

ITEM
204**Customer Specific Business Service – (Alberta Only)**ITEM
204.1**Service Description**

This service provides for the use of the Company's national operator services and includes:

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1. National Directory Assistance Service (NDAS) which allows for the customer's end subscribers to:
 - a. Dial 1 + a Canadian Numbering Plan Area 555-1212 and obtain Canadian telephone listing information for the territory covered by the NPA, or
 - b. Dial 411 and obtain Canadian telephone listing information for the territory covered by the subscriber's originating NPA.
2. National Relay Service (NRS) which provides the customer with access to a deaf/hard of hearing Relay agent via 711 and 800 services.
3. National Operator Assistance Service (NOAS) which is comprised of:
 - a. National Manual Operator Assistance Service (0, 00), and
 - b. National Automated Operator Assistance Service (0+, 01+).

In addition, this service will also provide the customer with the following Optional Services:

- a. Call Branding
- b. Call Completion for NDAS
- c. Call Detail Record Files

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204.2**Conditions of Service**

The provision of this arrangement is subject to the terms and conditions as specified in the original signed agreement and signed three (3) year amending agreement between the customer and the Company.

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204.3

Rates

The Customer shall pay the following rates and charges 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.)

The customer shall be responsible for the charges as contained in this Item. The Company, in providing this arrangement, requires a Revenue Commitment of \$11,200,000.00 for charges for National Operator Services (NOS) prior to the Amendment Effective Date and a Secondary Revenue Commitment of \$6,000,000.00 for charges for NOS subsequent to the Amendment Effective Date.

1. National Directory Assistance Service

Per NDAS Call:

Call Volumes	Rate per Call (Note)
0 Plus	\$ 0.395

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

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Rates - Continued

2. National Operator Assistance Services

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

a. MOAS

i. Per MOAS Second

Call Volumes (in Seconds)	Rate Per Second (Note):
0 Plus	\$0.018

Note: A “Second” shall be defined as any access by the customer’s end-user that generates a Company EBAF record with agent work time greater than zero (0) seconds.

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ii. Verification is required on every MOAS Collect and Bill to Third call.

Verification Charge	\$0.084 per Verification
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b. AOAS

AOAS calls include Collect, Bill to Third, Calling Card and Commercial Card Calls.

Verification is required on all AOAS calls that are Collect and Bill to Third.

Should the customer’s agreement with an overseas carrier require Call Answer Agent (CAA) assistance on AOAS calls, or if the customer’s end-user accessing AOAS defaults to a CAA or deliberately exits from the Automated Alternate Billing System (AABS) to access a CAA, both the AOAS and the MOAS charge(s) apply.

i. Collect and Bill to Third Calls

The following charges apply for Collect and Bill to Third Calls:

Service Item	Charge
Access to the Company’s Automated Alternate Billing System (AABS) system	\$0.116 per access
Verification Charge	0.084 per verification
MOAS Charges for CAA work time (if applicable)	See MOAS Charges above

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ii. Calling Card Calls

Calling Card Calls may be processed as Bill to Third Number or Collect, i.e., when the line-based Calling Card Number is the same as the terminating number.

The following charges apply for Calling Card Calls:

Service Item	Charge
Calling Card validation	\$0.20 per access
Third number or terminating number validation	0.20 per access

iii. Commercial Card (Note)

The following charge applies for Commercial Card calls:

Service Item	Charge
Commercial Card validation	\$0.20 per access

Note: Should the customer's end-user accessing AOAS for the purpose of billing to a Commercial card default to a CAA or deliberately exit from the AABS to access a CAA, or place an MOAS Commercial Card call, both the AOAS and MOAS charge(s) apply.

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3. National Relay Service (NRS)

For NRS service, a charge of \$0.0212 per second will apply.

If a NRS CAA performs a NOAS function, the NRS charge shall apply. If a NRS CAA is required to access a NDAS CAA to perform a NDAS function, both NDAS charges and the NRS charge shall apply.

Optional Services and Other Charges

Charges for Optional Services are as follows:

Service Item	Charges
Call Branding	\$2750.00 for the original message or to change the message
Call Completion for NDAS	\$0.085 per Attempt
Call Detail Record Files (CDRFs) (The Company and the Customer will work together to arrange for a satisfactory electronic file transfer arrangement in order to acquire CDRFs – additional charges may apply)	\$1720.00 one-time service charge plus \$0.0068 per message (Call Detail Record)

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Where necessary, separate Call Branding charges to meet the needs of more than one National Operator Service may apply.

The NDAS Transfer Charge is \$0.25 per Call, which shall only be charged on those Calls which exceed 1.5% of the total NDAS Calls for the Billing Round.

The Company shall provide System Parameter Changes, as agreed to by the Company, at the Customer's request. The Customer shall pay to the Company all costs and expenses incurred in these changes.

The Company shall provide customized reports at the Customer's request. The Customer shall pay to the Company all costs and expenses incurred in generating these reports.

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Service Level Credits

In offering this service, the Company has committed to certain service levels. In the event that the Company does not meet these commitments the following credits will apply per Non-Performance Call:

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NDAS Service Level Credit	\$0.05
NOAS Service Level Credit	\$0.07
NRS Service Level Credit	\$0.45