
ITEM

380 **Temporary Disconnect**

ITEM

380.1 **Service Description**

Temporary Disconnect is the temporary discontinuance of all or a part of the Customer's Exchange Service at the Customer's request.

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380.2 **Conditions of Service**

1. Temporary Disconnect may start at any time.
2. The Customer shall provide TCI with reasonable advance notice of the effective date for Temporary Disconnection and restoration of Exchange Service.
3. The minimum period of Temporary Disconnection is one month and the maximum period is 12 months for Business Customers and 6 months for Residential Customers. C |
4. TCI may require the Customer to pay an advance payment of all rates and charges for the period of Temporary Disconnect.
5. Temporary Disconnection is available with Residence classified or Business classified Exchange Service.
6. During the period of Temporary Disconnection of all Exchange Services to the Customer, TCI shall advise persons who call the Customer's telephone number that the Customer's Exchange Service is disconnected, except in such exchanges in which equipment for intercepting such calls is not provided.
7. During the period of Temporary Disconnection the Customer shall pay in full for all Directory advertising and the Individual Line Service Surcharge.

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380 **Temporary Disconnect - Continued**

ITEM

380.3 **Rates**

1. Business Customers shall pay the following rates for Temporary Disconnect: C
 - a. for Temporary Disconnection of all the Exchange Service one-half the monthly rate the Customer pays for Exchange Service per month, and
 - b. for Temporary Disconnection of a part of the Exchange Service one-half of the monthly rate of the total charge for the portion of Exchange Service disconnected per month.
2. Residential Customers shall pay \$10.00 per month for Temporary Disconnect. N
3. The Customer shall pay to TCI a service charge (General Tariff CRTC 18001, Item 550) to have Exchange Service reconnected. C
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4. If pre-assigned Directory Numbers have been provided for a Customer and service has not been established on the effective date of the Directory, the Customer shall pay one-half the monthly rate for the Basic Service in the exchange involved until service is established as contained in General Tariff Item 425 and General Tariff Item 240. F