

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

Local Link

General Information.

Bell's **Local Link™** 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 provides a combination of exchange and intercommunicating services consisting of pre-defined bundles of station features and access to the Public Switch Telephone Network ("**PSTN**") and Dial "9" suppression. The following Local Link Service packages (each a "**Package**") are available and the Package you choose will be set out on your invoice and forms part of your Bell Service.

(a) Local Link Package A includes Bell Call Waiting. Bell's Voice Mail and Bell Ident-a-Call are optional features to this package. Bell Call Forward Busy (*90/*91)/Call Forward Don't Answer (*92/*93) has to be initially activated in order to forward to the Voice Mail Service.

(b) Local Link Package B includes line hunting/equivalency (Bell's Directory Number Hunt) to best suit the multi-line customer.

(c) Local Link Package VM includes line hunting/equivalency (Directory Number Hunt) and compatibility with Bell's Voice Mailbox.

(d) Local Link Package AX includes Bell Call Waiting. Bell Voice Mail is mandatory to this package. Bell Ident-a-Call can be offered as an optional feature to this package. Bell's Call Forward Busy/Call Forward Don't Answer function is fixed and can only be programmed by Bell.

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 or 3 years. The Fees are exclusive of fees and charges ("**Charges**") for (i) additional elements, options and features ordered by you, and (ii) 911 or other emergency and mandatory services such as Bell Relay Service (such elements, options, features, emergency or 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 Bell Services and the Charges for any Extras for any Bell Service by providing Customer with advance written notice of the change at least (i) 60 days in the case of Term Services, and (ii) 30 days in the case of Monthly Services and Extras, before the end of the then MCP. 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 (i) at least 60 days before the end of the then MCP, as to when the MCP automatic renewal will

take place ("**Renewal Notice**"); and (ii) 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 a 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 all other Termination Charges set out in the Agreement. 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 year MCP and wish to add locals during the last 6 months of that MCP, you must commit to a new 1 or 3 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. Restrictions on Use of Service.

Customer agrees to these restrictions on the use of the Bell Services:

(a) Local Link Package locals are not available under a National Centrex Service (NCS) or Large Organization Centrex (LOC) arrangement.

(b) The following services/features may not be combined with Local Link Package locals:

- Proprietary Meridian Business Sets (5000 series);
- Equivalent Service (Equivalent lines are also commonly referred to as Rollover Lines or Hunting

Lines. Equivalency allows an incoming call to search for the first available line that is not in use.);

- Pay-per-use SmartTouch features; and
- Bell's regular Centrex III voice locals or Centrex Microlink accesses in the same system.

(c) "1-900" numbers are not allowed to terminate on Local Link Package locals.

(d) The number of calls that can be simultaneously forwarded to the PSTN is limited to 3.

8. 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:

- (i) Local Link Service Connection Charge - for work done in receiving, recording and processing information to comply with each Customer request for the installation of a Local Link local at a given premises, or for the restoration of each local suspended for violation of regulations without termination of Bell 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.
- (ii) Local Link Administration Charge - for work done in receiving, recording and processing information to comply with each Customer request for work, other than the provisioning of Local Link local. Such work covers requests for moves, rearrangements and other changes to existing Local Link locals and includes the work in the Bell's wire-centre building, Customer visit and work done on Customer's premises. One administration charge applies for each Local Link local worked on.

Bell may increase the Service Charges from time to time during the Term.

9. Other.

All Fees, Charges, Service Charges and other rates, charges and prices are quoted in Canadian dollars and do not include applicable Taxes or shipping and handling charges.