

EXCHANGE CLASSIFICATION AND RATES

Item

25 GENERAL

An exchange is a central office or a group of central offices, with associated poles, cables, wires, telephones and other facilities, serving a community at basic local rates in a defined area, beyond which long distance or toll charges generally apply. An Island Exchange Area may be established, at the Company's discretion, when an area with a cluster of population and with boundaries which are not contiguous with a specified exchange is considered to be part of that specified exchange. Basic local rates and long distance or toll charges for customers within an Island Exchange Area are consistent with those of the associated specified exchange.

A central office is one or more central office units at the same location, consisting of an assembly of equipment arranged for interconnecting customers' lines and trunks for providing telephone communication between customers in a given group, also for furnishing access for these customers to other such units and to the long distance facilities of the Company.

Exchange service consists of the provision of service and equipment necessary for telephonic communication between customers for service in the same exchange and between such customers and the toll office for that exchange.

Exchange services, which are broadly classified into business and residence individual and party line services, are the basic types of services furnished in an exchange.

Flat rate service is classified as business or residence for the application of exchange service rates according to the nature of the primary use made of it.

The following items of this Section deal principally with the rates and conditions applicable to these services.

26 BUSINESS AND RESIDENCE SERVICE

A. BUSINESS SERVICE

Service is classified as business when it is used primarily or substantially for commercial, industrial, professional, institutional, vocational or otherwise occupational purposes or any purpose other than that of a domestic or family nature.

The use of the service is presumed to be primarily of a business nature in such circumstances as the following:

- (1) When the information in a directory listing indicates other than primarily domestic use of the service.
- (2) When the service is advertised or publicized in connection with any business use; except that residence service of a business customer may be publicized in connection with such business service.
- (3) In boarding and rooming houses and other places in which four or more persons are accommodated for payment and in residence quarters of any club, institution or similar place, where guests, boarders, employees or other persons not members of the customer's household have general access to the service.

If the customer's service is in a location where the business classification would apply, the entire service is classified as business, except that a customer to both business and residence service may have an extension of his residence service located in a business premises, provided that it can be mechanically restricted to incoming calls only.

When the residence classification is being applied but the Company finds that the business classification should be applicable, the Company may thenceforth charge the appropriate business rate, upon giving notice to the customer to that effect.

EXCHANGE CLASSIFICATION AND RATES

Item

26 BUSINESS AND RESIDENCE SERVICE (Continued)

D

B. RESIDENCE SERVICE

Service is classified as residence when it is used primarily for domestic or family purposes and when none of the conditions requiring the business classification exists.

27 BASE RATE AREAS

A. DESCRIPTION

A base rate area is the portion of an exchange area in which development is relatively substantial and continuous. The availability of certain levels of individual, multi-line and Information System Access services differ for customers inside base rate areas and those outside of base rate areas.

The Company may, at any time, change or modify exchange area boundaries or locations.

Base rate area boundaries are specified in the Base Rate Area Tariff CRTC 1015.

B. INSIDE BASE RATE AREAS

Individual, multi-line and Information System Access services are furnished at the monthly exchange service rates specified in Item 32.

C. OUTSIDE BASE RATE AREAS

Individual, multi-line and Information System Access services are also available, subject to the availability of adequate facilities.

See Page 41 for explanation of symbols.

Filing Date: 2009 03 11

TN-4318

Effective Date: 2009 03 25

Interim Approval in Telecom Order CRTC 2009-152, 2009 03 23

Final Approval in Telecom Order CRTC 2009-295, 2009 05 20