

ITEM
205**Customer Specific Business Service – (Alberta Only)**ITEM
205.1**Service Description**

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

F

1. Directory Assistance Service (DAS) which allows for the Customer's end-subscribers to:
 - a. Dial 1 + a Canadian Numbering Plan Area (NPA) 555-1212 and obtain Canadian telephone listing information for the territory covered by the NPA; or
 - b. Dial 411 and obtain North American telephone listing information; or
 - c. Dial 1 + a United States Numbering Plan Area (NPA) 555-1212 and obtain United States telephone listing information for the territory covered by the NPA.
 - d. Access Overseas Directory Assistance (OVS DA), which is comprised of:
 - i. Manual Operator Assistance Service dialing an overseas routing to acquire a foreign listing from the overseas carrier; and
 - ii. Providing call completion on the Customer's network
2. Operator Assistance Service (OAS) which is comprised of:
 - a. Manual Operator Assistance Service (0, 00); and
 - b. Automated Operator Assistance Service (0+, 01+).
3. Message Relay Service (MRS) enables persons who use a keyboard 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 number. A specially trained Company Call Answer Agent (CAA) will then contact the hearing person for whom the call is intended and relay the conversation by voice. The MRS CAA will alternate between the TTY user and the hearing person as required until the call is completed. Similarly, a hearing person may call the MRS Toll-free number and the MRS CAA 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 of North America.

ITEM
205

Customer Specific Business Service – (Alberta Only) - Continued

ITEM
205.1

Service Description - Continued

- 4. Optional Services and Other Charges:
 - a. Mechanized Call Branding
 - b. Customized Call Completion Phrasing
 - c. Call Completion for DAS
 - d. Call Detail Record Files

ITEM
205.2

Conditions of Service

The provision of this arrangement is subject to the terms and conditions as specified in the signed three (3) year agreement between the Customer and the Company.

F

ITEM
205.3

Rates

The Customer shall pay the following rates and charges and is subject to all applicable terms and conditions of the Company's Tariffs: (All specified rates and charges do not include any applicable taxes, such as GST.)

- 1. Directory Assistance Service (DAS):
 - a. Canadian Directory Assistance Service (Canadian DAS)
 - i. Per Canadian DAS Call:

Billing Round Call Volume Ranges	Rate per call (Note 1)
0 – 50,000	\$0.659
50,001 – 100,000	\$0.648
100,001 – 200,000	\$0.629
200,001 – 300,000	\$0.610
300,001 – 400,000	\$0.589
400,000 Plus	\$ 0.541

- ii. DAS Transfer Charge: \$0.25 per Call (Note 2)

ITEM
205

Customer Specific Business Service – (Alberta Only) - Continued

ITEM
205.3

Rates - Continued

b. United States Directory Assistance Service (US DA)

Per US DAS Call:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$0.689

c. Overseas Directory Assistance Services (OVS DA):

OVS DA is comprised of Manual Operator Assistance Service dialing an overseas routing to acquire a foreign listing from the overseas carrier. Call completion (if required) will be completed on the Customer's network.

OVS DA Calls:

Monthly Call Volumes	Rate per Call (Note 1)
0 Plus	\$4.75

2. Operator Assistance Services (OAS):

OAS is comprised of Manual Operator Assistance Service (0, 00), (MOAS); and Automated Operator Assistance Service (0+, 01+), (AOAS).

a. MOAS Calls:

i. Per MOAS Second:

Billing Round Volume Ranges (Seconds)	Rate per Second (Note 2)
0 – 8,000,000	\$0.027
8,000,001 – 20,000,000	\$0.024
20,000,001 Plus	\$0.021

ii. Verification Charge: \$0.084 per Verification

ITEM
205

Customer Specific Business Service – (Alberta Only) - Continued

ITEM
205.3

Rates – Continued

b. AOAS Calls

AOAS calls are comprised of Collect and Bill to Third Party calls. Automated Person-to-Person calls shall be forwarded to a CAA for manual call handling and MOAS charges shall apply for such calls.

- i. 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.
- ii. For AOAS calls designated as requiring Bilingual service or service in French where the CAA does not transfer the end-Customer to the AABS, the MOAS charge for the CAA work time and the rate per Verification apply.
- iii. Verification is required on all AOAS calls.

Charges for AOAS calls are as follows:

Service Item	Charge
Access to the Company's Automated Alternate Billing System (AABS) (for calls designated as requiring service in English)	\$0.456 per Access
Access to the Company's AABS (for calls designated as requiring service in French)	\$0.29 per Access
Verification Charge	Same as MOAS (Item 205.3.2.a.ii)
MOAS Charges for CAA work time (if applicable)	See MOAS Charges above

3. Message Relay Service (MRS):

MRS enables persons who use a keyboard 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 number.

MRS Calls:

Monthly Volumes (Seconds)	Rate per Second (Note 3)
0 Plus	\$0.033

ITEM
205

Customer Specific Business Service – (Alberta Only) - Continued

ITEM
205.3

Rates – Continued

4. Optional Services and Other Charges

Charges for Optional Services are as follows:

Service	Charges
Mechanized Call Branding (Note 4)	\$3,500.00 for the original message or to change the message
Customized Call Completion Phrasing	\$20,000 one-time service charge for original message; or \$5,000 to change the message
Call Completion for DAS	\$0.065 per Attempt
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 plus \$0.0068 per message (Call Detail Record)

F

Note 1: A “Call” shall be defined as any access by a Customer’s end-subscriber that generates a Company Extended Bellcore AMA Format (EBAF) record. There may be multiple requests within each call, with each request generating chargeable directory assistance Call.

Note 2: The DAS Transfer Charge shall only be charged on those Calls which exceed 1.5% of the total DAS calls for any given Billing Round.

Note 3: “Second” shall be defined as any access by the Customer’s end-subscriber that generates a Company EBAF record with a Company Call Answer Agent work time greater than zero (0) seconds.

Note 4: Separate Mechanized Call Branding charges to meet the needs of more than one service may or may not be required.