

SCHEDULE "R" TO UNREGULATED TERMS OF SERVICE - VOICE AND INTERNET (BUSINESS CUSTOMERS) ("Agreement")

Reference of Call

General Information.

Bell's Optional *Reference of Calls (ROC)* service ("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.

Bell offers the Bell Service, both live and/or automated, for telephone numbers associated with all business line local access services, including Bell Direct Inward Dialing numbers, **except** for the following services or in the following conditions, in which case the Bell Service is not available:

- (a) Toll-free service,
- (b) 900 and 976 services, and
- (c) Bell Primary Exchange Service business lines for which service has been suspended (temporary discontinuance without termination of Customer's contract for service) at Customer's request.

The Bell Service is available for periods of 6 months or 12 months. Customer selects term at time it orders the Bell Service ("**Term**").

2. Terms and Conditions.

Once selected, the Term may not be changed or extended for any additional periods. Customer may cancel the Bell Service before the end of the Term, without any refund, credit, adjustment or otherwise for the unused portion of the Term.

The Bell Service cannot be used in conjunction with Bell's no-charge Reference of Call service (provided only in cases of Bell Directory errors or omissions or pursuant to a specific Bell initiative).

The Bell Service is available at Bell's discretion and subject to the availability of sufficient telephone numbers in the switch serving the line on which Bell Service has been requested.

Where a change of a business telephone number results from Customer's request and the Bell Service is not required, Bell may, subject to the availability of facilities and/or telephone numbers, provide the Bell Service at no charge for a period of one month. The Bell Service will be provided for Customer's main telephone number only.

When the Bell Service is provided to business line services only, the "referred to" number must be that of another business service (not a residence service). In the event that the Canadian Numbering Administrator declares a "jeopardy condition" to exist in an area code nearing exhaust, and special numbering resource conservation measures are required, any Bell Service that is, as at that time, already "in-service" or subscribed to prior to such declaration, shall remain in effect for the Term. In the event that the CRTC orders special conservation measures to be implemented, the time period for the Bell Service may be restricted for new customers (e.g., only a 6-month period may be offered and the 12-month period may be temporarily suspended).

3. Fees.

The fee for Bell Service ("**Fees**") depends on whether you have chosen a 6 month period or 12 month period and whether the Bell Service is for a Main Telephone Number / Billing Telephone Number or an additional telephone number, and will be indicated on your invoice.

The Fee is charged for each telephone number. The "**Main Telephone Number**" or "**Billing Telephone Number**" is defined as the telephone number associated with the line under which it and other lines are billed on the same account. The "**additional telephone number**" is defined as the telephone number associated with another line that is billed on the same account as the Main Telephone Number or Billable Telephone Number.

4. 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; and/or (ii) for work associated with the installation and/or movement and rearrangement of service.

5. 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 the Bell Service without charge until the earlier of termination of your Bell Service and the distribution of updated directories for that district showing the new number.