



CRTC RESELLER OBLIGATIONS:

The following terms and conditions form part of Customer's agreement with Bell Canada as mandated by the CRTC and which Bell Canada is obligated to include in its agreement with Customer as a reseller of Bell services as a condition of providing telecommunication services to Customer:

1. **Local VSP:** If the Customer is or becomes a Local Voice over Internet Protocol Service Provider (Local VSP) as defined by the CRTC in Telecom Decision 2005-21, the Customer shall, and shall require its wholesale customers to, and who shall require their wholesale customers to, as a condition of Bell providing the Services, abide by paragraphs 52, 68, 93, 94 and 98 of Telecom Decision CRTC 2005-21, by the directives set out in paragraph 14 of Telecom Decision CRTC 2005-61, by the directives set out in paragraph 60 of Telecom Decision CRTC 2007-44, by the directives set out in paragraph 17 of Regulatory Policy CRTC 2011-426 and by such further applicable directives as the CRTC may issue from time to time concerning access to emergency services.
2. **Membership in Commissioner for Complaints for Telecommunications Services Inc. (CCTS):** In accordance with the directive issued by the CRTC in paragraph 18 of Telecom Decision CRTC 2011-46, any reseller providing services within the scope of the CCTS's mandate (including forborne wireline, wireless, Internet, and voice over Internet Protocol (VoIP) services to residential and small business retail customers) is required to be a member of the CCTS commencing five days after the date on which the CCTS informs the reseller that the CCTS has received a complaint about the reseller falling within the scope of the CCTS's mandate.
3. **Customer Transfer Protocol:** Pursuant to paragraph 28 of Broadcasting and Telecom Regulatory Policy CRTC 2011-191, any TSPs, Internet service providers or resellers purchasing Services from Bell must abide by customer transfer and service cancellation requests from a prospective new service provider acting on behalf of a customer.
4. **Changes to Dialing Plan:** Pursuant to paragraph 21 of Telecom Regulatory Policy CRTC 2010-132, resellers of Services making use of the North American Numbering Plan must make available the information on dialing plan changes in alternative formats for persons with visual impairments, upon request, in a manner consistent with the dialing plan changes information requirement.
5. **End-Customer Privacy:** Pursuant to paragraph 21 of Telecom Regulatory Policy CRTC 2009-723, resellers must abide by the same confidentiality provisions applicable to Canadian Carriers, as amended over time by the CRTC.
6. **Internet Traffic Management Practices:** Resellers of the Company's Internet services employing Internet Traffic Management Practices shall abide by the requirements described in Telecom Regulatory Policy 2009-657, as amended over time by the CRTC.
7. **Prohibition of 30-day cancellation policies:** In accordance with Broadcasting and Telecom Regulatory Policy CRTC 2014-576, resellers of the Company's local voice and Internet services must allow certain retail end users to cancel their contract at any time by notifying their service provider, with cancellation taking effect on the day that the service provider receives notice of the cancellation.