

---

ITEM

125        **Business and Residential Service Classification**

TCI classifies a Customer's Exchange Service as either business or residential for the application of Exchange Service rates, charges, terms and conditions of service. This classification is made according to the use made of the service, the location of the service, the advertising of the service telephone number, and the Directory Listing of the service.

ITEM

125.1      **Residential Service**

The residential classification applies when:

- a. the Exchange Service is installed in a private residential Premises, or in a group home operated by a non-profit organization;
- b. the service is used only for normal household, domestic and family purposes; and
- c. none of the conditions requiring business classification exist.

ITEM

125.2      **Business Service**

1. The business classification applies when:

- a. the Exchange Service is used for any of the following purposes:
  - i. commercial,
  - ii. industrial,
  - iii. professional,
  - iv. institutional,
  - v. vocational,
  - vi. governmental,
  - vii. charitable or non-profit organizations and associations, or
  - viii. for any other purpose that is not of a normal household, domestic or family nature; or
- b. any of the following apply:
  - i. the service is not located in a private residential Premises;
  - ii. a Customer's Directory Listing for the Exchange Service indicates that a use other than a normal household, domestic or family use is made of the service;

---

ITEM

125        **Business and Residential Service Classification - Continued**

ITEM

125.2      **Business Service - Continued**

- iii.    the Customer's Exchange Service is advertised or publicized in connection with any business use, except that residential Exchange Service of a business Customer may be advertised in conjunction with the Customer's business Exchange Service of the same Customer;
  - iv.    the Exchange Service is provided in boarding houses or rooming houses, or other similar places in which four or more Persons are accommodated for payment, and such Persons have general access to the Exchange Service provided by TCI to the Customer; or
  - v.    the Exchange Service is provided in residential Premises of any club, institution or similar place and where the guests, boarders, employees or other Persons have general access to the Exchange Service.
2. If the Customer has residential Exchange Service, TCI shall, upon determining that business Exchange Service is applicable, charge the Customer the appropriate business rates and notify the Customer of the said change.