

EXCHANGE SERVICE

Item
510.SERVICE CHARGES1. GENERAL

A. A service charge is the charge for the establishment of service or subsequent additions, changes and moves thereto.

B. Service charges are in addition to all other applicable rates and charges as specified in the Company's General Tariff. **C**

C. When it is necessary for the Company to install special assemblies of equipment or to incur any unusual expense in order to meet the requirements of a customer, an additional charge may be made based on the additional cost or expense incurred. **C**

D. Notwithstanding any other provisions contained in the Company's General Tariff, one service charge shall be payable for each element associated with the installation, move or change of any telephone, basic Exchange service line and for those Tariff Items where "regular service charges," or "see Item 510," are specified. Service charges for all other services are as specified in the applicable Tariff Item. Elements are as follows: **C**

1) Line Connection - provides for the work done in the Company's Central Office and/or elsewhere required to connect the customer's telephone line to the network. A line connection charge applies: **C**

- for each telephone line connected or reconnected to the network;
- for other bridging connections;
- for each customer's request that results in the change of a telephone number;
- for each line or main telephone connected or reconnected to a PBX or BCS;
- for a change of line features on an existing line which does not result in a change to the monthly rental.

2) Premises Visit - applies on a per "Visit" basis whenever an order results in a Company employee being dispatched to a customer's premises. A premises visit provides for the delivery of any telephones as required. Where there is a decrease in the number of telephones as a result of a premises visit, a premises visit charge would not apply except where there is a request for work to be performed on additional items. Such additional work is subject to charges as specified in 3) below. A premises visit charge does not apply for a subsequent visit required to complete an order for which a premises visit charge has already been applied. **C**

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SERVICE CHARGES – continued1. GENERAL – continued

D. continued

3) Work Unit Charge - applies to each item installed, moved, changed, or re-wired by a Company worker. In the case of key systems, PBX, BCS and Centrex systems, this charge applies only to items installed at the time of the initial system installation. For items added subsequent to the initial key system, PBX, HPBX, HBCS, BCS and Centrex installation, see Work Unit Charge (Subsequent). In the case of telephones equipped with Phone Centre jacks, the work unit charge(s) normally apply to the installation or re-wiring of the Phone Centre outlets, however work unit charges may also apply for certain modifications to telephone sets.

4) Work Unit Charge (Subsequent) - applies to each item installed, moved, changed or rewired by a System worker on existing key systems, PBX, HPBX, HBCS and BCS systems, Centrex installations or other similar equipment.

5) Work Unit Charge - (initial or subsequent as applicable) applies to each trunk for the provision of a Network Interface Device (NID).

6) Work Unit (Premises Connection) Charge – applies to each connection to extend service from the Company's demarcation point to a termination point within the customer's premises.

E. An Item is defined as telephone service or equipment having a monthly rental or one time charge.

F. When service is installed outside regular working hours at the request of the customer, an additional charge may be made based on the additional expense incurred.

G. The Company may forego or reduce stated service charges on specified offerings.

1) The Company is permitted to waive the Residence Element Service Charges for local residential winbacks. **N**
N

H. A move is a transfer of Company equipment from one location to another on the same premises which includes the following:

1) An inside move is moving Company equipment on the same premises within the same building.

2) An outside move is moving Company equipment from one building or outside location to another on the same premises.

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I. A change is a substitution of a different item of Company equipment or service or a rearrangement of equipment or wiring which does not involve a change in the location of said equipment. C

J. In case of a change of location between separate buildings on the same premises or to different premises, service charges apply at the new location. When such a change involves equipment which is subject to an initial service period in excess of one month at the same location, charges apply in accordance with 1) or 2) following, at the customer's option:

1) The customer pays the cost of removing all equipment from the existing location and installing it at the new location. The date of termination of the initial service period is unchanged.

2) The customer pays connection charges on the items of equipment or service that are moved to the new location, plus a termination charge for the unexpired portion of the initial service period for such installations. A new initial service period is then applicable at the new location.

K. In case of a move of equipment within the same building where the equipment is subject to an initial service period in excess of one month at the same location, charges apply in accordance with 1) or 2) following, at the customer's option:

1) See J.1) preceding.

2) The customer pays a move charge on the item or items of equipment or service that are moved plus a termination charge for the unexpired portion of the initial service period for such installation. A new initial service period is then applicable at the new location.

L. The total of the service charges for moving, changing and re-wiring etc. of existing equipment shall not exceed the service charges that would be applied if the equipment were being put in place as a new installation, unless otherwise stated.

M. Moves or changes made on the Company's initiative for the proper maintenance of Company equipment or service are made without charge. C
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N. When the Company does not meet a scheduled installation or repair appointment, the Company will provide at no charge to the individual line customer, where available, his/her choice of two features, having a monthly rate as specified in Calling Features (Item 2142) or Voice Messaging Service (Item 2148) for 2 months or one feature as specified in Item 2142 or Item 2148 for 4 months. If no features are available to the customer, the Company will provide a \$10.00 gift certificate to the customer. C
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SERVICE CHARGES – continued

2. RATES AND CHARGES

A. Element Service Charges described in 1.D. are as follows:

	<u>Element Service Charges (Note 1)</u>			
	<u>Bands A-D</u>	<u>Residence</u>		<u>Business</u>
		<u>Current</u>	<u>Bands E-G</u>	
		<u>Minimum</u>		
Line Connection	\$12.00	#	\$ 12.47	\$ 16.50
Premises Visit (Note 2)	45.00	#	46.79	49.50
Work Unit (Note 2)	25.00	#	26.00	44.00
Work Unit (Subsequent)	N/A	#	N/A	44.00
Work Unit (Premises Connection)	15.00	#	15.59	16.50

Note 1: Service charges may be waived if a customer agrees to an upgrade of service during a repair visit.

Note 2: The service charges above apply except where otherwise stated in the Company's General Tariff.

B. Non-Element charges

	<u>Service Charge</u>
1) Off-premises extension and/or circuit, except for termination on a call answering board. + This charge provides for Central Office work required to connect the Off-premises extension. Other applicable element charges are additional.	\$ 36.45 +
2) Directory listings	See Item 1600
3) Disconnecting, removing and replacing wires, cables, poles or other equipment	At Cost
4) Installation and provisioning involving unusual costs such as specialized cable, inter building wiring, building wiring or excavation and construction costs.	At Cost

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C. No service charge applies for the following:

- 1) Changes in equipment or wiring required to be made by the Company rather than requested by the customer except where otherwise stated in the Company's General Tariff. **C**
C
- 2) Changes made in connection with public telephone service.
- 3) Change from residence to business service.