

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

**Integrated Voice Messaging Service**

**General Information.**

Bell's **Integrated Voice Messaging** service ("IVMS" or "**Bell Service**") is provided to you as Customer by Bell in accordance with the Agreement as well as the additional terms set out in this Schedule.

**1. Description of Service.**

IVMS is a Digital Multiplex Systems ("**DMS**") based service providing integration between a DMS central office and an external Voice Messaging System ("**VMS**"). IVMS includes the required access arrangements to allow voice information to be transferred between the DMS switching equipment and a Bell or customer-provided VMS, in both directions. IVMS is provided for individual line service, which is provisioned from suitably equipped DMS central offices. IVMS provides the capability of answering calls and recording messages associated with these calls. The following access arrangement configurations are available for use with customer-provided VMS equipment:

(a) One data access port and associated voice access lines are required to connect a DMS central office with VMS equipment located in the DMS wire-centre area.

(b) One data access port and associated access voice lines are required for each DMS central office connected to the VMS equipment. Distance charges in addition to the Fees apply to extend voice access lines to DMS central offices other than that serving the VMS equipment. Distance is measured from the central office serving the VMS equipment to the central office where the voice access lines are connected.

(c) One data access port and associated access voice lines are required to connect the serving DMS central office with the VMS equipment. One Network message software feature package is required at the serving DMS central office. One data access port and associated Schedule 4- type-4 data channel are required at each additional DMS central office in which the Bell Service is provided.

(d) One data access port and associated access voice lines are required to connect the serving DMS central office with the VMS equipment. One network message software feature package is required for each DMS central office in which the Bell Service is provided, including the serving DMS. Central office.

**2. Optional Features.**

The following optional features are available to Bell-provided IVMS voice mailboxes and are in addition to other applicable rates and charges:

(a) **Bell Pager Notification** option permits Customer to be notified whenever a message is left in its mailbox. Notification is sent to a number associated with a pager or other terminal as determined by Customer. The telephone number must be located in the local calling area within which the VMS equipment is located. As an exception, notification may be sent to a toll free pager.

(b) **Bell Extension Call Answer** or **Extension mailbox** option provide for the capability of dividing a Call Answer or partially integrated mailbox into a maximum of 4 separate

compartments. This option is no longer available for new installations, moves, rearrangements or other changes at the same or different premises.

(c) **Bell Call Answer Plus** is a Call Answer option that provides additional message storage capacity, an extended message retention period, a longer greeting length and Message Monitor. The option also includes Toll Saver and Visual Manager.

(d) **Bell Call Answer Plus** is not available for multi-line applications.

(e) **Bell Visual Manager** provides Customer with the ability to visually access, retrieve and manage voice messages using an ADSI-based phone like the Vista 350.

(f) **Bell Toll Saver**, when activated, provides Customer with a distinctive ring to advise that no new messages have been deposited in the mailbox. Toll Saver is available as a standalone option for Customer-provided mailboxes.

(g) **Bell Enhanced mailbox capacity** on fully or partially integrated mailboxes and for Message Monitor which is available for use with Call Answer and basic or Customer - provided mailboxes, provided they are equipped with both an IVMS forwarding arrangement and message waiting indication. Message Monitor is not available for use on multi-line systems.

(h) **Bell Integrated Message Centre ("IMC")** option provides integrated functionality for a Call Answer mailbox, permitting its use as a common mailbox to store messages routed to it from both Customer's wireline service and a Bell Mobility cellular service.

(i) **Bell Call Answer Message Manager** provides Customer with the functionality of Call Answer, Call Answer Plus, Extension Call Answer, Pager Notification and unlimited Universal Messaging within Customer's province of residence.

(j) **Bell JustOne** option expands the reach of Customer's primary exchange service and permits the call routing between the primary exchange service line and Customer's standalone Bell Mobility cellular service, a voice mailbox and the IMC option.

**3. Rates.**

In addition to the monthly fees for the Bell Service ("**Fees**"), all the optional features chosen by Customer shall be charged at Bell's then current and prevailing rates.

**4. Service Charges.**

Bell may also 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 or rearrangement of the Bell Service. Bell may increase the Service Charges from time to time.