

Intelligent Routing Switch ReDirect Unregulated Terms and Conditions

General Information.

Bell's Intelligent Routing Switch ReDirect 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, 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 the Service.

The Service provides Customer with enhanced networking features that provide an improved means of Routing calls. The Service is an incoming call management service that allows Customer to redirect some or all of the incoming voice and voice band data calls to one or more predefined alternate locations. Redirection can be unconditional, activated upon the occurrence of a certain event or automatic according to subscribed Routing features.

Routing is the path the call takes through the network to the point of termination at Customer Service location. The following are different types of Routing available with the Service:

- **Select Routing** is a feature which utilizes the originating calling party's seven digit telephone number to determine the Routing and terminating Service location of the call;
- **Time of Day/Day of Week Routing** is a feature that allows Customer to change the Routing destination of incoming calls based on the time of Day and/or the Day of the Week;
- **Percentage Distribution Routing** is a feature that allows Customer to have incoming calls distributed to different terminating Service locations on a predefined percentage basis. (Note: The Service uses statistical probability to achieve distribution. As a result, distribution accuracy increases as call volumes increase); and
- **Initiated Routing** allows Customer to re-route incoming calls to alternate pre-determined Service location(s) in real time. The activation can be Bell or Customer controlled.

Facilities.

The Service will only be offered where the necessary facilities, equipment and capacity are available. A DMS-100 with SS7 connectivity and Advanced Intelligent Network software is required.

Monthly Services.

Customer may order the Service as well as certain programming options and features ("**Options and Features**") for 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 plus all ordered Options and Features 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 fees, charges and 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, reports, 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 Service or Monthly Services. Bell may increase any Service Charge from time to time.

Restrictions on Use of Service.

The Service is subject to all of the following restrictions:

- it is offered only in Bell territory, which means that Customer's originating (but not terminating) numbers must reside in Ontario or Quebec;
- it is not possible to route number to International numbers;
- it is not available within a territory allocated to an independent service provider or the 807 area code (even if in Ontario or Quebec); and
- it is not available with any Microlink service.