

Service and Other Charges

ITEM
 409 **Accelerated Installation Service**

ITEM
 409.1 **Service Description**

The Accelerated Installation Service offers business Customers (either retail or wholesale customers) requesting provisioning and installation of an Eligible Service in the Company’s operating territory in Alberta or British Columbia a shorter service order delivery interval (the “Accelerated Installation Due Date”) than the standard service order delivery interval normally provided by the Company for an Eligible Service.

ITEM
 409.2 **Definitions**

“*Eligible Customers*” are new and existing business and wholesale Customers that require the Accelerated Installation Service on a new service order for one of the Eligible Services.

“*Eligible Services*” are the following Company tariffed services for which the Accelerated Installation Service may be requested:

<u>CRTC Tariff</u>	<u>Item</u>	<u>Tariffed Service</u>	
1005	32	Exchange Rates	N
1005	447	Digital Network Access (DNA)	
1005	465	Integrated Digital Network-Basic Rate Interfaced (BRI) Service	
1005	470	Integrated Digital Network-Primary Rate Interfaced (PRI) Service	
18001	425	Exchange Service	
18001	485	Integrated Digital Network-Basic Rate Interfaced (BRI) Service	
18001	495	Integrated Digital Network-Primary Rate Interfaced (PRI) Service	
18001	500	Digital Network Access	
21461	213	Centrex Service	
21461	503	Inter-Office Digital Channels	
21461	519	Ethernet Access Service	
21461	520	OCN Digital Network Access	
21461	522	Analogue Private Line Services	
21462	217	Network-to-Network Interface Service	
21462	223	Ethernet Transport Service	
21462	224	Competitive Digital Network (CDN) Services	
21462	225	Competitive Digital Network Access (CDN Access)	
21462	227	Wide Area Network ADSL Service	

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Section IV

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ITEM 409.3	Conditions of Service	
	1. The Company shall negotiate with each Customer, on a case-by-case basis, an Accelerated Installation Due Date that takes into account both the Customer’s requirements and the Company’s ability to deliver the Accelerated Installation Service in consideration of the Company’s other workload activities at the time.	
	2. The Accelerated Installation Service charge shall be billed to Customers when the service order is completed and the Company has met the Accelerated Installation Due Date negotiated with the Customer.	
	3. The Accelerated Installation Service charge shall be billed in the event the Customer is responsible for causing the missed Accelerated Installation Due Date. This includes, but is not limited to, situations where the Customer is not ready on or before the negotiated Customer Accelerated Installation due date, and cancellation by the Customer after the Accelerated Installation Service request was initiated.	 C
	4. An Administrative Fee shall be billed for all requests including those where the Customer, after having requested an Accelerated Installation due date, decides not to proceed with or discontinues negotiation of an Accelerated Installation due date with the Company.	 N

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Accelerated Installation Service – Continued

ITEM
409.4

Rates

The Customer shall pay to the Company the following rates and charges for the Accelerated Installation Service and is subject to all applicable terms and conditions of the Company’s Tariffs. Such rates and charges are in addition to any other rates and charges that may be applicable.

Service Item	Service Charge (Note 1)	Administrative Fee (Note 2)
	(One-Time Charge)	(One-Time Charge)
Accelerated Installation Service (for requested installation dates that are 1 to 8 days earlier than the Company’s standard service order delivery interval for the Eligible Service) (Note 3)	\$ 2,150.00	\$ 600.00
Accelerated Installation Service (for requested installation dates that are 9 or more days earlier than the Company’s standard service order delivery interval for the Eligible Service) (Note 3)	\$ 4,900.00	\$ 600.00
Accelerated Installation Service (Centrex Service lines and Business classified Exchange Service lines requested under (CRTC 18001) Item 425 or (CRTC 1005) Item 32 for installation dates that are 1 or more days earlier than the Company’s standard order delivery interval for the Eligible Service)		
• 1 to 14 lines (Note 4)	\$150.00	\$100.00
• 15 or more lines (Note 4)	\$505.00	\$100.00

Note 1: The Item 409 service charges are applied in addition to any standard service charges levied under the original tariffed service offering.

Note 2: The Administrative Fee is applied per request for Accelerated Installation Service.

Note 3: Per circuit or channel.

Note 4: Per service request at same service address and same installation date.