

# Single Number Reach (SNR)

## Unregulated terms and conditions

### General Information.

Bell's *Single Number Reach*<sup>™</sup> service ("Service" or "SNR") 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 a find me / follow me service and provides Customer with a virtual telephone number that can be programmed by Customer to forward calls regardless of where it is located. It can also send a message to a Customer location while Customer is on the internet, indicating that a call is waiting. The Service is available in three packages:

1. Package A offers Customer the following features:
  - Find Me / Follow me
  - Weekly schedule
  - On-line help
  - Sequential or simultaneous dialling
  - Web interface
  - Fax store and forward
  - Fax option for automatic print
  - Long Distance warning for non-local calls
  - On-the-fly conferencing
  - Option for callers to leave a message without listening to the introduction
  - Caller ID
  - Caller Line to Pager
  - Notification
  - Reach past a PBX extension
  - Selection of alerting period
  - Speed Dial
  - Zero out to attendant
  - Out of hours greeting

The following additional Package A are features available when Customer subscribes to voicemail:

- Instant call back
- Manual transfer to voicemail
- Notification of almost full mailbox
- Call screening with intercept
- On/Off switch for fax.

2. Package B offers Customer the following features:

- All package A features without voicemail
- Call block list
- Private code screening / Do not disturb
- PC integration
  - o Call notification on PC
  - o Call forwarding from PC
  - o Presence aware
  - o Notification filtering
  - o Wake-up calls

The following additional Package B features are available when Customer subscribes to voicemail:

- Those Package A features which require voicemail.
- Voice activated dialing.
- Message to email (On/Off)

3. Package C offers Customers the following features:

- All Package A and B features without voicemail.
- Receiving a forwarded call on SNR
- Overseas calling on SNR
- Uploading a greeting.

The following additional Package C features are available when Customer subscribes to voicemail.

- Those Package A and B features which require voicemail.

### **Rates and Billing Terms.**

The Service is available at different rates depending on whether you have chosen Package A, Package B or Package C described above. Any Service changes which you request will be itemized on your subsequent monthly invoice.

### **Service Charges.**

In addition to the Fees, Bell may apply Service Charges from time to time, including without limitation those 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 installation, set-up, moves or other rearrangements of the Service such as a change from Package A to Package B or Package C or vice versa, or to add Voice Mailbox or Call Director. No Service Charges apply for the initial provision of SNR Packages A, B, and C. Bell may increase the Service Charges from time to time.

**Terms and Conditions of Service.**

The Service is available to business and residence customers in the Toronto, Ottawa-Hull, Barrie, London, Hamilton, Kitchener, Montreal and Quebec exchanges and in the exchanges which are part of their Extended-Area service configuration.

The Service uses real-time call processing functionality to allow Customer to:

- Input its daily schedule into the system so that its calls will be routed to wherever it is;
- Program up to four telephone numbers;
- Have only one mailbox to receive unanswered calls;
- Make changes to its user profile from any location, through the graphic user interface (GUI) and limited changes through the telephone user interface (TUI). GUI changes to a profile are normally completed through the clicking on an icon during an Internet session, while TUI changes are normally made by following the numerical instructions on a touchtone phone.

Customer migrating to the Service from PrimeLine Executive may keep its current telephone number.

Customer may subscribe to one directory listing at no additional charge, when subscribing to this Service. This option is also available to customers who subscribe to services similar to this Service, offered by Bell's competitors.

**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.