

SUPPLEMENTAL SERVICES

Item

157 SUSPENSION OF SERVICE

A. DESCRIPTION OF SERVICE

Suspension of service is discontinuance of service without termination, at the customer's request.

B. RATES

	<u>Rate Per Month</u>	<u>One-time Charge</u>	<u>Service Charge</u>
1. Business Service (Note 8)	50 percent of the monthly charges for services furnished under Items 32, 104 and 104-A.	---	Item 110
2. Residence Service (Note 8)	\$10.00 for services furnished under Items	---	Item 110 D.7.
			32, 104 and 104-A as applicable.

C. CONDITIONS

1. The minimum term for suspension of service is one month. If service is restored before the minimum term is completed, regular rates will apply for the period of suspended service.
2. Suspension and restoral of service may start at any time after the expiration of the initial one month contract period following reasonable notice from the customer. A minimum service period of one month will apply following restoration of service before permitting a new period of suspension.
3. The customer's listing will not be removed from the telephone directory or other records when his service is suspended.
4. During the period of suspension, persons who call the customer's telephone will be informed of the service suspension, except in exchanges where equipment for intercepting such calls is not provided.
5. During the period of suspension, the customer may have his incoming calls referred to another telephone, subject to the following conditions:
 - (a) Residence Customers: The same Free Call Intercept period as specified in Tariff CRTC 21461, Call Intercept Service - Item 1000.2A.1.a, with no Chargeable Call Intercept available thereafter.
 - (b) Business Customers: The same Free Call Intercept period, with Chargeable Call Intercept available thereafter if needed, as specified in Item 1000 - Call Intercept Service.
6. The suspension of service charge for the full period of suspension, plus all charges for the regular service up to the first day of suspension, must be paid at the time of application for suspension of service, unless arrangements are made to continue monthly billing.
7. Except where Condition 1. applies, when service is restored in advance the customer shall be billed at the normal rate from the date of renewal of service, and the payment previously made for the unexpended period at the suspension rate shall be credited to the customer as a payment on account.

SUPPLEMENTAL SERVICES

Item

157 SUSPENSION OF SERVICE - continued

C. CONDITIONS - continued

8. The maximum continuous period for suspension of service is 6 months for residence service, or 12 months for business service, after which regular rates will apply. C |
9. The following conditions apply to residence service customers for Suspension of Service:
 - (a) Calling cards issued to residence service customers prior to suspension of service will remain active during the suspension period;
 - (b) In situations where the customer, who requests suspension of service, sub-leases his premises during the suspension period and the temporary tenant applies for telephone service with the Company, the customer must notify the Company of such an intent at the time of requesting service suspension in order to ensure proper billing of the Company's services to the original customer and the temporary tenant.

See Page 41 for explanation of symbols.

Filing Date: 2012 08 13

TN-4358
Final Approval on September 14, 2012

Effective Date: 2012 09 24