

Customer Specific Arrangement (CSA)

ITEM 231 **Customer Specific Message Relay and IP Relay Service - Continued** N

ITEM 231.3 **Conditions of Service – Continued**

4. IP Relay to IP Relay and IP Relay to TTY calls are not supported.
5. TELUS reserves the right to terminate any message which is found to be contrary to law.
6. TELUS assumes no liability to any Basic Exchange Service, MRS or IP Relay Service Customer for mistakes, omissions, interruptions, delays, errors or defects in the transmission of the actual voice to printed text or printed text to voice translation.
7. TELUS reserves the right to terminate a message which in TELUS' opinion abuses or injuriously affects the operation of the facilities or services of TELUS.
8. TELUS shall not maintain any records covering the content of any message.
9. Message Relay and IP Relay Services are available for use twenty four (24) hours per day, seven (7) days per week.
10. To place a Message Toll Call, the originator of such message shall contact an MRS or IP Relay service operator via 7-1-1 or an 800 Service provided for such purpose. The MRS or IP Relay service operator shall establish and relay the message and record call details for billing purposes.
11. Basic emergency service is provided for emergency calls placed through Message Relay and IP Relay Services. End-users placing an emergency call through Message Relay and IP Relay Services will be routed to an operator and the end-user will be asked to provide their location, city and province in which the emergency exists. Once this information has been successfully provided to the Operator, the Operator will route the end-user's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided location.

ITEM 231.4 **Rates**

The Customer shall pay to the Company the following rates and charges for Message Relay and IP Relay Services.

Usage Charges (Notes 1, 2)	Rate
Message Relay Service	\$ 0.031/second
IP Relay Service	\$ 0.031/second
IP Relay Implementation Fee (Note 3)	\$50,000.00
Subordinate Client Charge (Note 4)	\$20,000.00

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	Note 1: A second shall be defined as any access by the Customer's subscriber that generates a Company billing record with Company call answer agent work time greater than zero (0) seconds.		
	Note 2: The minimum billing for usage charges is \$3,000/month.		
	Note 3: Payment of the IP Relay Implementation Fee is due within 60 days of the provisioning of the service.		
	Note 4: The Subordinate Client Charge will be applied on a one-time basis for each subordinate wholesale client added on behalf of the Customer. A subordinate wholesale client is one that purchases IP Relay service directly from the Customer.		