional 400 metre	3.75	MESC

2.05 Channels between buildings on same 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 (3).
- (2) All types of channels provided for the same customer are combined in determining the distance charges.
- (3) 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	MRC	SC
EXTT	Off Premise Line – Res	9.00	MESC
EXT	Off Premise Line – Bus	11.00	MESC

FOREIGN-EXCHANGE SERVICE

1. GENERAL

- 1.01 Foreign-exchange service is primary exchange service furnished from an exchange, which does not normally serve the area in which the foreign-exchange customer is located. It is provided at the discretion of the Company and subject to the availability of suitable facilities and to the requirements of exchange service and message toll telephone service.
- 1.02 Foreign-exchange service is furnished with individual line service, except as otherwise specified in this Tariff.
- 1.03 Foreign-exchange service is furnished in accordance with the methods that best suit plant and operating requirements of the Company. When the Company has to install special equipment or incur any unusual expense in order to furnish the service, an additional charge based on the equipment installed or other expense incurred. The Company may also specify an initial service period in excess of that otherwise applicable, in accordance with Section 80-20.01.
- 1.04 Extra listings are provided without additional charge as follows:
- (a) When the customer has service from each exchange:
one listing provided in the alphabetical list of the foreign exchange and one in that of the normal exchange.
 - (b) When the customer has service from the foreign exchange only:
one listing provided in the alphabetical list of the normal exchange.
 - (c) Such listings contain a suitable reference to the service furnished from the other exchange.
- 1.05 Service charges and the local-service area of telephones connected for foreign-exchange service are those of the foreign exchange.
- 1.06 The channel measurement and rate distance for the inter-exchange part of each central-office line or trunk line are specified as follows:
- Channel measurement See Section 260
Rate distance See Section 260
- 1.08 The monthly charge is that specified in Section 690.

SUSPENSION OF SERVICE

1. GENERAL

- 1.01 Suspension of service is a temporary discontinuance of service without termination of service contract, at the customer's request. Suspension and restoration of service are made effective on receipt of reasonable advance notice from the customer.
- 1.02 DELETED
- 1.03 DELETED

2. COMPLETE SUSPENSION OF SERVICE

- 2.01 This provides for the discontinuance of operation of all of a customer's primary service.
- 2.02 Suspension is provided on any such service (Section 100-2.02) except foreign-exchange and mobile service. It is also provided on hotel P.B.X. service.
- 2.03 Suspension is provided for a minimum of one month.
- 2.04 During the period of suspension, the Company advises persons who call the customer's telephone number that his service is suspended, except in exchanges in which equipment for intercepting such calls is not provided. If the customer requests that his incoming calls be referred to another telephone number and the customer for the latter service agrees, the telephone number of such service is given to the calling parties (MESC applies).
- 2.05 Suspension may start at any time, subject to the following regulations:
 - (a) The reduced charge, when applicable, does not apply for suspension during an initial service period of one month.
 - (b) When service is suspended during an initial service period that is longer than one month, the reduced charge, when applicable, applies but the initial service period is extended by the length of the period of suspension.
 - (c) After the end of a period of suspension, the regular charge for service applies for one month before further suspension.

2.06 Charges:

The charges for each service during the period of suspension are as follows:

- (a) For each residence primary exchange service the charge to suspend and restore the service at each premises is that specified below.
- (b) For each business primary exchange service the charge is that specified in 2.07 for the service suspended. A service charge applies to suspend and restore the service at each premise.

2.07 Rates:

From 1 month to 3 months	\$40.00
From 4 months to 6 months	\$50.00

- 3. DELETED
- 4. DELETED

EMERGENCY-REPORTING AND ALERTING SYSTEMS

1. GENERAL (NOT PRESENTLY AT BMTS)

- 1.01 Emergency-reporting and alerting systems are available to municipalities and other organizations for the transmission by telephone of reports of fires or other emergencies.
- 1.02 The municipality is to conduct any negotiations that it considers necessary with fire underwriters about fire insurance classifications or other matters affecting the services.

2. TELEPHONE-TYPE ALERTING SYSTEM

2.01 General

- (a) This system is designed for use in exchanges served by a single wire centre, where the fire hall is continuously attended and volunteer firemen are on call.
- (b) A special telephone answering/conference device in the central office connects the person calling the fire department with the individual line services of the designated volunteer firemen. These services are simultaneously disconnected from regular exchange service and the bell at each telephone rings until the telephone is answered.
- (c) If desired, a siren provided by the municipality may be actuated from any touch-tone telephone connected to the answering/conference device or the operation of a key in the fire hall.
- (d) An initial service period of five years applies to the answering/conference equipment installed in the wire centre.

GENERAL TARIFF

MISCELLANEOUS EQUIPMENT

1. Deleted

2. JACK AND PLUG EQUIPMENT

2.01 Jack and plug equipment is provided with certain telephones and other equipment for the connection of certain Company and/or customer provided equipment.

2.02 Rates and Charges

The following rates and service charges apply for each jack provided with each channel or other line furnished by the Company for the connection of certain Company and/or customer provided equipment.

3. Deleted

4. REVERTIVE RINGING FEATURE

4.01 General

- (a) The individual line revertive ringing feature allows a customer to communicate from a telephone set with other telephone sets connected to the same individual line.
- (b) By dialing the customer's own number, the customer receives a busy line signal and on replacing the handset, all additional telephone sets then ring. When a person at an additional telephone set answers the call, ringing stops at all telephone sets and the initiator of the call can then pick up the handset and engage in a conversation.
- (c) The feature is furnished through a software package and is available only to individual line customers.

4.02 Rates and Charges

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
	Revertive Ringing – Business	N/C	
	Revertive Ringing – Residence	N/C	

MISCELLANEOUS EQUIPMENT

5. **EXTENSION RINGERS (BELLS)**

5.01 Signals Operated by Central-Office Ringing Current

- (a) Additional bells for indoor/outdoor locations are provided for an additional charge with main and additional telephones.
- (b) Channels connecting signals in a different building from that in which the related telephone is located are subject to a distance charge.
(See Sections 260 and 690)
- (c) Rates and Charges

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
BEC	Bell Chimes	\$1.00	MESC
EXB	Ext. Bell – Loud Ringing	\$0.65	MESC

Additional bells – outdoor

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
EX2	Ext. Bell – Loud Outdoor	\$0.75	MESC

5.02 Auxiliary Signals

- (a) General
 - (1) Auxiliary signals are operated by signal control equipment and are provided with individual line service.
 - (2) The Company provides, installs and maintains all signals except as specified in this paragraph, as well as signal control equipment and low-voltage wiring. The customer is to provide, install and maintain all commercial power wiring and may, with the Company's permission, provide, install and maintain commercial power signals and signal receptacles.

MISCELLANEOUS EQUIPMENT

5. EXTENSION RINGERS (BELLS) (Continued)

- 5.02 (3) A key to disconnect the signals from the line is provided without additional charge with signal control equipment arranged for continuous signaling and, at the customer's request, with signal control equipment arranged for non-continuous signaling.
- (4) When the Company provides a channel to connect signal control equipment or signal with an associated telephone in a different building, a distance charge applies for the channel (See Sections 260 and 690).
- (5) The company will quote pricing on an individual basis.

DELETE

6. TOUCH TONE

- 6.01 Rates for Touch Tone line feature and Touch Tone sets are in addition to other applicable rates and charges. These are included in Res costs in Section 100, Page 3.

Touch Tone Line Feature:

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
TTB	Business Line	\$3.75	MESC
TTR	Residence Line	\$2.40	MESC

DELETED

7. DELETED

8. CUSTOM CALLING FEATURES

- 8.01 These features are furnished with individual line service, excluding PBX trunk line service. They are provided through a digital central office, subject to the availability of suitable facilities.

MISCELLANEOUS EQUIPMENT

8. CUSTOM CALLING FEATURES (continued)

8.02 The following custom calling features are provided:

- a) (i) 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.
- (ii) Call Forward Busy provides for the transfer to another telephone of incoming calls only when your line is busy. The transfer is completed by dialing a code and the telephone number of the service to which the calls are to be transferred.
- (iii) Call Forward Don't Answer provides for the transfer to another telephone of incoming calls only when your line is not answered. The transfer is completed 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) Do Not Disturb feature allows a subscriber to have calls destined for his or her directory number to be routed to a special Do Not Disturb announcement or a special tone.

MISCELLANEOUS EQUIPMENT

8. CUSTOM CALLING FEATURES (continued)

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

a) Call Forwarding

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
CFVB	Call Forward - Business	\$2.00	---
CFV	Call Forward - Residence	\$1.50	---
CFDBB	Call Forward Busy – Business	\$2.00	---
CFDB	Call Forward Busy – Residence	\$1.50	---
CFDAB	Call Forward Don't Answer – Business	\$2.00	---
CFDA	Call Forward Don't Answer – Residence	\$1.50	---

b) Speed Calling

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
SPD8B	8-Code Speed Calling - Business	\$2.00	---
SPD8	8-Code Speed Calling - Residence	\$2.00	---
SPD30B	30-Code Speed Calling - Business	\$3.00	---
SPD30	30-Code Speed Calling - Residence	\$3.00	---

c) Three-Way Calling

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
TWCB	Three-Way Calling - Business	\$4.00	---
TWC	Three-Way Calling - Residence	\$3.00	---

d) Call Waiting and Cancel Call Waiting

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
CWB	Call Waiting / Cancel Call Waiting - Business	\$4.50	---
CW	Call Waiting / Cancel Call Waiting - Residence	\$4.00	---

MISCELLANEOUS EQUIPMENT

8. **CUSTOM CALLING FEATURES** (Continued)

8.03 e) Custom Call Packages

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
CCPR	Custom Calling Package - Res	\$6.00	---
CCPRB	Custom Calling Package - Bus	\$7.00	---

f) Six-Way Calling

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
6WC	Six-Way Calling – Business Only	\$5.00	---

Any four of the custom calling features make up a Custom Calling Package.

MISCELLANEOUS EQUIPMENT

9. TOLL RESTRICTION SERVICE

9.01 Deleted

9.02 Deleted

9.03 Single Line Telephone Restrictor

A single line telephone restrictor can be installed either at the customer premise or located at the switching centre.

9.04 Installation of Single Line Telephone Restrictor (SLTR) (Grandfathered)

When installed at the customer premise the customer can rent or buy the unit. The miscellaneous service charges will require Administration, Network and Visit with work.

If installed at the switching centre then the miscellaneous service charges charged will be Administration and two Networks at \$19.25. The SLTR installed at the switching centre can be rented only.

9.05 Rates

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
SLTR	Single Line Toll Restrictor	\$7.95	MESC

10. BUSY LINE VERIFICATION/BUSY LINE INTERRUPTION

10.01 Customers may obtain operator assistance in verifying if a called line is actually in use (busy).

10.02 Operator interruption of a conversation in progress on a called line may also be requested.

10.03 Verification and interruption services are furnished where and to the extent that facilities permit. Bell operator charges apply.

MISCELLANEOUS EQUIPMENT

11. DESCRIPTION OF SERVICE

- 11.01 A charge as specified in 12.01 below applies each time an operator verifies a called line and hears voice communication.
- 11.02 A charge as specified in 12.02 below applies each time an operator interrupts a conversation that is in progress on a called line.
- 11.03 If an operator both verifies the condition of a line and interrupts conversation on the same request, only the interrupt charge applies.
- 11.04 The charge for interruption applies whenever an operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.
- 11.05 Charges for verification/interruption service may be billed to a Bell Calling Card. Charges may not be billed on a third number basis or on a collect basis to the number being interrupted.
- 11.06 In the case of requests originated from public telephones, if as a result of interruption the called line is cleared and, at the calling party's request, the operator completes the call, a charge as specified in Item 290 of the Bell Canada General Tariff CRTC 6716 applies in addition to the interruption charge.
- 11.07 A verification charge does not apply if the called line is not in use (not busy).
- 11.08 Verification or interruption charges do not apply when an operator encounters a trouble condition or has reason to believe that a trouble condition exists or that the receiver of the called line is off-hook. Also, the charges do not apply in the case of requests originated from Bell Relay Service.

12. RATES

- 12.01 Busy Line Verification \$2.00
- 12.02 Busy Line Interruption \$4.25

MISCELLANEOUS EQUIPMENT

13. CALL MANAGEMENT SERVICE

13.01 Call Management Service (CMS) is comprised of network-based line features which are furnished with individual-line primary exchange services except Public and Semi-Public Telephone service. CMS will be available to multi-line and Centrex customers as the availability of suitable terminal equipment exists.

13.02 Notwithstanding any other provisions of the Company's tariffs and as an exception to Section 80 any non-published telephone number from which a call originates is furnished with line blocking upon request.

13.03 Any persons wishing to protect their anonymity may do so using Call Display Blocking options provided to all customers if they do not have per line blocking.

13.04 The following CMS features are provided:

- (a) **CALL DISPLAY** provides the means to activate the CMS customer's visual display of the telephone number from which the call is originating. The customer must have a display device which is compatible with CMS.
- (b) **CALL RETURN** enables the customer to automatically re-dial the telephone number of the last incoming or outgoing call (known as Last Call Return and Busy Call Return respectively). 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 ringing signal. The call is automatically processed when the customer answers.

Call return is programmed on the Bruce Telecom switch to not work in three specific areas:

- 1) If the incoming call activates the Call Block feature offer free to all subscribers.
 - 2) All incoming long distance calls which have Call Block activated.
 - 3) All incoming calls from subscribers which have private numbers.
- (c) **CALL SCREEN** enables the customer to have calls which originate from up to 12 selected telephone numbers diverted to a standard announcement.
- (d) **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 provided when available, on a pay per activation basis to all customers. The charge for Call Trace, tariff listed, applies for each successful Call Trace activated by the customer. A voice response system advises the customer that a Call Trace request was successful.

MISCELLANEOUS EQUIPMENT

13. **CALL MANAGEMENT SERVICE (Continued)**

- 13.04 (e) **SAFETY LINE** is an automatic line feature which allows the subscriber a specific amount of time to dial a number before a predesignated number, chosen by the customer, is dialed by the system. This allows the residential subscriber to use the telephone normally or allow it to go to a designated number simply by leaving the phone off-hook. This may help access to an emergency number in the case of sick or elderly individuals needing help but unable to dial a telephone number.
- (f) **REMOTE CALL FORWARDING** allows the customer to turn Call Forwarding feature "on" or "off" from any other touch tone phone.
- (g) **IDENT-A-CALL** allows for two telephone numbers on the same line. The phone rings differently when the second line is called.
- (h) **SELECTIVE CALL FORWARDING** allows the customer to select which incoming calls will be forwarded to another number.
- (i) **PER CALL BLOCKING** allows the customer to prevent his/her telephone number from appearing on the telephone being called by using *67 on a per call basis. This feature is programmed to prevent activation of Call Return by the Party being called.
- (j) **ADVANCED DO NOT DISTURB** blocks all calls except callers which have been provided customer PIN number by the customer.
- (k) **UNIDENTIFIED CALL REJECTION** allows subscribers to reject calls from parties of the calling party number. When the feature is activated the incoming calls with calling party number marked as private are routed to a denial announcement. Incoming calls with a calling party marked as public and incoming calls without calling party number information remain unaffected.
- (l) **PER LINE BLOCKING** allows the customer to subscribe to a service which automatically prevents his/her telephone number from appearing on the telephone being called. This feature is programmed to prevent activation of Call Return by the party being called.

MISCELLANEOUS EQUIPMENT

13. CALL MANAGEMENT SERVICE (Continued)

13.05 The following rates and charges apply to each CMS feature or group of CMS features for each line equipped and are in addition to other applicable rates and charges:

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
CNDFR	Call Display – Residence	\$5.95	---
CDB	Call Display – Business	\$6.95	---
CNAMFR	Call Name Display (requires customer have Call Display)	\$2.00	---
CNAMFB	Call Name Display (requires customer have Call Display)	\$3.00	---
CIDCW	Visual Call Waiting – Residence (includes Call Display, Call Name Display and Call Waiting)	\$8.95	---
CIDCWB	Visual Call Waiting – Business (includes Call Display, Call Name Display and Call Waiting)	\$10.95	---
ARFR	Call Return – Residence	\$3.45	---
ARFRB	Call Return – Business	\$4.95	---
SCAASS	Call Screen – Residence	\$3.45	---
SCAASB	Call Screen – Business	\$4.95	---
RCMS8	Call Trace – per successful trace \$10.00 Monthly Maximum	\$5.00	---
WARM	Safety Line – Residence Only	\$1.00	---
RACF	Remote Call Forwarding – Residence	\$3.45	---
RACFB	Remote Call Forwarding – Business	\$4.95	---
IDENTR	Ident-A-Call – Residence	\$3.45	---
IDENTB	Ident-A-Call – Business	\$4.95	---
SCFFR	Selective Call Forwarding – Residence	\$3.45	---
SCFFRB	Selective Call Forwarding – Business	\$4.95	---
	Per Call Blocking – Residence & Business	n/c	---
ADND	Advanced Do Not Disturb – Residence	\$3.45	---
ADNDB	Advanced Do Not Disturb – Business	\$4.95	---
UNCLR	Unidentified Call Rejection – Residence	\$3.45	---
UNCLB	Unidentified Call Rejection – Business	\$4.95	---
CBPL	Per Line Blocking – Residence & Business	n/c	---

GENERAL TARIFF

MISCELLANEOUS EQUIPMENT

C 13. CALL MANAGEMENT SERVICE (Continued)

13.05 Reserved for future use

Custom Calling Features – Introductory Offer:

Effective April 14, 2005 all customers would be offered a three-month free trial period on any new feature that they may be interested in signing up for. The Customer Care Representative would inform customers at the time of subscribing for the new feature(s) that they would have to call the business office to discontinue the feature(s).

Call Management Services – Introductory Offer:

Effective April 14, 2005 all customers would be offered a three-month free trial period on any new feature that they may be interested in signing up for. The Customer Care Representative would inform customers at the time of subscribing for the new feature(s) that they would have to call the business office to discontinue the feature(s).

13.06 Effective May 1, 2006 Bruce Telecom offers the following feature packages:

(a) Basic Feature Package - Residence

CNDFR	Call Display (Number)	\$5.95
CNAMFR	Call Display (Name)	\$2.00
CAERES	Enhanced Call Answer	\$4.95 ¹
BFPD	Basic Feature Package Discount	(\$2.00)

Basic Feature Package – Business

CDB	Call Display (Number)	\$6.95
CNAMFB	Cal Display (Name)	\$3.00
CABBUS	Basic Call Answer	\$6.95 ¹
BFPD	Basic Feature Package Discount	(\$2.00)

¹ Rate subject to change. Retail voice mail services were forborne from regulation in Telecom Regulatory Policy CRTC 2010-777.

GENERAL TARIFF

MISCELLANEOUS EQUIPMENT

13. CALL MANAGEMENT SERVICE (continued)

13.06 continued

(b) Elite Feature Package – Residence

	<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
	CIDCW	Visual Call Waiting (Name, Number, Call Waiting)	\$8.95	---
C	CAERES	Enhanced Call Answer	\$4.95 ¹	---
	EFPD	Elite Feature Package Discount	(\$2.00)	---

Elite Feature Package – Business

	<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
	CIDCWB	Visual Call Waiting - Business	\$10.95	---
C	CABBUS	Basic Call Answer	\$6.95 ¹	---
	EFPD	Elite Feature Package Discount	(\$2.00)	---

- (c) The Basic and Elite packages in 13.06 (a) and (b) above can add one or more of the following Custom Calling Features / Call Management Services at half price:

	<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
	FDP*	Call Waiting/Cancel – Residence (CW)	\$2.00	---
	FDP	Call Waiting/Cancel – Business (CWB)	\$2.25	---
	FDP	Call Forward – Residence (CFV)	\$0.75	---
	FDP	Call Forward – Business (CFVB)	\$1.00	---
	FDP	Call Forward Busy – Residence (CFDB)	\$0.75	---
	FDP	Call Forward Busy – Business (CFDBB)	\$1.00	---
	FDP	Call Forward Don't Answer – Residence (CFDA)	\$0.75	---
	FDP	Call Forward Don't Answer – Business (CFDAB)	\$1.00	---
	FDP	3 Way Calling – Residence (TWC)	\$1.50	---
	FDP	3 Way Calling – Business (TWCB)	\$2.00	---
	FDP	Speed Calling 8 – Residence (SPD8)	\$1.00	---
	FDP	Speed Calling 8 – Business (SPD8B)	\$1.00	---
	FDP	6 Way Calling – Business (6WC)	\$2.50	---
	FDP	Remote Call Forwarding – Residence (RACF)	\$1.70	---
	FDP	Remote Call Forwarding – Business (RACFB)	\$2.45	---
	FDP	Advanced Do Not Disturb – Residence (ADND)	\$1.70	---
	FDP	Advanced Do Not Disturb – Business (ADNDB)	\$2.45	---
	FDP	Ident-A-Call – Residence (IDENTR)	\$1.70	---
	FDP	Ident-A-Call – Business (IDENTB)	\$2.45	---
	FDP	Call Return – Residence (ARFR)	\$1.70	---
	FDP	Call Return – Business (ARFRB)	\$2.45	---

¹ Rate subject to change. Retail voice mail services were forborne from regulation in Telecom Regulatory Policy CRTC 2010-777.

MISCELLANEOUS EQUIPMENT

13. CALL MANAGEMENT SERVICE (continued)

13.06 (c) continued

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
FDP	Selective Call Forward – Residence (SCFFR)	\$1.70	---
FDP	Selective Call Forward – Business (SCFFRB)	\$2.45	---
FDP	Call Screen – Residence (SCAASS)	\$1.70	---
FDP	Call Screen – Business (SCAASB)	\$2.45	---
FDP	Unidentified Call Rejection – Residence (UNCLR)	\$1.70	---
FDP	Unidentified Call Rejection – Business (CNCLB)	\$2.45	---
FDP	Selective Distinctive Ring – Residence (DRCWFR)	\$1.70	---
FDP	Selective Distinctive Ring – Business (DRCWFB)	\$2.45	---
FDP	Safety Line	\$0.50	---

*FDP – USOC set up as a rate table.

14. Deleted

14.01 Deleted
14.02 Deleted
14.03 Deleted

15. Deleted

16. CALL BLOCKING SERVICE

16.01 Call Blocking enables customers to restrict access from their telephone lines to the following services:

900, 976 or any other pay-per-use type of service as established by an independent entity upon which a customer requires access denied.

16.02 The service is provided, at the Customer's request, on individual lines and trunk lines served from all stored-program-control switches.

16.03 Call Blocking is not available with 2-party services.

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

16.05 An administration charge does not apply.

MISCELLANEOUS EQUIPMENT

16. CALL BLOCKING SERVICE (continued)

- 16.06 Upon receiving a complaint from our customers for further numbers to be blocked the number will be added to the main group blocked. All customers who have call blocking service will be advised in writing of the additional number added.
- 16.07 Bruce Telecom will make available to its customers specific number requests. A service charge of \$10.00 will be charged for each activated grouping of chargeable numbers requested by a customer. No administration charge will be applied.

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
976	976 Block Call	\$0.0	\$10.00

17. TOLL DENIAL SERVICE

17.01 General

Toll Denial Service, provided at the customer's request, denies business and residence lines access to message toll services by blocking the Operator ("O") and Direct Distance Dialing ("O+") and ("1+") codes. This service does not restrict access to Directory Assistance (411), Repair Service (611), Special Needs Relay Service (711), Emergency Reporting Services (911), or calls to 1-800, 1-888 and 1+NPA+555-1212 served by EWSD technology.

17.02 Service and Equipment

Toll Denial Service is provided, subject to the availability of suitably equipped central office switching equipment, on individual lines, foreign exchange lines, Digital Exchange Access PSTN connectivities and other services as specified elsewhere in the Company's tariffs. No rate applies for Toll Denial Service and no service charge applies to equip a customer's residence service with this feature. However, the service charge shown below in 17.03(a) applies to deactivate/remove Toll Denial Service.

Note 1: Toll Denial Service does not prevent any person at the customer's premises from accepting collect calls or third number calls on a line equipped with this feature.

<u>USOC</u>	<u>DESCRIPTION</u>	<u>MRC</u>	<u>SC</u>
TDL-R	Deactivate/remove Toll Denial Service	n/a	\$10.00

MISCELLANEOUS EQUIPMENT

18. GRANDFATHERING OF ROTARY DIAL SERVICE ON INDIVIDUAL LINES

- 18.01 The grandfathering of rotary dial service applies only to individual line service in exchanges equipped for touch tone.
- 18.02 In conjunction with the grandfathering of dial access for individual line services, no longer will dial telephones (500-type sets) be provided for new installations, except for two-party and four-party line customers.
- 18.03 Customers who request the installation of an individual residence or business line service or a move of their existing individual line service to a different premise will be provided touch tone access at existing tariff rates.
- 18.04 Rotary dial customers can upgrade to Touch Tone and will not be charged for administrative and network. Any premise visits and premise work will still apply.

MISCELLANEOUS EQUIPMENT

C

Reserved for future use.

INTER-EXCHANGE SERVICES - GENERAL

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.

USOC	DESCRIPTION	MRC	SC
LOOP BACK	Automatic Loop Back	\$22.95	--
SUBSET	Data Set for Circuits	\$6.95	--

800 SERVICE AND ENTRY – CANADA

1. Deleted
2. Deleted

WIDE AREA TELEPHONE SERVICE

800 SERVICE AND ENTRY – CANADA

2. Deleted
3. Deleted

INTER-EXCHANGE DISTANCE CHARGES - GENERAL

1. GENERAL

- 1.01 Inter-exchange distance charges or rentals apply to channels provided between exchanges or other rate centres.
- 1.02 The Company provides voice-grade, inter-exchange, channels with band-widths to carry telephone speech or its equivalent.

2. CHANNEL MEASUREMENT

2.01 Voice-Grade Channels

- (a) For a two-point channel, the distance charge or rental is based on the rate distance between wire centres or rate centres (Section 100-1.02) in the exchanges in which the customer's or lessee's telephones or service points are located as follows:
 - (1) Adjoining exchanges – between wire centres in whose areas the telephones or service points are located except as in (2) below.
 - (2) Non-adjoining exchanges – between the rate centres of exchanges, except for a channel provided between an exchange or rate centre of the Company and a rate centre of another telephone company in which case the measurement is made between the two rate centres via the point(s) of connection. The percentage of this measurement which lies in the Company's territory is then applied to the actual airline distance between the rate centres to determine the charge for the Company's portion.

3. RATES AND CHARGES FOR INTER-EXCHANGE CHANNELS AND THE ASSOCIATED LOCAL CHANNELS

a) Link

The link charge applies for links provided by the Company for each originating and terminating point on a channel and at the originating and terminating point of each leg of a multi-point channel and may require either of both of the following:

b) Distance

Distance charges per channel consist of a base rate charge and a charge per mile for each mile of fraction thereof as per 260 2.03 a), b).

NOTE 1: Charges do not include local channel charges. Local channel charges are based on airline distances measured from the Company's central office to the customer location. Rates for local channels are shown in Section 260 – 2.03.

INER-EXCHANGE DISTANCE CHARGES - GENERAL

**3. RATES AND CHARGES FOR INTER-EXCHANGE CHANNELS AND THE
ASSOCIATED LOCAL CHANNELS (Continued)**

NOTE 2: For channels inter-connected with other Carriers' facilities, the charges of the inter-connecting Carrier(s) are added to the Company's applicable charges.

OTHER SERVICES AND FACILITIES - GENERAL

1. GENERAL

- 1.01 The following sections in the 800 and 900 series, specify rates, rentals, charges and regulations for the following:
- (a) Support Structure Service
 - (b) Telephone services other than exchange and inter-exchange service
 - (c) Use of certain customer-provided equipment with the Company's facilities.
 - (d) Co-location Arrangements
 - (e) Lease of channels
 - (f) Arrangements for data transmission
- 1.02 The foregoing is 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.
- 1.04 In addition to the above, other arrangements, as applicable, are specified in the Special Assemblies Section (Section Sa-1) of Bruce Telecom's Tariff.

OTHER SERVICES AND FACILITIES - GENERAL

2. Reserved for future use

The Support Structure section previously located here has been moved to Bruce Telecom Access Services Tariff CRTC 25342, Section 260.

Page 3, Revision 1 – reserved for future use
Page 4, Revision 1 – reserved for future use
Page 5, Revision 1 – reserved for future use
Page 6, Revision 1 – reserved for future use
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GENERAL TARIFF

CALL ANSWER SERVICE

Call Answer Service

1 – 5. Reserved for future use

Retail voice mail services were forborne from regulation in Telecom Regulatory Policy CRTC 2010-777.

Page 2, Revision 8, Section 820	Reserved for future use
Page 2-1, Revision 1, Section 820	Reserved for future use
Page 3, Revision 5, Section 820	Reserved for future use

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

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.

GENERAL TARIFF

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

1. GENERAL - continued

- 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 Section 80-16.
- 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 SERVICE2.01 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.

3. DIAGNOSTIC MAINTENANCE CHARGE

- 3.01 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 standard work charges plus:

Diagnostic Charge: Residence: \$64.80
Business: \$64.80

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

3. DIAGNOSTIC MAINTENANCE CHARGE (Continued)

3.01 (Continued)

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

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

4. RESTRICTIONS ON THE USE OF AUTOMATIC DIALING-ANNOUNCING DEVICES (ADAD) AND CONDITIONS FOR UNSOLICITED LIVE VOICE AND FACSIMILE CALLS FOR THE PURPOSE OF SOLICITATION

4.01 In accordance with the Commission's direction in Telecom Decision CRTC 2007-48 the Unsolicited Telecommunications Rules, with the exception of the rule related to the Centrex call transfer feature below, have been removed from the tariffs.

4.02 Reseller of Centrex

A reseller of Centrex service shall make all reasonable efforts to ensure that subscribers and end-users of the Centrex service do not employ the Centrex call transfer feature to transmit telemarketing telecommunications.

Page 4, Revision 1 – reserved for future use

Page 5, Revision 1 – reserved for future use

Page 6, Revision 1 – reserved for future use

Reserved for future use.

The Co-location Arrangements section previously located here has been moved to Bruce Telecom Access Services Tariff CRTC 25342, Section 250.

Page 2, Revision 1 – reserved for future use
Page 3, Revision 1 – reserved for future use
Page 4, Revision 1 – reserved for future use
Page 5, Revision 1 – reserved for future use
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Page 12, Revision 1 – reserved for future use

DIGITAL NETWORK SERVICES

1. DELETED

1.01 DELETED

DIGITAL NETWORK SERVICES

1.02 **DELETED**

DIGITAL NETWORK SERVICES

2. DIGITAL CHANNEL SERVICE

2.01 General Description

This section Digital Network Access/DNA.

2.02 General Definitions

"Access", provides the customer with a digital access facility to connect the customers premise equipment to BMTS serving wire centre.

"Contract Period", allows a customer to contract for a Minimum Monthly Billing Commitment (MMBC) for services in return for a discount based on the term and amount of the commitment.

"Data Serving Unit (DSU)" means a device, which provides the digital interface between customer station equipment and the Access.

"Digital Network Access" (DNA), provides for the digital transmission of information from the customers premises to another within the exchange at 1.544 or from the customers premise to another Rate centre to connect with other Network services at speeds of less than 1.544 or 1.544 Mbps.

"DS-O", is a channel capable of digital transmission at a 64 Kbps rate.

"DS-1", is a channel capable of digital transmission at a 1.544 Mbps rate.

"Exchange", is a basic unit for the administration and furnishing of telephone service.

"Inter-office Digital Channel", provides digital channel facilities between wire centres of different exchanges.

"Intra-exchange Digital Channel", provides digital channel facilities between wire centres within an exchange.

"Link, provides the central office equipment required to connect:

- An access to an access.
- An access to an inter-exchange channel.
- An access to an intra-exchange channel.
- An access to a network service at the rate centre.

"Rate Centre", designates the exchange for purpose of calculating mileage charges.

"Serving Wire Centre", is the building from which the customers derives service.

DIGITAL NETWORK SERVICES

2.02 General Description Cont'd

"Channel Measurement":

The distance charge or rental for inter/intra-exchange digital channels is based on the rate distance between wire centres in which the customer's or lessee's service points are located as follows: ?

2.03 Terms and Conditions

- (a) Service is provided at BMTS discretion within such exchanges depending on the availability of suitable facilities and equipment.
- (b) When it is necessary for BMTS to install special equipment or to incur an unusual expense to establish service, the customer shall pay an additional charge based on the equipment installed and the unusual expense incurred.
- (c) The customer is solely responsible for the installation, operation and maintenance of customer provided terminal equipment.
- (d) A DS-1 channelizing feature is available whenever the service application requires one which enables a DS-1 Access or channel to be connection to DS-0 channels. The use of this feature will result in a service charge being applied to activate and interconnect unused DS-0 capacity within a DS-1 Access or channel.
- (e) If the customer terminates a contract or a portion of a contract for local DS-1 Access Service prior to the expiry date of the contract term, termination charges equal to one half of the remaining charges or such DS-1 Access Service for the unexpired part of the contract will be payable in a single payment at the termination of the contract.
- (f) Total distance charges per inter-exchange channel are calculated by multiplying the mileage by the charge per mile for the appropriate distance.

3.00 DIGITAL NETWORK ACCESS

3.01 Rates and Charges

- (a) The monthly rates following provide for the appropriate Digital Channel Service components between customer service points.
- (b) A service charge as shown applies to install service at a desired speed, to change from one operating speed to another or to change the location of a service point.

DIGITAL NETWORK SERVICES

3.02 ACCESS – DS1

Quantity of DS-1's	Monthly Rate				Non-Contracted	Contracted
	Non-Contracted	1 year	3 year	5 year		
Initial 4, each	\$600	\$500	\$460	\$425	\$1,400	\$560
Over 4, each	\$600	\$290	\$260	\$210	\$1,400	\$560

ACCESS – DS-0

	Monthly Rate	Service Charge
Each DS-O	\$60	\$264

3.03 LINK

	Monthly Rate	Service Charge
Link, each serving centre, or rate centre as appropriate, each circuit	\$60	N/A

3.04 INTRA/INTER EXCHANGE CHANNEL

INTRA-EXCHANGE CHANNEL

	Monthly Rate	Service Charge
DS-1	\$60	N/A
DS-0	\$20	N/A

INTER-EXCHANGE CHANNEL

	Monthly Rate	Service Charge
DS-1	\$240	N/A
DS-0	\$ 60	N/A

3.05 CHANNELIZING

	Monthly Rate	Service Charge
Feature – each	\$77.75	\$99

3.06 CHANGE OF OPERATING SPEED

	Monthly Rate	Service Charge
Feature	N/A	\$132

DSU (Data Service Unit) -See BMTS Non-Regulatory price book

DIGITAL NETWORK SERVICES

3.07 Mileage – Rates and Charges

The customer shall pay the following rates and charges for inter/intra-office Digital Channels:

1. A service charge applies to each inter/intra-exchange channel at the rate shown in tables following:

Each Channel	Monthly Rate per Mile	Service Charge
DS-0	\$12.00	\$75.75
DS-1 or channels occupying up to DS-1 capacity	\$82.10	\$305.00

3.08 Bruce Telecom Territory Mileage

Exchange Mileage	Miles
Kincardine – Tiverton	8
Kincardine – Port Elgin	21
Kincardine – Paisley	21
Tiverton – Port Elgin	13
Paisley – Port Elgin	10

DIGITAL NETWORK SERVICES

4. INTEGRATED SERVICES DIGITAL NETWORK

4.01 GENERAL

Integrated Services Digital Network (ISDN) may be connected at the customer's premises to company-provided terminal equipment or to compatible customer-provided equipment subject to Bruce Municipal Telephone System terms and conditions.

4.02 ISDN RESIDENTIAL SERVICE

ISDN residential service consists of access, link, local network usage and terminal equipment.

A) ACCESS

- i) This provides the customer with a digital local loop between the customer's serving wire centre and the customer's premises.
- ii) The access provides two B channels that are used for alternate circuit switched voice and data and a D channel that is used for signalling and control of the B channels.
- iii) One provided, or customer-provided, NT-1 interface or equivalent is required per access.
- iv) The monthly rate for the access includes one residence primary listing in the white page directory. No network based line features are provided with ISDN residential service.
- v) The following monthly rates for each access are in addition to other applicable rates and charges.

Base Rate Interface (BRI) \$49.90

- vi) For new installations or conversions from other access arrangements, the residence service charges apply as follows:
 - A) First B Channel - requires the following administration charge, visit with work and a network
 - B) Second B Channel - requires an administration and network
 - C) Two B Channels together - requires an administration, visit with work and two networks.

DIGITAL NETWORK SERVICES

4.02 ISDN RESIDENTIAL SERVICE (Continued)

- vii) LINK – the link component provides the central office equipment required to connect the access B and D channels to specific services.
 - A) No link charge applied to connect the access to the company's PSTN
 - B) No touch tone signalling charge applies

DIGITAL NETWORK SERVICES

4.03 TERMINAL EQUIPMENT

- A) The ISDN residential service must be connected at the customer's premises to compatible terminal equipment (NT-1 interface or equivalent) that is locally powered. The terminal equipment must comply with company's terms and conditions.
- B) Rates of Terminal Equipment are available on a quotation basis.

4.04 ISDN BUSINESS SERVICE

ISDN business service consists of access, link, local network usage and terminal equipment.

A) ACCESS

- i) This provides the customer with a digital local loop between the customer's serving wire centre and the customer's premises.
- ii) The access provides two B channels that are used for alternate circuit switched voice and data and a D channel that is used for signalling and control of the B channels.
- iii) One provided, or customer-provided, NT-1 interface or equivalent is required per access.
- iv) The monthly rate for the access includes one business primary listing in the white page directory. No network based line features are provided with ISDN business service.
- v) The following monthly rates for each access are in addition to other applicable rates and charges.

Base Rate Interface (BRI) \$81.90

- vi) For new installations or conversions from other access arrangements, the business service charges apply as follows:
 - A) First B Channel – requires the following administration charge, visit with work and a network
 - B) Second B Channel – requires an administration and network

DIGITAL NETWORK SERVICES

4.04 ISDN BUSINESS SERVICE (continued)

A) ACCESS (continued)

C) Two B Channels together – requires an administration, visit with work and two networks.

vii) LINK – the link component provides the central office equipment required to connect the access B and D channels to specific services.

A) No link charge applied to connect the access to the company's PSTN

B) No touch tone signalling charge applies

4.05 TERMINAL EQUIPMENT

A) The ISDN business service must be connected at the customer's premises to compatible terminal equipment (NT-1 interface or equivalent) that is locally powered. The terminal equipment must comply with company's terms and conditions.

B) Rates of Terminal Equipment are available on quotation basis.

5. PRIMARY RATE INTERFACE

5.01 GENERAL

Primary Rate Interface service is furnished for the digital transmission of information at 64 Kbps between the Company's serving wire centre and ISDN –compatible terminal equipment located at the customer's premise or other service point. Primary Rate Interface service is based on the Integrated Service Digital Network (ISDN) Primary Interface Standard as developed by the International Telegraph and Telephone Consultative Committee (CCITT). The service consists of a minimum of twenty-three (23) Kbps B channels and associated signalling and control for the B channels via a 64 Kbps D channel.

5.02 The Company determines the exchanges where Primary Rate Interface service will be provided. The service is provided at the Company's discretion within an exchange, subject to the availability of suitable facilities.

DIGITAL NETWORK SERVICES

5. PRIMARY RATE INTERFACE (continued)

- 5.03 Primary Rate Interface service is offered on a one, three or five year minimum contract period basis (see Section 900, 8.02).
- 5.04 Primary Rate Interface service may be connected to customer-provided or Company-provided terminal equipment, subject to the terms and conditions of Section 850.
- 5.05 Primary Rate Interface service may be connected to services as specified in Section 190, 8.02(B).
- 5.06 Termination charges apply as specified in Section 800 of the Terms of Service. However, customers may terminate their existing contract so long as the customer contracts for an alternative access arrangement using either DEA, or interconnecting circuits with trunk-side access, where permitted. The charges under the new contract must exceed or equal those remaining under the customer's existing contract for the termination charges to be completely waived. If the charges under the customer's new contract are less than those remaining on the customer's current contract, the customer's termination liability would be one-half of the difference between the charges remaining on the original contract and the charges of the new contract.

- 5.07 The service consists of the following components:

(1) ACCESS:

This provides the customer with a jack-ended digital local loop from the customer's premises or other service point to the serving wire centre within an exchange. The initial access system is provided as a minimum 23B + D configuration.

Additional access systems are available in a 24B configuration; single B channels are also available beyond the initial 23B + D configuration. All B channels, to a maximum of 119, under the control of a single D channel composed of an ISDN system group.

The Company will normally provide service to a point at a location mutually acceptable to both the customer and the Company. Provision of service at other points within the same building may require special facilities or the establishment of a separate group of access facilities.

DIGITAL NETWORK SERVICES

6. PUBLIC SWITCHED TELEPHONE NETWORK CONNECTIVITY AND LINKS TO OTHER SERVICES

- 6.01 These provide for the central office equipment required to connect Access B channels with local exchange or inter-exchange services. ISDN charges are applied as appropriate to the customer's individual network requirements, in addition to the existing tariff rates, including link charges, for the connecting services.
- 6.02 Each outwardly directed PSTN connectivity, each link to a trunk, and each Type A Link are subject to a Primary Rate Interface signalling charge at the rates specified in Section 190.
- 6.03 The rate for equivalent service specified in Section 100, 4.03 will apply as appropriate.

7. OTHER FEATURES AND OPTIONS

- 7.01 These charges apply for various option Primary Rate Interface services and capabilities. These will provide customers with additional capabilities beyond the basic access arrangements in 8.02.

8. RATES AND CHARGES

- 8.01 The following monthly rates and charges provide for the appropriate Integrated Service Digital Network components between the customer's premises and the serving wire centre.
- 8.02 Access, each service point, each 23B + D or 24B configuration monthly rates:
- | | |
|-------------------------|----------|
| One (1) year contract | \$441.00 |
| Two (2) year contract | \$382.00 |
| Three (3) year contract | \$346.00 |
- 8.03 Public switched Telephone Network:
- | | |
|-----------------|---------|
| Each connection | \$20.95 |
|-----------------|---------|
- (Network, MESC charges apply, Section 110(3))
- 8.04 Access each service point, each B channel in excess of 23B + D or 24B configuration:
- | | |
|--------------|---------|
| Monthly Rate | \$19.95 |
|--------------|---------|
- 8.05 Initial Installation of Primary Rate Interface: \$1,250.00

Initial installation service charge includes two consecutive days (normal work hours) of testing, rearrangements and required translations (assistance time) following the completion date, if required. Thereafter, time and charges apply based on the expenses incurred by the Company.

DIGITAL NETWORK SERVICES

8. RATES AND CHARGES (continued)

- | | | |
|------|---|----------|
| 8.06 | Installation of Additional Access | \$625.00 |
| | Includes all required translations performed at the same time as the initial installation. If installation is subsequent to the initial installation, the provisions outlined in 8.05 apply. | |
| 8.07 | Installation of B Channels | \$250.00 |
| | Includes required translations | |
| 8.08 | Translation Charges | \$250.00 |
| | This charge applies only once per system group for all changes specified on the same customer order. This service charge does not apply to translations performed for the initial or subsequent installation of access. | |
| 8.09 | Moves or Rearrangements | \$65.00 |
| | Any moves or rearrangements of Access terminations within a building will be charged for on the basis at the hourly rate of \$65.00 | |
| 8.10 | PSTN connectivity and Links to other services – all tariffs will apply where applicable. | |
| 8.11 | Other Features and Options – each PSTN connectivity: | |
| | Calling Line Identification | \$3.95 |
| | Network Ring Again | \$3.95 |
| | Calling Line Identification and
Network Ring Again | \$7.50 |
| 8.12 | Optional features, each D channel | |
| | Backup D channel (Note 2) | \$25.00 |
| | Applies in addition to the access rate specified, where available. | |

DIGITAL NETWORK SERVICES

9. DELETED

10. DELETED

10.1 DELETED

10.2 DELETED

11. DELETED

11.1A DELETED

11.1B DELETED

11.2 DELETED

11.3 DELETED

11.4 DELETED

11.5 DELETED

DIGITAL NETWORK SERVICES

12. ASYMMETRIC DIGITAL SUBSCRIBER LINE (ADSL) ACCESS SERVICE

12.1 GENERAL

- (a) Asymmetric Digital Subscriber Line (ADSL) Access service enables a provider of high-speed applications such as Local Area Network (LAN) extensions and high-speed Internet access (hereinafter referred to as "service provider"), to establish a high-speed data access path between its end-user's premises and BMTS's serving wire centre. For the purposes of this Item, "end user" is defined as being the service provider's customer.
- (b) ADSL Access service uses available band width above the voice-band on the same local loop as the end-user's existing Company-provided residential or business line, primary exchange service and Centrex voice locals terminating on other than EBS sets. The service is limited to lines terminating on single line station equipment. ADSL Access does not prevent the simultaneous use of the end-user's telephone line for voice-band applications such as voice transmission, permissive data or facsimile.
- (c) The service demarcation for a given Company serving wire centre consists of a service provider-dedicated ADSL Interface. A service provider may connect to this interface, via appropriate Company-provided facilities, to achieve end-to-end connectivity for applications such as Internet access and Telework.
- (d) ADSL Access service has been structured to enable service providers to acquire the appropriate essential service elements required to offer a competitive alternative if desired.

12.2 TERMS AND CONDITIONS

- 12.21 The Company determines those serving wire centres which will support ADSL Access service.
- 12.22 ADSL Access service is only available to service providers in association with an end-user's Company-provided residential or business, individual line, primary service including Centrex voice locals terminating on other than EBS sets. The service is limited to lines terminating on single line station equipment. Such services, however, are not included as part of ADSL Access service itself. It is the responsibility of the service provider to ensure that its end-user leases a residential or business, individual line, primary exchange service or Centrex voice local from the Company.
- 12.23 The ADSL equipment itself is subject to operational constraints related to the characteristics of the underlying loop facility. Service providers may use ADSL Access service to establish high-speed connections to only those end-user premises located within the operational range of the ADSL transmission equipment associated with particular Company serving wire centres. Service providers may not use ADSL Access service to establish high-speed connections to end-users premises located outside the range of the ADSL by Bruce Municipal Telephone System primary exchange service or Centrex voice local facilities (loops), having excessive bridge taps, equipped with load coils or which are not capable of supporting metallic continuity.
- 12.24 If an end-user cancels his primary exchange service or if it is otherwise removed from service, billing for ADSL Access service will continue until the Company has been informed by the service provider that ADSL Access service is to be terminated.

DIGITAL NETWORK SERVICES

12. ASYMMETRIC DIGITAL SUBSCRIBER LINE (ADSL) ACCESS SERVICE (continued)

12.25 As an exception to the provisions of Section 21(g) of the Company's Terms of Service, a service termination charge equal to the total remaining balance of the monthly rates for the minimum contract period chosen by the service provider applies for early termination of this service.

12.3 RATES AND CHARGES

12.3 (a) ADSL Access service: ADSL Access service enables service providers to establish a high-speed data access path between its end-user's premises and the Company's serving wire centre. The arrangement also provides for simultaneous use of the telephone line for voice-band applications.

12.3.1 The service consists of three components, namely:

- ADSL High-Speed Service Provider Interface: a DS-3 interface, subject to a minimum contract period of 2 or 3 years, which concentrates a number of ADSL accesses for connection to the service provider's network. A minimum of one interface is required for each service provider in a given Company serving wire centre. This DS-3 interface is a pre-requisite for the ADSL Access component described below, and only available for use in conjunction with such Company-provided ADSL Access component. Alternatively, should a service provider require an alternative interface configuration, such requirements would be addressed by BMTS via a Special Facilities Tariff.

- ADSL Loop Administration and Support: Verification that a particular end-user's Company-provided, individual line, primary exchange service or Centrex voice local will support ADSL Access service, cross-connection of the loop to the connecting link associated with the ADSL equipment and on-going administration and support of ADSL on the primary exchange or Centrex loop. This charge applies for each individual line, primary exchange service or Centrex voice local facility (loop) connected to the ADSL transmission equipment.

- ADSL Access: consists of the ADSL transmission equipment in the serving wire centre and the connecting link between the main distribution frame and the ADSL transmission equipment. One Access is required for each loop connected. ADSL Access is only available in conjunction with an existing ADSL High-Speed Service Provider Interface and an existing Company-provided, residential or business line.

12.4 The following rates and charges apply to the various components:

- ADSL associated with residential, business and Centrex lines.
- ADSL highspeed service provides Interface (Note 1) and:

Minimum Contract Period

	<u>Monthly Rate</u>	<u>MESC.</u>
2 years	\$7,700.	1,555
3 years	\$5,500.	1,555

DIGITAL NETWORK SERVICES

12.4 The following rates and charges apply to the various components: (continued)

- ADSL Loop Administration & Support:

	<u>Monthly Rate</u>	<u>MESC.</u>
each ADSL Access	\$5.05	\$75.00

- ADSL Access (non-contract) (Note 2):

Business	\$67.25	\$75.00
Residential	\$29.75	\$50.00

Note 1: The ADSL highspeed service provider interface can be used to terminate residential, business and Centrex lines.

Note 2: ADSL Access – contract, will be based upon number of accesses guaranteed on a per year basis. Rates will be filed as Special Assembly tariffs.

ARRANGEMENTS FOR DATA TRANSMISSION

1. GENERAL

- 1.01 The Company provides the following arrangements for the transmission and reception of data and text material between service points in the same or different exchanges.

For the purpose of this section, a service point relates to a demarcation point, at 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.

- (a) Channels for data transmission – see Sub-section 2.
- (b) Terminal equipment – see Sub-section 3 (Destandardized effective 1987-05-01)
- (c) Services and systems for data transmission – see Sub-section 4.

2. CHANNELS FOR DATA TRANSMISSION

2.01 General

- (a) The Company leases channels for data transmission within one exchange or between two or more exchanges. The lessee may connect owned equipment or may lease it from the Company.
 - (b) The conditions specified in Section 690-1 apply to these channels.
- 2.02 Transmission may be in one direction or it may be simultaneous or alternate in both direction.
- 2.03 Regular direct current or ringing current is provided without additional charge if facilities are available. Otherwise such current is provided at an additional charge based on the cost incurred.
- 2.04 Channels will be leased under schedules as stated in Section 690.
- 2.05 Channel distance measurement and rates are as follows:
- (a) Local channel between service points on different properties.
 - (b) Inter-exchange channel – See Section 690.3

ARRANGEMENTS FOR DATA TRANSMISSION

3. TERMINAL EQUIPMENT

3.01 General

- (a) The terminating equipment provided for in this sub-section is furnished for connection to the Company's exchange or inter-exchange services, or it may be leased for connection to data channels leased to the lessee.
- (b) The equipment furnishes one or more of the following functions:
 - (1) It provides for direct data input or output.
 - (2) It is connecting equipment between the Company's facilities and customer-provided input and output equipment.
 - (3) It conditions the signals generated by the data equipment to signals suitable for transmission over the Company-provided facilities and conditions the signals received from those facilities for delivery to data equipment.
- (c) Connection of data equipment to the Company's exchange service and inter-exchange service is to be by means of a modem or data connector equipment provided by the Company and which performs the specified in (b) (2) and (b) (3).
- (d) Customer-provided data transmitting and receiving equipment may be connected to any of the Company's services except two-party and public telephone service.

3.02 Rates and Charges for Modem Equipment

Are provided on a quotation basis.

ARRANGEMENTS FOR DATA TRANSMISSION

3.03 F1F2 Subscriber Set

- a) The F1F2 subset is installed for alarm and telemetering applications.
- b) The F1F2 subset is a self contained stand alone unit enclosed in a plastic case which can be wall or desk mounted. The subset is capable of operating in answer or originate modes.
- c) The subset converts digital data up to 300 bauds to voice frequency tones for transmission to the Central Office equipment.

USOC	DESCRIPTION	MRC	SC
SUBSET	Each subset	\$6.95	MESC

ARRANGEMENTS FOR DATA TRANSMISSION

4. SWITCHED DATA SERVICES

4.01 GENERAL

Frame Relay service is provided at Bruce Municipal Telephone System's discretion depending on the availability of suitable facilities.

4.02 The Network Data Serving Unit (DSU) may be provided by Bruce Municipal Telephone System or the customer.

4.03 The Network Data Serving Unit (DSU) attached to the Bruce Municipal Telephone System network must meet designed specifications.

4.04 The customer is responsible for the installation, operation and maintenance of customer-provided equipment.

4.05 The service connection and the network usage portion are part of the Frame Relay service. The physical access from customer premises to the Frame Relay is provided by BMTS. BMTS network Tariffs apply or the local exchange carrier when outside BMTS territory, at their applicable tariffs.

5. FRAME RELAY COMPONENTS

5.01 Frame Relay service consists of the following components:

A service connection component for which charges vary depending on customer band widths requirements.

A network usage component which is measured in terms of millions of bytes received at each destination address over one or more permanent virtual channels and is billed to the transmitting circuit.

ARRANGEMENTS FOR DATA TRANSMISSION

6. ACCESS TO FRAME RELAY

- 6.01 The customer shall pay the rates and charges for interconnection digital network access as listed in Section 900, Subsection 3.03. Frame Relay intraconnection outside Bruce Municipal Telephone System serving territory will be subject to approved tariffs as applied in that territory.

7. FRAME RELAY – RATES AND CHARGES

7.01 Service Connection Speed

Service Connection Speed (kilobits per second)	Monthly Rate	Service Charge*
56/64	\$275.00	\$475.00
112/128	\$475.00	\$675.00
224/256	\$675.00	\$675.00
336/384	\$875.00	\$675.00
448/512	\$1,075.00	\$675.00
672/768	\$1,275.00	\$675.00
896/1024	\$1,475.00	\$675.00
1,344/1,536	\$1,695.00	\$675.00

* The Service Charge applies per service connection

7.02 Network Usage Charges

Usage per PVC in a Single Direction	Network Usage Charge per Megabyte
Local	.05
Regional	.12
National	.18

ARRANGEMENTS FOR DATA TRANSMISSION

7. FRAME RELAY – RATES AND CHARGES (continued)

- 7.03 PVC usage charges are aggregated monthly by service connection for the application of a maximum monthly usage charge:

Service Connection Speed (kilobits per second)	Maximum Monthly Network Usage Charge
56/64	\$200.00
112/128	\$475.00
224/256	\$1,205.00
336/384	\$1,960.00
448/512	\$2,700.00
627/768	\$4,200.00
896/1024	\$4,200.00
1,344/1,536	\$4,200.00

Service connection usage charges at, or below, the maximum amount are billed at the incurred charges, while usage charges above the maximum amount are billed at the maximum charges.

- 7.04 Committed information rate (CIR) refers to the customers specified band width for which transmission through put has been guaranteed on a permanent virtual circuit basis.

- 7.05 Rates – CIR

Network usage charges as specified below apply for network usage associated with CIR. Note that each subscriber to CIR guarantees bandwidth in one direction only and that to guarantee bandwidth in both directions, two subscriptions are required. In order to meet requirements, subscribers may choose a different bandwidth for each direction.

ARRANGEMENTS FOR DATA TRANSMISSION

7. Rates – CIR (continued)

CIR	MONTHLY NETWORK CHARGE
16	\$80.00
32	\$160.00
48	\$240.00
64	\$320.00
128	\$640.00
192	\$960.00
256	\$1280.00
320	\$1600.00
384	\$1920.00
448	\$2240.00
512	\$2560.00
576	\$2880.00
640	\$3200.00
704	\$3420.00
768	\$3840.00
832	\$4160.00
896	\$4480.00
960	\$4800.00
1024	\$5120.00

GENERAL TARIFF

SPECIAL ASSEMBLY TARIFF

1. PRIMARY RATE INTERFACE AND ADDITIONAL SERVICE

1.01 General

This custom-designed Primary Rate Interface (PRI) service with Caller ID and Direct Inward Dialing (DID) is offered to a specific customer for a minimum of ten (10) 23B PRI Access plus D configuration systems for three or five year terms.

1.02 Terms and Conditions

- (a) Customer has the option of selecting three or five year terms.
- (b) Termination charges apply as set out in Bruce Telecom General Tariff CRTC 25340, Section 900-5.

1.03 Rates and Charges

- (a) The following rates and charges apply:

Description	3 Year Contracted Monthly Rate	5 Year Contracted Monthly Rate
PRI Access (per access with minimum groups of 10 23B + D configuration)	\$140.00	\$120.00
PSTN – B Channels	24.00	22.50
Back-up D Channel	25.00	25.00
Caller ID	3.00	3.00
Direct inward Dialing per extension line or local or fax machine equipped (initial block of 2,000 and additional blocks of 500)	2.00	1.20

(b) Installation Charges:

Initial installation service charge includes testing, rearrangements and required translations (assistance time) during normal working hours. Thereafter, time and charges apply based on the expenses incurred by the Company at applicable tariffed rates.

Quantity	Description	Service Charge	Total
2	Initial PRI	\$830.00	\$1,660.00
18	Additional Access	\$320.00	\$5,760.00