

ITEM **Local Service Request (LSR) Rejection Charge**
234

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ITEM **Service Description**
234.1

A Local Service Request (LSR) Rejection Charge applies for each rejected LSR which is made by a Local Exchange Carrier (LEC), Wireless Service Provider (WSP) or Internet Service Provider (ISP), as indicated below.

Where a LEC, WSP or an ISP is a new subscriber to CRTC 21462 Tariff Item 229 – CLEC Access to Operational Support Systems (OSS) Service, LSR Rejection Charges will not be applied to rejected LSRs for a period of three months beginning on the date that the LEC, WSP or ISP first subscribes to that Tariff.

ITEM **Conditions of Service**
234.2

1. LSR Rejection Charges will be assessed monthly.
2. The LSR Rejection Charge does not apply where the rejection is due to:
 - errors in the Company's OSS databases;
 - the Company's winback activities;
 - other errors attributable to the Company; or
 - deactivation of the telephone number subsequent to LSR submission.
3. An LSR Rejection Charge applies for each rejected LSR which is made by a LEC, WSP or ISP and which is in excess of the following threshold percentages of the customer's total number of LSRs per month.
 - (1) A monthly LSR rejection rate threshold of 8% until June 30, 2018, 6.5% until June 30, 2019, and 5% thereafter applies to each telecommunications service provider (TSP) that submits more than 500 LSRs in a month unless at least 75% of the LSRs it submits in that month relate to business services.
 - (2) A monthly LSR rejection rate threshold of 16% until June 30, 2018, 13% until June 30, 2019, and 10% thereafter applies to each TSP that submits 500 or fewer LSRs in a month and to each TSP where at least 75% of the LSRs it submits in that month relate to business services.

ITEM **Rates**
234.3

	Monthly Rate
LSR Rejection Charge, each	\$ 70.00