

# Universal Messaging (UM)

## Unregulated terms and conditions

### General Information.

Bell's **Universal Messaging** service ("**Service**" or "**UM**") is provided to you, the customer ("**Customer**" or "**you**") by Bell Canada or Bell Aliant ("**Bell**") in accordance with Bell's Unregulated Terms of Service ("**UTOS**") found at [www.bell.ca/terms](http://www.bell.ca/terms), as well as the following additional Terms and Conditions. The UTOS, your invoice for the service, and these Terms and Conditions are together referred to as the "**Agreement**". If you are a customer in Bell Aliant Regional Communications, Limited Partnership ("**Bell Aliant**") territory, your Service will be provided by Bell Aliant on the terms and conditions set out in this Agreement, in which case references to Bell mean Bell Aliant. These Terms and Conditions take precedence over the UTOS to the extent they conflict with the UTOS.

### Description of Service.

The Service is a fully integrated "non-real" time communication service that provides business users with the capability to exchange (e.g., send, receive, reply, broadcast, etc.) messages with other compatible messaging systems including Bell Centrex Message Manager and non-mailbox subscribers, on a pay per-use, non-toll rate structure.

The Service stores and forwards messages for the same destination, compresses the messages, and transmits them in bulk on a delayed basis. Confirmation of receipt of a message is available, as an optional feature of the Service.

The Service is also available to those subscribers to Call Answer service who require interactive messaging functions to Bell Message Manager, Customer Provided Equipment ("**CPE**")-based destinations, Bell Local Link Packages, other Call Answer customers, and non-mailbox subscribers.

### Restrictions.

The Service is provided subject to the availability of suitable facilities and compatible messaging equipment. The maximum length of any individual message exchanged is 5 minutes.

To send a message over the UM network within Canada, the originating and terminating mailboxes must be on the Service.

To send a message from Canada to a US or International location, the originating mailbox must be on the Service, and the terminating mailbox must be on Octelink Service. Octelink is the Octel-owned brand name for this Service outside of Canada.

**Pay-Per-Use Rates.**

Rates are charged for each message, and the rates vary based on destination: Local, Provincial, National, U.S and International. Confirmation of receipt of a message is an optional feature and you are charged extra for that. Rates for that also vary based on destination.

Different rates and charges are applicable to customers with Bell Call Answer service, Local Link Package and Small Business Offer customers who subscribe to Bell Message Manager Mailbox.

A message sent to a distribution list is charged a pay-per-use rate per termination, and is billed to the message originator.

A message sent Confirmation of Receipt is charged a pay-per-use rate and is billed to the message originator.

Long distance toll charges or discounts do not apply.

Each destination of a broadcast message is rated as a separate message.

Service charges do not currently apply to delete a mailbox from the Service.

In addition to the fees, rates and charges described in these Terms and Conditions, Bell may apply service charges ("**Service Charges**") from time to time, including without limitation in connection with (i) rulings, mandates or directives received from the CRTC; (ii) returned or rejected payments, collection efforts and administrative costs; and (iii) for work associated with the installation, move or rearrangement of the Service, including without limitation the initialization and revisions to CPE voice mail systems, when physical work on the UM network is required and a revised Site Preparation Kit has to be issued.

Bell may increase the Service Charges from time to time.