

# Direct Inward Dial (DID)

## Unregulated terms and conditions

### General Information.

Bell's Direct Inward Dial (DID) 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.

### Description of Service.

The Service provides the necessary central-office equipment to permit direct inward dialing ("**DID**") to an extension line or a local of a Bell-provided PBX system or of a Customer provided switching system classified as a PBX from a central office line or Centrex line. It also provides Multiple Appearance Directory Numbers ("**MADN**") and other Direct Access Features ("**DAF**") where a telephone number is required as indicated in Bell's General Tariff Item 675.

### Facilities.

The Service is provided subject to the availability of suitable facilities.

### Monthly Services.

Customer may order the Service if and when made available by Bell on a month-to-month basis ("**Monthly Term**"). The Service ordered by Customer on a Monthly Term and those emergency and mandatory services associated with the Service are called "**Monthly Services**". Bell may make changes to any of the Monthly Services including but not limited to withdrawing any of them, on prior notice to Customer.

### Monthly Fees.

For all Monthly Services ordered by Customer, Customer shall pay to Bell the then applicable and prevailing monthly fees ("**Monthly Fees**") in effect from time to time for such Monthly Services, plus all applicable taxes ("**Taxes**"). Bell may amend the Monthly Fees for the Monthly Services from time to time on prior notice to Customer.

**Service Charges.**

In addition to the Monthly Fees and Taxes, and other amounts owing under the Agreement, Bell may 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) for work associated with the installation and/or move and rearrangement of the Monthly Services. Bell may increase any Service Charge from time to time.

**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.

**Restrictions on Use of Service.**

The Service is subject to the restrictions of use with a Bell provided local access line, such as Megalink™, Digital Exchange Access, Analogue Trunk Lines and Centrex lines.

Megalink™ is a trademark of Stentor Resource Centre Inc.