

EXCHANGE SERVICE

Item
512.

ACCELERATED INSTALLATION SERVICE

Note: This tariff item is forborne from regulation when associated with forborne services.

1. GENERAL

The Accelerated Installation Service offers eligible business customers (either retail or wholesale customers), requesting provisioning and installation of certain tariffed services, with an earlier installation due date than the standard installation due date provided by the Company. C

2. DEFINITIONS

“Eligible customers” are new and existing retail and wholesale business customers that require an installation due date that is earlier than the standard due date.

“Standard installation due date” is the normal timeframe in business days that is used by the Company to install a particular service. The due date interval is measured from the date of acceptance of the installation order to the date that the installation is completed. C
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3. TERMS AND CONDITIONS

A. The Company will negotiate with each customer, on a case-by-case basis, an accelerated installation due date that takes into account both the customer's requirements and the Company's ability to deliver the Accelerated Installation Service in consideration of the the Company's other workload activities at the time. C
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B. The Accelerated Installation Service charge as specified in Article 4 applies per circuit or channel when the service order is completed and the Company has met the accelerated installation due date negotiated with the customer. A customer can request an accelerated installation date that is either (i) 1 to 8 business days earlier than the Company's standard due date interval or (ii) 9 or more business days earlier than the Company's standard due date interval. C
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C. The Accelerated Installation Service charge applies in the event the customer is responsible for causing the missed accelerated installation due date. This includes, but is not limited to, situations where the customer is not ready on or before the negotiated accelerated installation due date, and cancellation by the customer after the Accelerated Installation Service request was initiated.

D. An Administrative Fee applies to all requests for an accelerated installation due date including those where the customer, after having requested an accelerated installation due date, decides not to proceed with or discontinues negotiation of an accelerated installation due date with the Company, or if the Company is unable to secure an earlier installation date due to resource availability/work requirements. The Administrative Fee applies per request for Accelerated Installation Service. C

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ACCELERATED INSTALLATION SERVICE – continued

3. TERMS AND CONDITIONS – continued

E. The Accelerated Installation Service is available for the following tariffed services:

Supplementary Tariff Special Services and Facilities CRTC 24002

<u>Item Number</u>	<u>Service Name</u>
5500	Interprovincial Private Line
5650	Analogue Private Line
6001	Digital Network Access (DNA)
6002	Digital Private Line Service
6800	Digital Channel Service
6900	Ethernet Access

Access Services Tariff CRTC 24006

<u>Item Number</u>	<u>Service Name</u>
125	Competitor Digital Network (CDN) Services

3. RATES AND CHARGES

The customer shall pay the Company the following rate and charges for the Accelerated Installation Service and is subject to all applicable terms and conditions of the Company's tariffs. Such rates and charges are in addition to any other rates and charges that may be applicable. C
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Service Type		Service Charge (Note 1)	Administrative Fee (Note2)
Accelerated Installation Service – for a requested installation date that is 1 to 8 days earlier than the Company's standard due date interval, per circuit or channel	C C	\$2,000	\$500
Accelerated Installation Service – for a requested installation date that is 9 or more days earlier than the Company's standard due date interval, per circuit or channel	C C	\$4,500	\$500

Note 1: The Service Charges applies in addition to any standard service charges that apply under the original tariffed service offering. D
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Note 2: The Administrative Fee applies per request for Accelerated Installation Service. C