

SERVICE CHARGES

Item  
 110 MULTI-ELEMENT PLAN (MEP) SERVICE CHARGES

A. DESCRIPTION

MEP service charges apply to customer requests for installations, reconnections or changes to exchange network access lines and other services up to and including a Company demarcation point as specified in Item 97. The service charge payable by the customer shall be comprised of one or more of the following multi-element work functions: Data Processing, Office Connection, and Field Connection.

Service Charge Elements:

- Data Processing - applies to work done in receiving a customer's request, recording all the details and processing the information necessary to meet each request.
- Office Connection - applies to work done in the Company's central office to connect customer's network access line to the Company's network.
- Field Connection - applies to work done at customer's premises to connect customer's network access line to a Company demarcation point for interconnection between the Company's network and the customer's premises wiring.

See Item 110 E. for any applicable promotions.

B. RATES

	<u>Business</u>	<u>Residence</u>
Data Processing (DP), per order .....	\$ 13.20	\$ 9.50
Office Connection (OC), per line .....	\$ 58.30	\$ 35.50
Field Connection (FC), per line .....	\$ 55.00	\$ 55.00

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C. MISCELLANEOUS SERVICE CHARGES

1. Many services are covered in other sections of the Company's Tariffs, some of which carry a cross reference to Item 110 for the applicable service charge.  
  
The cross reference to Item 110 indicates that the service charge will consist of the appropriate service charge elements.
2. Many services outlined in other sections of the Company's Tariffs carry a service charge designated by a specified amount or refer to Item 111 or Item 170. Such charges apply apart from MEP service charge elements as appropriate and are not related to the MEP service charges.

D. CONDITIONS

1. Service charges shall apply in addition to the monthly rental and any construction or other charges applicable under this tariff.
2. The charges specified preceding contemplate that the work shall be performed during the regular working hours of the Company employees. If the customer requests overtime labor or orders work to be done under conditions which necessitate unusual expense, an additional charge may be made, based on the additional costs involved.
3. A service charge applies to a transfer of contract from one customer to another with the exception that no charge shall be made for a transfer of contract which:
  - does not involve any change in the grade or class of service or in the associated directory listing, i.e. a service order is not required to accommodate the request.
  - results from the death of a customer when the contract is transferred to a person domiciled with the customer at the time of death.

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D. CONDITIONS (Continued)

4. (a) When a service has been temporarily disconnected on account of default on the part of a customer in making payment of any sum due to the Company, or in complying with the general regulations of the Company which govern the service furnished, but the contract has not been terminated, a charge equal to the Office Connection (OC) charge as specified in Item 110 B. may be made for restoration of service.
- (b) Partial temporary disconnection of service is the restriction of access to the toll network when an individual line business or residence customer defaults on payment of his telephone account, (Item 10, Article 22). Partial temporary disconnection may be applied at the Company's discretion, to customers served from Electronic Stored Program Control (ESPC) equipped central offices as an alternative to temporary disconnection. Restoral of full service will be effected when payment in full is received or when a reasonable deferred payment agreement is made with the customer. There is no service charge for restoral of residential service. A restoral charge equal to the (OC) charge as specified in Item 110 B. will apply to business service.
5. For temporarily disconnecting, removing and replacing wires, cables, poles and other fixtures, the customer may be required to pay a service charge based on the cost of the labour and material used in such work.
6. Should it be necessary to incur any unusual expense, an extra charge may be made, based on the actual cost of the equipment or service provided.
7. There is no service charge for the activation of Suspension of Service (Item 157) on residential service lines. Service charge applies when reconnecting service, at customer request, subsequent to a discontinuance associated with Suspension of Service.

E. PROMOTIONS

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Between April 23, 2007, and October 23, 2007, the service charges set out in Item 100.B will not apply to the following residential exchange service customers:

- New customers requesting service from the Company for the first time;
- Former customers who wish to switch their local exchange service from another Local Exchange Carrier back to the Company; and
- Current customers moving to a new service location in Alberta or British Columbia.

