

MISCELLANEOUS

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**1. BUSY LINE VERIFICATION/INTERRUPTION**

- 1.01 Customers may obtain operator assistance in verifying if a called line is actually in use (busy).
- 1.02 Operator interruption of a conversation in progress on a called line may also be requested.
- 1.03 Verification and interruption services are furnished where and to the extent that facilities permit.

**1.1 DESCRIPTION OF SERVICE**

- 1.1.01 A charge as specified in 3.01 below applies each time an operator verifies a called line and hears voice communication.
- 1.1.02 A charge as specified in 3.02 below applies each time an operator interrupts a conversation that is in progress on a called line.
- 1.1.03 If an operator both verifies the condition of a line and interrupts conversation on the same request, only the interrupt charge applies.
- 1.1.04 The charge for interruption applies whenever an operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.
- 1.1.05 Charges for verification/interruption service may be billed to a Bell Calling Card. Charges may not be billed on a third number basis or on a collect basis to the number being interrupted.
- 1.1.06 In the case of requests originated from public telephones, if as a result of interruption the called line is cleared and, at the calling party's request, the operator completes the call, a charge as specified in Item 290 of the Bell Canada General Tariff CRTC 6716 applies in addition to the interruption charge.
- 1.1.07 A verification charge does not apply if the called line is not in use (not busy).
- 1.1.08 Verification or interruption charges do not apply when an operator encounters a trouble condition or has reason to believe that a trouble condition exists or that the receiver of the called line is off-hook. Also, the charges do not apply in the case of requests originated from Bell Relay Service.

**1.2 RATES**

- 1.2.01 Busy Line Verification \$2.00
- 1.2.02 Busy Line Interruption \$4.25

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2.0 **TOUCH TONE SERVICE**

2.1 **Grandfathering of Rotary Dial Service on Individual Lines**

2.2 The grandfathering of rotary dial service applies only to individual line service in exchanges equipped for touch tone.

2.3 In conjunction with the grandfathering of dial access for individual line service, no longer will dial telephones (500-type sets) be provided for new installations, except for two-party and four-party line customers.

2.4 Customers who request the installation of an individual residence or business line service or a move of their existing individual line service to a different premise will be provided touch tone access at existing tariff rates.

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**3. TELEMARKETING RULES****RESTRICTIONS ON THE USE OF AUTOMATIC DIALING-ANNOUNCING DEVICES (ADAD) AND CONDITIONS FOR UNSOLICITED LIVE VOICE AND FACSIMILE CALLS FOR THE PURPOSE OF SOLICITATION**

For the purpose of this tariff, an ADAD is defined as any automatic equipment, which has the capability of storing telephone numbers to be called, or a random or sequential number generator capable of producing numbers to be called, alone or used in conjunction with other equipment to convey a pre-recorded or synthesized voice message to the telephone number called.

ADD (automatic dialing device) is defined as any automatic equipment which has the capability of storing telephone numbers to be called, or a random or sequential number generator capable of producing numbers to be called. ADDs include facsimile machines and predictive dialers. An ADD is often used by an operator delivering a live voice message. For the purpose of this tariff, solicitation is defined as the selling or promoting of a product or service, or the soliciting of money or money's worth, whether directly or indirectly and whether on behalf of another party.

**(a) Use of ADADs for purposes of Solicitation**

The use of ADADs to make unsolicited calls for the purpose of solicitation is prohibited.

Prohibited ADAD calls include calls made to solicit on behalf of a charity, the use of ADAD messages to request that a called party hold until an operator is available (when the purpose of the call is to solicit), activities such as radio station promotions, or ADAD calls referring the called party to a 900 or 976 Service-number.

If the Company had a customer who resold Centrex, it is the Resellers responsibility to make sure the end-user does not employ the service to transmit unsolicited ADAD calls other than those made for public service reasons.

**(b) Use of ADADs for purposes other than solicitation**

The use of ADADs to make unsolicited calls for purposes other than solicitation (herein referred to as permitted unsolicited calls) are subject to the following conditions:

**EXCEPTION:** These conditions do not apply to calls made for public service reasons including calls made for emergency and administration purposes by police and fire departments, schools, hospitals or similar organizations.

- (1) Permitted unsolicited ADAD calls must not be placed to emergency lines or healthcare facilities.
- (2) Unless otherwise provided by law, permitted unsolicited ADAD calls may only be placed between 9:30 a.m. and 8:00 p.m. Monday to Friday, between 10:30 a.m. and 5:00 p.m. on Saturday and between 12:00 noon and 5:00 p.m. on Sunday.

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**3. TELEMARKETING RULES (CONT'D)**

- (3) Permitted unsolicited ADAD calls shall begin with a clear message identifying the person on behalf of whom the call is being made. This identification message is to include: (1) a mailing address and (2) a telephone number at which the called party can reach, at no charge, a responsible individual representing the originator of the message. If the actual message exceeds 60 seconds, the identification message must be repeated at the end of the call. Where the person making the call is conducting a survey on behalf of a client, either the survey research organization or the client on whose behalf the call is made must be identified in accordance with the requirements of this section.
- (4) Permitted unsolicited ADAD calls must display the originating call number or an alternate number at which the call originator may be reached, except where number display is unavailable for technical reasons.
- (5) Sequential dialing is prohibited.
- (6) Random dialing for permitted unsolicited ADAD calls, as well as calls to non-published numbers are allowed.
- (7) An ADAD user must make all reasonable efforts to ensure that their equipment disconnects within 10 seconds of the called party hanging up.
- (8) The rates specified for business individual lines apply to the central-office line or Centrex local to which an ADAD is connected.

**3.1 Conditions for unsolicited live voice and facsimile calls (including calls made on behalf of charitable institutions) for the purpose of solicitation (which may use ADDs)**

**EXCEPTION:** These conditions do not apply to live voice and facsimile calls that do not solicit, including calls for emergency purposes, calls for account collection and market and survey research.

- (a) Persons placing unsolicited live voice or facsimile calls to solicit are to ensure that a customer's request not to be called again is respected and that the customer's name and telephone number are removed from calling lists within 7 days of the request for unsolicited facsimile calls and 30 days of the request for unsolicited live voice calls. A customer's "do not call" request is to remain active for three years.
- (b) Persons placing unsolicited live voice calls to solicit are to identify the person on behalf of whom the call is made and provide, upon request, the caller's telephone number and the name and address of a responsible party to whom the called party can write.
- (c) Persons placing unsolicited facsimile calls to solicit are to identify the person on behalf of whom the call is made as well as the caller's telephone number, facsimile number and the name and address of a responsible party to whom the called party can write.

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3. TELEMARKETING RULES

3.1 (CONT'D)

When the unsolicited live voice or fax call is placed by a professional calling organization on behalf of another organization, the professional calling organization must also provide the information set out in (b) and (c) above with respect to itself.

- (d) Unless otherwise provided by law, unsolicited facsimile calls may only be placed between 9:00 a.m. and 9:30 p.m. Monday to Friday and between 10:00 a.m. and 6:00 p.m. on Saturday and Sunday. The permitted calling hours identified are those of the called party.
- (e) Unsolicited live voice or facsimile calls to solicit must display the originating calling number or an alternate number at which the call originator can be reached, except where number display is unavailable for technical reason.
- (f) Sequential dialing for unsolicited live voice and facsimile calls for the purpose of solicitation is prohibited.
- (g) Unsolicited live voice and facsimile calls must not be placed to any emergency line or healthcare facility.
- (h) Persons who resell Centrex service must make all reasonable efforts to ensure that the end-user does not employ the Centrex call transfer feature to transmit unsolicited live voice or facsimile calls for the purpose of solicitation.

3.2 **Enforcement**

Telephone service to all lines used in connection with the placing calls which contravenes the conditions of this