

ITEM

201 **Customer-specific Directory Assistance Service**

ITEM

201.1 **Service Description**

This service provides for the use of the Company's Directory Assistance Service and includes: F

1. Directory Assistance Service (DAS) which allows for the Customer's end-subscribers (including the end-subscribers of the Customer's resale WSP customers eligible for SMS-DAS, as provided for per Item 201.1.2 below) to:
 - a. Dial 1 + a North American Numbering Plan Area (NPA) 555-1212 and obtain Canadian or United States telephone listing information, or
 - b. Dial 411 and obtain North American telephone listing information.
2. DAS calls from the end-subscribers of the Item 201 Customer's resale customers who are wireless service providers (i.e., Customer's resale WSP customers) will receive a short message directory assistance service (SMS-DAS) which provides end-subscribers served with digital wireless technology the ability to view a requested DAS telephone number (name; and address if available) on their digital handsets, in addition to having the same directory listing information provided to such end-subscribers by the Company automated voice system or a Company call processing agent (CPA). SMS-DAS shall be provided subject to the following conditions:
 - a. An SMS-DAS message will be sent in all cases by the Company to the Customer's resale WSP customer for the latter to pass on to its end-subscriber. No screening will be performed by the Company's systems and no Company CPA will block any SMS-DAS message.
 - b. Call Completion for SMS-DAS will be available for calls that terminate within Canada only.
3. In addition, this service will also provide the Customer with the following Optional Services:
 - a. Mechanized Call Branding;
 - b. Customized Call Completion Phrasing;
 - c. Call Completion for DAS; and
 - d. Call Detail Record Files.
4. DAS and SMS-DAS do not include, and the Company will not provide, any reverse directory search, which is a search for a name or address, or both, by means of a known telephone number or address.

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Conditions of Service

1. The provision of this arrangement is subject to the terms and conditions as specified in this Tariff item, the Company's General Tariff (CRTC 21461) Item 100 - General Terms of Service as applicable and the signed five (5) year Directory Assistance Services Agreement (DAS Agreement) between the Item 201 Customer and the Company (originally approved in Telecom Order CRTC 2002-4; and as amended thereafter).
2. In the event of any conflict or inconsistency between this tariff and the provisions of any written or unwritten agreement or arrangement with the Item 201 Customer relating to this service, the Company's tariffs shall prevail.
3. Service Term: From the Effective Date of this tariff to March 14, 2009. N

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Rates

The Item 201 Customer shall pay the following rates and charges based on a 5-year term and is subject to all applicable terms and conditions of the Company's Tariffs:

1. Directory Assistance Service
 - a. Canadian Directory Assistance Service
Charges for Canadian DA shall be based on the following pricing schedule:

DA Requests	Charge
0 – 1M DA Requests per month	\$0.382 (Cdn) per DA request
1M+1 – 1.8M DA Requests per month	\$0.374 (Cdn) per DA request
1.8M+1 – 3M DA Requests per month	\$0.365 (Cdn) per DA request
3M+1 – X DA Requests per month	\$0.353 (Cdn) per DA request

- b. United States Directory Assistance Service (US DA)
Charges for US DA shall be based on the following pricing schedule:

United States DA Per Year	Price Per DA Request (Note 1)
	\$0.414 (Cdn)

- c. SMS-DAS (see Item 201.1.2 above and Notes 1 and 2 below)
A surcharge of \$0.040 (Cdn) per DA request will apply in addition to the Canadian DA and US DA charges specified in Items 201.3.1.a and 1.b above.

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Rates (Continued)

2. Optional Services and Other Charges

Service	Charges (Notes 1 & 2)
Call Branding	(i) \$2,750.00 for the original message; and (ii) \$2,750.00 to add or change a message
Customized Call Completion Phrasing	(i) \$20,000 one-time service charge for original message; and (ii) \$5,000 to add or change a message
Call Completion for DAS (excluding SMS-DAS)	\$0.065 per Attempt
Call Completion for SMS-DAS	\$0.070 per Attempt
Call Detail Record Files (CDRFs) (The Company and the customer will work together to set a satisfactory electronic file transfer arrangement in order to acquire CDRFs – additional charges may apply)	(i) \$1,720.00 one-time service charge; and (ii) \$0.0068 per message (Call Detail Record)

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- a. The DAS Transfer Charge is \$0.25 per call, which shall only be charged on those calls which exceed 1.5% of the total DAS calls for the Billing Round. A call refers to access by a Customer's end subscriber which generates a Company Extended Bellcore AMA Format (EBAF) record and requires a transfer to a Customer's call center.
- b. The Company shall provide standard reports as described by the Company in Section 7 of Schedule "2". If non-standard, customized reports are required by the customer, the customer shall be responsible for all costs associated with generating these reports. The Parties shall mutually agree to these costs before such reports are generated.

3. Service Level Credits

The Company has committed to certain service levels for the provisioning of this Item. In the event that the Company does not meet such service levels, the following credits shall apply per the DAS Agreement:

- a. The DAS Service Level Credit shall be \$0.10 per Non-Performance TSF (Telephone Service Factor) Call for all DAS Non-Performance TSF Calls to a maximum of 2.5% of that Billing Round's charges for DAS.
- b. The Consecutive Non-Performance TSF Day credit is fifty thousand Canadian dollars (\$50,000.00), which shall be paid a maximum of one (1) time per billing Round.

Note 1: Rates for Price per DA Request and Charges do not include any applicable taxes such as GST.

Note 2: All Rates and charges are also applicable to subsequent renewal periods made subject to Item 201.2.3.

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