

ITEM

550 **Service Charges**

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550.1 **Service Description**

A service charge is the charge applied when TCI performs work at the request of the Customer which involves the installation, change, reconnection, on or off-premises moves or changes of basic exchange services, telephones, associated miscellaneous equipment, customer record changes and other services.

See Item 550.6 for any applicable promotions.

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550.2 **Definitions**

In this item the service charge shall comprise of the following multi element work functions:

Data Processing (DP) is a charge for work done in receiving a Customer's request, recording all the details and processing the information necessary to meet each request.

Office Connection (OC) is a charge for work done in TCI's Central Office to connect the Customer's line to TCI's network.

Field Connection (FC) is a charge for work done at the Customer's premise to connect the network to the Network Customer Connection Point established by TCI for interconnection between TCI's network and the Customer's premise wiring.

Premise Visit is a charge that applies for the travel time spent in reaching the Customer's premises to perform on-premise work.

Premise Work is a charge that applies for work done by TCI at the Customer's request, beyond the Customer Connection Point.

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550.3 **Conditions of Service**

1. The Customer shall pay to TCI one (1) DP for each Customer request regardless of the number of work items on the service order required to be completed at the same time by TCI.
2. The Customer shall pay to TCI the Office Connection for:
 - a. Each telephone circuit connected or reconnected to TCI's network.
 - b. Each telephone trunk connected or reconnected to TCI's network.
 - c. Each end of a local channel connected to TCI's network.
 - d. Each bridging connection carried out in TCI's Central Office.
 - e. Each change in circuit number assignment requested by the Customer.
 - f. Each change of feature on an existing circuit, line or trunk.
3. The Customer shall pay to TCI the Field Connection for:
 - a. Each telephone circuit connected to TCI's network.
 - b. Each telephone trunk connected to TCI's network.
 - c. Each end of a local channel connected to TCI's network.
4. The Customer shall pay to TCI the Premise Visit on a "per visit" basis, whenever a TCI employee is dispatched to the Customer's premise.
5. The Customer shall pay to TCI the Premise Work for work carried out on the Customer side of the Customer Connection Point.
6. A Premise Visit will not be assessed when the Field Connection is being applied to connect the Network to the Customer Connection Point.
7. The service charge payable by the Customer shall be comprised of the appropriate multi element work functions of Data Processing, Office Connection, Field Connection, Premise Visit and Premise Work.

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550.3 **Conditions of Service - Continued**

8. The Customer shall pay to TCI the DP when a Customer requests revisions to listed names, addresses or a change in classification of Basic Service.
9. In addition to the service charges contained in this item, the Customer shall pay to TCI at TCI's then prevailing rates, additional charges when the Customer requests TCI perform work:
 - a. On overtime hours.
 - b. In less than normal service intervals.
 - c. In other abnormal circumstances.
10. When it is necessary for TCI to install special equipment or to incur any unusual expense to establish service to meet specific Customer requirements, the Customer shall pay an additional charge based on the equipment installed or the unusual expense incurred.
11. The Customer shall pay double the Office Connection or Field Connection to provide four (4) wire Facilities.

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550.3 **Conditions of Service - Continued**

12. Service Charges shall NOT be assessed when:

- a. Permanent Basic Service at a Customer's premises is re-established within six (6) months after destruction by fire, flood, tornado or any other acts of God, and providing TCI is not required to construct any other Facilities outside such location other than a Drop.
- b. TCI establishes the Customer Connection Point for interconnection between the TCI network and Customer premise wiring.
- c. A change of listed name, listed address or billing name, billing address is required as a result of an TCI error or a change of listed name and billing name as a result of marriage, legal separation or divorce.
- d. Transfer of Basic Service is made to a family member of the Customer in the event of the Customer's marriage, legal separation, divorce or death.
- e. A change of telephone number assignment, initiated by TCI.
- f. A Customer request for termination of service and/or removal of TCI equipment.
- g. A change of billing address.
- h. A change of telephone number assignment to avert or avoid nuisance calls.
- i. An existing Business or Residence Customer changes his Central Office line or trunk from rotary dial to Touch Tone Facilities.
- j. An existing Business or Residence Customer upgrades his Individual Line Service/telephone instruments to a new technology product line providing additional features or functions by either changing sets or by the addition of new equipment.

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550.4 **Rates**

The Customer shall pay to TCI the following rates and charges for Service Charges. Such charges are in addition to any other rates and charges that may be applicable.

	Business	Residence
Data Processing, per order	\$25.00	\$18.00
Office Connection, per line	15.00	17.00
Field Connection, per line	35.00	10.00
Premise Visit	(Note 1)	(Note 1)
Premise Work	(Note 1)	(Note 1)
Toll Restriction	10.00 (Note 2)	10.00 (Note 2)

Note 1: Premise Visit and Premise Work are calculated on a time and charge basis, including material, labour and engineering, as may be applicable (the former TELUS Communications Inc.'s Competitive Network Services Tariff Item 1820).

Note 2: For Residence Exchange Service Customers, the DP is not applied when adding or removing Toll Restriction Service. There is a \$10.00 service charge to remove Toll Restriction for Residential Exchange Service Customers except where:

1. the option is imposed as a means of collecting outstanding charges owing by the Customer, in which case, there is no service charge to remove the Toll Restriction Service; or
2. the Customer has subscribed to Call Gate as per General Tariff Item 235, Calling Features, in which case, there is no service charge to remove Toll Restriction Service.

For Business Customers, service charges are levied when adding or removing Toll Restriction Service. There is a \$10.00 service charge to remove Toll Restriction for Business Exchange Service Customers except where:

1. the Customer has subscribed to Call Gate as per General Tariff Item 235, Calling Features, in which case, there is no service charge to remove the Toll Restriction Service.

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550.4 **Rates - Continued**

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550.5 **Installment Payment Plan**

The Installment Payment Plan allows single-line residence Customers to pay Data Processing, Office Connection and/or Field Connection over a period of up to six months, subject to the following conditions:

1. Service Charges must be paid in full before another Installment Payment Plan is permitted; and
2. Late Payment Charges, as identified in Item 11 of the General Terms of Service, apply to the unpaid balance of the Installment Payment Plan.

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550.6 **Promotions**

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Between April 23, 2007, and October 23, 2007, the service charges set out in Item 550.4 will not apply to the following residential exchange service customers:

- new customers requesting service from the Company for the first time;
- former customers who wish to switch their local exchange service from another Local Exchange Carrier back to the Company; and
- current customers moving to a new service location in Alberta or British Columbia.