
INDEPENDENT TELECOMMUNICATIONS PROVIDERS ASSOCIATION**GENERAL TARIFF**

Effective 6 June 2013 all references contained herein to “Ontario Telecommunications Association” or “OTA” become “Independent Telecommunications Providers Association” or “ITPA” respectively.

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ONTARIO INDEPENDENT SERVICES TARIFF

CRTC 25611

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Reserved for future use

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HOW TO USE THIS TARIFF

This section describes the various elements of the Ontario Independent Services Tariff.

Parts of the Page:

Header - Name of tariff

- CRTC Tariff Number
- Page Number
- Revision Number
- Section Number (where applicable)

Footer

- Issued date, the date the page was issued
- Effective date, the date the page becomes effective
- Authority, the CRTC approving Order or Decision Number and date.

Symbols

- | | |
|---|--|
| I | Increases in rates |
| R | Reductions in rates |
| C | Changes in wording that neither increase nor reduce rates or charges |
| F | Reformatting of existing material with no change in rates or charges |
| N | New wording, rates or charges |
| D | Deleted material |

GENERAL



SECTION 1

GENERAL

GENERAL

Item 1 OTHER TARIFFS

The Ontario Independent Services Tariff supplements the Carriers' other Tariffs unless otherwise stated. Specifically, those Tariffs contain particular provisions, such as outlined below, that also apply to the products and services contained in this Tariff.

Terms of Service
Definitions
Late Payment Charges
Sale of Tariffs

Item 10 The other Tariffs of the Carriers are listed below:

Abitibi-Price Inc., 25300
Amtelecom Inc., 25310
Brooke Telecom Co-operative Limited, 25330
Public Utilities Commission of Cochrane, 25350
Coldwater Communications Inc., 25360
Durham Telephones Ltd., 25380
Gosfield North Municipal Telephone System, 25390
Hay Communications Co-operative Limited, 25400
Huron Telecommunications Co-operative Limited, 25410
Huronario Telephones Limited, 25420
The Lansdowne Rural Telephone Co. Ltd., 25450
Manitoulin Tel Inc., 25460
Mornington Communications Co-operative Limited, 25470
North Frontenac Telephone Co., 25480
North Norwich Telephones Limited, 25490
North Renfrew Telephone Co. Ltd., 25500
Northern Telephone Limited, 25510
Otonabee Telephones Ltd., 25530
People's Telephone Co. of Forest Ltd., 25540
Quadro Communications Co-operative Inc., 25320
Roxborough Telephone Company Limited, 25550
South Bruce Rural Telephone Company Ltd., 25560
Tuckersmith Communications Co-operative Limited, 25580
Westport Telephone Co. Ltd., 25590
Wightman Telephone Ltd., 25600

GENERAL

Item 15 SALE OF TARIFFS**15.1 Tariff Availability**

The Carriers provide copies of the Ontario Telephone Tariff in accordance with the requirements of the CRTC Tariff Regulations and the provisions outlined in their respective General Tariff pertaining to the Sale of Tariffs or Tariff Subscription Service, as appropriate.

15.2 Subscription Charges

The Ontario Telephone Tariff is available under the following conditions at the charges specified below.

- (a) Customers who purchase a Carrier's General Tariff or a special services tariff, are entitled to receive (1) one copy of the Ontario Telephone Tariff, including annual updates, at no additional charge.
- (b) Customers wishing to purchase only the Ontario Telephone Tariff pay the following charges:

Complete Tariff:	\$300.00
Annual Updates:	\$120.00
- (c) Individual Tariff pages, other than those furnished as part of a complete tariff or as part of the annual updates, are available at the charges specified in each Carriers' General Tariff.

GENERAL

Item 16 SALE OF INDIVIDUAL INDEPENDENT COMPANY TARIFFS

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Abitibi-Price Inc.
Amtelecom Inc.
Brooke Telecom Co-operative Limited
Durham Telephones Ltd.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Huronario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Mornington Communications Co-operative Limited
North Frontenac Telephone Co.
North Renfrew Telephone Co. Ltd.
Northern Telephone Limited
Otonabee Telephones Ltd.
People's Telephone Co. of Forest Inc.
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

GENERAL

Item 16 SALE OF INDIVIDUAL INDEPENDENT COMPANY TARIFFS**16.1 Sale of Tariffs**

(a) In accordance with the requirements of the CRTC Tariff Regulations, the Company furnishes a copy of each of its Tariffs or parts thereof to subscribers under terms and conditions described hereunder.

(b) The copy furnished is that which is in effect on the day payment of charges, if applicable, is received by the Company.

(c) The charge for a complete Tariff includes the binder appropriate thereto.

(d) The Company also furnishes, on the payment of the appropriate charge, approved revised pages for a one-year period. The charge for the revisions applies though there may be no revisions to the Tariff approved and in effect during that one-year period.

(e) On request during business hours to a business office of the Company at which Tariffs are available for inspection by the public, the Company arranges to furnish one copy of each Tariff page, to a maximum of 10 pages, at no charge. However, the Company may refuse to provide this maximum of 10 Tariff pages when, in its opinion, there is an attempt to avoid the payment of the appropriate Tariff charges.

16.2 Subscription Charges

The charge for a complete copy and for the revisions is as follows:

- (a) General Tariff, each \$300
Revisions for a One-Year period \$150

- (b) Tariff pages other than those furnished as complete copies,
each page \$1

ONTARIO INDEPENDENT SERVICES TARIFF

CRTC 25611

Section: 1

Page: **110**

Revision: 2

GENERAL

Pages 105 to 110 reserved for future use.

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ONTARIO INDEPENDENT SERVICES TARIFF

CRTC 25611

Section: 1

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Revision: 1

GENERAL

Reserved for future use.

Issued: 2013 05 10

Effective Date: 2013 05 29

Telecom Order CRTC: 2013-286

GENERAL

Pages 112 and 112a are reserved for future use.

GENERAL

Item 27 PARTIAL PAYMENT PROVISION

In accordance with appropriate Agreements, this item is filed by the Independent Telecommunications Providers Association on behalf of the following local exchange carriers, hereinafter referred to as the Company. C
C
C

	D
	D
Brooke Telecom Co-operative Limited	
Cochrane Telecom Services	F
	D
Execulink Telecom Inc.	F
Gosfield North Communications Co-operative Limited	
Hay Communications Co-operative Limited	
Huron Telecommunications Co-operative Limited	
The Lansdowne Rural Telephone Co. Ltd.	
Mornington Communications Co-operative Limited	
Nexicom Telecommunications Inc.	F
Nexicom Telephones Inc.	F
North Frontenac Telephone Co.	
	D
North Renfrew Telephone Co. Ltd.	
	D
	D
	D
Quadro Communications Co-operative Inc.	
Roxborough Telephone Company Limited	
	D
Tuckersmith Communications Co-operative Limited	
Westport Telephone Co. Ltd.	
Wightman Telephone Ltd.	

GENERAL

Item 27 PARTIAL PAYMENT PROVISION

27.1 This allows single line residence customers to pay service charges in monthly installments over a period of up to 6 months.

Conditions:

(a) applies to payments associated with the connections charges for work completed at the same time relating to the provision of primary exchange service;

D

(b) service charges must be paid in full before another partial payment provision is requested.

C

GENERAL

ITEM 30 TERMS OF SERVICE

In accordance with appropriate Agreements, this item is filed by the Independent Telecommunications Providers Association on behalf of the following local exchange companies, hereinafter referred to as the Company.

	D
Brooke Telecom Co-operative Limited	
Cochrane Telecom Services of the Corporation of the Town of Cochrane	F
Execulink Telecom Inc.	
Gosfield North Communications Co-operative Limited	
Hay Communications Co-operative Limited	
Huron Telecommunications Co-operative Limited	
The Lansdowne Rural Telephone Co. Ltd.	
Mornington Communications Co-operative Limited	
Nexicom Telecommunications Inc.	
Nexicom Telephones Inc.	
North Frontenac Telephone Corporation Limited	
North Renfrew Telephone Company	
	D
	D
Quadro Communications Co-operative Inc.	
Roxborough Telephone Company Limited	
Tuckersmith Communications Co-operative Limited	
Westport Telephone Co. Ltd.	
Wightman Telecom Ltd.	

GENERAL

30. TERMS OF SERVICE - GENERAL

- 30.1.01 Except as otherwise specified, these Terms of Service apply with regard to services for which the CRTC has approved a Tariff.
- 30.1.02 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.
- 30.1.03 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.

30.2. EFFECTIVE DATE OF CHANGES

- 30.2.01 Subject to subsection 30.2.02, changes to these Terms or the Tariffs, as approved by the CRTC, 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.
- 30.2.02 The old non-recurring charges for the transaction in question apply where service which was to be provided by a certain agreed-upon date was, through no fault of the applicant or customer, not so provided and in the meantime a rate increase has gone into effect.

30.3. OBLIGATION TO PROVIDE SERVICE

- 30.3.01 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.
- 30.3.02 Where the Company does not provide service on application, it must provide the applicant with a written explanation upon request.

GENERAL

30.4. COMPANY FACILITIES

- 30.4.01 Except where otherwise stipulated in its tariffs or by special agreement, the Company must furnish and install all facilities required to provide service.
- 30.4.02 Upon termination of service, the customer must promptly return Company equipment.
- 30.4.03 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 provided in Company tariffs, or by special agreement.
- 30.4.04 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 Company facilities by customer-provided facilities.

30.5. COMPANY RIGHT TO ENTER PREMISES

- 30.5.01 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 coin telephones.
- 30.5.02 Prior to entering premises, the Company must obtain permission from the applicant, customer or other responsible person.
- 30.5.03 Entry is not subject to sections 30.5.01 and 30.5.02 in cases of emergency or where entry is pursuant to a court order.
- 30.5.04 Upon request, the Company's agent or employee must show valid Company identification prior to entering premises.

GENERAL

30.6. RESERVED FOR FUTURE USE

30.7. DEPOSITS AND ALTERNATIVES

- 30.7.01 Except as otherwise stipulated in its Tariffs, the Company must not 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.
- 30.7.02 The Company must inform the applicant or customer of the specific reason for requiring a deposit, and of the possibility of providing reasonable alternatives 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.
- 30.7.03 An applicant or customer may provide an alternative to a deposit provided it is reasonable in the circumstances.
- 30.7.04 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.
- 30.7.05 Deposits earn interest in accordance with the formula set out in the applicable provisions of the Company's tariffs.

GENERAL

30.7. DEPOSITS AND ALTERNATIVES (Cont'd)

- 30.7.06 The Company will print on regular recurring bills, the telephone number of a company representative to whom any inquiry regarding the deposit may be directed.
- 30.7.07 The Company must review the continued appropriateness of deposits and alternative arrangements at least at ten month intervals, or sooner upon customer request. 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 then owned to it by the customer.

30.8. RESTRICTIONS ON USE OF SERVICE

- 30.8.01 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 tariff.
- 30.8.02 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 law or for the purpose of making annoying or offensive calls.
- 30.8.03 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. In the case of any party line customer who unduly interferes with the use of any other service on the same line, the Company may require the customer to obtain a higher grade of service, where facilities are available.
- 30.8.04 Company facilities must not be re-arranged, disconnected, removed, repaired or otherwise interfered with except in cases of emergency, where specified in the Company's tariffs or by special agreement. Terminal equipment provided by the customer may be connected with Company facilities, pursuant to the provision of the General Tariff or by special agreement.
- 30.8.05 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's services, except where otherwise stipulated in the Company's tariffs or by special agreement.

30.9. CUSTOMER LIABILITY FOR CALLS

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

30.10. DISPUTE PROCEDURE

- 30.10.01 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**30.11 CONFIDENTIALITY OF CUSTOMER RECORDS**

30.11.01 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, are confidential and may not be disclosed by the Company to anyone other than:

- (a) the customer;
- (b) a person who, in the reasonable judgement of the Company, is seeking the information as an agent of the customer;
- (c) another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose;
- (d) a company involved in supplying the customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose; or
- (e) an agent retained by the Company to evaluate the customer's creditworthiness or to collect the customer's account, provided the information is required for, and is to be used only for, that purpose.
- (f) A public authority or agent of a public authority, if in the reasonable judgement of the Company, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information.
- (g) An affiliate involved in supplying the customer with telecommunications and/or broadcasting services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose. N
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30.11.01(a) Express consent may be taken to be given by a customer where the customer provides:

- Written consent;
- Oral confirmation 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.

30.11.02 The Company's liability for disclosure of information contrary to 30.11.01 is not limited by 30.16.1.

30.11.03 Upon request, customers are permitted to inspect Company records regarding their service.

30.11.04 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.

GENERAL

30.12 DIRECTORIES

- 30.12.01 Customers are entitled to receive, without charge, a copy of a current local telephone directory and a copy of subsequent updated directories as they are published.
- 30.12.02 The Company must provide, without charge, replacement directories required as a result of reasonable wear and tear.
- 30.12.03 The contents of the Company's directories may not be published or reproduced in any form without the Company's written consent.

30.13 DIRECTORY ERRORS AND OMISSIONS

- 30.13.01 In the case of errors or omissions in directory 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 30.16.1.
- 30.13.02 In the case of errors in telephone numbers in directory 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**30.14 COMPANY-INITIATED CHANGES IN TELEPHONE NUMBERS AND SERVICE ARRANGEMENTS**

30.14.01 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 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.

30.14.02 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.

30.15. REFUNDS IN CASES OF SERVICE PROBLEMS

30.15.01 Where there are omissions, interruptions, delays, errors or defects in transmission, or failures or defects in 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, provided the Company is advised promptly of the problem. However, where the problem is occasioned by the Company's negligence, the Company is also liable for the amount calculated in accordance with 30.16.1.

30.16. LIMITATION OF COMPANY LIABILITY

30.16.01 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 \$20.00 and three times the amounts refunded or canceled in accordance with sections 30.13.01 and 30.15.01, as applicable.

30.16.02 The Company will not be 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.

30.16.03 These terms do not limit the Company's liability in cases of deliberate fault, gross negligence, anti-competitive conduct, or breach of contract where the breach results from the gross negligence of the Company.

GENERAL

30.17. PAYMENT TIME LIMIT

- 30.17.01 Subject to 30.17.02 and 30.17.03, charges cannot be considered past due until the time prescribed in the Company's Late Payment Charge Tariff has expired.
- 30.17.02 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 30.17.3, the charges can be considered past due three days after they are incurred or three days after the Company demands payment, whichever occurs later.
- 30.17.03 No charge disputed by a customer will be considered past due unless the Company has reasonable grounds for believing that the purpose of the dispute is to evade or delay payment.
- 30.17.04 The Company may request immediate payment in extreme situations, provided that a notice has been issued pursuant to 30.17.2 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.

30.18. LIABILITY FOR UNBILLED AND UNDERBILLED CHARGES

- 30.18.01 Unless there has been customer deception with regard to a charge, customers are not responsible for paying a previously unbilled or underbilled charge except where:
- (a) in the case of a recurring charge or a charge for an international long distance message, it is correctly billed within a period of one year from the date it was incurred; or
 - (b) in the case of a non-recurring charge other than for an international long distance message, it is correctly billed within a period of 150 days from the date it was incurred.
- 30.18.02 In the circumstances described in Section 30.18.01, 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.

GENERAL

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

- 30.19.01 In the case of a recurring charge that should not have been billed or that was overbilled, a customer must be credited with the excess back to the date of the error, 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.
- 30.19.02 Non-recurring charges that should not have been billed or that were overbilled will be credited, provided that the customer disputes them within 150 days of the date of the bill.
- 30.19.03 A customer who is credited with any amount that should not have been billed or that was overbilled will also be credited with interest on that amount at the rate payable for interest on deposits that applied during the period in question.

30.20. MINIMUM CONTRACT PERIOD AND CANCELLATION BEFORE SERVICE COMMENCEMENT

- 30.20.01 The minimum contract period for 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.
- 30.20.02 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 the installation charge and the estimated costs incurred in installation less estimated net salvage. The estimated installation costs include the cost of unsalvaged equipment and materials specifically provided or used plus the cost of installing, including engineering, supply expense, labour and supervision, and any other disbursements resulting from the installation and removal work.

GENERAL

30.21. CUSTOMER-INITIATED TERMINATION OF SERVICE

30.21.01 Customers may terminate their service at any time. For individual and small-business customers of retail services, cancellation takes effect on the day that the Company receives notice of cancellation or at the date specified by the customer. Refunds will be pro-rated based on the number days left in the last monthly billing cycle after cancellation. C
N
N
N

30.21.02 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;
- (e) where a customer replaces any Company service with another Company service, the termination is effective from the date of the replacement, subject to the terms of the Company's Tariffs and , notwithstanding Section 30.1.03 (c) , the terms of the contract for the service in question;
- (f) where a customer's service is taken over without 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 Section 30.21.02 (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.

GENERAL**30.22. COMPANY-INITIATED SUSPENSION OR TERMINATION OF SERVICE**

30.22.01 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 \$50.00 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;
- (d) repeatedly fails to provide the Company with reasonable entry and access in conformity with Sections 30.5.01 and 30.5.02;
- (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 30.8.04 or 30.8.05; or
- (h) fails to provide payment when requested by the Company pursuant to Section 30.17.04.

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

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

30.22.03 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);

GENERAL**30.22. COMPANY-INITIATED SUSPENSION OR TERMINATION OF SERVICE (Cont'd)**

- d) the reconnection charge;
- e) the telephone number of a Company representative with whom any dispute may be discussed;
- f) that disputes unresolved with this representative may be referred to a senior Company manager.

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

- 30.22.04 In addition to the notice required by 30.22.03, 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;
 - 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 30.17.04.
- 30.22.05 Except with customer consent or in exceptional circumstances, suspension or termination may occur only on business days between 8 a.m. and 4 p.m., unless the business day precedes a non-business day in which case disconnection may not occur after 12 noon.
- 30.22.06 Suspension or termination does not affect the customer's obligation to pay any amount owed to the Company.
- 30.22.07 In the case of services that have been suspended, unless suspension occurs during the minimum contract period, the Company must make a daily pro rata allowance based on the monthly charge for such services.
- 30.22.08 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.
- 30.22.09 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 will be levied.
- 30.22.10 For the purposes of Article 30.22.03, reasonable advance notice for the termination or suspension of the service of a customer that is a competitor will generally be at least 30 days.



SECTION 2

TOLL INTERCONNECTION SERVICES

TOLL INTERCONNECTION SERVICES

Pages 201 to 273 - Reserved for Future Use

TOLL INTERCONNECTION SERVICES

Item 235 TOLL INTERCONNECTION SERVICES

In accordance with appropriate Agreements, this item is filed by the Independent Telecommunications C
Providers Association on behalf of the following local exchange carriers, hereinafter referred to as the C
“Company”.

Brooke Telecom Co-operative Limited
Bruce Telecom
Execulink Telecom Inc.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
The Lansdowne Rural Telephone Company Ltd.
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Corporation Ltd.
North Renfrew Telephone Company Ltd.
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
Tuckersmith Communications Co-operative Limited
Westport Telephone Company Ltd.
Wightman Telecom Ltd.

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TOLL INTERCONNECTION SERVICES

Reserved for future use

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TOLL INTERCONNECTION SERVICES

Item 235 TOLL INTERCONNECTION SERVICES

235.2 Rates and Charges

235.2.1 Monthly Trunking Rates

The customer shall pay the following rates and charges:

Monthly trunking rates will be charged based on the number of trunks in place on the first of the month.

Rate per month	1 to 3 Trunks	4 to 7 Trunks	8 to 30 Trunks	31+ Trunks
Link Rates				
a) Link Charge per DS-1	\$60.00	\$60.00	\$60.00	\$60.00
b) Link Charge per DS-3	N/A	N/A	\$100.00	\$100.00
Base Charges				
a) Base charge per DS-1 in 0-5 mile band	\$2,000.00	\$1,440.00	\$935.00	N/A
b) Base charge per DS-1 in 6-10 mile band	\$2,000.00	\$1,440.00	\$1,440.00	N/A
c) Base charge per DS-1 in 11-25 mile band	\$560.00	N/A	N/A	N/A
d) Base charge per DS-1 in 26-50 mile band	\$2,360.00	\$1,800.00	\$1,800.00	\$1,800.00
e) Base charge per DS-1 in 51-100 mile band	\$3,440.00	\$2,880.00	\$2,880.00	\$2,880.00
f) Base charge per DS-3 in 101-200 mile band	N/A	N/A	\$44,280.00	\$44,280.00
Distance Charges (Note 1)				
a) Per-mile charge per DS-1 in 0-5 mile band	N/A	N/A	N/A	\$144.00
b) Per-mile charge per DS-1 in 6-10 mile band	N/A	N/A	N/A	\$144.00
c) Per-mile charge per DS-1 in 11-25 mile band	\$144.00	\$144.00	\$144.00	\$144.00
d) Per-mile charge per DS-1 in 26-50 mile band	\$72.00	\$72.00	\$72.00	\$72.00
e) Per-mile charge per DS-1 in 51-100 mile band	\$50.40	\$50.40	\$50.40	\$50.40
f) Per-mile charge per DS-3 in 101-200 mile band	N/A	N/A	\$270.00	\$270.00

Note 1: Minimum Distance is 1 mile per trunk, unless co-location tariffs are in place

In addition to the monthly rates, a non-recurring Service Charge for each DS-1 or DS-3 provided to an IXC applies. The Service Charge for either a DS-1 or DS-3 is \$1,400.

DIGITAL NETWORK SERVICES



SECTION 3

DIGITAL NETWORK SERVICES

MISCELLANEOUS SERVICES



SECTION 4

MISCELLANEOUS SERVICES

ONTARIO INDEPENDENT SERVICES TARIFF

CRTC 25611

Section: 4

Page: 401

Revision: 1

MISCELLANEOUS SERVICES

ITEM 400 BUSY LINE VERIFICATION/INTERRUPTION

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Quadro Communications Co-operative Inc.

Issued: 1999 10 06

Effective Date: 1999 10 12

Telecom Order CRTC: 99-1063

MISCELLANEOUS SERVICES

ITEM 400 **BUSY LINE VERIFICATION/INTERRUPTION**

- 400.01 Customers may obtain operator assistance in verifying if a called line is actually in use (busy).
- 400.02 Operator interruption of a conversation in progress on a called line may also be requested.
- 400.03 Verification and interruption services are furnished where and to the extent that facilities permit.

MISCELLANEOUS SERVICES

ITEM 400 BUSY LINE VERIFICATION/INTERRUPTION

400.10. DESCRIPTION OF SERVICE

- 400.11 A charge as specified in 3.01 below applies each time an operator verifies a called line and hears voice communication.
- 400.12 A charge as specified in 3.02 below applies each time an operator interrupts a conversation that is in progress on a called line.
- 400.13 If an operator both verifies the condition of a line and interrupts conversation on the same request, only the interrupt charge applies.
- 400.14 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.
- 400.15 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.
- 400.16 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.
- 400.17 A verification charge does not apply if the called line is not in use (not busy).
- 400.18 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.

MISCELLANEOUS SERVICES

ITEM 400 BUSY LINE VERIFICATION/INTERRUPTION

400.20 RATES

400.21 Busy Line Verification \$2.00

400.22 Busy Line Interruption \$4.25

MISCELLANEOUS SERVICES

ITEM 401 TOUCH TONE SERVICE

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Coldwater Communications Inc.
Durham Telephones Ltd.
Gosfield North Municipal Telephone System
Hay Communications Co-operative Limited
The Lansdowne Rural Telephone Co. Ltd.
Manitoulin Tel Inc.
Mornington Communications Co-operative Limited
North Frontenac Telephone Co.
North Renfrew Telephone Co. Ltd.
Otonabee Telephones Ltd.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

MISCELLANEOUS SERVICES

ITEM 401 TOUCH TONE SERVICE401.0 GRANDFATHERING OF ROTARY DIAL SERVICE ON INDIVIDUAL LINES

- 401.01 The grandfathering of rotary dial service applies only to individual line service in exchanges equipped for touch tone.
- 401.02 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.
- 401.03 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.

MISCELLANEOUS SERVICES

ITEM 402 **CALL BLOCKING SERVICE**

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Coldwater Communications Inc.
Durham Telephones Ltd.
Gosfield North Municipal Telephone System
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Huronario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Manitoulin Tel Inc.
Mornington Communications Co-operative Limited
North Frontenac Telephone Co.
North Norwich Telephones Limited
North Renfrew Telephone Co. Ltd.
Northern Telephone Limited
Otonabee Telephones Ltd.
People's Telephone Co. of Forest Ltd.
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.

MISCELLANEOUS SERVICES

ITEM 402 **CALL BLOCKING SERVICE**

402.01 Call Blocking enables customers to restrict access from their telephone lines to both of the following services:

- 900 Service (refer to Bell Canada General Tariff Item 3285)
- 976 Service (refer to Bell Canada General Tariff Item 4970)

402.02 The service is provided, at the customer's request, on individual lines and trunk lines served from all stored-program-control switches initially and from non stored-program-controlled and DMS-10 switches on a scheduled roll-out basis.

402.03 Call Blocking is not available with 2- and 4-party services.

402.10 **RATES**

402.11 A one time charge of \$10.00 applies for each line on which Call Blocking is activated.

402.12 An administration charge does not apply.

ITEM 403 FIBRE TO THE HOME AND FIBRE TO THE BUSINESS

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1. General

Company Services may be provided over fibre optic facilities which terminate at the customer's premises. In such cases, the following terms apply in addition to other applicable terms in this tariff:

Access to 9-1-1 Service: In addition to the limitations on the Company's and its providers' liability set out in Item 30, the following limitations apply to the provision of enhanced 9-1-1 services ("E9-1-1 Service") on those Company Services provided over fibre to the home or fibre to the business technology ("FTTH/B Services")

The FTTH/B Services including E9-1-1 Service, may not be available during network outages, including during planned hardware or software upgrades.

The FTTH/B Services will cease to function during extended power outages, that is, once the battery back-up attached to the FTTH/B Services equipment at the customer's premises (collectively, the "FTTH/B Equipment") has been depleted.

The FTTH/B Equipment may also have to be configured in certain ways or maintained in certain locations for the proper operation of the FTTH/B Services, including the E9-1-1 Service, and therefore, the FTTH/B Equipment should not be moved, tampered with or relocated.

The customer is responsible to inform all persons who may be present at the customer's premises including residents, guests, and other persons, of such limitations and requirements.

The customer is solely responsible for the supply of electrical power necessary for the FTTH/B Services, including the E9-1-1 Service to function and unless otherwise specified by the Company, the proper maintenance of the FTTH/B Equipment, including replacing the battery when prompted to do so by the battery back-up equipment.

To the extent permitted by applicable law, the Company and its providers will not be liable to the customer or any third party for any inability to use the FTTH/B Services or to obtain access to the E9-1-1 Service as a result of the limitations described in this Item or the customer's failure to comply with the requirements set out in this Item.

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MISCELLANEOUS

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MISCELLANEOUS SERVICES

ITEM 404**9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)**

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Amtelecom Inc.
(Cambray Telephone Company)
(Taylor Telephone Company)
Brooke Telecom Co-operative Limited
Coldwater Communications Inc.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Huron Ontario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Manitoulin Tel Inc.
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Corporation Limited
North Norwich Telephones Limited
North Renfrew Telephone Company Limited
People's Telephone Co. of Forest Ltd.
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

ITEM 404 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)

- 404.01 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 dialled calls to emergency reporting bureau and other agencies as specified in the agreement.
- 404.02 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.
- 404.03 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.

404.10 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.

404.20 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

MISCELLANEOUS SERVICES

ITEM 404 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)

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.

(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.

404.30 Rates and Charges

(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:

Rate	Monthly
Each primary exchange service equipped for outward local calling (see note 1)	\$0.24
Centrex III, per working telephone number equipped for outgoing access to the public switched telephone network	\$0.24

Note 1:
Exemption: Coin Telephone Service

MISCELLANEOUS SERVICES

ITEM 405 RELAY SERVICE*

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

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Brooke Telecom Co-operative Limited	
Bruce Telecom	N
Cochrane Telecom Services	F
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Dryden Municipal Telephone System	N
Execulink Telecom Inc.	F
Gosfield North Communications Co-operative Limited	
Hay Communications Co-operative Limited	
Huron Telecommunications Co-operative Limited	
	D
The Lansdowne Rural Telephone Co. Ltd.	
	D
Mornington Communications Co-operative Limited	
Nexicom Telecommunications Inc.	F
Nexicom Telephones Inc.	F
North Frontenac Telephone Co.	
	D
North Renfrew Telephone Company Limited	
	D
	D
	D
Quadro Communications Co-operative Inc.	
Roxborough Telephone Company Limited	
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Tuckersmith Communications Co-operative Limited	
Westport Telephone Co. Ltd.	
Wightman Telephone Ltd.	

MISCELLANEOUS SERVICES

ITEM 405 RELAY SERVICE*

405.0 Relay and Internet Protocol Relay Service C

405.01 Relay service enables a person using a keyboard-type device (e.g., TTY) to communicate with a hearing person (or vice-versa) over the telephone network. A specially trained operator assists in the placing or receiving of calls to/from persons using a keyboard-type device.

Internet Protocol Relay Service (IPRS) enables a person using an Internet-enabled device (e.g. personal computer) to communicate with another person (or vice-versa) over the telephone network. A specially trained operator transmits messages via Internet Protocol (IP)-based text conversation with a person with a hearing or speech disability and via voice conversation with a person without such a disability.

Basic 9-1-1 Service is provided for emergency calls placed through IPRS. End-users placing an emergency call through IPRS will be routed to an operator and the end-user will be asked to provide their specific address/location. Once this information has been successfully provided to the operator, the operator will route the end-user's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided address/location.

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405.02 A monthly rate as stated below applies to the company's customers for relay service.

	Monthly Rate
Each primary exchange service (see note 1)	\$0.13
Centrex, each PSTN Connection	\$0.13
Megalink service, each PSTN Connection (switch 56)	\$0.13
Microlink services, each B channel for local voice calling	\$0.13
Digital exchange Access, each PSTN Connection (DS-1)	\$0.13
Foreign Exchange Services, each line	\$0.13
Information System Access Line, each access line	\$0.13

Note 1:
Exemption: Coin Telephone Service

* This service is provided for the Carriers by Bell Canada. C

MISCELLANEOUS SERVICES

Page 416 and 417 reserved for future use.

MISCELLANEOUS SERVICES

ITEM 407 SUSPENSION OF SERVICE

In accordance with appropriate Agreements, this item is filed by the Ontario Telecommunications Association on behalf of the following local exchange carriers, hereinafter referred to as the Company.

Amtelecom Communications Inc.
Brooke Telecom Co-operative Limited
Execulink Telecom Inc.
Gosfield North Communications Co-operative Limited
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Corporation Ltd.
North Renfrew Telephone Company Ltd.
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
Westport Telephone Company Ltd.
Wightman Telecom Ltd.

ITEM 407 SUSPENSION OF SERVICE

407.1.1 General

Suspension of service is a temporary discontinuation of service without termination of the customer's contract for service at the customer's request (e.g. seasonal service). Suspension and restoration of service are made effective on receipt of reasonable advance notice from the customer.

407.2 Complete Suspension of Service

- (a) This provides for the discontinuance of operation of a customer's individual private line exchange service.
- (b) Suspension is provided only on individual line primary exchange service equipped with touch-tone. Suspension is not provided on foreign-exchange, semi-public service, mobile and service-system service.
- (c) Suspension is provided for a minimum of one month.
- (d) 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 services agrees, the telephone number of such service is given to the calling parties. The Company's liability in respect of such reference of calls is specified in the Limitation of Company Liability of the Terms of Service (OIST Section 1, Item 30.16)
- (e) Suspension of Service may start at any time, subject to the following regulations:
 - (1) The reduced charge, when applicable, does not apply for suspension during an initial service period of one month.
 - (2) 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.
 - (3) After the end of a period of suspension, the regular charge for service applies for a minimum of six months before further suspension is allowed.

407.3 Charges

The following charges apply instead of all other charges for the service suspended, except that the customer is responsible for payment of charges for rights-of-way and other like charges for his service that apply during the period of suspension. The charges for each service during the period of suspension are as follows:

For each residence primary exchange service the charge to suspend and restore the service at the same premises is that specified below	
For 1 month – 6 months	Per activation charge \$57
For each business primary exchange service the charge to suspend and restore the service at the same premises is that specified below	
For 1 month – 6 months	Per activation charge \$120
Reference of calls of a suspended service is provided at a monthly rate as specified below	
Each service	\$2.80 monthly

MISCELLANEOUS SERVICES

Reserved for future use.

MISCELLANEOUS SERVICES**ITEM 408 INTEREST RATE CALCULATION – CUSTOMER CASH DEPOSITS**

In accordance with appropriate Agreements, this item is filed by the Independent Telecommunications Providers Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

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Brooke Telecom Co-operative Limited
Cochrane Telecom Services of the Corporation of the Town of Cochrane

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Execulink Telecom Inc.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited

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The Lansdowne Rural Telephone Co. Ltd.

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Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Co.

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F

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North Renfrew Telephone Company Limited

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Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited

D

Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

MISCELLANEOUS SERVICES

ITEM 408

INTEREST RATE CALCULATION – CUSTOMER CASH DEPOSITS

408.01 General

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, Shedule F1.

MISCELLANEOUS SERVICES

ITEM 409 TOLL RESTRICTION

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Company.

Abitibi-Price Inc.
Amtelecom Inc.
Brooke Telecom Co-operative Limited
Durham Telephones Ltd.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Huronario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Morrington Communications Co-operative Limited
North Frontenac Telephone Co.
North Norwich Telephones Limited
North Renfrew Telephone Co. Ltd.
Otonabee Telephones Ltd.
People's Telephone Co. of Forest Inc.
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

MISCELLANEOUS SERVICES**ITEM 409 TOLL RESTRICTION**

409.01 Toll Restriction, provided at the customer's request, denies business and residence lines access to message toll services by blocking the Operator ("0") and Direct Distance Dialing ("0+") & ("1+") codes. This service does not restrict access to Directory Assistance (411), Repair Service, Relay Service (711), Emergency Reporting services (9-1-1) or, calls to 1-800 and 1+NPA+555-1212 served by DMS technology.

409.02 Toll Restriction is provided, subject to the availability of suitable equipped central office switching equipment, on individual lines, 2-party lines, trunk lines, foreign exchange lines, Digital Exchange Access PSTN connectivities, standalone Microlink B or VB channels, digital foreign exchange channels and other services as specified elsewhere in the Company's tariffs. No rate applies for Toll Restriction and no service charge applies to equip a customer's residence service with this feature. However, the service charge shown below applies to deactivate/remove Toll Restriction.

Residence	Service Charge
Deactivate/Remove Toll Restriction	\$10.00

Business	Monthly Rate	Set-up Charge	Service Charge
Toll Restriction, Each business line, channel or PSTN connectivity.....	\$5.00	\$10.00 (xi)	(x)

(x) An Order Processing charge as specified in Service Charges applies except when provided at the same time as the associated line, channel or PSTN connectivity.

(xi) This charge applies to existing business lines, channels or PSTN connectivities only, except that it does not apply to restrict the first line, channel or PSTN connectivity of each customer order to be completed at the same time on the same premises.

MISCELLANEOUS SERVICES

Pages 425 to 427 reserved for future use.

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ONTARIO INDEPENDENT SERVICES TARIFF

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MISCELLANEOUS SERVICES

Pages 428 to 431 reserved for future use.

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Issued: 2014 06 25

Effective Date: 2014 07 10

Authority: TN 108

MISCELLANEOUS SERVICES

ITEM 430 COMPENSATION PER CALL

In accordance with appropriate Agreements, this item is filed by the Ontario Telecommunications Association on behalf of the following local exchange carriers, hereinafter referred to as the Company.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Execulink Telecom Inc.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
The Lansdowne Rural Telephone Company Ltd.
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Corporation Ltd.
North Renfrew Telephone Company Ltd.
People's Telephone Co. of Forest Inc.
Public Utilities Commission of the Corporation of the Town of Cochrane
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
Tuckersmith Communications Co-operative Limited
Westport Telephone Company Ltd.
Wightman Telecom Ltd.

MISCELLANEOUS SERVICES

430 COMPENSATION PER CALL

430.1 Description of Service

- (a) The assessment of an access charge for each toll-free call from the Company’s public or semi-public telephones (“pay telephones”) is referred to as “compensation per call.”

430.2 Terms and Conditions

- (a) The compensation per call charge applies to the IXC, for each completed toll-free call that originates from a Company pay telephone and is carried by the IXC, except in limited situations where the toll-free call cannot be captured due to technical limitations.
- (b) Additional toll-free calls initiated through the use of the “next call” key on the pay telephone are also subject to the compensation per call charge. However, additional toll-free calls achieved through the use of dialing sequences on the IXC’s platform are not subject to the compensation per call charge.
- (c) Toll-free calls are considered completed when the call is answered.
- (d) Each month, the Company will send the IXC a composite electronic list of the toll-free numbers that originated at the Company’s pay telephones and were carried by the IXC. The list will include the toll-free numbers that were called and the number of times they were called in the previous billing period. This information is available on a disaggregated basis by originating exchange and, if so requested by the IXC, will be provided in that manner beginning with the first complete billing period following the request.
- (e) Call detail recording is not provided.

430.3 Charges

The compensation per call charge for each toll-free call is shown below. This charge will be attributed to the Company for each toll-free call routed over the Company’s network.

	<u>CHARGE</u>
Payphone per call compensation,	
Each toll-free call	\$0.2382



SECTION 5

SWITCHED VOICE AND DATA SERVICES

SPECIAL FACILITIES SERVICES



SECTION 6

SPECIAL FACILITIES SERVICES



SECTION 7

SYSTEM/NETWORK INTERCONNECTION

INTERCONNECTION WITH IXCS

ITEM 700

INTERCONNECTION WITH INTEREXCHANGE CARRIERS

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Company.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Durham Telephones Ltd.
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Huronario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Morningson Communications Co-operative Limited
North Frontenac Telephone Co.
North Norwich Telephones Limited
North Renfrew Telephone Co. Ltd.
Otonabee Telephones Ltd.
People's Telephone Co. of Forest Inc.
Public Utilities Commission of the Corporation of the Town of Cochrane
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

INTERCONNECTION WITH IXCS

ITEM 700 INTERCONNECTION WITH INTEREXCHANGE CARRIERS

700.1 Definitions

For the purposes of this Tariff:

Account Receivable is an individual charge associated with an eligible call purchased from an IXC according to the terms and conditions of the Company's Billing and Collection Services Agreement.

ANI is Automated Number Identification

CARE is Customer Account Record Exchange

CCS7 is Common Channel Signaling 7

Circuit Group means a group of equivalent circuits.

Data Service means a telecommunications service other than a voice service.

Dedicated Service means a telecommunications service which is dedicated to the private communications needs of a user, where one end of the facility used to provide the service is terminated at equipment dedicated to the user.

Interconnecting Circuit means a circuit or path that connects an IXC's facility to a facility of the Company to provide access to the Company's public switched telephone network (PSTN). An interconnecting circuit may connect:

- (1) an IXC's facility to a Company central office to which customer lines are directly connected (end office); or
- (2) a Company central office to an IXC's Centrex service via a Direct Inward System Access (DISA) path; or
- (3) an IXC's Centrex service to the PSTN via an outgoing Centrex PSTN connection; or
- (4) an IXC's facility to a Company central office to which end offices are directly connected in order to originate or terminate toll traffic (toll office).

Interexchange Service or Interexchange Facility means a service or facility configured to operate between any two exchanges for which Message Toll Service charges would apply, including overseas and international services and facilities.

Interexchange Carrier (IXC) means a Canadian carrier as defined in section 2 of the Telecommunications Act.

Joint-Use Basis means on a basis in which a circuit is not dedicated to a single user.

Line-Side Access means any connecting arrangement provided by the Company to an IXC over which PSTN dial tone is delivered by means of an interconnecting circuit, enabling the IXC to access or egress the Company's PSTN.

PIC is Primary Interexchange Carrier.

Resale means the subsequent sale or lease on a commercial basis, with or without adding value, of a telecommunications service leased from an IXC or from the Company.

Reseller means a person engaged in resale.

Sharing means the use by two or more persons, in an arrangement not involving resale, of a telecommunications service leased from an IXC or the Company

INTERCONNECTION WITH IXCS

ITEM 700 INTERCONNECTION WITH INTEREXCHANGE CARRIERS

700.1 Definitions (cont'd)

Sharing group means a group of persons engaged in sharing.

Standby Circuit means an interconnecting circuit with line or trunk side access which has been activated but rendered incapable, by the Company, of carrying traffic.

Subscriber means a person for whom telecommunications equipment, facilities or service have been provided by an IXC.

Trunk-Side Access means any connecting arrangement provided by the Company over which calls dialed 1+, 0+, 00-, 1+950, 10XXX, 1+800/888, 01+ and 011+ can be routed to the IXC's network and over which traffic from the IXC's network can be routed for termination in the local PSTN.

User means a person or a member of a sharing group using a telecommunications service or facility for the person's or member's private communications needs.

Voice Service means a two-way telecommunications service involving direct real-time voice communication between two or more natural persons. It does not include a service the purpose of which is limited to the coordination or setting up of a data service.

INTERCONNECTION WITH IXCS

ITEM 700**INTERCONNECTION WITH INTEREXCHANGE CARRIERS**

700.2 Facilities

1. The Company will furnish to the Interexchange Carrier (IXC), subject to the availability of facilities, interconnecting circuits, Common Channel Signaling 7(CCS7) connections and appropriate Automatic Number Identification (ANI) or Caller ID signaling, for the purpose of testing its network, at the rates and charges for such connections specified in the Company's Tariffs.
2. Connections furnished to the IXC pursuant to this Item will be restricted to testing functions. The IXC shall not use these connections to carry any of its administrative or commercial traffic.
3. Contribution charges will not apply to facilities designated as test facilities.

INTERCONNECTION WITH IXCs

ITEM 700 INTERCONNECTION WITH INTEREXCHANGE CARRIERS

700.3 Interconnecting Circuits with Trunk-Side Access

1. General

- (a) An interconnecting circuit “with trunk side access” refers to a connecting arrangement provided by the Company over which traffic from the IXC’s network can be routed for termination in the local PSTN.
- (b) An interconnecting circuit with trunk side access may be arranged for Feature Group D service, which provides the IXC with the capability of offering subscribers access to its network by dialing 1+, 0+, 10XXX, 01+ or 011+. Interconnecting circuits with trunk side access arranged for Feature Group D service may be connected to an Access Tandem (AT Connection) or to an End Office (Direct Connection) and may use Multi-Frequency (MF) signalling or CCS7 signalling, subject to the availability of suitable facilities.
 - (1) Access to the IXC’s network from the Company’s public and semi-public telephones is available via 10XXX dialing. The Company will not accept coin payment for such calls.
- (c) An interconnecting circuit with trunk side access may be arranged to provide for the routing of 800/888 calls destined for the IXC’s network. This arrangement is available for AT Connections only and may use MF or CCS7 signalling.
 - (1) Interconnecting circuits with trunk side access established for the purpose of routing 800/888 calls destined for the IXC’s network must be arranged for one-way service.

2(a)	Restrictions on Use	Reserved for future use
2(b)	National Origination	Reserved for future use
3	Rates and charges	Reserved for future use
4	Network Charges	Reserved for future use

5. Billing and Collection Services

- (a) Effective 1998 01 01, for any call which is charged back to an IXC, as specified in the Company’s Billing and Collection Services Agreement, the Company will provide to the IXC the customer’s name, telephone number and billing address associated with the call.
- (b) The Company will furnish services at rates specified in the Billing and Collection Services Agreement

6. PIC Processing

- (a) When the IXC is provided with interconnecting circuits with trunk-side access arranged for Feature Group D service, the IXC can offer its subscribed customers access to its network through 1+, 0+, 01+, 011+, and 00- dialing. Such access is enabled through the identification of the IXC as the customer’s Primary Interexchange Carrier (PIC). PIC selections may be specified for eligible Company-provided primary monopoly exchange services which provide direct voice access to the PSTN through “1+” dialing and which are provisioned in End Offices which support Feature Group D. A list of specific services is included in the PIC/CARE Manual described in C below.
- (b) An IXC with Feature Group D service is required to establish a PIC processing account with the Company at least 60 calendar days prior to the requested commencement of PIC processing. When the account is established, the IXC must identify the PIC processing parameters and options required, as specified in the IXC’s Customer Account Record Exchange (CARE) Profile which is provided in the PIC/CARE Manual. The establishment of the PIC processing account is subject to a service charge as specified in (h)(1) below. Changes to the IXC’s CARE Profile are subject to a service charge as specified in (h)(2) below. Subsequent changes to these parameters and options must be provided in writing at least 30 calendar days prior to the requested date for implementation of the changes.

INTERCONNECTION WITH IXCs

700.3 Interconnecting Circuits with Trunk-Side Access

PIC Processing (cont'd)

- (a) The Company will provide each IXC which establishes a PIC processing account with two copies of the PIC/CARE Manual. The PIC/CARE Manual reflects standards and procedures for the processing of PIC transactions between the Company and the IXC. Additional copies of the PIC/CARE Manual are provided subject to the charge as specified in (h)(3) below.
- (b) PIC processing charges apply for establishing or changing the PIC selection for a customer's access line, such as for new or additional access lines, customer moves, and customer-initiated number changes. Charges for processing customer PIC transactions are assessed to the IXC selected by the customer and are as specified in (h)(4) below.
- (c) In the case of PIC selection changes which are disputed by the customer or an IXC on behalf of the customer, the customer's PIC selection will be reinstated to the previous PIC. The IXC must then provide evidence of customer authorization as described in the PIC /CARE Manual. If such customer authorization is not provided within 15 business days from the date of the request from the Company, the IXC will be deemed to have requested an unauthorized PIC change, and will be assessed the charge specified in (h)(5) below. A PIC processing charge as described in (d) above will also be assessed to the IXC having requested the unauthorized PIC charge, to cover the reinstatement of the unauthorized PIC to the previous PIC selection.
- (d) To enable the IXC to validate or place PIC subscription orders at the Working Telephone Number (WTN) level, the IXC may request and obtain from the Company a detailed record transaction in CARE format of all WTNs subscribed to a specific Billing Telephone Number (BTN). Service charges apply as specified in (h)(6) below.
- (e) To enable the IXC to perform a reconciliation between the IXC's billing records and the Company's PIC database, the IXC may request a Verification Record from the Company. Verification Record transactions are subject to the service charge specified in (h)(7) below.
- (f) PIC processing charges are as follows:

1	Account Set-Up charge, each PIC processing account	\$706.68
2	Changes to CARE profile, each request	\$188.31*
3	PIC/CARE Manual, each additional copy	\$88.34
4	PIC Processing charge, each access line	\$6.08*
5	Unauthorized PIC Change charge, each access line	\$58.11
6	BTN Detail charge, each WTN provided	\$0.12
7	Verification Record charge, each access line	\$0.12

7. Carrier Network Profile Change

- (a) Prior to an IXC initially being provided with interconnecting circuits with trunk side access, the IXC is required to complete an Access Customer CARE Profile to select network and translation options. The Profile data is subsequently programmed into the Company's switches, as required.
- (b) Service charges, as outlined in (c) below, apply to change the selected options and change the network translations in the Company's switches associated with each impacted Carrier Identification Code (CIC) at any time subsequent to the initial programming.
- (c) The following service charges apply at each End Office switch impacted by the IXC's request.

Presubscription Indication.....\$94.75

INTERCONNECTION WITH IXCS

700.4 Standby Circuits

1. Terms and Conditions

- (a) All requests to establish standby circuits and to subsequently remove the standby condition must be addressed to the Company and will be offered where the availability exists.
- (b) Upon removal of the standby condition, standby circuits may be used only for the type of service specified in the original order which established them.

2. Rates and Charges

- (a) The Company will furnish standby circuits at the following rate and charge for interconnecting circuits with trunk side access and in the appropriate General Tariff services that may be used to provide interconnecting circuits with line-side access.

Interconnecting circuits, per month	\$835.50
Provisioning of IXC Switch to interconnecting circuits	\$3,933.00

- (b) The only service charge associated with the establishment of a standby circuit, is the one to activate the appropriate connection or access as follows:
 - 1) For interconnecting circuits with line side access, the service charge for PSTN connectivity.
 - 2) For interconnecting circuits with trunk side access, the service charge in the General Tariff for the Administration Charge and Line Connection Charge components.
- (c) Designation of an active circuit to standby and removal of the standby condition are each subject to an Administration Charge per customer order (request) plus a service charge per circuit, equal to the service charge to establish the interconnecting circuit.
- (d) Contribution charges do not apply to interconnecting circuits designated as standby circuits.

INTERCONNECTION WITH IXCS

700.5 Network Announcements for Customers of Disconnected IXCs With Features Group D

1. General

- (a) This service provides for a network announcement to be activated when an IXC with Feature Group D service is disconnected from the Company's network, or otherwise ceases to provide its customers with access to long distance services. The Company will route all calls destined for the network of the disconnected IXC to a recorded announcement. When customers attempt to place calls on the network of the disconnected IXC, the announcement will inform customers to contact another long distance service provider to establish service and/or to obtain instructions for making immediate long distance calls via casual dialing.
- (b) A once-only charge as specified in (1) below is assessed for the creation of the announcement capability. This charge is assessed to each IXC having provided to the Company on the effective date of this tariff an "Access Customer CARE (Customer Accounts Record Exchange) Profile" as referenced in the PIC/CARE Document.
- (c) Each time an IXC with Feature Group D service is disconnected from the Company's network, or otherwise ceases to provide its customers with access to long distance services, a charge as specified in (2) below is assessed for the activation of the recorded announcement. This charge is assessed to each remaining IXC having provided to the Company, on the date that the announcement is activated, an "Access Customer CARE Profile as referenced in the PIC/CARE Document.

	Charge
(1) Once-only announcement creation fee	\$4,770.00
(2) Announcement activation charge, each occurrence	\$336.00

INTERCONNECTION WITH IXCS

700.6 Bulk Transfer of a Customer Base Between IXCs Having Feature Group D Service

1. General

- (a) This service is intended for situations such as acquisitions or mergers in which one IXC with Feature Group D service (the Acquiring IXC) acquires the equal access customer base of another IXC (the Original IXC). An Acquiring IXC can request the Company to convert the customer PIC selections from the Original IXC to the Acquiring IXC on a bulk transfer basis. Prior to the processing of such a bulk customer base transfer by the Company, the Acquiring IXC must provide the Company with documentation of the Original IXC's agreement to the bulk transfer of its customer base.
- (b) An Acquiring IXC requesting a bulk transfer of another IXC's customer base must provide the Company with advance notification of such request. Depending upon the size and nature of the customer base to be transferred, the specific timing of the transfer may be subject to negotiation with the Company.
- (c) Charges for processing a request for a bulk transfer of another IXC's customer base are assessed to the Acquiring IXC. The charges consist of two components, a basic charge per request and a variable charge per access line PIC selection transferred.
- (d)

Rates and charges	
(1) Basic charge, each request, per company	\$21,241.00
(2) Variable charge, each access line	\$1.41

700.7 Customer Information Reports

1. General

- (a) Customer Information Reports provide weekly listings of names, addresses and other information as described in (d) below related to orders from the Company's subscribers to install, remove or change the location of a service which will result in access line movement.
- (b) The information may be provided in paper or electronic format, at the discretion of the Company, and is consistent in format with the Bellcore Customer Account Record Exchange (CARE) standard.
- (c) Reports are available under the terms and conditions of a contract that specifies the contract period and termination charges.
- (d) The information provided for each report entry includes:
 - 1) Name
 - 2) Address
 - 3) Working Telephone Number
 - 4) Subscriber Type
 - 5) Activity Type
 - 6) Quantity of lines
 - 7) Order Date and Due Date
 - 8) Non-Listed Indicator
 - 9) Privacy Code
 - 10) Company's Order Number
 - 11) Related Order Identifier
- (e) To protect subscriber privacy, the customer will not engage in telemarketing when subscriber-requested privacy is indicated by the privacy code listed in (d) above. Information about subscribers having non-published numbers will be excluded from the reports.
- (f) The customer may choose, on a monthly basis or less frequently if required, any of the following optional features:
 - (1) Geographic filtering, which is the filtering of data on the basis of geographic coverage (all of the Company's operating territory or specific NPA and NXX codes).
 - (2) Subscriber filtering, which is the filtering of data on the basis of subscriber type (business/residence).
 - (3) Completion Status filtering, which is the filtering out of data related to subscriber orders which have already been completed by the time a particular report is produced.

The selected optional feature(s) are defined and can be amended periodically by the customer. Prior to delivery of the first report, the Company will provide the customer with a computer diskette containing the table format to be used to define the selected optional features required. To change these requirements, the customer will deliver an updated diskette to the Company with the appropriate revisions.

INTERCONNECTION WITH IXCS

2. Definitions

In this tariff item, "Subscriber" shall mean a residential or business customer to the Company's switched voice monopoly access services.

"NPA" shall mean the Numbering Plan Area code used by the Company to indicate the various geographical areas within the Company's operating territory.

"NXX" shall mean the numerical code used by the Company to indicate a specific central office within an NPA.

3. Rates and Charges

Reference CRTC Telecom Decision 99-18, paragraph 40: "Since the costs of gathering and processing basic customer information and TPI are already included in the CAT, the Commission determines that no additional rate be charged for the incumbent toll provider to receive access to such information."

SYSTEM/NETWORK INTERCONNECTION

Pages 712 to 732 - Reserved for Future Use



SECTION 8

PROGRAMS AND PROMOTIONS



Independent
Telecommunications
Providers Association

SECTION 9

DIRECTORY LISTINGS

DIRECTORY LISTINGS

ITEM 900 DIRECTORY LISTINGS

In accordance with appropriate Agreements, this item is filed by the Independent Telecommunications Providers Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers. C
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	D	
Brooke Telecom Co-operative Limited		
Execulink Telecom Inc.	C	
Gosfield North Communications Co-operative Limited		
Hay Communications Co-operative Limited		
Huron Telecommunications Co-operative Limited		
The Lansdowne Rural Telephone Co. Ltd.		
Mornington Communications Co-operative Limited		
Nexicom Telecommunications Inc.		
Nexicom Telephones Inc.		
North Frontenac Telephone Co.		
North Renfrew Telephone Co. Ltd.		
	D	
Quadro Communications Co-operative Inc.		
Roxborough Telephone Company Limited		
	D	
Tuckersmith Communications Co-operative Limited		
WTC Communications	C	
	D	F

DIRECTORY LISTINGS

ITEM 900 DIRECTORY LISTINGS

- 900.01 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.
- 900.02 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.
- 900.03 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 the individual company tariffs section 80-13.
- 900.04 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.
- 900.05 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.
- 900.06 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.
- 900.07 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.
- 900.10 LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE
- 900.11 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 and four-party line service.
 - (c) For each P.B.X. system
 - (d) For each joint user. The telephone number in each such listing is that of the line, service or P.B.X. system for which the listing is provided.

DIRECTORY LISTINGS

ITEM 900 DIRECTORY LISTINGS900.10 LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE (Cont'd)

900.12 Emergency call listings may be provided without additional charge for police and fire services, at the discretion of the Company.

900.13 Listings are provided without additional charge for specified services as stipulated in this Tariff.

900.14 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.

900.20 PRIMARY LISTINGS

900.21 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.

900.22 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.

DIRECTORY LISTINGS

ITEM 900 DIRECTORY LISTINGS900.20 PRIMARY LISTINGS (cont'd)

900.23 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.

900.30 EXTRA LISTINGS

900.31 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.

900.32 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 900.22(a) and 900.35(c).

900.33 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.

DIRECTORY LISTINGS

ITEM 900 DIRECTORY LISTINGS900.30 EXTRA LISTINGS (Cont'd)

- (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

900.34 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 900.35(c).

900.35 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.

900.40 OMMISSION OF LISTINGS FROM THE DIRECTORY

900.41 The rates below apply for the omission of each primary listing in accordance with the customer's request for privacy. The listing is omitted completely from the directory. Only name and address appear on Directory Assistance records. A non-published number is confidential information and is not given out unless pursuant to legal direction. The company will not place calls to any customer subscribing to omission of a primary listing, for the purpose of promoting new products, services or discount plans, without the customer's prior consent.

DIRECTORY LISTINGS

ITEM 900 DIRECTORY LISTINGS

900.50 INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS

900.51 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 section 30.21 of this tariff.

900.60 RATES FOR EXTRA LISTINGS

900.61 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	\$4.45 (I)		MESC
Business Extra Listing - Each	\$4.45 (I)		MESC
Foreign Extra Listing – Each	\$4.45 (I)		MESC
Foreign Extra Listing Toronto/Mtl Ea.	\$2.90		MESC
Zenith Extra Listing – Each	\$5.05		MESC
Non-published Listing – Each	\$4.45		MESC
Foreign Listing Business – Order Processing*			\$60.00
Foreign Listing Residence – Order Processing*			\$25.00

*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.

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

- (a) When a customer’s legal name is changed.
- (b) 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.
- (c) 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 900.33(g)) is classed as an extra listing.

900.62 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

ITEM 900 DIRECTORY LISTINGS

900.80 CHARGE FOR OPERATOR ASSISTANCE

- 900.81 (a) A charge as specified in (c)(1) below applies for each call to operator assistance.
- (b) Exemptions from the charge specified in (c)(1) apply to:
- (1) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Operator 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:
 - (a) 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:
 - (i) The person has a physical or mental disability
 - (ii) The person is functionally illiterate
 - (b) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;
 - (c) 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 (c)(1) below regardless of the telephone number from which the operator assistance request originates.

(c) Rates and Charges:

	Rates(1)
Amtelecom Inc.	\$0.95
Brooke Telecom Co-operative Limited	\$0.95
Gosfield North Communications Co-operative Limited	\$0.95
Hay Communications Co-operative Limited	\$0.95
Huron Telecommunications Co-operative Limited	\$0.95
Hurontario Telephones Limited	\$0.95
The Lansdowne Rural Telephone Company Ltd.	\$0.95
Mornington Communications Co-operative Limited	\$0.75
Nexicom Telecommunications Inc.	\$0.95
Nexicom Telephones Inc.	\$0.95
North Frontenac Telephone Corporation Limited	\$0.95
North Renfrew Telephone Company Limited	\$0.95
Peoples Telephone Company of Forest Inc.	\$0.95
Quadro Communications Co-operative Inc.	\$0.75
Roxborough Telephone Company Limited	\$0.95
South Bruce Rural Telephone Company Ltd.	\$0.95
Tuckersmith Communications Co-operative Limited	\$0.75
Westport Telephone Company Limited	\$0.95
Wightman Telephone Limited	\$0.95

DIRECTORY LISTINGS

ITEM 910 DIRECTORY FILE SERVICE

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Hurontario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Co.
North Renfrew Telephone Co. Ltd.
People's Telephone Co. of Forest Inc.
Public Utilities Commission of the Corporation of the Town of Cochrane
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telephone Ltd.

ITEM 910

DIRECTORY FILE SERVICE

- 910.01 Directory File Service provides for a machine-readable file containing non-confidential customer listing information for the Carrier's customers listed and intended to be listed in the Carrier's directories. The Carrier provides a complete set of listings as specified in Items 910.06 and 910.07 below to independent telephone directory publishers, for the sole purpose of publishing telephone directories, to alternate operator service providers for the sole purpose of providing directory assistance, and to Local Exchange Carriers, interexchange carriers, and Wireless Service Providers for the purpose of providing directory assistance. The file may not be resold, rented or otherwise disposed of to any other party.
- 910.02 Applicants to Directory Files must enter into a sublicensing agreement with the Carriers which, among other things, protects the Carrier's copyright of listed information.
- 910.03 Definitions:
- (1) The term "machine-readable" describes the output format for the Directory File. Directory Files are provided only in the electronic medium prescribed by the Carrier.
 - (2) The term "Master File" means the Directory File updated monthly to include the previous Monthly Update File. The Master File reflects customer listing information of the last business day prior to the first full weekend of each month.
 - (3) The term "Update File" means the current monthly file which contains only the changes to subscriber listing information (i.e. additions, revisions and deletions) resulting from service order activity affecting the Master File. During the current monthly interval, the Update File reflects changes to customer listing information as of the last business day prior to the first full weekend of each month.
- 910.04 The provision of Directory Files will be available within 120 days of receipt of the first request.
- 910.05 The Carrier is not liable for any inaccuracies in the Directory File content, fault in the information due to the medium in which it is contained, its suitability for the use by the purchaser or its merchantability or use for a particular purpose.
- 910.06 Directory Files include the following information, as printed in the Carrier's directory:
- (1) Name
Residence:
 - surname, name and/or given initials
 - designation if applicable
 - title of address (Dr.) if applicable
 - title of status (Jr.) if applicableBusiness:
 - business name, business designation (e.g. Lawyer)
 - or surname, followed by name and/or initials and designation if applicable.
 - (2) Address (unless not included at the request of the customer):
 - address/location type (floor, building, etc.) if printed in the directory;

DIRECTORY LISTINGS

- address/location number (e.g. floor, suite, apartment number), if printed in the directory;
- house number/suffix – civic number if applicable;
- street name or unusual address;
- community name (if part of the listed address, abbreviated as required).

- (2) Telephone Number
- (3) listed seven digit telephone number, or seven digit telephone number with area code (NPA) where appropriate.
- (4) Exchange Name Abbreviation (one per file), as defined by the Carrier.
- (5) Business/Residence/Government Indicator
- (6) Postal Code, as provided by the customer.

910.7 The following types of listing information are not provided in Directory Files:

- (1) Listings omitted, at the request of the customer, from both the Carrier's published directory and Directory Assistance.
- (2) Listings omitted, at the request of the customer, from the Carrier's published directory.
- (3) Listing omitted, at the request of the customer, for additional lines billed to the same customer.
- (4) 800 and 888 Listings
- (5) Reference Listings
- (6) Zenith Listings
- (7) 911, 711, 611, 411, 0, 1

910.06 The Directory File includes customer listing information as specified in Items 900.20 and 900.30.

910.07 The Directory File is available on an individual NXX level.

910.08 The following rates and charges are payable in advance of the preparation and/or provisioning of a Directory File.

Service Item	Rate
(1) Each Master File Listing	\$0.20
(2) Each Update File Listing	\$0.40
(3) Set-up Fee	
- initial request for Master File or Update File or combination thereof	\$800
- subsequent request for a service configuration	\$800
- Initial request for customized features	\$800

- (a) Master Files include listings for residence and/or business and/or government classifications.
- (b) Update Files are only provided in association with a Master File of the same Carrier and must be requested at the same time as the Master File.
- (c) Updates can be requested for residence and/or business and/or government listings.

DIRECTORY LISTINGS

ITEM 920**BASIC LISTING INTERCHANGE FILE**

In accordance with appropriate Agreements, this item is filed by Ontario Telephone Association on behalf of the following local exchange carriers, hereinafter referred to as the Carriers.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Gosfield North Communications Co-operative Limited
Hay Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
Huronario Telephones Limited
The Lansdowne Rural Telephone Co. Ltd.
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Co.
North Renfrew Telephone Co. Ltd.
People's Telephone Co. of Forest Inc.
Public Utilities Commission of the Corporation of the Town of Cochrane
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
South Bruce Rural Telephone Company Ltd.
Tuckersmith Communications Co-operative Limited
Westport Telephone Co. Ltd.
Wightman Telecom Ltd.

ITEM 920 BASIC LISTING INTERCHANGE FILE

- 920.01 Basic Listing Interchange File (BLIF) service provides for a machine-readable file containing non-confidential customer listing information (Listings) for the Carrier's customers listed, and intended to be listed, in the directories and directory assistance databases. The Carriers provide these listings to Local Exchange Carriers, as specified in the BLIF Service Description and Ordering Guidelines document (BLIF document), for the purpose of providing directories and/or directory assistance services. The Carriers provide these listings to independent directory publishers, as specified in the BLIF Service Description and Ordering Guidelines document (BLIF document), for the purpose of publishing telephone directories. The Carriers provide these listings to Alternate Operator Service Providers (AOSPs), for the sole purpose of providing directory assistance services.
- 920.02 Definitions:
- (1) The term "BLIF Master" means the provision of BLIF on an individual NXX level. The BLIF Master reflects subscriber listing information as of the last business day prior to the first full weekend of each month.
 - (2) The term "BLIF Updates" means the provision of BLIF containing only updated Listings for the Carrier (i.e. additions, revisions and deletions) resulting from service order activity affecting the BLIF Master File and/or previous BLIF Updates. During the current monthly interval, the BLIF Update File reflects changes to customer listing information as of the last business day prior to the first full weekend of each month. The BLIF Update File is available on a daily, weekly, bi-weekly and monthly basis.
 - (3) The term "Listings" means customer listings, as described in the Listing Definitions section of the BLIF Document, which are included in the Carrier's BLIF.
 - (4) The term "Licensee" is a Local Exchange Carrier operating in Canada who wishes to obtain the Carrier's customer listing information contained in the Carrier's BLIF for the purpose of providing telephone directories and/or directory assistance services (the "Services").
- 920.03 The Licensee must enter into a licensing agreement with the Carrier for a period of five (5) years, renewable automatically for five (5) year periods (the BLIF Agreement).
- 920.04 The Licensee shall not license, sub-license, share, sell, re-sell, rent, lease, charge, encumber, pledge or otherwise dispose of, deal with, use or copy the Carrier's BLIF Agreement. The licensee agrees to take all reasonable steps to protect and safeguard the Listings from unauthorized disclosure.
- 920.05 The provision of BLIF will be available within 120 days of receipt of the first request.
- 920.06 The limitations of liability provisions as set out in the BLIF Agreement, to be entered into by the Licensee and the Carrier, are hereby incorporated by reference into this Tariff.
- 920.07 Listings are provided in a format conforming with the specifications set out in the BLIF Document.
- 920.08 The BLIF will include all of the required information as specified in the BLIF Document.

DIRECTORY LISTINGS

ITEM 920 BASIC LISTING INTERCHANGE FILE

920.09 The following types of listing information are not provided in BLIF:

- (1) Non-Published Telephone Numbers;
- (2) "Out of Book" listings. That is, those listings added to a particular directory when the terminating location of the number is not within the physical region of the directory's coverage;
- (3) Wireless listings;
- (4) 800,877,888 and 900 Listings;
- (5) Reference Listings;
- (6) Zenith Listings;
- (7) 911, 711, 611, 411, 0, 1;
- (8) Additional/extra listings;
- (9) Text accompanying listings (i.e. special instructions, Internet listings).

920.10 The Licensee shall comply with all specifications set out in the BLIF Document pertaining to the Licensee.

920.11 The Licensee may terminate the BLIF Agreement at any time by giving written notice to the Carrier at least ninety (90) days in advance of the effective date of any such termination. The Carrier shall have the right to terminate the BLIF Agreement upon ten (10) days prior written notice if the Licensee has breached any of its material obligations in the BLIF Agreement or this tariff, and Licensee has failed to cure such default within thirty (30) days of receipt of a written notice sent from the Carrier describing the nature of the default.

920.12 In the event of termination, any amounts due to the Carrier pursuant to the BLIF Agreement and this Tariff shall immediately become due and payable. In such event, the Licensee shall immediately discontinue the use of the Listings and comply with all other requirements set out in the BLIF Agreement.

920.13 The BLIF is available on an NXX level.

920.14 The following rates and charges are payable in advance of the preparation and/or provisioning of BLIF.

	Service Item	Rate
(1)	Each BLIF Master and/or BLIF Update File Listing	\$0.20
(3)	Set-up Fee	
	- initial request for BLIF Master File or BLIF Update File or combination thereof	\$800
	-	
	- subsequent request for a service configuration	\$800
	- Initial request for customized features	\$800

DIRECTORY LISTINGS

ITEM 920

BASIC LISTING INTERCHANGE FILE

- (a) BLIF Master Files include listings for residence and/or business and/or government classifications.
- (b) BLIF Update Files are only provided in association with a BLIF Master File of the same Carrier and must be requested at the same time as the BLIF Master File.
- (c) BLIF Updates can be requested for residence and/or business and/or government listings.



SECTION 10

BILLING AND COLLECTION SERVICES

BILLING AND COLLECTION SERVICES

ITEM 1000

BILLING AND COLLECTION SERVICES TYPE 2

In accordance with appropriate Agreements, this item is filed by the Ontario Telecommunications Association on behalf of the following local exchange carriers, hereinafter referred to as the Company.

Amtelecom Inc.
Brooke Telecom Co-operative Limited
Execulink Telecom Inc.
Gosfield North Communications Co-operative Limited
Huron Telecommunications Co-operative Limited
The Lansdowne Rural Telephone Company Ltd.
Mornington Communications Co-operative Limited
Nexicom Telecommunications Inc.
Nexicom Telephones Inc.
North Frontenac Telephone Corporation Ltd.
North Renfrew Telephone Company Ltd.
People's Telephone Co. of Forest Inc.
Public Utilities Commission of the Corporation of the Town of Cochrane
Quadro Communications Co-operative Inc.
Roxborough Telephone Company Limited
Tuckersmith Communications Co-operative Limited
Westport Telephone Company Limited
Wightman Telecom Ltd.

BILLING AND COLLECTION SERVICES

ITEM 1000**BILLING AND COLLECTION SERVICES TYPE 2****Description of Service**

The Company will provide Billing and Collection Service to a Service Provider for Eligible Services, at the rates set out in Item 1000.4. Billing and Collection Service includes:

1. Preparation and rendering of bills for charges collected on behalf of the Service Provider, which are associated with Eligible Services provided to Customers of the IXC or reseller who also maintain accounts with the Company.
2. Collection of payments for charges associated with Eligible Services, including appropriate taxes which will be remitted by the Service Provider to the appropriate governments.
3. Answering of Customer questions regarding charges billed by the Company for such Eligible Services, excluding questions about the details of the IXC's or reseller's services, rates, rate structures and similar matters.
4. Application of credits and adjustments to Customer accounts, in accordance with Billing and Collection Services Procedures which are provided to the Service Provider from time to time by the Company.

1000.2 Definitions

For the purposes of this Tariff Item:

“*Account Receivable*” means an individual charge associated with an Eligible Service collected on behalf of a Service Provider according to the terms and conditions of the Company's Billing and Collections Services Agreement.

“*Clearinghouse*” is a party which settles, trades and regulates delivery of call records between carriers.

“*Eligible Services*” are telecommunications services, as specified in the Billing and Collection Services Agreement, which are provided by IXCs or resellers to Customers utilizing such IXCs' or resellers' respective networks.

“*Service Provider*” is either:

BILLING AND COLLECTION SERVICES

ITEM 1000 BILLING AND COLLECTION SERVICES TYPE 2

1000 Billing and Collection Service Type 2 – Continued

1000.3 Conditions of Service

1. The Service Provider must execute a Billing and Collection Services Agreement, which details the terms and conditions of the service, with the Company
2. For any call which is charged back to the Service Provider by the Company pursuant to the Billing and Collection Services Agreement, the Company will provide to the Service Provider the Customer's name, telephone number and billing address associated with the call.

1000.4 Rates

1. An accounts receivable management fee will apply to each Account Receivable collected on behalf of the Service Provider.

Service Item	Charge
Accounts Receivable Management fee as a percentage of the value of the Accounts Receivable collected.	3.5%

2. In addition, processing charges per account receivable collected will apply each time an account receivable is:
 - a. returned prior to billing,
 - b. billed to a Customer, or
 - c. returned or charged back to the Service Provider after billing.

Service Item	Rate
Processing charge per account receivable returned prior to billing	\$ 0.0590
Processing charge per account receivable billed	\$0.1825
Processing charge per account receivable returned or charged back after billing	\$8.3100