

Bell Technical Solutions - Employee Discount Plan

Soon 35% employee discounts on Bell Services

Bell Technical Solutions employees will soon benefit from a 35% discounts on home phone, Internet and satellite TV services from Bell

A new "Employee Discount Plan" (EDP) to begin shortly for Bell Technical Solutions employees will ensure that all eligible employees have equal access to the same generous savings on Bell eligible services.

Plan Highlights

The new "Employee Discount Plan" offers a 35% discount on home phone, Internet and satellite TV services from Bell.

This initiative does not yet include wireless services.

By enrolling to EDP, you will automatically be registered to One Bill (if you are not already enrolled in One Bill) which will permit you to add all your Bell accounts on one invoice. For more information on One Bill, go to page 3 of this document.

The 35% discount will apply to

- all Bell accounts in your name (including those used by dependants with whom you are domiciled)
- local access - all residential lines (e.g. primary line, cottage line)
- long distance
- Smart Touch™ services, Simple Connection bundles
- Internet services (e.g. dial up, high speed, high speed ultra)
- satellite TV services (channels, themes, movies, offers and packages)

In designing the new "Employee Discount Plan" we have ensured that the new offering does not give rise to a taxable benefit. As the plan evolves, it may become necessary to modify the plan design or the list of eligible residential products and services to ensure the plan continues to not give rise to any taxable benefit.

Eligibility

1- Regular full-time and part-time employees, including employees on disability or any leave of absence.

Enrolment period

Enrolment begins November 7, 2005 with the discounts applying on bills dated on or after January 1, 2006. You will have until November 18, 2005 to send your form duly completed to the address indicated on the form. If your form is received after November 18, 2005, your discounts will apply at a later date. All forms will be processed shortly after November 18; therefore it is important that you send your form on time in order for you to get the discount as soon as possible. No retroactive discounts will be granted to employees submitting their form after November 18, 2005.

Once your registration is processed, you will automatically be enrolled for One Bill. This simplified billing system offers convenience, flexibility and savings because it combines all your billing information on One Bill. The different services are categorized so you can view all your charges at a glance.

What you need to know BEFORE enrolling

For a summary of everything you need to know and do prior to enrolling, consult the "Employee Discount Plan" checklist.

"Employee Discount Plan" Checklist

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It is your responsibility to ensure that all specified administrative requirements are met in order to benefit from the Employee Discount Plan.

Prior to enrolling Checklist		
You will need..	√	If you don't.....
A perfect match between the billing name showing on your home phone, Internet and/or satellite TV services account and the one in your employee record.		<ol style="list-style-type: none">1. You must make your name change with every provider prior to register to EDP. To do so, you can contact Bell Canada by dialing 310-BELL, Bell ExpressVu at 1 866 SKY-DISH and Bell Sympatico by going to their website at www.sympatico.ca2. Once your name is changed for each provider, fill out the enrolment form and send it to the address indicated on it.
Accounts that do not carry a security deposit or that are not in collection.		<ol style="list-style-type: none">1. Call Bell Intra Company One Bill Credit Services (home phone) Ontario 1-866-303-8297, Quebec 514-948-5416 or Toll Free 1-866-837-0919; 310-SURF (Internet); 1 888 SKY-DISH (Satellite).2. After you have settled your accounts, enrol by completing the EDP enrolment form.

Here is what you could say to the providers when you call for a name change

"I am a Bell Technical Solutions employee and I am calling for a name change on my invoice. I was told that since Bell Technical Solutions is a company within the BCE group of companies, I do not have to pay the \$25 fees for this change."

One Bill

If you do not receive One Bill already, here is some useful information for you.

One Bill offers simplicity to customers who subscribe to more than one Bell service. This simplified billing system offers convenience, flexibility and savings because it combines all your billing information on One Bill. With One Bill, the Bell services you subscribe to (i.e. residential home phone, Internet, satellite TV) appear on a single bill, so you only have to make one monthly payment for all services. Check out the interactive demo on Bell's Internet site for details.

As an employee, you do not need to subscribe to more than one Bell service to benefit from One Bill. As long as you subscribe to one of the eligible services - home phone, Internet or satellite TV, you are eligible to One Bill.

When you receive your first One bill, you may notice that:

- your first One Bill may not include all your Bell family of services – THIS IS NORMAL. The following month's bill will be complete with all your services attached
- your first One Bill MAY NOT include your EDP discount. Your EDP discount will only be reflected on bills dated on or after January 1, 2006
- your first One Bill may show your Home phone services portion with pro-rated rates. THIS IS NORMAL due to a bill date change that is necessary for your Home phone services account in order to create One Bill for you
- a new customer identification number of 14 characters will be provided on your first One Bill. **PLEASE MAKE SURE THAT YOU INFORM YOUR FINANCIAL INSTITUTION** of this new number if you are paying by Internet or telephone banking.

After subscribing

- your billing date will likely be different than your current one
- your first One Bill might cover more than one month of home phone services. Thereafter, it will always be for exactly one month
- Internet and satellite TV services will reflect a month's billing on your One Bill. The only difference will be the billing date
- One Bill is not available in large print, landscape or Braille format.

Default Payment Option

Your first One Bill will automatically default to your primary home phone payment option (i.e. cash payment, pre-authorized payment, etc.).

For simplicity, although all methods of payment are available, we encourage you to select the pre-authorized payment option.

Questions and Answers

Eligibility

Q. If a relative lives with me and has a telephone line, will the discount be applied to this line?

A. Yes, as long as the account is in your name and your relative lives in the same residence as you.

Q. If my spouse has a small business at home, will the 35% discount apply to this line and/or services?

A. No. Only residential services are eligible to the discount.

Q. If my spouse works at Bell Technical Solutions or at Bell Canada, will we receive a 70% discount?

A. No. The discount is not cumulative. There is only one 35% discount per account or household.

Q. If my son goes to university and lives in another city, is he eligible to receive the EDP discount?

A. Yes, as long as he is your dependent. The only thing you need to do is ensure the account is in your name.

Q. What is the definition of a dependent for the purposes of EDP?

A. Your child will be considered a dependent if he/she is:

- your natural, legally adopted, legal ward or step child (including dependent children of a common-law spouse)
- financially dependent on you for support
- unmarried and normally lives with you (except when away at school)
- under age 18, or under age 25 if attending an accredited institution of learning as a full-time student.

Your spouse or common-law spouse will be considered your dependent if she/he is:

- the person to whom you are legally married, or a person of either sex with whom you have lived in a conjugal relationship for at least 12 months and have publicly represented as your common-law spouse.

Your parent will be considered your dependent if she/he is:

- either your mother or your father and is financially dependent on you for support.

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Enrolment

Q. Do I need to enrol? What happens if I do not enrol?

A. Yes, all employees must enrol to obtain the 35% discount. If you do not enrol there is no automatic default coverage and no retroactive credits will be granted if we do not receive your enrolment form by November 18, 2005.

Q. If I am on leave of absence or disability benefits, how will I enrol?

A. Employees on leave of absence or disability benefits during the enrolment period will enrol using the EDP enrolment form available from the Intranet or through your Human Resources Department.

Q. Once I have subscribed to satellite TV and wish to change my service to have a different package or add SmartTouch™ services to my home phone, do I need to fill out the enrolment form?

A. No. Just call the appropriate service provider and request the change. You do not have to fill out the enrolment form if you are just upgrading a service that you already have on your One Bill.

Q. If I wish to add a service that is not yet on One Bill, what do I need to do?

A. If you are adding a new account to One Bill, you need to contact the appropriate service provider to establish the service. For example, if you wish to add ExpressVu, contact 1 888 SKY-DISH to add the service. Once the service is established, complete the EDP enrolment form to add the new service and send it to the address indicated on the form.

Q. If I wish to add a service to an existing One Bill account after the enrolment period, what do I need to do?

A. If you are adding a service to an existing account on One Bill, you need to contact the appropriate service provider to establish the service. For example, if you wish to add Smart Touch™ services, contact 310-Bell to add the service. Since your home phone services are already on One Bill, there is no requirement to complete an EDP enrolment form.

Eligible Residential services

Q. Does the discount apply to additional lines at my primary residence or cottage?

A. Yes, as long as the additional lines are in your name. If you are unable to have Bell as your service provider for your cottage line, ensure your long distance service is provided by Bell. You will then be able to have the 35% discount applied to your long distance services.

Q. Are products and services provided through Bell World stores eligible for the new discount program?

A. Home phone and Internet services purchased through Bell World stores continue to be eligible to the 35% discount. Hardware such as cordless telephones, digital cameras, wireless sets are not eligible to the discount.

Q. High Speed Internet service with Sympatico is not available where I live. If I use another Internet service provider, will I be eligible to the discount for that particular service.

A. No. You must obtain your services whether Internet, home phone or satellite TV from Bell to be eligible to the 35% discount.

Q. Will the discount apply on all packages of satellite television services?

A. Yes. All individual channel, themes, movie offers and packages are eligible to the 35% discount.

One Bill

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Q. Do I have to enrol on One Bill first?

A. No. By enrolling for EDP, you will automatically be registered for One Bill.

Q. What should I do if all my accounts are not in my name?

A. You must communicate with each Bell service provider and have your name changed before you fill out the EDP enrolment form. On that form, you must enter all your accounts and they must be in your name.

Q. I have an existing One Bill account but it is not in my name. Will I be charged the 25\$ fee to change the name?

A. No, you will not need to pay the name change charges.

Q. I am adding an ExpressVu or Sympatico account after my One Bill has been established. I have to change the name. Will I be charged for a name change?

A. There is no charge to change the name on an ExpressVu or Sympatico account that is being attached to One Bill. If you want to change the name on the One Bill account to be the same as ExpressVu or Sympatico you will be charged. Remember the name on your accounts must match your employee record.

Q. If I want to change the directory listing on my One Bill account will I be charged?

A. Yes there is a \$25 charge to change your directory listing unless it is due to a legal change of name without change of responsibility or change of responsibility due to death.

Q. When will I receive my first One Bill?

A. Once enrolled, you should receive your first One Bill during the month of December 2005 or January 2006.

Q. Will my first One Bill have all the new EDP discounts on it?

A. No. Your EDP discounts will be reflected on bills dated on or after January 1, 2006.

Q.

Q. I am currently receiving my bill in large print. Is this possible with One Bill?

A. Unfortunately, large print format is not available with the current One Bill system.

Q. Where can I validate the name on my Sympatico account?

A. This information is available at www.sympatico.ca.

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Eligible Residential Services

The list of eligible services will be updated periodically as products and services are added or deleted.

[Residential home phone](#)

[Internet](#)

[Satellite services](#)

[Wireless](#)

[Excluded products and services](#)

Residential home phone

Residential home phone services including local access, long distance, SmartTouch™ services, as well as the maintenance plans.

Internet

- Bell Sympatico™ High Speed
 - Access (includes modem rental)
 - Self installation desk or laptop
- Bell Sympatico™ High Speed Ultra
 - Access (includes modem rental)
 - Self installation desk or laptop
- Bell Sympatico™ Dial Up Access
 - Unlimited plan
- Bell Sympatico™ Home Networking
 - Upgrade Fee
 - Self installation desk or laptop
- Bell Sympatico™ Net Services
 - Anti Virus
 - Firewall
 - GamesMania
 - Kidsmania
 - Sympatico Games Pack
 - MUSIC MATCH
 - MX Gold Annual
 - MX Platinum Annual
- Monthly recurring charge for Digital Voice plans

Satellite Services

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All individual channel, themes, movie offers and packages (for example: Super, Ultimate, Sports, NASCAR, TRN the Racing Network and Additional Pick & Pay Option Packages).

- DirecPC
- Vu and Feature

Wireless

This initiative does not yet include wireless services.

Excluded Products and Services Residential Home Phone (excluded)

- Bell prepaid cards (new QuickChange FirstRate cards include Prepaid Calling Card)
- Business accounts of employees and pensioners; Business Savings Toll Plan
- Calling Pac
- Cancellation charge
- Casual Calling Calls - Other Carrier Charges
- Centrex for 807 employees
- Coin refund
- Construction charges
- Coupons
- Customer service interruption charges (i.e. rebates)
- Data communication service (data jacks, for example)
- Directory Assistance
- Faxcom
- Gift cards
- Installation charges
- Installment billing - non-recurring charges - contracts
- Late payment charges
- Long Distance Winback Plans
- First Rate Winback
- Winback Promo
- First rate Worldwide
- Miscellaneous charges and credits
- Network Charge
- PhoneCare Plan - cancellation fee (one time charge)

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- Products/Services available under contract (outright sales, installment billing)
- Real Plus Long Distance Plan
- Rent-to-Own
- Sales in place
- Satellite TV Care Maintenance Plan - cancellation fee (one time charge)
- Set loss charges
- SimplyOne usage
- Single line inside wiring, including telephone jack, if provided by third party (i.e. Bell Technical Solutions Inc.)
- Hardware (e.g. telephone sets, accessories, family radio service, digital cameras, network equipment)
- Third Party Billing - chargeable messages
- Vox Phone Cards (white label prepaid long distance product line includes Global, International, Euro, Arriba, Control, Minutes, Plus, and voxdirect.ca)
- WebMinutes (prepaid Internet Access service)
- WireCare Plan - cancellation fee (one time charge)
- WirelessCare Plan - cancellation fee (one time charge)
- 900 service
- 911 Emergency Service
- 911 Municipal Charge
- 976 service

Internet services (excluded)

- Bell Sympatico™ High Speed - Technician installation desk or lap top
- Bell Sympatico™ High Speed Ultra - Technician installation desk or lap top
- Bell Sympatico™ Home Networking - Technician installation desk or lap top
- Bell Sympatico™ Basic Internet
 - Access
 - Additional bandwidth
 - Self installation desk or lap top
 - Technical installation desk or lap top
- Bell Sympatico™ Basic Lite Internet
 - Access

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- Additional bandwidth
- Self installation desk or lap top
- Technical installation desk or lap top
- Bell Sympatico™ Dial Up Internet
 - Regular plan (100 hours per month)
 - Occasional plan (10 hours per month)
 - Additional hours regular & occasional plan
- Contracted Internet Services
 - Bell Sympatico Basic Lite Internet
 - Bell Sympatico Basic Internet
 - Bell Sympatico High Speed Internet
 - Bell Sympatico Ultra High Speed
 - Bell sympatico Home Networking
- Bell Sympatico™ without phone service - \$10 charge
- Ethernet Card
- Late Payment charges
- Miscellaneous Charges
- MUSIC MATCH
 - MX Gold Monthly
 - MX Platinum Monthly
- MSN Premium
- Roaming air Time

Satellite products and services (excluded)

- After Hours
- Bell Gift Certificate
- Bell Tell a Friend
- Coupons, eg: Radio Shack, Pay per View, Ontario Hydro
- Demos, eg: BTV, NHL, Vu
- Digital Satellite Systems, Hardware & Accessories (one time charges)
 - Model 3100 System
 - Model 3100 Stand Alone Receiver

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- Model 3120 System
- Model 5100 System
- Model 5800 System
- Model 5820 System
- Model 6000 Receiver
- Model 6020 System

- Self Install Kit
- Wire-less Jack
- Omega Multi-Switch
- Dish Sold Separately
- Additional receivers
- Shipping charges
- Rental equipment
- Convergence offers, i.e. Music Match, GamesMania, TSN Max, etc.
- Control Rooms
- Equipment Charge
- Equipment Transfer
- Friends and Family
- Future Shop Television
- Globe and Mail
- Hardware Financing
- HDTV Free Preview
- Insight 1
- Install - Pro and Self
- Late Payment Charge
- Miscellaneous Charges, eg: transfer of responsibility, cancellation fee
- Network Charge
- NHL Insert
- Promos, eg: Moving, Golf, Cottage
- Repair – LNBF, Remote, Receiver

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- Replacement Remote Control
- Smart Card
- System Charge
- Venus Preview/Promo
- WWF Dish Charges

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