

# NATIONAL SERVICES TARIFF

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## SWITCHED VOICE AND DATA SERVICES

### Item 517 HOSTED IP VOICE

**Note:** This tariff item is forborne from regulation in certain exchanges, as identified in the following:

- For Bell MTS in Manitoba, see CRTC 24001, Bell MTS General Tariff Item 2.1.
- For Bell Canada in Ontario and Quebec, see CRTC 6716, Bell Canada General Tariff Items 60-1 and 60-2.
- For Bell Aliant in Atlantic Canada, see CRTC 21491, Bell Aliant General Tariff Item 200.2.
- For Télébec in Quebec, see CRTC 25140, Télébec General Tariff Item 2.1.6.
- For NorthernTel in Ontario, see CRTC 25510, NorthernTel General Tariff Section N100.4 – Exchange Rate Bands.

### General 517.1

(a) Hosted IP Voice service also referred to as eCentrex and Bell Total Connect provides a user-tailored hosted solution which integrates standard PBX features and IP functionality riding over the Company's Internet Protocol Multiprotocol Label Switching (IP/MPLS) Network. The service architecture consists of a IP/MPLS access to carry voice traffic, customer premise elements to manage voice quality and an application server to support the features. The customer may also employ compatible IP/MPLS accesses which are provided by the Company and purchased by the customer outside Hosted IP Voice service. The service will also deliver functionality that enables end-users to individually manage their calls based on their business needs.

(1) Hosted IP Voice service can also be provisioned over the Company's qualifying Business Internet Service accesses where available and which provide a minimum download speed of 25 Mbps and minimum upload speed of 2 Mbps.

(2) "Company" means Bell MTS, Bell Canada, Bell Aliant, Télébec and NorthernTel.

(b) Customers must be located in the Company's serving territory in Manitoba, Ontario, Quebec, New Brunswick, Nova Scotia, Prince Edward Island or Newfoundland and Labrador.

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#### General 517.1

(c) The Company will determine the exchanges in which Hosted IP Voice service will be provided. The service is provided at the Company's discretion within an exchange, subject to the availability of suitable facilities. Hosted IP Voice is provided in the following operating territories.

- (1) Bell MTS in Manitoba.
- (2) Bell Canada in Ontario and Quebec.
- (3) Bell Aliant in New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland and Labrador.
- (4) Télébec in Quebec.
- (5) NorthernTel in Ontario.

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(d) Customers will be able to receive and place 15 simultaneous voice calls using the included dedicated connectivity per site. Additional increments of 15 simultaneous calls can be purchased. Where Hosted IP Voice service is provisioned over the Company's Business Internet Service accesses, customers will be able to receive and place up to eight voice calls using the included dedicated connectivity per site.

(e) The service is available in seven service packages, as described in 4. below.

(f) The end-user will be able to modify certain calling features by using a web portal or a voice portal.

#### Definitions 517.2

*"Abbreviated dialing"* is three to six digit dialing between end-users. A customer who has multiple sites provisioned for Hosted IP Voice service can leverage abbreviated dialing between sites.

*"Audio-conferencing"* is a personal audio-conference bridge for up to 25 participants and which does not require a reservation.

*"Auto attendant"* queries calls and directs calls to the appropriate end-user or queues depending on time, days, holidays, etc.

*"Call Forwarding Busy"* enables an end-user to redirect calls to another destination when an incoming call encounters a busy condition.

*"Call Forwarding No Answer"* enables an end-user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.

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#### Definitions 517.2

"*Call Forwarding – Out of Service*" enables an end-user to redirect calls to another destination when the end-user's service or telephone set is not operational.

"*Call Hold – Multiline*" enables an end-user with suitable telephone sets to handle up to five concurrent calls.

"*Call Dashboard*" includes presence management, showing the status of all end-users and allows the receptionist to "drag and drop" incoming calls onto one of several end-user devices such as office phone, voicemail, wireless phone, etc. (Note)

"*Call Manager*" allows customers to manage incoming call volumes (either live answer or via their Auto Attendant) using the call centre queuing functionality. The call centre queue provides the ability to accept and queue up to 50 calls.

"*Call Manager – Agent*" allow users to join the call centre queuing programming.

"*Call Park*" allows end-users to park a call so that any member of a group can retrieve it with the Call Park Retrieve function. A call can be parked against any end-user of a group, including the end-user who parks the call.

"*Call Pick Up*" allows end-users to pick up incoming calls within their own group.

"*Call Recording Basic*" and "*Call Recording Enhanced*" are optional features which allow end users to record all or some of their calls. Call Recording Enhanced provides larger monthly recorded call storage capacity than Call Recording Basic. The customer's designated administrator can define user settings and manage recordings via a secure web portal.

"*Call Transfer*" provides customers with the ability to re-direct calls to another number or to voicemail (Note).

**Note:** Voicemail is forborne from regulation.

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#### Definitions 517.2

"*Detailed Call Reporting*" provides the customer's designated administrator with access to a system portal to view call log details which may be used to analyze call volumes and patterns over time using third party applications. Call reports may be viewed and downloaded in different formats.

"*Directory*" provides access to the contact information for all end-users within the customer's company including contact details across multiple sites within the same company.

"*Do Not Disturb*" allows customers to direct all their incoming calls to their voicemail (Note) when they do not want to be interrupted by the phone.

"*E-SBC Backup*" provides an additional Enterprise Session Border Controller (E-SBC) for redundancy purposes. Different capacity models are available. Customers have the option of paying for the additional E-SBC Backup either through a one-time charge or a monthly fee.

"*E-SBC Design*" provides an additional Enterprise Session Border Controller (E-SBC) for non-standard architectural design purposes. Different capacity models are available. A monthly fee applies for this additional E-SBC.

"*Enhanced Receptionist*" allows customers to manage incoming call volumes (either live answer or via their auto attendant) using the call centre queuing functionality. The call centre queue provides the ability to accept and queue up to 50 calls. This feature includes presence management, showing the status of all end-users and allows the Company's receptionist to "drag and drop" incoming calls onto one of several end-user devices such as office phone, voicemail (Note), wireless phone, etc. The functionalities of Enhanced Receptionist are provided through the separate optional features of Call Dashboard, Call Manager and Call Manager – Agent.

**Note:** Voicemail is forborne from regulation.

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#### Definitions 517.2

"*Failover Routing*" is an optional feature which allows end-users to maintain calling ability during an access failure or failure of the on-premises equipment. This option requires the customer to manage the failover settings on a customer-provided Power over Ethernet (PoE) switch. Failover Routing is not available where Hosted IP Voice service is provisioned over the Company's Business Internet Service accesses.

"*Find-me, Follow-me*" enables incoming phone calls to be received at different locations, on different phones.

"*Group Call Pick Up*" allows end-users to pick up incoming calls within their own group or in other groups.

"*Hoteling*" allows end-users to log-in to guest phones. Once logged in, the employee's network features, such as phone number and dial plan capabilities, are enabled on the guest phone.

"*Hunt Group*" allows customer to assign a series of phone numbers to a group so that incoming calls are routed to that group directly or by the Auto Attendant and will be answered by one of its members.

"*IP VPN Reporting*" is an optional feature which provides the customer's designated administrator(s) with access to latency, packet-loss and jitter metrics for a Company IP VPN circuit which is used exclusively for the Hosted IP Voice service.

"*Managed Failover Service*" is an optional feature which allows end-users to maintain calling ability during an access failure or failure of the on-premises equipment. The Company manages the failover settings on a Company provided PoE switch. Managed Failover service is not available where Hosted IP Voice service is provisioned over the Company's Business Internet Service accesses.

"*Mobile Integration*" allows customers to seamlessly switch from landline to wireless phone and vice versa if the Mobile device is part of the simultaneous ring feature.

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#### Definitions 517.2

"*Music on Hold*" allows customers to play music for external callers who are placed on hold after they dial a customer's telephone number. The customer administrator creates a music source file (in .WAV format), which the end-users can then activate or deactivate, as required, through the service's web portal.

"*Multiple Call Arrangement*" allows for multiple calls to be originated concurrently from the same shared line.

"*Primary Number*" is the customer's main ten-digit telephone number used to originate and receive calls.

"*Remote Office*" allows customers to work from a remote location. Outgoing calls appear as though they were originated from the customer's office while incoming work calls are routed to a remote location.

"*Secondary Number*" is a ten-digit telephone number which allows customers to receive calls at a local presence in an exchange.

"*Shared Call Appearance*" allows other end-users to have access to another end-user's telephone number from their telephone set.

"*Simultaneous Ring*" allows end-users to specify what numbers to simultaneously ring. Incoming calls can be forwarded to 10 multiple numbers including wireless phone, home line, PC with soft-client, colleague's line, etc.

"*Telephone Number Reservation*" allows customers to reserve a single telephone number or a range of telephone numbers for future use with the service.

"*Voice Portal*" allows end-users to manage some of their calling features and settings and allows for outgoing calls to be made. User authentication is required for entry into the service.

"*Voicemail to email*" allows customers to send their voicemail to a designated email address as a media attachment. (Note)

**Note:** Voicemail is forborne from regulation.

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#### Numbering 517.3

- (a) Hosted IP Voice service uses telephone numbers that conform to the North American Numbering Plan.
- (b) Customers that are located in an exchange where the service is available may be assigned up to three Primary Numbers from that exchange (two for Auto-Attendant and one for Hunt Group) and may select up to ten Secondary Numbers from other exchanges where Secondary Numbers are available, subject to the availability of suitable facilities. The rates and charges as set out in 8(j)(3) apply per Secondary Number.
- (c) The Primary Numbers are the customer's main telephone numbers. An additional telephone number may be used to point to the customer's hunt group sequence or auto attendant.
- (d) Customers can select Secondary Numbers from the exchanges where the service is available, excluding the same exchanges as their Primary Numbers. The end-user cannot originate calls from a Secondary Number.
- (e) Every end-user will be assigned a Direct Dial Number at no monthly rate.
- (f) At the Company's discretion, customers may migrate their current telephone number, provided by any Local Exchange Carrier, to use as a Primary telephone number for Hosted IP Voice service where suitable facilities exist within the Company's footprint.
- (g) One single line White Pages directory listing and one single line Yellow Pages directory listing for one of the Primary Numbers is included for Hosted IP Voice service in the local directory, if required by the customer.

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#### Numbering 517.3

(h) Directory extra listings for Primary and Secondary Numbers can also be provided, as requested, at the rates and charges specified in the following tariff items.

(1) For Bell MTS, see CRTC 24001, Bell MTS General Tariff Item 1600 – Directory Listings.

(2) For Bell Canada, see CRTC 6716, Bell Canada General Tariff Item 220 – Extra Listings.

(3) For Bell Aliant, see CRTC 21491, Bell Aliant General Tariff Item 125 - Directories and Listings.

(4) For Télébec, see CRTC 25140, Télébec General Tariff Item 2.27.6 - Taux mensuels des inscriptions supplémentaires.

(5) For NorthernTel, see CRTC 25510, NorthernTel General Tariff Section N140.4 – Directory Listings, Extra Listings.

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#### Calling Features 517.4

(a) Hosted IP Voice service includes the following Service Packages:

Basic Package: Direct Dial Number, Caller Display (Name and Number), Call Trace, Directory, Speed Dialing, Call Hold – Multiline and Detailed Call Reporting.

Talk Package: Includes all the features of the Basic Package plus Six Way Calling, Call Transfer, Abbreviated Dialing, Call Forwarding, Do Not Disturb, Call Waiting, Call Hold, Last Number Redial, Shared Call Appearance, Hoteling, Call Park, Call Pick Up, Group Call Pick Up, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding – Out of Service and Multiple Call Arrangement.

Talk Plus Package: Includes all the features of the Talk Package plus voicemail. (Notes 1 & 2)

Collaborate Package: Includes all the features of the Talk Plus Package plus audio-conferencing and voicemail to email (Note 2).

**Note 1:** For Bell Canada only, Shared Call Appearance is not available for Service Package 3 customers whose initial Minimum Contract Period (MCP) began before 19 April 2012.

**Note 2:** Voicemail is forborne from regulation.

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**Calling Features 517.4** Go Package: Includes all the features of the Collaborate Package plus Simultaneous Ring, Mobile Integration, Voice Portal, Find-me Follow-me, and Remote Worker. The Remote Worker feature requires an independent High Speed Internet Access which is not included with this service.

Service Package 7: Includes the features of the Go Package, with the exception of voicemail and voicemail to email (Note).

(b) Optional Features

The following optional features are available as specified in 8.(j)(3) below:

- Auto Attendant
- Call Recording Basic
- Call Recording Enhanced
- E-SBC Backup
- E-SBC Design
- Enhanced Receptionist, which is comprised of the following:
  - Call Dashboard
  - Call Manager
  - Call Manager - Agent
- IP VPN Reporting
- New Telephone Number Assignment to a Hunt Group
- Music On Hold
- Failover Routing
- Managed Failover Service
- Secondary Numbers

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(1) One licence is required for each end-user who needs to access the Enhanced Receptionist console within a customer site.

**Note:** Voicemail is forborne from regulation.

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#### Terms and Conditions 517.5

(a) Hosted IP Voice service is available on the basis of an initial 3 or 5 year Minimum Contract Period (MCP).

(b) At the beginning of the MCP, the customer may select between automatic renewal of the contract at the end of the MCP, or expiry of the contract at the end of the MCP with no renewal. This selection may not be altered during the MCP.

(1) Automatic renewal of the contract at the end of the MCP. At the end of the contract period, the MCP will be renewed automatically for consecutive renewal periods equal in length to the MCP unless the customer notifies the Company otherwise in writing at least 30 days prior to the end of the initial or any renewal term or unless the Company notifies the customer otherwise 90 days prior to the expiry of the MCP or any subsequent extension period.

For Bell Canada only, as an exception to the automatic renewal provisions above, customers whose initial MCP began before 19 April 2012 may only renew their contract for a 3 year term, and may only select either Service Package 3 or Service Package 6.

(2) Expiry of the contract at the end of the MCP with no renewal. At the end of the contract period, the MCP will expire. If the customer wishes to continue receiving Hosted IP Voice service, month to month rates will apply until the customer signs a new contract.

(3) In addition to renewal of the contract for a term equal to the initial MCP, the customer may also elect a renewal period of month to month or 1 year.

(c) Hosted IP Voice service is offered to business customers that meet the following minimum requirements per customer site:

- 1 IP/MPLS network access; and
- an average of 12 end-users.

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#### Terms and Conditions 517.5

(d) Hosted IP Voice service is also offered to business customers that meet the following minimum requirements per customer site:

- 1 qualifying Business Internet Service access where available and which provides a minimum download speed of 25 Mbps and minimum upload speed of 2 Mbps; and
- between one and eight end-users.

(e) Hosted IP Voice service is also offered to business customers that have at least 1 IP/MPLS network access per head-office location and an average of 12 end-users per customer site.

(f) The minimum requirements per customer site stated above may be waived when, at the Company's discretion, it is appropriate to do so in consideration of the customer's total volume of end-users and sites.

(g) Customers are allowed to pay for inactive end-users to reach the minimum requirement of an average of 12 end-users per site.

(h) Customers may terminate the service before the expiry of an MCP, in which case, termination charges apply for the IP/MPLS network access(es) and end-users per site and will be equal to one half of the charges remaining for the unexpired portion of the MCP. Customers may also disconnect the dedicated IP/MPLS network accesses included with the service but will pay termination charges equal to one half of the charges remaining for the unexpired portion of the MCP.

(i) Customers may migrate all or a portion of their Hosted IP Voice service to other Company's services which are subject to the terms of an MCP. In such cases, termination charges may not apply, provided that the total charges under the new MCP are not less than those being committed under the new MCP for the other service. If the charges remaining are greater than those being committed under the MCP for the other service, then termination charges equal to one half of the difference between the two amounts will apply.

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#### Terms and Conditions 517.5

(j) Additional customer sites may be added at any time prior to the expiry of an existing MCP, at the applicable monthly rates, as specified in 8.(j) below, provided that the new Hosted IP Voice service is obtained at least 6 months prior to the expiry of the current service term. Additional sites may only be obtained in the last 6 months of the existing MCP if customers commit to a new MCP term for all services at the current tariffed monthly rates in effect of ordering the new services.

(k) End-users may be added to an existing site at any time during the life of the MCP or any renewal term.

(l) The telephone sets and other devices that are required for the service must be certified by the Company.

(m) Customer acknowledges and agrees that the Hosted IP Voice service is provided subject to the availability of suitable access facilities between a serving central office and the end-user's premises. In the event all or any portion of the access facility does not exist between a serving central office and the end-user's premises, the Company shall notify the customer that additional access charges are necessary to build such access facility. Upon receipt of the Additional Charges Notification, the customer shall notify the Company in writing within 30 days of whether:

(i) it wishes to incur the Additional Charges for the Company to build the access facility to the site in question; or

(ii) it wishes to terminate the Hosted IP Voice service to the site in question. In the event the customer notifies the Company in writing that it does not wish to pay the Additional Charges, the customer may terminate the service without Termination Fees, for the site in question. The Company will not commence the build of the access facility until such time as the Company receives notice in writing from the customer that it accepts and approves the Additional Charges.

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#### Emergency Calling 517.6 (a) 9-1-1 Service will be provided for Hosted IP Voice service:

(1) For Bell MTS, subject to the rates, terms and conditions as specified in CRTC 24001, Bell MTS General Tariff Item 485 – Province-Wide Enhanced 9-1-1 Service (E9-1-1);

(2) For Bell Canada subject to the terms and conditions as specified in CRTC 6716, Bell Canada General Tariff Item 1400.1 – 9-1-1 Public Emergency Reporting Service (PERS). The applicable monthly rate applies in accordance with Item 1400.6.(d);

(3) For Bell Aliant, subject to the rates, terms and conditions specified in CRTC 21491, Bell Aliant General Tariff Item 235 – Provincial Enhanced 911 Service; and

(4) For Télébec, subject to the rates, terms and conditions specified in CRTC 25140, Chapitre 3.5 – Service Public d'Appel d'Urgence 9-1-1 (SPAU).

(5) For NorthernTel, subject to the rates, terms and conditions specified in CRTC 25510, Sections N390.1, N390.2, N390.3 and N390.4 – 9-1-1 Public Emergency Reporting Service (PERS).

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(b) Enhanced 9-1-1 Service will be provided: (1) when Hosted IP Voice is provisioned over the Company's Business Internet Service access (Note) and emergency calls are made from the equipment enabled for Hosted IP Voice service and connected to the VoIP equipment located at the address the customer requested the Company to provide Hosted IP Voice Service, "Service Address" (2) when Hosted IP Voice is provisioned over an IP/MPLS access and emergency calls are made from phone devices at the assigned work stations and, (3) when the Hosted IP Voice service is used on a mobile device connected to a mobile network. Enhanced 9-1-1 Service will be provided for non-Nomadic or fixed 9-1-1 dialing where the end-user is assigned an NPA/NXX native to any of the local exchanges within the region covered by the customer's serving Public Safety Answering Point (PSAP). 9-1-1 Service is not available in certain parts of Canada where local authorities have not made it available.

(c) Nomadic VoIP 9-1-1 Service will be provided: (1) when Hosted IP Voice Service is provisioned over the Company's Business Internet Service access (Note) for emergency calls made from any other location than the Service Address, (2) when Hosted IP Voice is provisioned over an IP/MPLS access for emergency calls made using any other means than the phone device at the assigned work stations and, (3) when the Hosted IP Voice service is used on a mobile device that is not connected to a mobile network. Customers placing a Nomadic VoIP 9-1-1 call from a Hosted IP Voice end-user will be routed to an emergency operator (an Operator) and will have to provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the customer's call to the appropriate PSAP corresponding to the provided address/location.

**Note:** Hosted IP Voice service over Business Internet Service (BIS) is only available on qualifying BIS accesses in the incumbent territory of Bell Canada, in Ontario and Quebec.

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**Emergency Calling 517.6** (d) Nomadic VoIP 9-1-1 calls originating from an address or location outside of Canada cannot be routed to any PSAP or emergency service by the Operator. Nomadic VoIP 9-1-1 calls originating from any address or location within Canada, but outside of the Company's traditional operating territory, will be routed to an operator serving the location provided by the caller. The operator receiving the transfer will route the call to the PSAP serving the location provided by the caller.

(e) 9-1-1 dialing will not work during a Hosted IP Voice service outage; during power outages if there is no battery back up, or once the battery back up has been depleted; or where any hardware provided and installed by the Company in connection with Hosted IP Voice service (HIPV equipment) has been tampered with, damaged or relocated.

(1) For Hosted IP Voice service (including 9-1-1 Service) to work, the customer is responsible for: (1) the supply of electrical power; and (2) the proper maintenance of the HIPV Equipment and any customer provided equipment connected to the HIPV Equipment, including replacing the battery, if any, and contacting Bell for technical servicing when prompted to do so or as required, unless otherwise specified by the Company.

(2) The Company is not responsible to anyone for any inability to access 9-1-1 Service or use the VoIP Services as a result of these limitations or your failure to comply with these requirements, to the extent permitted by applicable law.

(f) As required by Telecom Decision CRTC 2005-61, *Follow-up to Emergency service obligations for local VoIP service providers and Decision 2005-21, Customer notification requirements*, the customer must inform all end-users and potential end-users of the service of the nature and limitations of the 9-1-1 service in accordance with the regulatory requirements set out in this decision.

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#### Emergency Calling 517.6

(g) Where Hosted IP Voice Service is used over an IP/MPLS access, two methods of Customer Name and Address Information (CNAI) determination are available in order to create a valid Automatic Location Identification (ALI) record. The method of CNAI determination to be employed for a customer will be selected by the Company at its sole discretion. The first method includes a locked service device where information is extracted by Bell systems. The second method is unlocked and requires that the customer provide accurate IP subnet and civic address information. Failure of the customer to provide the required information will result in Nomadic VoIP 9-1-1 Service. Failure of the customer to provide accurate information could yield incorrect 9-1-1 call routing and/or location display, which could impact the dispatching of emergency services.

(h) Hosted IP Voice Service includes a web portal which customers may use to input and update as needed the most likely address and location information. The customer is solely responsible for providing the correct address and location information which may be used by the PSAP if the 9-1-1 caller is unable to identify their location. If the customer does not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, the Company and its suppliers are not liable for any and all claims or actions arising out of any such misrouted 9-1-1 calls.

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## SWITCHED VOICE AND DATA SERVICES

### Item 517

### HOSTED IP VOICE

#### Service Levels Measurement Plan 517.7

#### (a) Mean Time to Repair (MTTR)

(1) For Hosted IP Voice service, MTTR is the period of time between Customer notification of unavailability of service and the re-establishment of service. It is the sum of the duration of all trouble tickets divided by the number of trouble tickets generated during a calendar month. The "ticket duration" is the time from when a particular trouble ticket is opened to the time service is restored to normal operating performance less any "Excluded Downtime."

(2) When an incident or trouble fails to meet the Service Level Agreement (SLA) commitment set out below, the customer may be issued a credit, upon request, if the service fails to meet the service levels defined below.

(3) Where customer-provided equipment is interpositioned between Company-provided equipment installed for Hosted IP Voice service, or where Hosted IP Voice service is provided over the Company's Business Internet Service accesses, the SLAs shall be treated only as Service Level Objectives (SLO). In such cases, credits will not be issued.

#### (b) MTTR Service Level Agreement (SLA)

(1) The MTTR SLA applies per customer for Company-provided IP/MPLS accesses when end-users cannot place or receive calls. The MTTR SLA, if applicable in this case, is 4 hours.

(2) The MTTR SLA applies per customer when a service impairment condition exists. "Service impairment" is a condition that affects active calls but does not include out of service conditions as noted in (1) above. The MTTR SLA, in this case, is 24 hours.

(3) The MTTR SLA does not apply to incidents for compatible IP/MPLS accesses which are provided by the Company and purchased by the customer outside Hosted IP Voice service. The MTTR SLA does not apply to incidents where Hosted IP Voice service is provided over the Company's Business Internet Service accesses.

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#### Service Levels Measurement Plan 517.7

#### (c) Mean Time to Notify (MTTN)

(1) MTTN reflects the time to notify as it relates to the surveillance of the Enterprise Session Border Controller (E-SBC) which is monitored remotely. The MTTN is applicable to critical out of service alarms.

(2) MTTN is the sum of the time to notify of all tickets related to the alarms noted above by the Company event surveillance over a single calendar month divided by the number of troubles in this category. Time to notify is calculated from the time of the alarm until the time at which the Customer is notified via email, phone call or any other suitable means of communication mutually agreed upon by the parties, of the service interruption. If the phone is not answered, the Customer is considered notified upon the Company leaving a voicemail.

#### (d) MTTN Service Level Agreement (SLA)

(1) The MTTN SLA applies per customer when the Company-provided E-SBC registers a critical out of service alarm. The MTTN SLA, if applicable in this case, is 20 minutes.

(2) The MTTN SLA does not apply to incidents for compatible IP/MPLS accesses which are provided by the Company and purchased by the customer outside Hosted IP Voice service. The MTTN SLA does not apply to incidents where Hosted IP Voice service is provided over the Company's Business Internet Service accesses.

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## SWITCHED VOICE AND DATA SERVICES

### Item 517

### HOSTED IP VOICE

#### Service Levels Measurement Plan 517.7

#### (e) Service Availability

(1) The Service availability target reflects the total time the Service is available minus the total minutes during which the Service is not available as tracked by the trouble tickets when end-users cannot place or receive calls (as noted in 7 (a) 1).

Formula:

$$\text{Availability} = [1 - \{(\sum \text{TTR}) / (\text{Total \# of TN's in that Site} * 1440 * 30)\}] * 100$$

Where:

$\sum$  = Sum

TTR = Time to restore

1440 = minutes in a day

30 = days in a month (will be actual)

#### (f) Service Availability Service Level Agreement (SLA)

(1) The Service Availability SLA applies per customer site. The Service Availability SLA, if applicable in this case, is 99.9%.

(2) The Service Availability SLA does not apply to incidents for compatible IP/MPLS accesses which are provided by the Company and purchased by the customer outside Hosted IP Voice service. The Service Availability SLA does not apply to incidents where Hosted IP Voice service is provided over the Company's Business Internet Service accesses.

(g) Service Level Agreement Credits: In the event that Customer notifies Bell of any failure to meet a specified Target as set out in section 7 for two consecutive months, the Company will investigate, analyze and communicate to the Customer the cause of the infraction. If, in the opinion of the Company, the failure is a result of actions by the Company or its providers, the Customer will receive one day credit for each hour of Downtime, or fraction thereof, in excess of the specified Target, to a maximum of (in aggregate) one month fees per month in which the specified Target is not met.

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## SWITCHED VOICE AND DATA SERVICES

### Item 517

### HOSTED IP VOICE

#### Service Levels Measurement Plan 517.7

(h) Credit formula: Credits are based on the Company's Service measurements and calculated by dividing the Base Fees by the number of days in the month in question. "Base Fees" refer to the basic monthly fees for the affected portion of the Service, and excludes any fees in respect of additional usage, additional data throughput and additional bandwidth. Notwithstanding anything to the contrary in this tariff item, in no event will the credits payable to the Customer in any month exceed the base fees paid or payable by the Customer in respect of such month. The remedies set out in this Section are the Customer's sole remedies if the Company fails to meet the Service Levels set out herein.

(i) Service Level Terms and Conditions: The Service Levels set out in this tariff item shall not apply to the following downtime (each being "Excluded Downtime"):

(1) Scheduled maintenance during which the Company may perform maintenance on Hosted IP Voice service ("Scheduled Maintenance");

(2) Unscheduled emergency maintenance or for any outages caused by non-Company Provided Equipment within or outside the Company demarcation point set out in this tariff item;

(3) Downtime caused by an event of Force Majeure;

(4) Downtime that results from any actions or omissions of the Customer or the Customer's users of Hosted IP Voice service, cable cuts or other third parties;

(5) Downtime that results from Non-Company Equipment or equipment and software of third parties;

(6) Downtime where the Company is not provided prompt access to the Customer's site to address the trouble;

(7) Downtime related to any associated application software (apps);

(8) Sites with a Centralized EdgeMarc as the Service Demarcation Point as defined in section 3c; and

(9) Downtime associated to any Unbundled Site Connectivity.

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# NATIONAL SERVICES TARIFF

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## SWITCHED VOICE AND DATA SERVICES

### Item 517 HOSTED IP VOICE

**Rates and Charges 517.8** **Note:** When Hosted IP Voice service is provided over the Company's Business Internet Service accesses, separate rates and charges apply for Business Internet Service, in addition to the Hosted IP Voice service rates and charges set out below.

(a) A service charge applies for all the changes done on the same order, per account, for directory listings associated with Primary or Secondary Numbers.

(1) For Bell MTS, see CRTC 24001, Bell MTS General Tariff Item 510 – Service Charges.

(2) For Bell Canada, see CRTC 6716, Bell Canada General Tariff Item 100 – Work-Function Structure (M.E.S.C.).

(3) For Bell Aliant, see CRTC 21491, Bell Aliant General Tariff Item 255 – Standard Service Charges.

(4) For Télébec, see CRTC25140, TélébecTarif Général Chapitre 4.1 – Frais de Service.

(5) For NorthernTel, see CRTC 25510, NorthernTel General Tariff Section N110 - Service Charges. N  
N

(b) One Administration service charge applies per order to change one or more Primary or Secondary telephone numbers.

(c) No service charges apply when a customer initially or subsequently subscribes to IP/MPLS network accesses.

(d) A service charge applies for each end-user of a Service Package for the initial or subsequent establishment of an end-user or to disconnect an existing end-user.

(e) The Administration service charge applies for work done in receiving, recording and processing information to comply with each customer request for work, other than the provisioning of an end-user. One Administration service charge applies for each end-user worked on. Such work covers requests for software changes or to migrate a telephone set from one Service Package to another.

(f) The Suspend/Re-activate service charge applies to temporarily suspend or re-activate each end-user of a Service Package.

(g) The Office Move service charge applies when a Hosted IP Voice service customer is moving from one physical address to another and keeping the same site configuration.

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**SWITCHED VOICE AND DATA SERVICES**

**Item 517 HOSTED IP VOICE**

**Rates and Charges 517.8** (h) The One Time Charge to test Failover Routing applies for each site which has enabled Failover Routing or Managed Failover service.

(i) Hosted IP Voice provides two Auto Attendants per site and one New Telephone Number Assignment to a Hunt Group per site. Additional Auto Attendants and New Telephone Number Assignments to a Hunt Group are available as specified in 8.(j)(3) below.

(j) The following rates and charges apply to Hosted IP Voice service:

(1) Service Packages

(a) The following Service Package rates apply monthly, per end-user.

Service Packages	Monthly		1 Year		3 years		5 years		Service Charge	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
Basic Package.....	#	\$ 51.11	#	\$ 37.85	#	\$ 35.71	#	\$ 33.93	#	\$ 125.00
Talk Package.....	#	56.78	#	42.06	#	39.68	#	37.70	#	125.00
Talk Plus Package.....	#	62.45	#	46.26	#	43.64	#	41.46	#	125.00
Collaborate Package.....	#	66.24	#	49.07	#	46.29	#	43.98	#	125.00
Go Package.....	#	79.49	#	58.88	#	55.55	#	52.77	#	125.00
Service Pack 7.....	#	75.52	#	55.92	#	52.77	#	50.14	#	125.00

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**SWITCHED VOICE AND DATA SERVICES**

**Item 517 HOSTED IP VOICE**

**Rates and Charges 517.8** (j) The following rates and charges apply to Hosted IP Voice service: - continued

(2) Site Fees

(a) For the following Site Fees, charges apply on a monthly basis per customer site. Site Fees do not apply if the customer employs compatible IP/MPLS accesses which are provided by the Company and purchased outside Hosted IP Voice service or when Hosted IP Voice service is provided over the Company’s Business Internet Service accesses.

(b) Site fees are based on blocks of 15 concurrent calls. The following monthly rates apply per increment of 15 concurrent calls.

N  
|  
N  
|  
N

Site Fees	Monthly		1 Year		3 years		5 years	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
15 Concurrent Calls .....	#	\$ 482.06	#	\$ 378.50	#	\$ 357.08	#	\$ 339.23

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SWITCHED VOICE AND DATA SERVICES

Item 517 HOSTED IP VOICE

Rates and Charges 517.8 (j) The following rates and charges apply to Hosted IP Voice service: - continued

(3) Optional Features and Service Charges

	Monthly Rate	
	Minimum	Maximum
Auto Attendant		
Each additional beyond the initial two per site .....	#	\$ 40.00
Call Recording (additional per minute charges apply as set out below) <b>C</b>		
- Call Recording Basic, per end-user..... <b>C</b>	#	35.00
- Call Recording Enhanced, per end-user..... <b>C</b>	#	65.00
Enhanced Receptionist		
- Call Dashboard .....	#	25.00
- Call Manager – each licence (up to 50 calls in queue).....	#	15.00
- Call Manager – Agent.....	#	10.00
New Telephone Number Assignment to a Hunt Group		
Each additional beyond the initial one per site.....	#	10.00
Music On Hold.....	#	50.00
Secondary Numbers .....	#	50.00
Failover Routing		
- Managed Failover Service .....	#	100.00
E-SBC Backup – Monthly Rate Option (Note)		
Small E-SBC Backup.....	#	70.00
Large E-SBC Backup.....	#	340.00
Small E-SBC Design.....	#	70.00
Large E-SBC Design.....	#	340.00
IP VPN Reporting .....	#	100.00
Telephone Number Reservation, per reserved telephone number .....	#	6.00

**Note:** E-SBC Backup is also available at a one-time charge as set out below.

	Call Recording Minutes included in monthly rate	Additional Call Recording Minutes, Minimum, per minute	Additional Call Recording Minutes, Maximum, per minute
Call Recording Basic.....	1,000	#	\$0.01
Call Recording Enhanced...	5,000	#	\$0.01

**Note:** Monthly Rates for Call Recording Basic and Call Recording Enhanced include the Call Recording minutes set out above, each month, per end-user. For additional Call Recording minutes beyond these amounts, the charges above apply, when the customer's total Call Recording minutes used in that month exceed the total Call Recording minutes included for all the customer's end-users.

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SWITCHED VOICE AND DATA SERVICES

Item 517

HOSTED IP VOICE

C

Rates and Charges  
517.8

- (j) The following rates and charges apply to Hosted IP Voice service: - continued
- (3) Optional Features and Service Charges - continued

	Service Charge	
	Minimum	Maximum
Administration Service Charge .....	#	\$ 100.00
Suspend / Re-activate Service Charge.....	#	75.00
Service Package Change .....	#	50.00
Office Move Service Charge.....	#	1,500.00
One Time Charge to test Failover Routing – Each Site .....	#	300.00
E-SBC Backup – One Time Charge Option (Note 1)		
Small E-SBC Backup.....	#	2,400.00
Large E-SBC Backup.....	#	12,000.00
Early Cancellation Charge .....	#	Note 2

**Note 1:**E-SBC Backup is also available at a monthly rate as set out above.

**Note 2:**The maximum Early Cancellation Charge which can be applied is 50% of the customer's total contract value. The Early Cancellation Charge applies when a customer has signed an Early Start Letter and cancels their Hosted IP Voice service once installation of the service has started at one or more sites. Installation work is considered to have started when the customer has advised the Company to proceed via an Early Start Letter and the Company has incurred any related expense, including engineering, site surveys, supply expense, labour and supervision, and any other disbursements incurred as a result of the customer’s signing of an Early Start Letter. An Early Start Letter is a letter which requests the Company to start work to install the service prior to signing a contract for Hosted IP Voice service. The Early Cancellation Charge does not apply once a contract for Hosted IP Voice service has been signed.

(k) With the exception of Failover Routing, no service charges apply for optional features identified in (3) above which are ordered when a customer initially subscribes to Hosted IP Voice service. An Administration service charge applies for optional features which are ordered on subsequent orders.

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