

EXCHANGE CLASSIFICATION AND RATES

Item

32 A. EXCHANGE RATES

Tables 1. and 2. specify the monthly exchange rates which shall apply to each exchange service access line in all rate bands. Rates include Touch Calling (TC) or Dual Tone Multi-Frequency (DTMF) service. Existing customers with rotary dial service may retain it until they move. Each exchange service access line will be provided to a Company's service provider demarcation point as specified in Item 97. Depending on CS-03 standards for customer-provided equipment Information System Access lines may require termination on a data jack (refer to A.2. and A.3., Note 9).

1. Basic Residence Exchange Rate Schedule

<u>RESIDENCE SERVICES</u>		
Rate Band	<u>Individual (Notes 1, 2 and 3)</u>	
A1	N/A	
B1	N/A	
B2	N/A	
B3	N/A	
B4	N/A	
B5	Notes 4, 5	
B6	N/A	
B7	N/A	
B8	N/A	
C	N/A	
D1	Notes 4, 5	
D2	Notes 4, 5	
D4	Notes 4, 5	
E1	32.08	A
E2	32.23	
E3	32.23	
E4	32.08	
F1	32.08	
F2	32.23	
F3	N/A	
F4	32.08	
G1	32.08	
G2	32.23	
G3	32.23	
G4	32.08	

- Notes: 1. Also available as One-Way Outgoing Line Service in telephone number delivery-equipped exchanges as specified in Item 143-A, SmartTouch Supplemental Services.  
 2. A maximum of 3 residence lines per billed number may be configured with multi-line capability. An additional monthly charge of \$3.60 applies to each line in the multi-line group.  
 3. The rates shown in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3, as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 211, *Forborne Residential Local Exchange Services*, are forborne from regulation.  
 4. The following rate ranges apply to the sub-rate bands listed below.

Rate Band	Minimum Rate	Maximum Rate
D1	#	\$22.21
D2	#	\$26.90
D4	#	\$22.21

5. Excludes Message Relay Service charges.

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32 A. EXCHANGE RATES (Continued)

2. Basic Business Exchange Rate Schedule

**SINGLE LINE**

Rate Band (Note 12)	Individual (Notes 1, 2, 8 & 12) Current Rate	Minimum Rate	Maximum Rate	
A1	N/A	N/A	N/A	
B1	N/A	N/A	N/A	
B2	N/A	N/A	N/A	
B3	N/A	N/A	N/A	
B4	N/A	N/A	N/A	
B5	N/A	N/A	N/A	
B6	N/A	N/A	N/A	
B7	N/A	N/A	N/A	
B8	N/A	N/A	N/A	
C	N/A	N/A	N/A	
D1	102.50	#	#	
D2	102.50	#	#	
D4	102.50	#	#	
E1	105.00	#	#	
E2	105.00	#	#	
E3	105.00	#	#	
E4	105.00	#	#	
F1	105.00	#	#	
F2	105.00	#	#	
F3	N/A	N/A	N/A	
F4	105.00	#	#	
G1	105.00	#	#	
G2	105.00	#	#	
G3	105.00	#	#	
G4	105.00	#	#	

- Notes:
- Also available as One-Way Outgoing Line Service in telephone number delivery-equipped exchanges as specified in TCI General Tariff CRTC 21461, Item 300, Call Management Services.
  - The Small Business Multi-line rate applies to individual business lines equipped with ground start or requiring initial engineering.
  - RESERVED FOR FUTURE USE.
  - RESERVED FOR FUTURE USE.
  - RESERVED FOR FUTURE USE.
  - For Optional Hunting Arrangements see Item 153.
  - RESERVED FOR FUTURE USE.
  - If initial engineering or loop enhancement is required, a non-recurring charge of \$85.00 per order plus \$45.00 per line applies.
  - For customer equipment that is rated programmable by CS-03 standards, a data jack is required and is in addition to the Information System Access rate. For customer equipment that is rated permissive by CS-03 standards, a data jack may not be required.
  - Residence customers who subscribe to Information Access Service are subject to the Small Business or Standard rates as applicable.
  - RESERVED FOR FUTURE USE.
  - The rates shown in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, Forbearance of Business Local Exchange Services, are forborne from regulation.

# Provided to the Commission in confidence.

Item 32A.3., Step-by-Step Exchange Rate Schedule - withdrawn.

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32 A. EXCHANGE RATES (Continued)

2. Basic Business Exchange Rate Schedule (Continued)

INFORMATION SYSTEM ACCESS			
Multi-line			
Rate Band (Note 12)	Small Business/Standard (Notes 6, 8, 9, 10 and 12)		
	Current Rate	Minimum Rate	Maximum Rate
A1	N/A	N/A	N/A
B1	N/A	N/A	N/A
B2	N/A	N/A	N/A
B3	N/A	N/A	N/A
B4	N/A	N/A	N/A
B5	N/A	N/A	N/A
B6	N/A	N/A	N/A
B7	N/A	N/A	N/A
B8	N/A	N/A	N/A
C	N/A	N/A	N/A
D1	102.50	#	#
D2	102.50	#	#
D4	102.50	#	#
E1	105.00	#	#
E2	105.00	#	#
E3	105.00	#	#
E4	105.00	#	#
F1	105.00	#	#
F2	105.00	#	#
F3	N/A	N/A	N/A
F4	105.00	#	#
G1	105.00	#	#
G2	105.00	#	#
G3	105.00	#	#
G4	105.00	#	#

- Notes:
- Also available as One-Way Outgoing Line Service in telephone number delivery-equipped exchanges as specified in TCI General Tariff CRTC 21461, Item 300, Call Management Services.
  - The Small Business Multi-line rate applies to individual business lines equipped with ground start or requiring initial engineering.
  - RESERVED FOR FUTURE USE.
  - RESERVED FOR FUTURE USE.
  - RESERVED FOR FUTURE USE.
  - For Optional Hunting Arrangements see Item 153.
  - RESERVED FOR FUTURE USE.
  - If initial engineering or loop enhancement is required, a non-recurring charge of \$85.00 per order plus \$45.00 per line applies.
  - For customer equipment that is rated programmable by CS-03 standards, a data jack is required and is in addition to the Information System Access rate. For customer equipment that is rated permissive by CS-03 standards, a data jack may not be required.
  - Residence customers who subscribe to Information Access Service are subject to the Small Business or Standard rates as applicable.
  - RESERVED FOR FUTURE USE.
  - The rates shown in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, Forbearance of Business Local Exchange Services, are forborne from regulation.

# Provided to the Commission in confidence.

See Page 41 for explanation of symbols.



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32 EXCHANGE RATES (Continued)

C. SERVICE CHARGES See Items 110 and 170 (Notes 1 & 2)

C

Notes: 1. Service charges to upgrade four or more Residence Multi-lines to Standard Multi-line Business service or two reconfigure four or more Residence multi-lines into groups of three or less lines will be waived.

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2. Service charges to change a rotary dial line(s) to Touch Calling are waived.

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See Page 41 for explanation of symbols.

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TN 4235A

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32 EXCHANGE RATES (Continued)

D. BC TEL MESSAGE RELAY CENTRE

The BC TEL Message Relay Centre (MRC) enables persons who use a key-board type device (e.g. TTY) to communicate with a hearing person anywhere in the world by calling 7-1-1 or a designated toll-free service number. A specially trained operator will then contact the hearing person for whom the call is intended and relay the conversation by voice. The Relay operator will alternate between the TTY user and the hearing person as required until the call is completed. Similarly, a hearing person may call the MRC toll-free service number and the Relay operator will attempt to contact a TTY user anywhere in the world. Due to differences in technology, it is not always possible to connect to TTY users outside North America.

Internet Protocol Relay (IP Relay) Service is a form of text-based message relay service that uses the Internet rather than the public switched telephone network (PSTN). IP Relay is accessed using a computer and the Internet, rather than a TTY and a telephone. Once initiated, an IP Relay call traverses the Internet via a web link to the IP Relay centre. The caller relays the message in writing to the IP Relay operator who then contacts the called party and reads aloud the typed message to the called party and then types the called party's response to the call initiator. Similarly, a hearing person may call the IP Relay 1-800 number and the IP Relay operator will attempt to contact a registered TCI IP Relay customer. IP Relay will support IP Relay calls to a hearing party and hearing party to an IP Relay customer. IP to IP and IP to TTY is not supported. IP Relay service requires a high-speed Internet connection. IP Relay service is available only in B.C. where the calling party is a registered TELUS customer.

Basic emergency service is provided for emergency calls placed through relay service. Customers placing an emergency call through relay service will be routed to an operator and the Customer will be asked to provide their location, city and province in which the emergency exists. Once this information has been successfully provided to the Operator, the Operator will route the Customer's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided location.

A monthly rate as stated below applies to the Company's customers for BC TEL Message Relay Centre Service and Internet Protocol Relay Service. (Note)

	<u>Monthly Rate</u>
Each Exchange line (Item 32).....	\$0.16
Centrex (Items 42-B, 43 and CRTC 1020 Items 30 A-8, A-9 and A-10)	
Each PSTN connection.....	0.05
Coin Telephone Service (Items 115 and 117)	
Each PSTN connection.....	0.16
Foreign Central Office Service - Voice (Item 122)	
Each PSTN connection.....	0.16
Foreign Central Office Service - Data (Item 122-A)	
Each PSTN connection.....	0.16
Foreign Exchange Service - Voice (Item 124)	
Each PSTN connection.....	0.16
Foreign Exchange Service - Data (Item 124-A)	
Each PSTN connection.....	0.16
Direct-In-Dial Service (DID) (Item 126)	
Each DID trunk.....	0.16
Service to Ships and Trains (Item 132)	
Each PSTN connection.....	0.16
Spacetel Service (Item 133)	
Each PSTN connection.....	0.16

See Page 41 for explanation of symbols.

EXCHANGE CLASSIFICATION AND RATES

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32 EXCHANGE RATES (Continued)

D. BC TEL MESSAGE RELAY CENTRE (Continued)

	<u>Monthly Rate</u>
Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) Service (Item 465) Each PSTN connection .....	0.16
Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Service (Item 470) Each PSTN connection.....	0.16
IP-Evolution Service (CRTC 21464, Item 210) Each Access Port.....	0.05
Digital Exchange Access (Item 495 and CRTC 1020, Items 71 C-1 and C-4) Each PSTN connection.....	0.16
Wireless Access Service (Item 197-A) Each seven-digit telephone number.....	0.16
Relay Service access to CLECs (CRTC 1017, Item 105 D.) Per Network Access Service (NAS)	see CRTC 1017, Item 105 D.

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See Page 41 for explanation of symbols.

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32 EXCHANGE RATES (Continued)

RESERVED FOR FUTURE USE

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See Page 41 for explanation of symbols.

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Final Approval in Telecom Order CRTC 2011-162, 2011 03 07



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32 EXCHANGE RATES (Continued)

RESERVED FOR FUTURE USE

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7th Revision Cancels 6th Revised Page 108-A.5  
2nd Revision Cancels 1st Revised Page 108-A.6  
1st Revision Cancels Original Page 108-A.7  
1st Revision Cancels Original Page 108-A.8  
1st Revision Cancels Original Page 108-A.9

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E.10. Local Business Contract Option Renewal Signing Bonus Promotion, changed to E.1., and transferred to Pages 108-A.3. and 108-A.4.

E.5. to E.8. - expired and withdrawn.

See Page 41 for explanation of symbols.

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TN 4171

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32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION

1. General

The Local Business Contract Option provides customers with business exchange service on eligible business access lines on a contract term basis under certain rates, terms and conditions as specified below. For customers who have selected the Company as their Primary Interexchange Carrier (PIC) for long distance services, discounts on the Local Business Contract Option monthly service rate will apply.

2. Eligibility

(a) The following types of local business access lines located in forborne and non-forborne exchanges as specified in A.2. preceding, Basic Business Exchange Rate Schedule, are eligible for the Local Business Contract Option. Access lines in forborne exchanges which are provisioned below the Commission-approved floor price may not be eligible for the Local Business Contract Option.

(i) Individual Business Lines

This includes the business local exchange access component of other types of services offered in the General Tariff when the rates for these other types of local exchange access components are specified in A.2. preceding, and are included in the rates for Individual Business lines. This includes but is not limited to the exchange access portion, if required for Individual Business Line service, of Foreign Exchange Service - Voice, as specified in Item 124.

(ii) Other Eligible Lines

- a) Small Business Multi-lines;
- b) Standard Multi-lines;
- c) Small Business Information System Access (ISA) lines; and
- d) Standard ISA lines.

The business local exchange access component of other types of services offered in the Company's General Tariff are Other Eligible Lines when the rates for these other types of business local exchange access components are specified in A.2. preceding, and are included in the rates for the types of access lines specified in a) to d) above. This includes but is not limited to the DID Trunk component of Direct-In-Dial Service as specified in Item 126.

(b) In order to be eligible for the Local Business Contract Option, the customer must agree to a minimum monthly commitment of 4, 10, 40, 100, 250, 500 or 2000 in-service eligible access quantities, as specified in 2.(a) above, for an applicable minimum contract period of one (1) year, three (3) years or five (5) years, and must meet the minimum monthly access quantity commitment for each month of the contract period. The monthly rates for the Local Business Contract Option will be based on the minimum monthly access quantity commitment level and minimum contract period.

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See Page 41 for explanation of symbols.

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EXCHANGE CLASSIFICATION AND RATES

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32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

2. Eligibility (Continued)

The customer may also include the following in the access quantities eligible for meeting the minimum monthly commitment including the following access quantities which are provided in forborne exchanges. Eligible accesses in forborne exchanges which are provisioned below the Commission-approved floor price may not be included in the access quantities eligible for meeting the minimum monthly commitment.

- (i) Eligible lines, as specified in TELUS Communications Inc.'s (TCI) General Tariff (CRTC 18001), Item 425.4, Local Business Contract Option. This aggregation of the Company's and TCI's Local Business Contract Option eligible lines is subject to the condition that the customer have a minimum monthly commitment of at least 100 in-service eligible lines in the serving territory of either the Company or TCI; and
- (ii) ISDN-PRI PSTN Connectivity as specified in Item 470, and ISDN-PRI PSTN Links as specified in TCI CRTC 18001, Item 495.

If the minimum monthly commitment is not met after the first 30 days of the contract period, the Company will bill the customer \$35.00 per line for the shortfall in number of eligible lines, in addition to the charges for in-service eligible lines, for each month that the minimum commitment is not met.

- (iii) Where the minimum monthly commitment is met and a Customer chooses to cancel eligible lines that exceed the minimum monthly commitment, a termination charge will apply, consistent with Item 122.4 of the Company's General Terms of Service (CRTC Tariff 21461), in the maximum amount of one half of the charges remaining for the remaining part of the minimum contract period for the termination of each eligible line exceeding the minimum monthly commitment. At the Company's discretion, this charge may be reduced or waived. N
- (iv) If a Customer terminates the Local Business Contract Option prior to the end of the contract period, and the termination charge applies pursuant to Item 32 F.5(c) below, the calculation of that termination charge will not include amounts already paid by the Customer pursuant to Item 32 F.2(iii) above, but will be based solely on the remaining minimum number of committed lines at the time of termination of the Local Business Contract Option, and the Customer will not be credited, rebated, or otherwise reimbursed, any amounts paid pursuant to Item 32 F.2(iii) above.
- (c) In order to be eligible for the PIC Discount on the monthly contracted rates for this service, customers must have selected the Company as their PIC for long distance services on the applicable eligible access lines.

See Page 41 for explanation of symbols.

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EXCHANGE CLASSIFICATION AND RATES

Item

32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

3. Rates (Continued)

	<u>Rates Per Month</u> (Notes 1, 2 and 3)				C
	<u>Rate Bands</u>				
(a) <u>One Year Contract</u>	D1	D2, E1, F2,	D4,E2,E3,E4, F4,G2,G3,G4	F1, G1	
(i) Minimum Monthly Commitment of 4 Access Lines:					
a) Each Individual Business line	\$ 61.29	\$70.64	\$76.42	\$67.45	
PIC Discount (Note 2)	0.90%	0.90%	0.90%	0.90%	
b) Each Other Eligible line	69.05	76.12	82.35	72.69	
PIC Discount (Note 2)	1.50%	1.50%	1.50%	1.50%	
(ii) Minimum Monthly Commitment of 10 Access Lines:					
a) Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
PIC Discount (Note 2)	1.50%	1.50%	1.50%	1.50%	
b) Each Other Eligible line	69.05	76.12	82.35	72.69	
PIC Discount (Note 2)	2.50%	2.50%	2.50%	2.50%	
(iii) Minimum Monthly Commitment of 40 Access Lines:					
a) Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
PIC Discount (Note 2)	2.40%	2.40%	2.40%	2.40%	
b) Each Other Eligible line	69.05	76.12	82.35	72.69	
PIC Discount (Note 2)	4.00%	4.00%	4.00%	4.00%	
(iv) Minimum Monthly Commitment of 100 Access Lines:					
a) Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
PIC Discount (Note 2)	3.00%	3.00%	3.00%	3.00%	
b) Each Other Eligible line	69.05	76.12	82.35	72.69	
PIC Discount (Note 2)	5.00%	5.00%	5.00%	5.00%	
(v) Minimum Monthly Commitment of 250 Access Lines:					
a) Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
PIC Discount (Note 2)	3.30%	3.30%	3.30%	3.30%	
b) Each Other Eligible line	69.05	76.12	82.35	72.69	
PIC Discount (Note 2)	5.50%	5.50%	5.50%	5.50%	
(vi) Minimum Monthly Commitment of 500 Access Lines:					
a) Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
PIC Discount (Note 2)	3.60%	3.60%	3.60%	3.60%	
b) Each Other Eligible line	69.05	76.12	82.35	72.69	
PIC Discount (Note 2)	6.00%	6.00%	6.00%	6.00%	

Notes: 1. If the rates as specified in A.2. preceding are reduced for Individual Business lines or Standard Multi-lines in any rate sub-band, then, subject to CRTC approval, the Local Business Contract Option rates for those types of eligible lines in the applicable rate sub-bands will be less than the applicable rates as specified in A.2.

2. Customers must be PIC'd to the Company on the applicable access line at time of billing in order to be eligible for the PIC Discount in the following month.

3. The rates in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

See Page 41 for explanation of symbols.

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EXCHANGE CLASSIFICATION AND RATES

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Item

32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

3. Rates (Continued)

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See Page 41 for explanation of symbols.

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EXCHANGE CLASSIFICATION AND RATES

Item

32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

3. Rates (Continued)

		Rates Per Month (Notes 1, 2 and 3)				
		Rate Bands				
(b)	<b>Three Year Contract</b>	D1	D2, E1, F2,	D4, E2, E3, E4, F4, G2, G3, G4	F1, G1	C
(i)	Minimum Monthly Commitment of 4 Access Lines:					
a)	Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
	PIC Discount (Note 2)	1.50%	1.50%	1.50%	1.50%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	2.50%	2.50%	2.50%	2.50%	
(ii)	Minimum Monthly Commitment of 10 Access Lines:					
a)	Each Individual Business line	61.29	70.64	\$76.42	67.45	
	PIC Discount (Note 2)	2.70%	2.70%	2.70%	2.70%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	4.50%	4.50%	4.50%	4.50%	
(iii)	Minimum Monthly Commitment of 40 Access Lines:					
a)	Each Individual Business line	61.29	70.64	\$76.42	67.45	
	PIC Discount (Note 2)	3.90%	3.90%	3.90%	3.90%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	6.50%	6.50%	6.50%	6.50%	
(iv)	Minimum Monthly Commitment of 100 Access Lines:					
a)	Each Individual Business line	61.29	70.64	\$76.42	67.45	
	PIC Discount (Note 2)	4.80%	4.80%	4.80%	4.80%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	8.00%	8.00%	8.00%	8.00%	
(v)	Minimum Monthly Commitment of 250 Access Lines:					
a)	Each Individual Business line	61.29	70.64	\$76.42	67.45	
	PIC Discount (Note 2)	5.70%	5.70%	5.70%	5.70%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	9.50%	9.50%	9.50%	9.50%	
(vi)	Minimum Monthly Commitment of 500 Access Lines:					
a)	Each Individual Business line	61.29	70.64	\$76.42	67.45	
	PIC Discount (Note 2)	6.60%	6.60%	6.60%	6.60%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	11.00%	11.00%	11.00%	11.00%	
(vii)	Minimum Monthly Commitment of 2000 Access Lines:					
a)	Each Individual Business line	61.29	70.64	\$76.42	67.45	
	PIC Discount (Note 2)	8.52%	8.52%	8.52%	8.52%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	14.19%	14.19%	14.19%	14.19%	

- Notes:
1. If the rates as specified in A.2. preceding are reduced for Individual Business lines or Standard Multi-lines in any rate sub-band, then, subject to CRTC approval, the Local Business Contract Option rates for those types of eligible lines in the applicable rate sub-bands will be less than the applicable rates as specified in A.2.
  2. Customers must be PIC'd to the Company on the applicable access line at time of billing in order to be eligible for the PIC Discount in the following month.
  3. The rates in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

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EXCHANGE CLASSIFICATION AND RATES

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32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

3. Rates (Continued)

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See Page 41 for explanation of symbols.

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EXCHANGE CLASSIFICATION AND RATES

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32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

3. Rates (Continued)

		<u>Rates Per Month</u> (Notes 1, 2 and 3)				
		<u>Rate Bands</u>				
(c) <u>Five Year Contract</u>		D1	D2, E1, F2,	D4, E2, E3, E4, F4, G2, G3, G4	F1, G1	C
(i)	Minimum Monthly Commitment of 4 Access Lines:					
a)	Each Individual Business line	\$61.29	\$70.64	\$76.42	\$67.45	
	PIC Discount (Note 2)	2.70%	2.70%	2.70%	2.70%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	4.50%	4.50%	4.50%	4.50%	
(ii)	Minimum Monthly Commitment of 10 Access Lines:					
a)	Each Individual Business line	61.29	70.64	76.42	67.45	
	PIC Discount (Note 2)	4.50%	4.50%	4.50%	4.50%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	7.50%	7.50%	7.50%	7.50%	
(iii)	Minimum Monthly Commitment of 40 Access Lines:					
a)	Each Individual Business line	61.29	70.64	76.42	67.45	
	PIC Discount (Note 2)	4.80%	4.80%	4.80%	4.80%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	8.00%	8.00%	8.00%	8.00%	
(iv)	Minimum Monthly Commitment of 100 Access Lines:					
a)	Each Individual Business line	61.29	70.64	76.42	67.45	
	PIC Discount (Note 2)	6.00%	6.00%	6.00%	6.00%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	10.00%	8.00%	8.00%	8.00%	
(v)	Minimum Monthly Commitment of 250 Access Lines:					
a)	Each Individual Business line	61.29	70.64	76.42	67.45	
	PIC Discount (Note 2)	7.20%	7.20%	7.20%	7.20%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	12.00%	12.00%	12.00%	12.00%	
(vi)	Minimum Monthly Commitment of 500 Access Lines:					
a)	Each Individual Business line	61.29	70.64	76.42	67.45	
	PIC Discount (Note 2)	8.40%	8.40%	8.40%	8.40%	
b)	Each Other Eligible line	69.05	76.12	82.35	72.69	
	PIC Discount (Note 2)	14.00%	14.00%	14.00%	14.00%	

Notes: 1. If the rates as specified in A.2. preceding are reduced for Individual Business lines or Standard Multi-lines in any rate sub-band, then, subject to CRTC approval, the Local Business Contract Option rates for those types of eligible lines in the applicable rate sub-bands will be less than the applicable rates as specified in A.2.

2. Customers must be PIC'd to the Company on the applicable access line at time of billing in order to be eligible for the PIC Discount in the following month.

3. The rates in this tariff do not apply to exchanges in Sub-Rate Bands A1, B1, B2, B3, B4, B5, B6, B7, B8, C and F3 as the exchanges in these sub-rate bands, as listed in General Tariff (CRTC 21461) Item 212, *Forborne Business Local Exchange Services*, are forborne from regulation.

See Page 41 for explanation of symbols.

Filing Date: 2017 05 24

Effective Date: 2017 05 05

Issued pursuant to Telecom Decision CRTC 2017-134, 2017 05 05

EXCHANGE CLASSIFICATION AND RATES

Item

32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

4. Service Charges

No service charges apply for migration of existing lines to the Local Business Contract Option. However, service charges for new installations, moves or other changes on eligible access lines included in the Local Business Contract Option will apply as specified in Items 110 and 111. Applicable service charges will also be waived if the customer changes their type of service from an exchange access line not eligible for the Local Business Contract Option, to an eligible access line included in the Local Business Contract Option. No service charges will be waived when a field visit is required or when the hourly rates in Item 111 would normally be incurred.

No service charges apply for new Local Business Contract Option customers signing a three (3) or five (5) year contract and ordering eligible lines in Rate Band A and/or Rate Band B within the first thirty (30) days of the contract period.

5. Terms and Conditions

- (a) An eligible line cannot be included in more than one Local Business Contract Option at any point in time. All access lines in the same multi-line hunt arrangement must be included in the same Local Business Contract Option. Less than the total number of lines in a multi-line hunt group cannot be included in a Local Business Contract Option.
- (b) The contracted monthly rate applies for all eligible lines in the Local Business Contract Option, even if the number of eligible lines exceeds by any number the minimum commitment level contracted by the customer. A customer may, however, opt to have some of the eligible lines included in the minimum line commitment, rated at the tariffed rate specified in A.2. preceding rather than the discounted rate specified in 3. above.
- (c) Termination charges for terminating the Local Business Contract Option prior to the end of a contract period apply as indicated below. The Termination Charges are payable upon termination and are equal to approximately 25 percent of the present value of the minimum number of committed lines for the unexpired portion of the contract period. The Termination Charges are waived if:
  - (i) the total termination charges are less than \$250.00; or
  - (ii) the Local Business Contract Option is terminated within 60 days after the start of a renewed contract period when the contract period is the result of the condition in F.5.(e) below;
  - (iii) the Local Business Contract Option is terminated within 30 days prior to the expiry of the contract period;
  - (iv) the customer subscribes to another Local Business Contract Option or service from the Company which provides business local exchange service or its equivalent, of equal or greater value than the value of the minimum number of committed lines for the unexpired portion of the minimum contact period; or
  - (v) the customer goes out of business or declares bankruptcy.

<u>Minimum Monthly Commitment</u>	<u>Termination Charges for each month of the unexpired portion of the contract period</u> (Note)
4 Access Lines	\$ 40.00
10 Access Lines	100.00
40 Access Lines	400.00
100 Access Lines	1,000.00
250 Access Lines	2,500.00
500 Access Lines	5,000.00
2000 Access Lines	20,000.00

(d) Except as modified herein, the eligible exchange access lines in the Local Business Contract Option are provisioned as specified in CRTC 1005, Section II, EXCHANGE CLASSIFICATION AND RATES.

**Note:** Only one termination charge applies for each month of the unexpired portion of the contract period, when a customer has a commitment level based on the aggregation of lines in both the Company's and TCI's serving territories.

See Page 41 for explanation of symbols.

EXCHANGE CLASSIFICATION AND RATES

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Item

32 EXCHANGE RATES (Continued)

F. LOCAL BUSINESS CONTRACT OPTION (Continued)

5. Terms and Conditions (Continued)

(e) Automatic Renewal of LBCO Contracts

Upon expiration of the contract period and subject to the following condition, the customer will be deemed to have agreed to commit to another immediately succeeding contract period of equal duration, and for an equal minimum monthly commitment level unless the Customer has agreed to a contract period of a different duration and/or commitment level, or the service subscription has been terminated. C

(i) All LBCO Customers will be notified by the Company, either on their monthly bill or by letter, at least sixty (60) days before the end of the current LBCO contract, as to when automatic renewal will take place, absent any indication by the Customer to the contrary;

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