

**SCHEDULE "B" TO UNREGULATED TERMS OF
SERVICE – VOICE AND INTERNET (BUSINESS
CUSTOMERS) ("Agreement")**

Business Line

General Information.

Bell's **Business Line** service ("**Bell Service**") is provided to you as Customer by Bell in accordance with the Agreement and the additional terms set out in this Schedule.

1. Description of Service.

The Bell Service is a customer exchange service that provides for the connection of one main telephone to a central office.

2. Rates, Minimum Contract Period and Billing Terms.

The Bell Service is available at different rates ("**Fees**") depending on whether you have chosen an initial MCP of 1 month, 1 year, 3 years or 5 years. The Fees are exclusive of fees and charges ("**Charges**") for (a) additional elements, options and features ordered by you, and (b) 911 or other emergency or mandatory services such as Bell Relay Service (such elements, options, features, emergency and mandatory services being called "**Extras**"), and the Fees and the Charges are exclusive of all applicable taxes on the Bell Service and the Extras ("**Taxes**"). The Initial MCP, the Fees, the Charges and the Taxes will be indicated on your invoice. Billing terms are 1 month in advance. Any Service changes which you request will be itemized on your subsequent monthly invoice and will reflect your Initial MCP and the current quantity of contracted lines.

All Bell Services with a MCP longer than 1 month are called "**Term Services**". All Bell Services and Extras ordered on a month-to-month basis are called "**Monthly Services**".

3. Renewal.

Bell may change the Fees for any Services and the Charges for any Extras for any Renewal Term by providing Customer with advance written notice of the change at least (a) 60 days in the case of Term Services, and (b) 30 days in the case of Monthly Services and Extras, before the end of the then MCP or Renewal Term, as the case may be.

If you have any Term Services and you have not given Bell a non-renewal notice, Bell will notify you on your monthly invoice or by any other written method likely to come to your attention (a) at least 60 days before the end of the then MCP, as to when the MCP automatic renewal will take place ("**Renewal Notice**"); and (b) within 35 days following such automatic renewal ("**Second Renewal Notice**") that you may cancel automatically renewed contracts without penalty within 30 days of the date of the Second Renewal Notice.

4. Early Termination of Service and Termination Charges.

In addition to the Termination Charges set out in Section 9 of the Terms of Service, if you terminate any Bell Services before the expiration of an MCP, you shall pay 100% of the reasonable out-of-pocket expenses that Bell incurs or will incur in connection with its contractual arrangements with its affiliates, agents, suppliers or subcontractors, together with the Termination Charge set out in the Terms of Service. If you terminate any Bell Service under this Section, you shall also pay to Bell all the Fees and Charges, together with applicable Taxes, due for the terminated Bell Service and Extras up to the date of termination. You may migrate from your Bell Service to any Bell eligible access service ("**New Service**") without incurring Termination Charges if the Fees

remaining under your then MCP are less than those being committed to under the new contract for the New Service.

5. Additional Service.

Additional local lines available with the Bell Service may be added to your Bell Service at any time prior to the expiration of the MCP at Bell's then current and prevailing Fees and the expiration date of these additional locals will become co-terminus with those locals already forming part of your Bell Service and currently in service, except that if you receive your Bell Service under a 3 or 5 year MCP and wish to add locals during the last 6 months of that MCP, you must commit to a new 1 or 3 or 5 year Term at Bell's then current and prevailing Fees for such Bell Services in effect from time to time. Any Bell Service changes which Customer requests will be itemized on Customer's subsequent monthly invoice, which will reflect Customer's choice of MCP and the current updated quantity of lines committed as part of the Bell Services for the MCP.

6. 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 Bell Services and the distribution of updated directories for that district showing the new number.

7. Service Charges.

In addition to the Fees, Charges and Taxes, 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; and (ii) for work associated with the installation and/or movement and rearrangement of the Bell Service such as:

- Business Service Connection - applies for work done in receiving, recording and processing information to comply with each Customer's request for the installation of a primary exchange service at a given premises or for the restoration of each line suspended for violation of regulations without termination of service. It also includes the work in Bell's wire-centre building and elsewhere, including a Customer visit (if required) and work done on Customer's premises to connect or restore the Bell Service.

Business Administration - applies 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. 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. Bell may increase the Service Charges from time to time during the Term.