
ITEM
1820 **Network Diagnostic and Maintenance Services**

ITEM
1820.1 **Service Description**

TCI provides network diagnostics and installation, special translation, remote testing and rearrangement of TCI's access arrangements to TCI's network and network services on an hourly basis. For treatment of single-line inside wire services, see General Tariff (CRTC 18001), Items 25.5, 26.14 and 26-A.6, General Terms of Service.

ITEM
1820.2 **Conditions of Service**

1. The Customer shall pay TCI for all replacement parts and premises wiring at the prevailing market price.
2. TCI shall determine the type of equipment for which these services will be offered.
3. When a visit is made to the Customer's premise to isolate a service problem, TCI will provide the following services:
 - a. Verify that the trouble exists within TCI's network facilities up to the Network Interface Demarcation Point and undertake the necessary action to remedy the problem, at no charge, or
 - b. Verify that the trouble is beyond the Network Interface Demarcation Point, in which case diagnostic charges, where applicable, as contained in Tariff Item 1820.3 shall apply, and
 - c. In the event the Customer requests TCI to perform further diagnostic or repair services, these services will be performed on a time and charges basis.
4. Customers are responsible for the installation, operation and maintenance of Premise Wiring. Customers are also responsible for the installation, operation and maintenance of terminal equipment which is attached, connected to or used with TCI's network facilities in accordance with TCI's Terminal Attachment Standards.
5. Remote testing is provided, at the Company's discretion, by way of software. Remote testing is provided in 15 minute increments.

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1820 **Network Diagnostic and Maintenance Services - Continued**

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1820.2 **Conditions of Service - Continued**

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1820 **Network Diagnostic and Maintenance Services - Continued**

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1820.3 **Rates**

The Customer shall pay the following charges for network diagnostics and installation, special translation, remote testing and rearrangement of TCI's access arrangements to TCI's network and network services.

Service Item	Business Rate
1) Customers of TCI's tariffed services. Network diagnostics requiring a field visit by Company personnel: Each 15 minutes or fraction thereof*	18.00
2) Customers of TCI's tariffed services. Installation, special translation, and rearrangement of TCI's network access arrangements: Each 15 minutes or fraction thereof*	18.00
3) Customers of TCI's tariffed services. Remote testing: First 15 minutes or fraction thereof Second 15 minutes or fraction thereof Each additional 15 minutes or fraction thereof	30.00 30.00 19.00

* A minimum of 45 minutes will apply.

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1820 **Network Diagnostic and Maintenance Services - Continued**

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1820.3 **Rates - Continued**

The Customer shall pay the following charges for network diagnostics and installation, special translation, remote testing and rearrangement of TCI's access arrangements to TCI's network and network services at times when, at the request of the customer, TCI personnel must provide services on an overtime basis.

Service Item	Premium Rate	
1) Customers of TCI's tariffed services. Network diagnostics requiring a field visit by Company personnel: Each 15 minutes or fraction thereof*	24.00 (x)	C
2) Customers of TCI's tariffed services. Installation, special translation, and rearrangement of TCI's network access arrangements: Each 15 minutes or fraction thereof*	24.00 (x)	
3) Customers of TCI's tariffed services. Remote testing: Each 15 minutes or fraction thereof	33.00 (x)	

* A minimum of 45 minutes will apply.

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1820 **Network Diagnostic and Maintenance Services – Continued**

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1820.3 **Rates – Continued**

For work performed, at the request of the Customer, entirely on an overtime basis, a minimum two (2) hour Premium Rate Charge shall apply.

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