

# Telephone Number Reservation

## Unregulated terms and conditions

### General Information.

Bell's *Telephone Number Reservation* service ("**Service**") is provided to you, 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 permits Customer to reserve one or more (7) seven-digit telephone numbers. Telephone numbers may be reserved for a maximum period of one (1) year.

Customer may select Bell's Prestige Numbers option ("**Prestige Numbers**"), which permits Customer to select the telephone numbers associated with its Service, subject to the availability of the telephone numbers.

### Restrictions on Use of Service.

Both the Service and Prestige Numbers are provided subject to the following conditions:

1. The Service must be furnished from the serving wire centre in which Customer's premises is located or in the case of Foreign-Exchange Service, from the wire centre designated by Bell.
2. A request for the Service and/or Prestige Numbers must be associated with a request for, and used in conjunction with, a local network access services (primary and other local exchange access services), in those wire centres in which suitable facilities are available.
3. Directory listings and operator assistance for Prestige Numbers will be in numeric form only.
4. The maximum reservation period, and term of the Service and Prestige Numbers, is 12 months (no minimum).

### Fees.

The fees for the Service and Prestige Numbers ("**Fees**") are in addition to those for the local network access service.

For the Service, a Customer pays a Fee for the first number reserved (per request) and an additional Fee for each additional number reserved (per request).

For the Prestige Numbers, there is no fee for each Prestige Number activated. However, there is a Fee for each search for up to five (5) numbers. Customer will be charged and shall pay for the search even if it is unsuccessful.

When a local network access service is re-connected with the same telephone number within 90 days of being disconnected, the Prestige Numbers charges do not apply. However, the Fee applies if the telephone number was a Prestige Number at the time of disconnection.

In addition, these Fees do not apply to Bell-initiated telephone number changes or telephone number changes required to accommodate Customer requests for subscription to line features such as Touch Tone, calling features (call forwarding, speed calling, three-way calling, etc.) or special request by public law enforcement agencies.

### **Service Charges.**

In addition to the Fees, 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) for work associated with the installation and/or move and rearrangement of the Services; and (iii) returned or rejected payments, collection efforts and administrative costs. Bell may increase the 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's 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.**

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 (numerically) without charge until the earlier of termination of your Service and the distribution of updated directories for that district showing the new number. Replacement numbers, if available, are reserved or provided without a further service charge.