

**The Terms of Service (Item 10 of the General Tariff) for telecommunications services regulated by the Canadian Radio-television and Telecommunications Commission (CRTC) set out the basic rights and obligations of both Bell Canada and its customers.**



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The Terms of Service (Item 10 of the General Tariff) for telecommunications services regulated by the Canadian Radio-television and Telecommunications Commission (CRTC) set out the basic rights and obligations of both Bell Canada and its customers. They were approved by the CRTC, effective September 25, 1986.

## Article 1: General

1.1 Except as otherwise specified these Terms of Service apply with regard to services for which the Canadian Radio-television and Telecommunications Commission has approved a Tariff.

1.2 These Terms do not limit Bell Canada's liability in cases of deliberate fault or gross negligence, or of breach of contract where the breach results from the gross negligence of Bell Canada.

1.3 Tariffed services offered by Bell Canada are subject to the terms and conditions contained in:

- (a) these Terms;
- (b) applicable provisions of Bell Canada's Tariffs; and
- (c) any written application, to the extent that it is not inconsistent with these Terms or the Tariffs.

All of the above bind both Bell Canada and its customers.

## Article 2: Effective Date of Changes

2.1 Subject to Article 2.2, changes to these Terms or the Tariffs, as approved by Canadian Radio-television and Telecommunications Commission, take effect on their effective date even though applicants or customers have not been notified of them or have paid or been billed at the old rate.

2.2 The old non-recurring charges for the transaction in question apply where service which was to be provided by a certain agreed-upon date was, through no fault of the applicant or customer, not so provided and in the meantime a rate increase has gone into effect.

## Article 3: Obligation to Provide Service

3.1 Bell Canada is not required to provide service to an applicant where:

- (a) Bell Canada would have to incur unusual expenses which the applicant will not pay; for example, for securing rights of way or for special construction;
- (b) the applicant owes amounts to Bell Canada that are past due other than as a guarantor; or
- (c) the applicant does not provide a reasonable deposit or alternative required pursuant to these Terms.

3.2 Where Bell Canada does not provide service on application, it must provide the applicant with a written explanation upon request.

## Article 4: Bell Canada Facilities

4.1 Except where otherwise stipulated in its Tariffs or by special agreement, Bell Canada must furnish and install all facilities required to provide service.

4.2 Upon termination of service, the customer must return Bell Canada equipment.

4.3 Bell Canada must bear the expense of maintenance and repairs required due to normal wear and tear to its facilities, except that Bell Canada may charge for the additional expense incurred when the applicant or customer requires maintenance and repair work to be performed outside of regular working hours. This section does not apply where otherwise stipulated in Bell Canada Tariffs or by special agreement.

4.4 A customer who has deliberately, or by virtue of a lack of reasonable care, caused loss or damage to Bell Canada's facilities, may be charged the cost of restoration or replacement. In all cases, customers are liable for damage caused to Bell Canada facilities by customer-provided facilities.

## Article 5: Bell Canada Right to Enter Premises

5.1 Bell Canada's agents and employees may, at reasonable hours, enter premises on which service is or is to be provided, to install, inspect, repair and

remove its facilities. to inspect and perform necessary maintenance in cases of network-affecting disruptions involving customer-provided facilities, and to collect proceeds from coin telephones.

5.2 Prior to entering premises, Bell Canada must obtain permission from the applicant, customer or other responsible person.

5.3 Entry is not subject to Articles 5.1 and 5.2 in cases of emergency or where entry is pursuant to a court order.

5.4 Upon request, Bell Canada's agent or employee must show valid Bell Canada identification prior to entering premises.

## Article 6: Two-Party and Four-Party Service

6.1 At the time a person applies for residential telephone service, Bell Canada must state the rate for two-party and four-party service, where available.

6.2 Customers who wish to change to a lower grade of service that is available may do so without charge.

## Article 7: Deposits and Alternatives

7.1 Except as otherwise stipulated in its Tariffs, Bell Canada cannot require deposits from an applicant or customer at any time unless the applicant or customer:

- (a) has no credit history with Bell Canada and will not provide satisfactory credit information;
- (b) has an unsatisfactory credit rating with Bell Canada due to payment practices in the previous two years regarding Bell Canada services; or
- (c) clearly presents an abnormal risk of loss.

7.2 Bell Canada must inform the applicant or customer of the specific reason for requiring a deposit, and of the possibility of providing an alternative to a deposit, such as arranging for third party payment, a bank letter of credit or a written guarantee from a third person whose credit is established to the satisfaction of Bell Canada.

7.3 An applicant or customer may provide an alternative to a deposit provided it is reasonable in the circumstances.

**7.4 At no time may the total amount of all deposits and alternatives provided by or for an applicant or customer exceed three months' charges for all services, including anticipated long distance charges.**

**7.5 Deposits earn interest in accordance with the formula set out in the applicable provisions of Bell Canada's Tariffs.**

**7.6 Bell Canada must show the total amount of deposits held with accrued interest on each customer monthly account.**

**7.7 Bell Canada must review the continued appropriateness of deposits and alternative arrangements at six month intervals, when service is terminated or the conditions which originally justified them are no longer present, Bell Canada must promptly refund the deposit, with interest, or return the guarantee or other written undertaking, retaining only any amount then owed to it by the customer.**

## **Article 8: Restrictions on Use of Service**

**8.1 Service may be used by the customer and all persons having the customer's permission to use it. In the case of business telephone service, joint use within the meaning of Bell Canada's Tariffs is permitted only upon approval by Bell Canada in accordance with the applicable provisions of its Tariffs.**

**8.2 Customers are prohibited from using Bell Canada's services or permitting them to be used for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls.**

**8.3 Customers are prohibited from using Bell Canada's services or permitting them to be used so as to prevent a fair and proportionate use by others. For this purpose, Bell Canada may limit use of its services as necessary. In the case of any party line customer who unduly interferes with the use of any other service on the same line, Bell Canada may require the customer to obtain a higher grade of service, where facilities are available.**

**8.4 Bell Canada's facilities must not be re-arranged, disconnected, removed, repaired or otherwise interfered with except in cases of emergency, where specified in Bell Canada's Tariffs or by special agreement. Terminal equipment provided by the customer may be connected with Bell Canada's facilities, pursuant to the provisions of the General Tariff or by special agreement.**

**8.5 No payment may be exacted, directly or indirectly from any person by any party other than Bell Canada for the use of any of Bell Canada's services,**

except where otherwise stipulated in Bell Canada's Tariffs or by special agreement.

## Article 9: Customer Liability for Calls

9.1 Customers are responsible for paying for all calls originating from, and charged calls accepted at, their telephones, regardless of who made or accepted them.

## Article 10: Dispute Procedure

10.1 Customers may dispute charges for calls which they do not believe originated from or were accepted at their telephones. The dispute procedure set out in the introductory pages of the telephone directory should be followed and customers must pay the undisputed portion of the bill.

## Article 11: Confidentiality of Customer Records

11.1 Unless a customer consents in writing or disclosure is pursuant to a legal power, all information kept by Bell Canada regarding the customer, other than the customer's name, address and listed telephone number, are confidential and may not be disclosed by Bell Canada to anyone other than.

the customer;

a person who, in the reasonable judgement of Bell Canada, is seeking the information as an agent of the customer;

another telephone company, provided the information is required for the efficient and cost-effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose;

a company involved in supplying the customer with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose; or

an agent retained by Bell Canada in the collection of the customer's account, provided the information is required for and is to be used only for, that purpose.

11.2 Bell Canada's liability for disclosure of information contrary to Article 11.1 is not limited by Article 16.1.

11.3 Upon request, customers are permitted to inspect any Bell Canada records regarding their service.

## Article 12: Directories

12.1 Customers are entitled to receive, without charge, as many copies of the most recent telephone directory for their district, both white and Yellow Pages\*, and as many copies of subsequent updated directories as they are published, as are reasonably required, up to a maximum of one per telephone, whether provided by the customer or Bell Canada.

12.2 Bell Canada must provide, without charge, replacement directories required as a result of reasonable wear and tear.

12.3 The contents of Bell Canada's directories may not be published or reproduced in any form without Bell Canada's written consent.

## Article 13: Directory Errors and Omissions

13.1 In the case of errors or omissions in directory white and Yellow Page\* standard listings, whether or not the error or omission is with regard to a telephone number, Bell Canada's liability is limited to making a refund or cancelling any charge associated with such listings for the period during which the error or omission occurred. However, where the error or omission is occasioned by Bell Canada negligence, Bell Canada is also liable for the amount calculated in accordance with Article 16.1.

13.2 In the case of errors in telephone numbers in directory white and Yellow Page listings, unless central office facilities are unavailable, Bell Canada must provide reference of call service, free of charge, until termination of the customer's service or distribution of updated directories for that district in which the number or listing is correct.

## Article 14: Bell Canada-Initiated Changes in Telephone Numbers and Service Arrangements

14.1 Customers do not have any property rights in telephone numbers assigned to them. Bell Canada may change such numbers, provided it has reasonable grounds for doing so and has given reasonable advance written notice to the customers in question, stating the reason and anticipated date of change. In cases of emergency, oral notice with subsequent written confirmation is sufficient.

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\* Trademark of Tele-Direct (Publications) Inc.

**14.2** Whenever Bell Canada changes a customer's telephone number on its own initiative, it must, unless there are insufficient central office terminations available, provide reference of call service without charge until termination of the customer's service or distribution of updated directories for that district showing the new number, whichever occurs first.

## **Article 15: Refunds in Case of Service Problems**

**15.1** Where there are omissions, interruptions, delays, errors or defects in transmission, or failures or defects in Bell Canada facilities, Bell Canada's liability is limited to a refund of charges, on request, proportionate to the length of time the problem existed. With regard to long distance service and short period private line service, the refund shall be computed in a similar manner, provided Bell Canada is advised promptly of the problem. No request is necessary where a problem in primary exchange service lasts twenty-four hours or more from the time Bell Canada is advised of the problem. However, where the problem is occasioned by Bell Canada negligence. Bell Canada is also liable for the amount calculated in accordance with Article 16.1.

## **Article 16: Limitation of Bell Canada Liability**

**16.1** Except with regard to physical injuries, death or damage to customer premises or other property occasioned by its negligence, Bell Canada's liability for negligence, including negligence with regard to intercept, reference of call service and emergency service from coin telephones, and also for breach of contract where the breach results from the negligence of Bell Canada, is limited to the greater of \$20 and three times the amounts refunded or cancelled in accordance with Articles 13.1 and 15.1, as applicable.

**16.2** Bell Canada is not liable for:

- (a)** any act or omission of a telecommunications carrier whose facilities are used in establishing connections to points which Bell Canada does not directly serve;
- (b)** defamation or copyright infringement arising from material transmitted or received over Bell Canada's facilities;
- (c)** infringement of patents arising from combining or using customer-provided facilities with Bell Canada's facilities; or **(d)** copyright or trademark infringement, passing off or acts of unfair competition arising from directory advertisements furnished by a customer or a customer's directory listings, provided such advertisements or the

information contained in such listings were received in good faith in the ordinary course of business.

## Article 17: Payment Time Limit

17.1 Subject to Articles 17.2 and 17.3, charges cannot be considered past due until the time prescribed in Bell Canada's Late Payment Charge Tariff has expired.

17.2 In exceptional circumstances, for example when a customer has incurred a significant amount of long distance charges and presents an abnormal risk of loss to Bell Canada, prior to the normal billing date Bell Canada may request payment from the customer on an interim basis for the non-recurring charges that have accrued, providing the customer with details regarding the services and charges in question. In such cases, subject to Article 17.3, the charges can be considered past due three days after they are incurred or three days after Bell Canada demands payment, whichever occurs later.

17.3 No charge disputed by a customer can be considered past due unless Bell Canada has reasonable grounds for believing that the purpose of the dispute is to evade or delay payment.

17.4 Bell Canada may request immediate payment in extreme situations, provided that a notice has been issued pursuant to Article 17.2 and the abnormal risk of loss has substantially increased since that notice was given or Bell Canada has reasonable grounds for believing that the customer intends to defraud Bell Canada.

## Article 18: Liability for Unbilled and Underbilled Charges

18.1 Unless there has been customer deception with regard to a charge, customers are not responsible for paying a previously unbilled or underbilled charge except where:

(a) in the case of a recurring charge or a charge for an international long distance message it is correctly billed within a period of one year from date it was incurred; or

(b) in the case of a non-recurring charge other than for an international long distance message, it is correctly billed within a period of 150 days from the date it was incurred.

**18.2** In the circumstances described in Article 18.1, unless there has been customer deception, Bell Canada cannot charge the customer interest on the amount of the correction. If the customer is unable to promptly pay the full amount owing, Bell Canada must attempt to negotiate a reasonable deferred payment agreement.

## **Article 19: Liability for Charges that Should Not Have Been Billed and Those That Were Overbilled**

**19.1** In the case of a recurring charge that should not have been billed or that was overbilled, a customer must be credited with the excess back to the date of the error, subject to applicable limitation periods provided by law. However, a customer who does not dispute the charge within one year of the date of an itemized statement which shows that charge correctly, loses the right to have the excess credited for the period prior to that statement.

**19.2** Non-recurring charges that should not have been billed or that were overbilled must be credited, provided that the customer disputes them within 150 days of the date of the bill.

**19.3** A customer who is credited with any amount that should not have been billed or that was overbilled must also be credited with interest on that amount at the rate payable for interest on deposits that applied during the period in question.

## **Article 20: Minimum Contract Period and Cancellation Before Service Commencement**

**20.1** The minimum contract period for Bell Canada services is one month commencing from the date the service is provided, except where otherwise stipulated in Bell Canada's Tariffs or where Bell Canada has stipulated a longer period in instances in which special construction is necessary or special assemblies are installed.

**20.2** A customer who cancels or delays a request for service before installation work has started cannot be charged by Bell Canada. Installation work is considered to have started when the customer has advised Bell Canada to proceed, and Bell Canada has incurred any related expense. A customer who cancels or delays a request for service after installation work has started, but before service has started, will be charged the lesser of the full charge for the entire minimum contract period plus the installation charge and the estimated costs incurred in installation less estimated net salvage. The estimated installation costs include the cost of unsalvaged equipment and

materials specifically provided or used plus the cost of installing, including engineering, supply expense, labour and supervision, and any other disbursements resulting from the installation and removal work.

## Article 21: Customer-Initiated Termination of Service

**21.1** Customers who give Bell Canada reasonable advance notice may terminate their service after expiry of the minimum contract period, in which case they must pay charges due for service which has been furnished.

**21.2** Before expiry of the minimum contract period, customers may terminate their service in which case they must pay the full charges for the entire minimum contract period or, in the following circumstances, charges due for service which has been furnished:

- (a) in the event of the death of the customer during the minimum contract period, the termination is effective from the date Bell Canada is notified of the death;
- (b) where the customer's premises are destroyed, damaged or condemned by reason of fire or other causes beyond the customer's control, so that they must be abandoned, the termination is effective from the date Bell Canada is notified;
- (c) in the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, in the event of the death of the listed party or any joint user or when either acquires separate telephone service, the termination is effective from the date Bell Canada is notified of the death or from the date of the commencement of the separate service;
- (d) where a change to the base rate, exchange or local service area affects the customer service, the termination is effective from the date Bell Canada is notified of the customer's desire to terminate service;
- (e) where a customer replaces any Bell Canada service with another Bell Canada service, the termination is effective from the date of the replacement, subject to the terms of Bell Canada's Tariffs and, notwithstanding Article 1.3(c), the terms of the contract for the service in question;

(f) where a customer's service is taken over without lapse by a new customer at the same location, the termination with respect to the original customer is effective from that date. However, if at that time the new customer discontinues any of the original service or facilities, the original customer must pay the full charge for such discontinued service or facilities for the entire minimum contract period;

(g) where the circumstances specified in Article 21.2(a) through (f) do not apply, the minimum contract period is greater than one month at the same location, and the customer has given Bell Canada advance notice, the termination is effective when the customer pays the termination charge specified in the contract for the service in question or, where such charge is not specified, a termination charge of one-half of the charges remaining for the unexpired portion of the minimum contract period; and

(h) in the case of directory listings for which a specific charge applies and in the case of directory listings with regard to joint use of service, where the listing has appeared in a directory and the customer's service is terminated or the listed party or joint user moves to another location, and the customer has given Bell Canada advance notice, the termination is effective on the date of that service termination or move, subject to a minimum charge of one month, and as of such time as no reference of call service is provided from the old to the new number.

## Article 22: Bell Canada-Initiated Suspension or Termination of Service

22.1 Bell Canada may suspend or terminate a customer's service only where the customer:

(a) fails to pay an account of the customer that is past due, provided it exceeds fifty dollars or has been past due for more than two months;

(b) fails to provide or maintain a reasonable deposit or alternative when required to do so pursuant to these Terms;

(c) fails to comply with the terms of a deferred payment agreement;

(d) repeatedly fails to provide Bell Canada with reasonable entry and access in conformity with Articles 5.1 and 5.2;

(e) uses or permits others to use any of Bell Canada's services so as to prevent fair and proportionate use by others;

(f) uses or permits others to use any of Bell Canada's services for a purpose or in a manner that is contrary to law or for the purpose of making annoying or offensive calls;

(g) contravenes Articles 8.4 or 8.5; or

(h) fails to provide payment when requested by Bell Canada pursuant to Article 17.4.

**22.2 Bell Canada may not suspend or terminate service in the following circumstances:**

(a) failure to pay non-tariffed charges;

(b) failure to pay charges for a different class of service at different premises or for service in the name of another customer, including failure to pay the account of another customer as a guarantor;

(c) where the customer is prepared to enter into and honour a reasonable deferred payment agreement; or

(d) where there is a dispute regarding the basis of the proposed suspension or termination, provided payment is being made for undisputed outstanding amounts and Bell Canada does not have reasonable grounds for believing that the purpose of that dispute is to evade or delay payment.

**22.3 Prior to suspension or termination, Bell Canada must provide the customer with reasonable advance notice, stating:**

(a) the reason for the proposed suspension or termination and the amount owing (if any);

(b) the scheduled suspension or termination date;

(c) that a reasonable deferred Payment agreement can be entered into (where the reason suspension or termination is failure to pay);

(d) the reconnection charge;

(e) the telephone number of a Bell Canada representative with whom any dispute may be discussed; and

(f) that disputes unresolved with this representative may be referred to a senior Bell Canada manager.

Where repeated efforts to contact the customer have failed, Bell Canada must deliver such advance notice to the billing address.

22.4 In addition to the notice required by Article 22.3, Bell Canada must, at least twenty-four hours prior to suspension or termination, advise the customer or another responsible person that suspension or termination is imminent, except where:

(a) repeated efforts to so advise have failed;

(b) immediate action must be taken to protect Bell Canada from network harm resulting from customer-provided equipment; or

(c) the suspension or termination occurs by virtue of a failure to provide payment when requested by Bell Canada pursuant to Article 17.4.

22.5 Except with customer consent or in exceptional circumstances, suspension or termination may occur only business days between 8 a.m. and 4 p.m., unless the business day precedes a non-business day in which case disconnection may not occur after 12 noon.

22.6 Suspension or termination does not affect the customer's obligation to pay any amount owed to Bell Canada.

22.7 In the case of services that have been suspended, unless suspension occurs during the minimum contract period, Bell Canada must make a daily pro rata allowance based on the monthly charge for such services.

22.8 Bell Canada must restore service, without undue delay, where the grounds for suspension or termination no longer exist or a payment or deferred payment agreement has been negotiated.

22.9 Where it becomes apparent that suspension or termination occurred in error or was otherwise improper, Bell Canada must restore service during business hours on the next working day, at the latest, unless exceptional circumstances do not permit this, and no reconnection charges shall be levied.