

Customer Specific Arrangement (CSA)

Section II

ITEM 224	Customer Specific Operator Services	N
ITEM 224.1	Service Description	
	This service provides for the use of the Company's national operator services and includes:	
	1. Directory Assistance Service (DAS) which allows for the Customer's end-subscribers to:	
	a. Dial 1 + a North American Numbering Plan Area (NPA) 555-1212 and obtain Canadian or United States telephone listing information for the territory covered by the NPA;	
	b. Dial 411 and obtain North American telephone listing information; or-	
	c. Access Overseas Directory Assistance Service (OVS DAS), which is comprised of:	
	i. The Company's Call Answer Agent (CAA) searching for Overseas listing information by accessing an external third party database;	
	ii. The Company's CAA interfacing with an overseas directory assistance operator or operator service provider to provide OVS DAS where necessary, to acquire a foreign listing; and	
	iii. Providing call completion on the Customer's network.	
	2. National Operator Assistance Service (NOAS) which is comprised of:	
	a. National Manual Operator Assistance Service (0, 00) (MOAS); and	
	b. National Automated Operator Assistance Service (0+, 01+) (AOAS).	
	3. Message Relay Service (MRS) enables persons who use a keyboard type device (e.g., TTY) to communicate with a hearing person anywhere in the world by calling 7-1-1 or a designated Toll-free number. A specially trained Company CAA will then contact the hearing person for whom the call is intended and relay the conversation by voice. The MRS CAA will alternate between the TTY user and the hearing person as required until the call is completed. Similarly, a hearing person may call the MRS Toll-free number and the MRS CAA will attempt to contact a TTY user anywhere in the world. Due to differences in technology, it is not always possible to connect to TTY users outside of North America.	

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224	Customer Specific Operator Services - Continued	

ITEM		
224.1	Service Description - Continued	

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| | 4. Optional Services and Other Charges: | |
| | a. Mechanized Call Branding | |
| | b. Customized Call Completion Phrasing | |
| | c. Call Completion for DAS | |
| | d. Call Detail Record Files | |

	<u>Definitions</u>	
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	For the purposes of this Tariff item:	
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	“AOAS” means national automated operator assistance service (0+, 01+) and includes Collect calls, Bill to Third Party calls and Person to Person calls.	
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	“BNS” means the Billed Number Screening database.	
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	“Call Branding” means the mechanized branding treatment applied to each DAS and OAS call.	
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	“Call Completion for DAS” means the service that returns the Customer’s end-subscriber DAS call to the Customer’s network for processing.	
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	“Call Detail Record Files” or “CDRFs” means the Optional Service that provides the Customer with formatted details for each DAS and OAS call.	
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	“DAS” means the directory assistance service that allows the Customer’s end-subscribers to obtain Canadian and United States listing information by dialing Canadian NPA 555-1212 or 411, US NPA 555-1212 or 411, respectively.	
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224	Customer Specific Operator Services - Continued		
ITEM			
224.1	Service Description - Continued		
	Definitions – Continued		
	“MOAS” means national manual operator assistance service (0, 00).		
	“OAS” means operator assistance service comprise of AOAS, MOAS, MRS and Overseas DAS.		
	“Overseas DAS” means a directory assistance service that allows a Customer’s end-subscriber to obtain Overseas telephone listing information by dialing Overseas 0 or 00 and provides information such as name, locality and/or listed telephone number.		
	“Verification” means the Company accessing the BNS.		
ITEM			
224.2	Conditions of Service		
	1. The provision of service pursuant to this arrangement is subject to the rates, 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 Definitive Agreement for Operator Services (“the Agreement”) associated with this service. In the event of any conflict or inconsistency between this Tariff and the provisions of the Agreement, this tariff shall prevail.		
	2. The Company’s non-forborne or regulated services, and bundled services that include non-forborne or regulated services, are required to be provided, and shall only be provided, consistent with the Company’s Tariffs as approved by the CRTC.		
	3. Service Term: The Initial Term of this service is from the Effective Date of this Tariff to November 1, 2008. The service term will automatically renew for successive periods of one year each, unless either the Customer or the Company, provides four (4) months written notice to the other party prior to the expiry of the Initial Term or any successive renewal term.		
	4. Either the Customer or the Company may terminate the service provided under this Tariff Item and the Agreement, by giving written notice to the other party if the other party is in material default of any provision of this Tariff Item or the Agreement, and does not remedy that default within thirty (30) calendar days after receiving written notice of the material default.		

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224.2	Conditions of Service- Continued	
	5. If the service provided under this Tariff Item is terminated prior to the end of the Initial Term, or any renewal term made subject to Item 224.2.3, by the Company due to:	
	- the Customer is in material default of any provision of this Tariff Item or the Agreement, and does not remedy that default within thirty (30) calendar days after receiving written notice of the material default;	
	- the Customer, in providing services to its end-subscribers, is in violation of applicable federal, provincial or local laws or regulations; or	
	- the services provided under this Tariff Item is suspended, upon notice to Customer in order to prevent or protect against fraud, to protect the Company's personnel or non-Company personnel from injury or death, or to prevent damage to or interference with the Company's equipment, facilities, network or services;	
	the Customer shall pay the Company all charges for services provided through to the effective date of termination plus, as liquidation damages, a termination charge equal to fifty (50) percent of all monthly charges, that would have become due during the unexpired portion of the term of the Agreement, based on the average Billing Round volume of services provided during the six (6) month period immediately preceding termination.	
	6. The Company shall provide DAS and operator assistance service pursuant to this Tariff in both English and French.	
	7. Customer shall translate local directory assistance calls (411) into home NPA – 555-1212 calls, where home NPA is the NPA of the originating call.	

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ITEM
224.3

Rates

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The Customer shall pay to the Company the following rates and charges based on a 3-year contract term and is subject to all applicable terms and conditions of the Company's Tariffs: (All specified rates and charges do not include any applicable taxes, such as GST.)

1. Directory Assistance Service:

a. Canadian Directory Assistance Service (Canadian DAS) (Note 1)

i. Per Canadian DAS Call:

Monthly Call Volumes	Rate per Call (Note 2)
1 – 150,000	\$0.4650
150,001 – 400,000	\$0.4550
400,001 Plus	\$0.4370

b. United States Directory Assistance Service (US DAS)

i. Per US DAS Call:

Monthly Call Volumes	Rate per Call (Note 2)
0 Plus	\$0.5160

c. Overseas Directory Assistance Services:

OVS DAS Call Completion, if required, will be completed on the Customer's network.

i. OVS DAS Calls:

Monthly Call Volumes	Rate per Call (Note 3)
0 Plus	\$4.75

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Rates - Continued

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2. National Operator Assistance Service: (Note 1)

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NOAS is comprised of national Manual Operator Assistance Service (0, 00) (MOAS) and national Automated Operator Assistance Service (0+, 01+) (AOAS).

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a. MOAS Calls:

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i. Per MOAS Second:

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Monthly Volumes (Seconds)	Rate per Second (Note 4)
0 - 8,000,000	\$0.025
8,000,001 – 20,000,000	\$0.022
20,000,001 +	\$0.020

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ii. Verification Charge: \$0.084 per Verification.

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The Customer and the Company acknowledge that there will be situations during a MOAS call where the Customer's end-subscriber will request a call to be completed which requires Verification before such completion can occur. MOAS calls requiring Verification shall include Collect and Billed to Third Party. Verification is required on every Collect and Bill to Third Party call.

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b. AOAS Calls:

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AOAS calls are comprised of Collect and Bill to Third Party calls. Automated Person-to-Person calls shall be forwarded to a Company CAA for manual call handling and MOAS charges shall apply for such calls.

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i. In situations where the Customer has an agreement with an overseas carrier which requires a Company CAA to provide assistance on English AOAS calls, or if the Customer's end-subscriber who is accessing English AOAS defaults to a Company CAA (or deliberately exits from the Company's Automatic Alternate Billing System to access a Company CAA), both the MOAS and AOAS charges apply.

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224.3

Rates - Continued

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- ii. The Company shall perform Verification on all AOAS calls that are Collect and Bill to Third Party calls.

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Service Item	Rate
Access to the Company's Automated Alternate Billing System (AABS) for Collect and Billed to Third Party calls	\$0.496 per Access
Verification Charge	\$0.084 per verification
MOAS Charges for CAA work time for calls that default from the AABS to a CAA (in addition to the Verification Charge above)	Per Item 224.3.2.a.i.

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3. Message Relay Service (MRS):

MRS enables persons who use a keyboard type device (e.g., TTY) to communicate with a hearing person anywhere in the world by calling 7-1-1 or a designated Toll-free number.

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a. MRS Calls:

Monthly Volumes (Seconds)	Rate per Second (Note 4)
0 Plus	\$0.033

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4. Optional Services and Other Charges:

- a. The Company shall provide standard monthly service reports as described in the Agreement. If non-standardized, customized reports are required by the customer, the customer shall be responsible for all costs associated with generating these reports.

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ITEM
224.3

Rates - Continued

- b. The Company and the Customer shall work together to arrange for a satisfactory electronic file transfer arrangement in order to acquire Call Detail Record Files (CDRFs). Additional charges may apply.

Service Item	Rate
Mechanized Call Branding	\$3,500.00 for the original message or to change the message
Customized Call Completion Phrasing	\$20,000.00 one-time service charge for original message; or \$5,000.00 to change the message
Call Completion for DAS	\$0.05 per attempt
Call Detail Record Files (CDRFs)	\$1,720.00 one-time service charge; plus \$0.0068 per message (call detail record)

Note 1: A DAS Transfer Charge of \$0.25 per Call is applicable. The DAS Transfer Charge shall only be applied on those Calls which exceed 1.5% of the total Canadian DAS calls for any given Billing Round.

Note 2: A "Call" shall be defined as any access by a Customer's end-subscriber that generates a Company Extended Bellcore AMA Format (EBAF) record. There may be multiple requests within each call, with each request generating chargeable directory assistance Call.

Note 3: A "Call" shall be defined as any access by a Customer's end-subscriber that generates an EBAF record. A Call will be billed upon request. Two requests per Call are permitted in the same country for the individual Rate per Call charge. If the second request is a different country a second individual Rate per Call charge will apply.

Note 4: "Second" shall be defined as any access by the Customer's end-subscriber that generates a Company EBAF record with Company CAA work time greater than zero (0) seconds.