ITEM 234

Local Service Request (LSR) Rejection Charge

ITEM 234.1

Service Description

A Local Service Request (LSR) Rejection Charge applies for each rejected LSR which is made by a Local Exchange Carrier (LEC), Wireless Service Provider (WSP) or Internet Service Provider (ISP), as indicated below.

Where a LEC, WSP or an ISP is a new subscriber to CRTC 21462 Tariff Item 229 – CLEC Access to Operational Support Systems (OSS) Service, LSR Rejection Charges will not be applied to rejected LSRs for a period of three months beginning on the date that the LEC, WSP or ISP first subscribes to that Tariff.

ITEM 234.2

Conditions of Service

1. LSR Rejection Charges will be assessed monthly.

2. The LSR Rejection Charge does not apply where the rejection is due to:
   - errors in the Company's OSS databases;
   - the Company's winback activities;
   - other errors attributable to the Company; or
   - deactivation of the telephone number subsequent to LSR submission.

3. An LSR Rejection Charge applies for each rejected LSR which is made by a LEC, WSP or ISP and which is in excess of the following threshold percentages of the customer's total number of LSRs per month.

   (1) A monthly LSR rejection rate threshold of 8% until June 30, 2018, 6.5% until June 30, 2019, and 5% thereafter applies to each telecommunications service provider (TSP) that submits more than 500 LSRs in a month unless at least 75% of the LSRs it submits in that month relate to business services.

   (2) A monthly LSR rejection rate threshold of 16% until June 30, 2018, 13% until June 30, 2019, and 10% thereafter applies to each TSP that submits 500 or fewer LSRs in a month and to each TSP where at least 75% of the LSRs it submits in that month relate to business services.

ITEM 234.3

Rates

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<tr>
<th>LSR Rejection Charge, each</th>
<th>Monthly Rate</th>
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<tbody>
<tr>
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<td>$ 70.00</td>
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