

ITEM  
556      **Emergency Pre-Plan Service (B.C. Only)**

ITEM  
556.1      **Service Description**

Provides an emergency back-up voice communication solution whereby, in the case of a substantial line disruption, incoming voice service will be switched to an alternate customer location.

ITEM  
556.2      **Conditions of Service**

1. Initial Contract Period: 2 years.
2. Emergency Pre-Plan service will be activated within approximately 4 hours of the customer's request.
3. If, due to circumstances beyond the Company's reasonable control, Emergency Pre-Plan service cannot be activated within 4 hours of the customer's request, the Company is not liable for any damages, costs or any other associated losses suffered by the customer.
4. It is the responsibility of the customer to communicate any changes of their Pre-Plan requirements to the Company.
5. The Company reserves the right to adjust the rate to reflect increases in operating costs and service provisioning. Changes to the rates will only be implemented upon CRTC approval.

ITEM  
556.3      **Rates**

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

Service Item	Monthly Rate	Service Charge
Per Directory Number	\$ 40.00 (Note 2)	\$ 950.00 (One-time)
Activation/Deactivation, per occurrence	---	165.00 (Note 3)
Audit/Testing, per occurrence	---	165.00 (Note 3)
Change of Directory Number, per number	---	50.00 (Note 4)

ITEM  
556**Emergency Pre-Plan Service (B.C. Only) - Continued**

**Note 1:** The termination charge shall be the immediate payment of the present value, as calculated by the Company, of the monthly charges applicable for the unexpired portion of the contract. F

**Note 2:** A minimum charge of \$160.00 will apply.

**Note 3:** Service charge applies Monday to Friday 8:00 a.m. to 3:59 p.m.

Double the service charge applies:

Monday to Friday 4:00 p.m. to 11:59 p.m. and 6:30 a.m. to 7:59 a.m.

Saturday, Sunday & holidays 6:30 a.m. to 11:59 p.m.

Triple the service charge applies:

Any day 12:00 a.m. to 6:29 a.m.

**Note 4:** A \$100.00 minimum charge applies.