

# Centrex

## Unregulated terms and conditions

### General Information.

Bell's **Centrex** 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), and 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.

### Service Description for Centrex Services Provided on a Month to Month Service Term (Month to Month Services).

#### (1) Centrex Service.

- (a) Centrex Service is a business communications service providing a facility from a Centrex system in a Bell switch in a Bell building ("**Wire Centre**") connecting the demarcation jack at Customer premises to the serving switch, dial tone, inward and intra system dialing capability, a telephone number per line, and access to basic Bell Centrex features such as call forward, three way calling, automatic dial and many others, subject always to the availability of suitable facilities.
- (b) A Centrex system is a group of 1 or more Centrex lines in a Customer grouping within a DMS switch that is identified by a unique code called a common language location identifier ("**CLLI**") ("**Centrex System**").

#### (2) Features. Optional, chargeable features include but are not limited to:

- (a) **IVMS Voice Mailboxes.** IVMS Voice Mailbox service includes Bell's Message Manager and Bell's Call Processing Shared services. Message Manager is a shared, hosted voice messaging system, which provides telephone answering and voicemail capabilities to Centrex subscribers. Call Processing Shared service provides Centrex customers with enhanced call processing control such as call routing and access to information by way of voice prompts (i.e. Press 1 for Sales, Press 2 for Service, etc.) using fictitiously numbered mailboxes.
- (b) **Per Agent Service ("PAS").** Bell's Per Agent Service provides call centre capability with reports and management on a 'per seat' basis.
- (c) **Direct Inward Dial ("DID").** This arrangement provides the necessary central office equipment to permit direct inward dialing (DID) to an extension line or Centrex voice line. It also permits direct inward dialing.
- (d) **Public Switched Telephone Network ("PSTN") Connection.** A PSTN Connection is a path allowing local calls originating from a Bell Centrex system to reach the PSTN. To enable outbound local calling, at least 1 connection to the

PSTN is mandatory and must be provided per system. Additional PSTN connections will be required depending on call volumes.

- (e) Centrex Microlink
- (f) Tie Trunk Terminal
- (g) Access to Special Facilities
- (h) Additional 6 port Conference Bridges
- (i) Automatic Route Selection
- (j) Station Message Detail Recording
- (k) Speed calling
- (l) Ident-A-Call
- (m) Authorization Codes
- (n) Message Waiting
- (o) Automatic Call Distributor (ACD)
- (p) Management Information System
- (q) Basic Voice Messaging Access Line
- (r) Integrated Voice Messaging System Access Arrangements
- (s) IVMS Call Processing Port

#### **Fees, Service Terms and Billing Terms.**

Customer shall pay to Bell the current and prevailing Fees for Month to Month Services ordered by Customer. The Fees are exclusive of fees and charges ("**Charges**") for 911 or other emergency and mandatory services such as Bell Relay Service (such elements, options, features, emergency or mandatory services being called "**Extras**"), and the Fees and the Charges are exclusive of all applicable taxes ("**Taxes**") on the Services and the Extras. Billing terms are 1 month in advance. Any Service changes which you request will be itemized on your subsequent monthly invoice which will reflect the current updated quantity of Month to Month Services.

Customer acknowledges and agrees that the Month to Month Fees are subject to change by Bell and that Bell may make changes to any Month to Month Service including but not limited to withdrawing a Month to Month Service on prior notice to Customer.

#### **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's Reference of Call service, free of charge, until the earlier of termination of your Services, and the distribution of updated directories for that district in which the number or listing is correct.

**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's Reference of Call service without charge until the earlier of termination of your Services and the distribution of updated directories for that district showing the new number.

**Inside Wire Installation.**

Customer may provide and install the inside wire and jacks from the demarcation point to the terminal equipment at its expense. No adjustment will be made to the Fees where Customer has provided and installed inside wire and jacks.

**Service Charges.**

In addition to the Fees, Extras and Taxes Bell will also apply service charges from time to time ("**Service Charges**"), including without limitation those in connection with (i) orders, rulings, mandates or directives received from CRTC; (ii) returned or rejected payments, collection efforts and administrative costs, and/or (iii) work associated with the installation and/or move and rearrangement of the Month to Month Services, such as:

- Centrex Service Connection - Applies per each installation or re-connection of a Centrex Line including work in the Bell wire centre and elsewhere.
- Order Processing - Applies per order per customer premises for any work (except the provisioning of a Centrex line).
- Customer Visit - Applies for each visit to customer's premises to perform work at customer's request.
- On-Site Work Activity - Applies for work done per line on customer premises.
- Miscellaneous Service Charge - Applies for any other work performed on customer premises for which no service charge is specified.
- Station Connection - Applies per Line to install or move a connection where Bell is providing the Inside Wiring
- Feature Changes – applies for the addition/change of any features for which no other service charge is specified.

Customer acknowledges and agrees that the Service Charges are subject to change by Bell from time to time.

**Other.**

All Fees, Charges, Service Charges and other rates, charges and prices are quoted in Canadian dollars and do not include applicable Taxes or shipping and handling charges.

Bell shall not be liable for any failure or delay in performance to the extent caused by causes beyond its reasonable control, including without limitation, labour disputes, fires or other causes, weather or natural disasters, damage to facilities, or the conduct of third parties.