

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

Intelligent Routing Finder Service

General Information.

Bell's Intelligent Routing ServiceFinder 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 the Service.

The Bell Service provides Customer with a series of call Routing options which can be used alone or in combination to create a customized Routing capability. Incoming calls are routed to specific service locations based on incoming call attributes defined by Customer. **Routing** is the path the call takes through the network to the point of termination at Customer's Bell Service location. The following are different types of Routing available with the Bell Service:

(a) Attribute Dependent Routing is routing based on caller specific attributes such as Exchange Routing ("**NXX**"), postal code or telephone number, described as follows:

- (i) **NXX Routing** is a feature which utilizes the first three digits of the originating calling party's number to determine the Routing and the terminating Customer Service location of the call.
- (ii) **Postal Code Routing** is a feature which utilizes the postal code of the originating calling party to determine the Routing and terminating Customer Service location of the call, and is typically used with 310-xxxx access. **310-xxxx Access** is a service feature that provides a unique number assignment to Customer, such that when the number is dialed, the intelligence built into the network can provide call Routing instructions. In the case of 310-xxxx access, the minimum coverage area is a numbering plan area ("**NPA**"); and
- (iii) **Customer Select Routing** is a feature which utilizes the originating calling party's seven digit telephone number to determine the Routing and terminating Customer Service location of the call.

(b) Time of Day/Day of Week Routing is a feature that allows Customer to change the Routing destination of incoming calls based on a predefined Time of Day and/or the Day of the Week.

(c) Percentage Distribution Routing is a feature that allows Customer to have incoming calls distributed to different terminating Customer Service locations on a predefined percentage basis. The Bell Service uses statistical probability to achieve distribution. As a result, the overall accuracy of distribution accuracy increases as call volumes increase.

Except in the case of 310 – xxxx access (dealt with above), for access via a normal telephone number, the minimum coverage area is the local calling area.

For calls originating from within the minimum coverage area, but excluded from Customer's serving territory, Customer must complete the call by providing a customized message to the caller. Calls routed to this message are subject to Routing usage charges, as determined and set by Bell from time to time.

2. Facilities.

The Bell 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.

3. Monthly Services.

Customer may order the Bell Service as well as certain programming options and features ("**Options and Features**") for the Bell Service if and when made available by Bell on a Monthly Term. The Bell Service ordered by Customer on a Monthly Term plus all ordered Options and Features and those emergency and mandatory services associated with the Bell 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.

4. 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.

5. 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; and/or (ii) for work associated with the installation and/or movement and rearrangement of the Bell Service or Monthly Services. Bell may increase any Service Charge from time to time.

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. Restrictions on Use of Service.

The Bell Service is subject to the following restrictions of use:

- Routing usage charges only apply to answered calls;
- initial set-up of Customer application is subject to an hourly rate;
- for a 310-xxxx access, all service and call (local and toll) related charges are assessed to the ServiceFinder Customer receiving the call. For access via a normal telephone number, all message toll charges are paid by the caller;
- extra listings are provided in accordance with terms and conditions for Extra Listings and Item 210. Note: Customer is entitled to substitute a

"310" number for its regular primary exchange service listing;

- interexchange routing (toll) is provisioned from ServiceFinder, through the use of Tollfree service as provided by Bell or an alternate service provider;
- normal telephone number access is not provided in conjunction with cellular, residence or Toll-free Seven Digit Single Number Access or coin telephone numbers;
- the Bell Service is offered only in Bell operating territory in Ontario or Quebec ("**Bell Operating Territory**"), which means that Customer's originating (but not terminating) number(s) must reside in Ontario or Quebec; and
- Customer usage within Bell Operating Territory is aggregated on a calendar month basis.