

ITEM

206 **Customer Specific Business Service – (Alberta Only)**

ITEM

206.1 **Service Description**

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

1. National Operator Assistance Service (NOAS)§ which is comprised of: C
N
 - a. National Manual Operator Assistance Service (0, 00); and
 - b. National Automated Operator Assistance Service (0+, 01+).
2. Overseas Directory Assistance Service (Overseas DAS) which is provided either by: |
 - a. Searching for Overseas listing information by accessing an external third-party database comprised of Overseas listing information where such database or information is available; or |
 - b. Interfacing with an overseas directory assistance operator or operator service provider. |
3. E911 Emergency Service directs a voice-over-Internet-protocol (VoIP) Emergency Call, by the Company, from a VoIP Caller to a particular Public Safety Answering Point (PSAP) depending on the 9-1-1 Serving Area from which the call originates. Such calls are routed by the Customer to the applicable Company point of presence (POP) in Calgary, Alberta, via a mutually-agreed designated trunk. |
4. 0- Emergency Service directs a 0- Emergency Call, by the Company, from a 0- Caller to a particular PSAP depending on the Numbering Plan Area (NPA) of the originating number. Such calls are forwarded to the Company by the Customer via an appropriate Company Emergency Number to the applicable Company POP in Calgary, Alberta, through a mutually-agreed designated trunk. The 0- Emergency Service shall only provide 0- Emergency Calls originated from a facility-based fixed local telephone service. |
5. In addition, this service will provide the Customer with the following Optional Services: F
 - a. Mechanized Call Branding; and
 - b. Call Detail Record Files.

M

M – Transferred to Page 206-1A.

ITEM 206	Customer Specific Business Service – (Alberta Only) - Continued	N
ITEM 206.2	Conditions of Service	
	1. The provision of service pursuant to this Item is subject to the rates, terms and conditions as specified in this Item and the signed National Operator Services Agreement and subsequent Amending Agreements to the Definitive Agreement For Operator Services (collectively, the “Agreement”) between the Customer and the Company. In the event of any conflict or inconsistency between this tariff and the provisions of the Agreement, this tariff shall prevail.	M C M
	2. The provision of service pursuant to this Item is subject to the Company’s General Tariff (CRTC 21461) General Terms of Service as applicable.	
	3. Service Term: Initial term ending June 30, 2010. The service term will automatically renew for one (1) year unless terminated by Customer upon six (6) months prior written notice to the Company or by the Company upon nine (9) months prior written notice to the Customer.	C M

M – Transferred from Page 206-1.

ITEM
206

Customer Specific Business Service – (Alberta Only) - Continued

ITEM
206.3

Rates

The Customer shall pay the following rates and charges and is subject to all applicable terms and conditions of the Company's Tariffs:

1. National Operator Assistance Services.

a. MOAS Calls

MOAS Charges apply as follows:

Service Item	Rate
Schedule 3 - Price per second of operator worktime	\$0.015 per second
Verification Charge for Collect, Bill to Third and Calling Card calls	\$0.084 per access
Access and Validation Charge for Commercial Credit Card calls	\$0.20 per access

R

b. AOAS Calls

AOAS calls are comprised of Collect, Bill to Third Party, Calling Card and Commercial Credit Card calls. Automated Person-to-Person calls shall be forwarded to a Call Answer Agent (CAA) for Manual call handling and MOAS charges shall apply for such calls.

Verification is required on all AOAS Collect, Bill to Third Party and Calling Card calls.

Validation is required on all AOAS Commercial Credit Card calls.

Charges for AOAS calls are as follows:

Service Item	Rate
Access to the Company's Automated Alternate Billing System (AABS)	\$0.22 per access
Verification Charge	\$0.084 per access
Access and Validation Charge for Commercial Credit Card	\$0.20 per access
MOAS Charges for CAA work time (if applicable)	See MOAS Charges above

|

ITEM

206 **Customer Specific Business Service – (Alberta Only) - Continued**

ITEM

206.3 **Rates - Continued**

Should the Customer have an agreement with an overseas carrier which requires a CAA to provide assistance on English AOAS calls, or if the Customer's end-Customer who is accessing English AOAS defaults to a CAA, both the MOAS and AOAS charges apply.

- c. NOAS\$ Transfer Charge: \$0.25 per Call (Note 1) (\$ Excluding Overseas DAS.) C

Note 1: If more than one and one-half percent (1.5%) of NOAS\$ Calls result in a transfer to the Customer's customer care areas in any given Billing Round, the NOAS\$ Transfer Charge shall apply to those Calls that exceeded 1.5% of the total NOAS\$ Calls for that Billing Round. C

- 2. Overseas Directory Assistance Service (Overseas DAS). N
 - a. Oversea DAS Calls |

Monthly Call Volumes	Rate (Notes 2 – 4)
0 Plus	\$3.75 per Call

Note 2: A Call shall be defined as any access by a Customer's customer that generates a Company Extended Bellcore AMA Format (EBAF) record. |

Note 3: A Call will be billed upon request. Two (2) requests per Call are permitted in the same overseas country for the individual rate per Call charge. If the second request is a different overseas country, a second individual charge will be applied. |

Note 4: Charges for Overseas DAS will be billed regardless of the method in which Overseas DAS is accessed (i.e., either: (i) by accessing an external third-party database, or (ii) by interfacing with an overseas directory assistance operator or operator service provider, per Item 206.1.2 above.) |

M – Transferred to Page 206-3B.

ITEM
206

Customer Specific Business Service – (Alberta Only) - Continued

N
|

ITEM
206.3

Rates - Continued

|

3. E911 Emergency Service.

|

a. E911 Emergency Calls:

|

Service Item	Rate
Non-recurring Service Charge	\$7,500.00
Monthly Recurring Charge (based on Customer Subscriber count and Customer's Third Party Vendor Subscriber count)	\$0.20 per Subscriber (Note 5)
Charge per VoIP Call - Customer branded or unbranded E911 Emergency Service Offerings	\$0.017 per second
Charge per VoIP Call - Customer Third Party Vendor branded E911 Emergency Service Offering	\$0.022 per second

|
|
|
|
|
|

Note 5: For the purpose of E911 Emergency Service, a Subscriber shall mean any retail customer of the Item 206 Customer or the Customer's Third Party Vendor that uses, subscribes to or purchases VoIP services from the Customer or the Customer's Third Party Vendor and is able to place VoIP Emergency Calls via such service in order to obtain E911 Emergency Services in accordance with the terms and conditions of this Item 206 tariff and the associated Agreement.

|
|
|
|
|
|

4. 0- Emergency Service.

|

a. 0- Emergency Calls:

|

Service Item	Rate
0- Emergency Calls	Same as MOAS operator worktime per second rate (Item 206.3.1.a)

|
|

ITEM 206 **Customer Specific Business Service – (Alberta Only) - Continued** N

ITEM 206.3 **Rates - Continued** |

5. Optional Services and Other Charges. M

Charges for Optional Services are as follows: |

Service Item	Rate
Call Branding	\$2,750.00 for the original message or to change the message
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.)	\$1,720.00 one-time service charge \$0.0068 per message (Call Detail Record)

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. |

M – Transferred from Page 206-3 (previously Item 206.3.2)