

# Accelerated Installation

## Unregulated terms and conditions

### General Information.

Bell's **Accelerated Installation** service ("**Service**") is provided to you, the customer ("**Customer**" or "**you**") by Bell Canada or Bell Aliant ("**Bell**") in accordance with Bell's Unregulated Terms of Service ("**UTOS**") found at [www.bell.ca/terms](http://www.bell.ca/terms), as well as the following additional Terms and Conditions. The UTOS, your invoice for this Service, and these Terms and Conditions are together referred to as the "**Agreement**". If you are a customer in Bell Aliant Regional Communications, Limited Partnership ("**Bell Aliant**") territory, your Service will be provided by Bell Aliant on the terms and conditions set out in this Agreement, in which case references to Bell mean Bell Aliant. These Terms and Conditions take precedence over the UTOS to the extent they conflict with the UTOS.

### 1. Description of Service.

The Service offers eligible business customers requesting provisioning and installation of certain services, in Bell's operating territory, a due date that is earlier than the original system due date. An "**eligible business customer**" is defined as a new and/or existing retail and wholesale business customer that requires the Service on a new or pending service order.

The Service may be purchased for the data services described in paragraph (A) of this Section 1, and voice services described in paragraph (B) of this Section 1, and in accordance with Section 2.

- A. Customer shall pay Bell a fee for the Services for each circuit ("**Data Fee**") on each completed order for the following eligible services: Local Channels, Optical Fibre, Monthly Distance Charges or Rentals For Inter-Exchange Channels and the Associated Local Channels, Channels For Signal Transmission, Channels For Data Transmission, Schedules 3 And 3A Channels, Digital Channel Service, Ethernet Access, Digital Network Access, Digital Private Line Service, Managed Digital Private Line Service, Digital Private Line Solutions Service Extension Access Service, Inter-Office Digital Channels, and Competitor Digital Network (CDN) Services ("**List 1**").

Customer can request one of the two Accelerated Installation due dates:

- 1 to 8 business days earlier than the original system due date, for eligible services in List 1; or
  - 9 or more business days earlier than the original system due date, for eligible services in List 1.
- B. Customer shall pay Bell a fee for the Service on each completed order for the following eligible services ("**Voice Fee**").

The **Voice Fee** applies per completed order for the following eligible Bell services: Rate Schedule For Primary Exchange (Local) Service – Business Service, Centrex III Service, Public Switched Telephone Network (PSTN) Connections, Voice Locals, Centrex Corporate Feature Networking (CCFN) package, Call Number Display and CCFN feature

package arrangement, Centrex Universal Feature Networking (CUFN), CMS on Centrex, Extended Network Features and Local Link Package ( "**List 2**" ).

- C. The Service due date will be agreed to by Customer and Bell on a case-by-case basis with Customer.

## **2. Fees.**

The Data Fees apply on a per circuit basis and depend on whether Customer and Bell have agreed to an accelerated due date ("**Accelerated Due Date**") of 1 to 8 business days earlier than the original system due date, or a due date of 9 or more business days earlier than the original system due date.

The Voice Fees apply per order and depend on whether Customer has requested an Accelerated Due Date for an order for 1 to 14 lines, or an order for 15 lines or more.

If you have separate bills for List 2 eligible services, at a single address, and require an Accelerated Due Date, then Customer will be charged the Voice Fee on only one order even if more than one order is processed.

The applicable Data and/or Voice Fees apply when the order is completed and Bell has met the Accelerated Due Date negotiated with Customer, and will be billed on orders that were not completed on the due date in the event Customer is responsible for the missed due date.

## **3. Directory Errors and Omissions.**

In the case of errors or omissions in directory white and yellow page standard listings, whether or not the error or omission relates to a telephone number, Bell's sole and entire liability is limited to making a refund or cancelling any charge associated with such listings for the period during which the error or omission occurred.

In the case of errors or omissions in telephone numbers in directory white and yellow page listings, unless central office facilities are unavailable, Bell's sole obligation and liability is to provide Bell Reference of Call service, free of charge, until the earlier of termination of your Service, and the distribution of updated directories for that district in which the number or listing is correct.

## **4. Bell-Initiated Changes in Telephone Numbers and Service Arrangements.**

You have no property rights in any telephone numbers assigned to you. Bell may change such numbers, provided it has reasonable grounds for doing so and has given reasonable advance written notice to you, stating the reason for, and anticipated date of, the change. In cases of emergency, oral notice with subsequent written confirmation is sufficient.

Whenever Bell changes your telephone number on its own initiative, it must, unless there are insufficient central office terminations available, provide Bell Reference of Call service without charge until the earlier of termination of your Service and the distribution of updated directories for that district showing the new number.

## 5. Service Charges.

In addition to the Voice Fee and the Data Fee, Bell may apply additional service charges ("**Service Charges**") from time to time, including without limitation in connection with (i) orders, rulings, mandates or directives received from the CRTC; (ii) for work associated with the installation and/or move and rearrangement of Services; and/or (iii) returned or rejected payments, collection efforts and administrative costs. Bell may increase the Service Charges from time to time.