

# Calling Features

## Unregulated terms and conditions

### General Information.

Bell's **Calling Features** 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 the 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.

### Description of Service.

The Service is comprised of network-based line features with options of Custom-Calling Features ("**CCF**") and Call Management Service ("**CMS**") features and Voice Activated Service ("**VAS**") features.

Subject to the availability of suitable facilities, the Service is furnished with individual-line primary exchange service, excluding lines which terminate on terminal equipment operating as a P.B.X and public and semi-public telephone service. As an exception, CMS features are furnished with lines terminating on terminal equipment operating as a P.B.X. when such lines are served via a "line" card in the digital switching equipment. In addition, for CMS features, the ability to furnish the telephone number from which a call originates and the associated name is subject to the availability of suitably-equipped digital switching equipment.

### The following Custom-Calling Features are available for purchase by Customer:

- Call Forwarding
- Three-Way Calling
- Call Waiting
- Ident-A-Call
- Call Display Name and Number
- Call Return
- Call Screen
- Call Privacy
- Call Control

**Rates and Billing Terms.**

The Service is available at different monthly rates (“**Fees**”) depending on the specific type and number of calling features selected by Customer as part of the Service. Any Service changes which you request will be itemized on your subsequent monthly invoice.

Bell may increase the Fees from time to time upon notice to you.

**Service Charges.**

In addition to the Fees, Bell may apply 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) returned or rejected payments, collection efforts and administrative costs; and (iii) for work associated with the installation and/or move and rearrangement of services including the following:

- There will be a charge for each successful call trace to a maximum usage charge per month.
- Usage rates apply for the activation of a function/feature, each for Bell's Last Call Return, Busy Call Return and Three-way Calling. There is a maximum usage charge per month per line.

No order processing charge applies for the provision of one or more of Bell's Calling Features.

Bell may increase Service Charges from time to time.

**Restrictions on Use of Service.**

- Call Forward – this feature will transfer only one call at any one time and subsequent incoming calls will reach a busy condition until the transferred call is terminated. Message toll charges are applicable and are extra, over and above the Fees, if the telephone to which the calls are to be transferred is in an exchange different from that in which the calls originated, and are assessed to, and payable by, Customer with the custom-calling feature.
- Call Waiting – this feature is not available on central-office lines arranged for equivalent service.
- Call Display (name and number) –to access these features Customer must have a display device which is compatible with CMS.
- Call Privacy – Call Display (Name and Number) is required to subscribe to Call Privacy. To activate the “do not disturb” option, or to send screened calls to the voice mailbox, Call Answer, Call Answer Plus or Call Answer Message Manager is required.
- Due to technical limitations: Customer who subscribes to Number replacement is not eligible for the Call Privacy service. Customer who subscribes to Call Answer Plus, using Toll Saver and/or Message Monitor, will not be able to use these attributes in conjunction with Call Privacy service unless the call is placed from an identifiable number. Calls which are made from an unknown/private number are limited by this interaction.

- Customer of non-Bell voice messaging systems, and the Integrated Message Centre (IMC), with Bell mobility wireless integration, may subscribe to Call Privacy service. However, the Call Privacy service “do not disturb” and sending screened calls to the voicemail box, are not available.