

Extra Listings

Unregulated terms and conditions

General Information.

Bell's **Extra Listings** 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, 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 provided to add extra listings to the Customer's primary listing to facilitate the use of the alphabetical directory list and information service. Extra listings which, in Bell's opinion, are worded to secure a preferential position in the alphabetical list or other undue prominence are not provided.

When a white pages directory has separate residence and business sections, all Customer's extra listings must be in the same section as Customer's primary listing. Customer who subscribes to optional services, which do not provide a directory listing, may have its optional services listed in the same directory section as the business primary exchange (or local) service with which optional services are associated.

The Service offers business and residence extra listings. Business extra listings are those that show the telephone number of a business service ("**Business Extra Listing**"). When a residence number is indented under a business listing, it is treated as a residence extra listing ("**Residence Extra Listing**").

Bell will provide Business Extra Listings in the following cases:

1. In the names of partners, officers, employees and agents of Customer.
2. In the corporate or firm names of corporations or firms:
3. In which Customer holds a controlling financial interest.
4. Which Customer is duly authorized to represent and which do not maintain an office or branch in Customer's local-service area.
5. Which Customer has taken over.

6. In the distinctive names of divisions, branches or offices etc. that Customer operates as a part or under the name of its business.
7. In commonly-used names that are variations, in form or spelling, of the name contained in another business listing of Customer.
8. In the French or English translation of a listing of Customer in the other language.
9. In the form of special instructions to calling persons, other than those previously described.
10. Where Customer's telephone service is also used for facsimile, data, computer or modem services and Customer wishes to clearly identify this use to callers, a listing showing the specific use and primary listing telephone number is indented under the primary listing.

Fees and Billing Terms.

1. Monthly rates ("**Fees**") apply for the Service in light-face type except where otherwise specified.
2. Each line of a directory notation in the form of special instruction to calling persons is classed as an extra listing.
3. Charges for extra listings are effective from the date of completion of delivery of the directory except that when extra listings are placed in information records before that time on Customer's request, charges apply from the date the information records are posted.
4. Monthly rates apply for the omission of each primary listing in accordance with Customer's request for privacy. Customer with omitted listings who wishes to protect the anonymity of its telephone numbers when it places calls may do so using Bell Call Display Blocking options.
5. Bell will not place calls to Customer subscribing to omission of a primary listing, promote new products, services or discount plans, without Customer's prior consent.

Service Charges.

In addition to the rates and fees payable by Customer for the Service, 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) work associated with additions, omissions and changes to the directory listing of each Service provided to Customer at each premises]. Business Administration Charge - for work done in receiving, recording and processing information to comply with each Customer request for work, other than the provisioning of Primary Exchange Service local. Such work covers requests for moves, rearrangements and other changes to existing lines and includes the work in Bell's wire-centre building, Customer visit and work done on Customer's premises. One administration charge applies for each line worked on.

Exceptions:

The Business Administration charge does not apply for changes of listing:

1. When Customer's legal name is changed.
2. When Service is taken over by a receiver, executor or party in like capacity, nor to change such listing when original Customer reassumes such responsibility after the end of such receivership or other like arrangement.
3. When Service is taken over by a member of the previous responsible party's household following the latter's death.

Bell may increase Service Charges 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 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.

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.