

Mobility



READ ME FIRST

BlackBerry®

WIRELESS HANDHELDS

GETTING STARTED



BLACKBERRY HANDHELD GETTING STARTED GUIDE

Congratulations on the purchase of **BlackBerry Wireless Handheld™**. This guide will help you set up your **BlackBerry** and familiarize yourself with how it works.

Read your **BlackBerry Wireless Handheld™ Getting Started Guide** for important safety information and tips to use the handheld.

TABLE OF CONTENTS

What's in the Box	1
Setting up your BlackBerry	
1. Setting up your Handheld	2
2. Setting up your E-mail	2
3. Using Internet E-mail Service	8
4. Internet Browsing Service	13
Trouble Shooting	14
Using your BlackBerry Handheld	15
Optional Wireless Services and Features	16
Bell Mobility – Our Agreement with you	18

WHAT'S IN THE BOX?

- 7250 Wireless Handheld
- 7200 Series Travel Charger with USB cable and North American clip
- Removable battery
- Plastic swivel holster
- Headset
- Documentation kit (includes Getting Started/Quick Reference Card, Safety Information Booklet, Software License Agreement and Warranty Booklet & BlackBerry Desktop Software CD)

SETTING UP YOUR BLACKBERRY

Setting up your BlackBerry handheld is easy. Simply follow these steps and you will be up and running in minutes!

1. SETTING UP YOUR HANDHELD

Please follow the Getting Started Instructions provided in the **Getting Started Guide** included in the **BlackBerry Desktop Software CD-ROM**.

Please note that your handheld will automatically register on the Bell Mobility network. If this does not happen please follow the instructions in the **BlackBerry Wireless Handheld – Getting Started Guide**.

Note: Please ensure that you have followed the **Getting Started** instruction in the guide **before** proceeding to step 2.

2. SETTING UP YOUR E-MAIL

A. Integrating with an enterprise e-mail account.

Please follow the steps outlined in the **BlackBerry Getting Started Guide**. Please contact your IT department for the set up of your handheld and confirm how you should get access to your e-mail. There are 3 ways to get access to Enterprise e-mail on your **BlackBerry handheld**:

1. Using a **BlackBerry Enterprise Server**.
2. Forwarding e-mail to **BlackBerry Internet E-mail Service** (see page 7 of this guide).
3. Using the **BlackBerry Desktop Redirector** (your computer must remain on).

B. Integrating with a new or existing ISP e-mail account.

If you integrate your desktop software with a new or existing ISP e-mail account, you must activate your account to send and receive e-mail messages. In order to do this you must create a **BlackBerry Internet E-mail Service** account.

Creating a BlackBerry Internet E-mail Service account

You can use **BlackBerry Internet E-mail Service** to create your own account and begin to send and receive e-mail on your **BlackBerry Wireless Handheld** in minutes.

1. Go to www.bell.ca/wirelessemail on a desktop Internet browser. Click on the **Internet E-mail Service login** located on the right hand side of the page and select **Create New Account**. The **Account Setup** page appears.
2. In the **PIN** and **ESN** fields, type the appropriate information for your handheld. **Note:** To find your **PIN** and **ESN** (use **DEC** version), click the **Options** icon on the **Home** screen on your handheld and then click **Status**.
3. Click **Submit**. The **Legal Terms and Conditions for use of BlackBerry Internet E-mail Service** page appears. Read the terms and conditions and, if you accept the terms and conditions, click **I Agree** to continue. The **Personal Information** page appears. **Note:** You cannot proceed with creating an account if you do not accept the terms and conditions.
4. Complete the following fields in the **Personal Information** page:
 - **User ID:** Type a unique login name for your account. This name is the ID that you use to log in to **BlackBerry Internet E-mail Service**, and also forms your new handheld e-mail address.
 - **Friendly Name:** Type the name that you want to appear in the From field of messages that you send. If you do not type a name, your e-mail address appears in the From field.
 - **Password:** Type a password for your account. *Passwords must be four to eight characters in length, and they are case sensitive.*
 - **Re-enter Password:** Confirm your password.

5. Select a secret question from the drop-down list. In the **Secret Answer** field, type the answer to your secret question. If you forget your password, answer your secret question correctly and an e-mail message containing a new password is sent to your handheld. Click **Submit**. The **Account Setup Complete** page appears.
6. To integrate external e-mail accounts, click **Integrate Now**, and refer to the **Integrate external e-mail accounts** section of this document. If you do not want to integrate external e-mail accounts, click **Enter Internet E-mail Service**. You can integrate external e-mail accounts at any time in **BlackBerry Internet E-mail Service** on the **Profile** page.
7. **Install the BlackBerry Desktop Software**. In the **E-mail Integration Options** window, select **Integrate with new or existing ISP e-mail account**. Refer to the **Installation and Getting Started Guide** for more information.

Integrating e-mail accounts

You can configure **BlackBerry Internet E-mail Service** to receive and consolidate e-mail messages from your other, external e-mail accounts.

To integrate a POP3 e-mail account

1. Log in to **BlackBerry Internet E-mail Service** at www.bell.ca/wirelessemail (click on **Internet Webclient Logon**) and select the **Profile** page, select **Add Account**. Under **E-mail Accounts** click on **Other e-mail accounts**.
2. Click **New**. The **Integrate my ISP and other external e-mail accounts** page appears.

3. Complete the following fields and click **Submit**:

- **E-mail Address:** Type the full e-mail address of the account you want to integrate (for example, jean_marteneau@ispname.com)
 - **Your User ID/Login:** Type the login ID that you use to access the external e-mail account (for example, jmarteneau)
 - **Password:** Type the password for your other e-mail account
 - **Re-enter Password:** Confirm the password for your other e-mail account
 - The system will then try to match your e-mail address with the correct incoming mail server
 - If the **BlackBerry Internet E-mail Service** cannot find a matching incoming mail server you will be prompted to complete the **POP Mail Server** field, type the address of your ISP's mail server (for example, mail.ispname.com). Service providers commonly include POP mail server information in introductory or welcome material. If you do not know your POP mail server, contact your ISP.
 - If you are prompted to complete the **Port Number** field, type the appropriate port number. Often, the port number is 110. If you do not know the port number, contact your ISP.
4. After submitting the information, you will see a list of e-mail accounts configured on your **BlackBerry Internet E-mail Service** account. Repeat steps 2 to 4 to add additional accounts.

To integrate with e-mail forwarding

If your ISP or e-mail provider offers this service, you can forward e-mail from your external e-mail account to **BlackBerry Internet E-mail Service**.

If this option does not appear on the **Integrate my ISP e-mail account and other external e-mail accounts** page, your ISP does not offer this service. You can integrate external e-mail accounts that support POP3 mail retrieval.

1. On the **Profile** page, click **ISP e-mail account or other e-mail accounts**. The **My Integrated ISP and External E-mail Accounts** page appears.
2. Click **New**. The **Integrate my ISP and other external e-mail accounts** page appears.
3. Complete the **E-mail Address**, **Your User ID/Login**, and **Password** fields as described in **To integrate a POP3 e-mail account** above.
4. If e-mail forwarding service is available with your external e-mail account, you are prompted to select an integration method: **e-mail forwarding** or **POP3 retrieval**. Select the **e-mail forwarding** option and click **Submit**.

Note: If the e-mail forwarding option does not appear on the **Integrate my ISP e-mail account and other external e-mail accounts** page, you can contact your ISP and request that a rule be implemented for your account to forward mail to **BlackBerry Internet E-mail Service**. Your mail provider might do this at no charge, or it may be a service offered for a monthly fee. For example, **Yahoo!**[®] forwards your mail to another e-mail account if you register for its **POP Access and Forwarding** premium services.

Note: E-mail forwarding leaves a copy of your message in your ISP e-mail account. Remember to delete messages that you no longer wish to keep when you log into your ISP e-mail account or you may run out of space to receive and forward messages.

To forward your company e-mail to your handheld

You can forward your company e-mail to **BlackBerry Internet E-mail Service**.

Note: Check with your system administrator to verify that you are allowed to forward your company e-mail to your **BlackBerry Internet E-mail Service** account. Forwarding e-mail to **BlackBerry Internet E-mail Service** does not offer the advanced security features of the **BlackBerry Enterprise Server**.

- Create a forwarding rule in your desktop e-mail client to forward your e-mail to **BlackBerry Internet E-mail Service**
- Request your system administrator to create a forwarding rule directly on the enterprise server (**Sun**[®] **iPlanet**, etc.) to forward your e-mail to **BlackBerry Internet E-mail Service**

Specifying a Sent From Address

After integrating external e-mail accounts, you can specify a **Sent From Address**. Any messages that you send appear to be sent from the address you specify here. This functionality enables you to send all e-mail from a single address, regardless of how many external e-mail accounts you integrate with **BlackBerry Internet E-mail Service**.

1. Click **Profile**. The **Profile** page appears.
2. Click **ISP e-mail accounts or other e-mail accounts**. The **My Integrated ISP and External E-mail Accounts** page appears.
3. At the bottom of the screen, click your **Sent From Address**. The **Integrate my ISP and other external e-mail accounts** page appears.
4. Select one of the following options:
 - Use your new **BlackBerry** handheld e-mail address for your Sent From Address (for example, jean_marteneau@bell.blackberry.net)
 - Select an integrated e-mail account address from the drop-down list (for example, jean_marteneau@ispname.com)
 - Type a customized e-mail address in the field
5. Click **Submit**.

For additional information about **BlackBerry Internet E-mail Service**, refer to the **BlackBerry Internet E-mail Service Online Help**. For additional information about your **BlackBerry Wireless Handheld**, refer to the **BlackBerry Wireless handheld—Handheld User Guide** on the CD provided.

3. USING INTERNET E-MAIL SERVICE

Managing account space

Use the following tips to reduce the amount of account space that you use:

- Locate messages that contain attachments, save the attachments on your computer and then delete the messages from **BlackBerry Internet E-mail Service**
- Monitor your **Deleted Items** folder; empty it of unwanted messages frequently
- Set filters to sort unwanted messages to your **Deleted Items** folder
- Disable sent message saving, which saves a copy of every message that you send to your **Saved Items** folder
- Delete messages automatically. Automatic message deletion (or auto-aging) moves old message to your **Deleted Items** folder.

Importing contacts

You can import contacts into your **BlackBerry Internet E-mail Service Address Book** from **Microsoft Outlook®**. You must import a **.csv file**.

1. Open your **Address Book**.
2. On the menu bar, click **Import**.
3. Click **Browse**. In the **Choose file** window, select the file that you want to import, and click **Open**. The file appears in the **File** field.
4. Click **Add**. The imported contact information appears in your **Address Book**.

For more information on exporting your **Microsoft Outlook 2000** address book to a **.csv file**, refer to the **Microsoft Outlook Online Help** or the **BlackBerry Internet E-mail Service Online Help**.

Deleting messages on both the handheld and the Internet E-mail Service

1. Open the messages screen by clicking on the **Messages** icon.
2. Once in the **Messages** screen, press the track wheel again, scroll down to options and press the track wheel again.
3. Once the **Message List Options** screen is open, scroll down to the **Delete On** entry. (Users on version 4.0 must select **E-mail Reconciliation** and then select **Delete On**.)
4. Press the track wheel, choose **change option**, and set the option to **Mailbox and Handheld**.
5. Scroll down to **Wireless Reconcile**.
6. Press the track wheel, choose **change option**, and set the option to **On**.
7. Press the escape key located below the track wheel, and save the changes.

The settings are now set for the handheld to move messages to the **Deleted Items** folder on the **BlackBerry Internet E-mail Service** when deleted on the unit. Follow these steps to empty the deleted items from the **BlackBerry Internet E-mail Service**:

1. Select the **Messages** icon on main screen and push in the track wheel.
2. Scroll down to **Options** and push in the track wheel. (Users on version 4.0 must select **E-mail Recognition** before step 3).
3. Select **Purge Deleted Items** and press in track wheel one more time.

Opening attachments on the BlackBerry unit

Please refer to the instructions in your **BlackBerry User Manual**.

Creating groups

Groups are similar to mailing lists. Create a group to e-mail multiple contacts in your **BlackBerry Internet E-mail Service Address Book** simultaneously, without selecting the contacts individually.

1. Open your **Address Book**.
2. Click **Groups**, which appears at the end of the **Character List** in your **Address Book**. The **Groups** list appears.
3. Click **New**. The **Add Groups** page appears.
4. In the **Group Name** field, type a unique name for the group. You cannot use the same name for multiple groups.
5. From the **Select Name** list, select the contacts that you want to include in the group and click the submit arrow button (>). The contacts move to the **Group Members** list.
6. Click **Save** and close.

To e-mail a group, select it from your **Address Book** and click **Compose**, or type the group name into the **To** field of a message.

Ordering filters

Filters are applied to incoming messages in the order in which they appear in the filters list. As soon as a filter is applied to the message, no further filters are applied to it. Logon to **Internet E-mail Service** to proceed.

- If a filter at the top of your list contains very broad criteria, the more specific filters that appear below it in the filters list are not applied to incoming messages
- To reorder your filters, click the up and down arrows beside each filter. In most cases the filters with the broadest criteria should appear at the bottom of the list.

Filtering unwanted e-mail

You can create filters with **BlackBerry Internet E-mail Service** to prevent unwanted e-mail from being sent to your handheld.

1. Create a **BlackBerry Internet E-mail Service** folder for unwanted e-mail. In the application frame, click **Add folder** and type a unique name for the folder, such as **Junk Mail**.
2. On the menu bar, click **Filters**. The **Filters** page appears. Specify the rules for this filter, providing the origin domains of e-mail that you do not want to receive on your handheld. For detailed information, refer to the **BlackBerry Internet E-mail Service Online Help**.
3. From the **Move to** folder drop-down list, select the newly created **Junk Mail** folder.
4. Select **Do not forward to my handheld**. All e-mail that meets the criteria of this filter are moved to the new folder and are not sent to your handheld.

Selecting multiple messages, contacts or filters

To select multiple items in a list, select the check boxes on the left side of the list. The items that correspond to selected check boxes are highlighted. To highlight all of the entries in a list, select the **Select-all** check box in the list title bar.

Using your Reply to Address

Specify a **Reply to Address** to control the address to which replies to your messages are sent. If you have set your **Sent From Address** to a POP3 integrated account, you can receive replies more quickly by setting your **Reply to Address** as your default handheld e-mail address.

1. On the menu bar, click **Options**. The **Options** page appears.
2. In the **Reply to Address** field, type the address to which you want the replies to your messages to be sent.
3. Click **OK**.

Setting an automatic reply

Set your **Auto Reply** to automatically send a message to anyone who sends you a message while you are unavailable.

- Your **Auto Reply** is only delivered once every seven days to each person who sends you a message. If you modify your **Auto Reply** during this time, the duration is not reset automatically. You should disable and then enable your **Auto Reply** to make sure that anyone who e-mailed you in the past seven days receives the updated **Auto Reply**.

Managing multiple service books

If your company operates a **BlackBerry Enterprise Server**, you might be able to integrate a separate **BlackBerry Internet E-mail Service** account with your handheld. Contact your system administrator to determine if you can obtain a **BlackBerry Internet E-mail Service** account in addition to your enterprise account. **BlackBerry Internet E-mail Service** uses a different service book than the **BlackBerry Enterprise Server** to send and receive e-mail on the handheld.

- After you compose a message, select the service book from which to send the message. This option appears when you click the trackwheel to send the message.

Unless you specify otherwise, your **BlackBerry Wireless Handheld** sends replies that you compose on the handheld from the same service book that received the original message (ie. if you receive an e-mail to your enterprise account, the service books will automatically reply from that same address).

4. USING INTERNET BROWSING SERVICE

With the **BlackBerry Internet Browsing Service** you will be able to access HTML browsing on your device. Once you have activated your device, you will automatically receive the Internet Browser. Simply click on the icon to launch and browse.

Using the WAP Browser:

- Scroll to the **BM Secure WAP** icon and press the trackwheel
- Select **Home Page** and press the trackwheel
- Select **Get Link** from the drop-down menu and press in the trackwheel
- Select the **browser category** and press in the trackwheel
- Select the **menu item** and press in the trackwheel
- Highlight **Select Option** and press in the trackwheel

TROUBLE SHOOTING

The following sections contain tips you can use if you are having trouble with your **BlackBerry** handheld or **BlackBerry Internet E-mail Service**.

Messages are not being sent or received

If your **BlackBerry Wireless Handheld** is not receiving messages, verify that you are in an area of wireless coverage. Refer to the **Handheld User Guide** for descriptions of the network status icons and wireless coverage indicators on the handheld. If you are in an area of wireless coverage and your handheld is inactive, you can request the **BlackBerry Internet E-mail Service** service book to be resent to your handheld.

1. On the menu bar, click **Profile**. The **Profile** page appears.
2. Click **Send Service Book**. Your handheld will receive a new service book that enables you to resume sending and receiving e-mail.
If you are still experiencing problems call Bell Mobility customer support at **1 877 DATA-123**.

Note: If you load new applications onto your handheld using the **Desktop Software**, you may have to resend the service book to your handheld using **BlackBerry Internet E-mail Service**. If you are not receiving messages sent to your e-mail addresses, verify that you have not exceeded your storage space quota in your e-mail account. If you have, new messages may not be delivered to your account.

Recovering your password

If you forget your password, retrieve it by answering your **Secret Question**. On the **BlackBerry Internet E-mail Service** login page, click **Forgot your password?** and provide your user ID. If you successfully answer your **Secret Question**, a new temporary password is sent to your handheld in an e-mail. You should change your password the next time that you log in to **BlackBerry Internet E-mail Service**.

If you are not in an area of wireless coverage and cannot receive the temporary password on your handheld, contact your service provider for additional assistance. You can find your service provider's contact information by clicking **Require assistance?** on the **BlackBerry Internet E-mail Service** login page, or **Obtaining additional assistance** on the **BlackBerry Internet E-mail Service Online Help** introduction page.

Logging in to BlackBerry Internet E-mail Service

The following components are required to log in to **BlackBerry Internet E-mail Service**:

- **Internet Explorer** 5.01, 5.5, 6.0 (or higher patches), **Macintosh OS** 9.0/10.0/10.1/10.2. or **Netscape Communicator** 4.08, 4.58 (or higher patches) with **JavaScript** enabled.
- **Windows** 95/98/ME/NT4/2000/XP or **Macintosh OS** 9.0 or 10.0.

USING YOUR BLACKBERRY HANDHELD

Make sure the wireless radio is turned on using the **airplane** icon. The **airplane** icon should appear on the screen of the handheld.

To send an e-mail:

- Scroll to the **envelope icon** and press in the trackwheel
- Press in the trackwheel again and select **Compose E-mail**
- Select an e-mail address from your contacts or select **Use Once**
- Enter subject and message
- Press in the trackwheel and select **Send message**
- Press in trackwheel

To make a voice call:

- Scroll to the **phone icon** and press in the trackwheel
- Select the phone number you would like to call or:
 - select **OneTime Dial** on 6750
 - enter number manually on 7750
- Press in the trackwheel and select the number you would like to call (e.g. **416-555-5555**)

For additional information, please refer to the **User Guide** on the CD ROM.

OPTIONAL WIRELESS SERVICES AND FEATURES

The following are just a few of the optional features that are available to you to use along with your new voice enabled handheld.

Message Centre

Message Centre is a versatile, easy-to-use automated voice messaging services that is an optional feature available to you with your new voice-enabled handheld. The service answers your voice calls and records your callers' messages when you're on the line, away from your handheld, out of coverage area or have the voice capability of your handheld turned off. It can store up to 25 messages for as long as 7 to 14 days (depending on the province) and your pass code ensures all your messages are completely private.

Setting up your Message Centre mailbox

From your BlackBerry Handheld

1. Select the **phone icon** and press in the trackwheel.
2. Press the trackwheel and select **Call Voice Mail**.
3. The phone number will not automatically be set up, the device will prompt you for the phone number, please enter # followed by the phone number (e.g. #4165555555).
4. Press **Call**.
5. Your **Voice Mail** number is now programmed.
6. When prompted, enter the **temporary password** assigned to you by your Bell Mobility Customer Care Representative. **Be Sure to ask for this code when you call in to activate your phone or to add this feature to your account.**
7. When prompted, **enter a new 4 to 15 digit pass code of your own.** You may use any numbers you like as long as you **do not begin your pass code with zero.**
8. Follow the prompts to record your name.
9. Follow the prompts to record your own personal greeting or to use the standard greeting.

From a landline phone:

1. Dial your cellular number. When the system answers, press the # key.
2. When prompted, enter the **temporary pass code** assigned to you by your Bell Mobility Customer Care Representative. **Be sure to ask for this code when you call in to activate your phone or to add this feature to your account.**
3. When prompted, **enter a new 4 to 15 digit pass code of your own.** You may use any numbers you like as long as you **do not begin your pass code with zero.**
4. Follow the prompts to record your name.
5. Follow the prompts to record your own personal greeting or to use the standard greeting.

Here's how to use Text Messaging

Phone to Phone:

Send short messages to Bell Mobility subscribers or subscribers provisioned for the service with other Canadian wireless carriers whenever you like. All that's required is a CH@T ready handset or data device and the Bell Mobility cellphone number you want to send a message to.

By E-mail:

Bell Mobility assigns a personal e-mail address composed of the cellular phone number to each **Text Messaging** subscriber (e.g. **4165555555@txt.bellmobility.ca**). Your friends and business contacts can therefore reach you by sending an e-mail to this address.

World Wide Web:

Text messages can also be sent from our website at **www.txt.bellmobility.ca**. Simply type your message and click **Send**. The recipient will get the message in seconds. For more information on **Text Messaging**, visit **www.bell.ca/datadevices**

OTHER FEATURES AVAILABLE TO YOU

Bell Mobility has more features and services available to you. For more information on the availability of these features and services, please visit our website at www.bell.ca. Please note that some features may not be available in all areas.

QUESTIONS?

Visit us at www.businessonthego.ca

For Billing and Services inquiries, call **1 800 667-0123**.

For Technical and Data Support call **1 877 DATA-123** or e-mail: digitaldata@mobility.com

BELL MOBILITY—OUR AGREEMENT WITH YOU

Thank you for selecting Bell Mobility as your wireless service provider. These Terms of Service are needed for legal reasons and form the contract (the “Contract”) that will govern your relationship with Bell Mobility (sometimes referred to as “us” or “we”). The Contract is binding on you and us for each Device that you connect to our network and for service we provide to you for your Device.

DEFINITIONS

Cancellation Fee: The fee you pay us if you end your Contract having a Term of 12 months (\$99) or 24 months (\$199) before it expires.

Devices: Any wireless communication device, including cellphones, pagers, camera phones, handheld computers or other communicators that you connect to our network.

e9-1-1 Services: Any emergency services that we are mandated to provide you.

Term: The service period of either 30 days, 12 months, 24 months or 36 months selected by you, starting on the date your service is activated.

Roaming Charges: The charges payable by you when the call made with your Device is routed to another provider’s network.

Long Distance Charges: The charges payable by you for establishing long distance connections with your Device.

System Access Fee: The fee payable by you to cover a portion of network operating costs.

WHAT WE’LL PROVIDE TO YOU

GUARANTEED AIRTIME PRICING

We will not increase your monthly access fee or your airtime rates for local out of bundle calls during the Term. Fees and charges for features or services, Long Distance and Roaming charges, text messaging, mobile browsing and picture messaging charges, System Access Fee, 9-1-1 emergency service fees, connection charges, Device leasing charges and late payment charges may increase during the Term at our discretion after giving you at least 30 days notice. Promotional offers may be available to you when you activate your service and during the Term and are offered at our discretion for limited periods.

PROTECTION OF YOUR PRIVACY

All information that Bell Mobility keeps about you is confidential, other than publicly available information such as your name, address and listed telephone number. Unless you provide express consent or Bell Mobility is required by law, Bell Mobility will not disclose your personal information to anyone other than to:

- i) you;
- ii) a person who, in our reasonable judgment, is seeking your personal information as your agent;
- iii) another telecommunications service provider for the purpose of providing you with efficient and cost-effective telecommunications service;
- iv) another company for the purpose of supplying you telephone or telephone directory related services;
- v) an agent that we retain for the purposes of evaluating your credit worthiness or collecting your account;
- vi) a public authority if it appears there is imminent danger to life or property. We also protect your personal information in accordance with the Bell Customer Privacy Policy and the Bell Code of Fair Information Practices, which apply to the Bell Companies, including Bell Canada, Bell Mobility, Bell ExpressVu and Bell World or Espace Bell stores. Unless you tell us otherwise, by signing this Contract you consent to Bell Mobility sharing your personal information with the other Bell Companies to help us identify your communication and entertainment needs, and to provide you with relevant information,

advice, and solutions. The Bell Companies do not provide or sell your personal information to any outside company without your explicit consent. To view the full Policy and Code, or if you prefer at any time that Bell Mobility not share your personal information with the Bell Companies, visit www.bell.ca or call **1 800 667-1023** for more details. By signing this Contract you also consent to Bell Mobility obtaining information about your credit history from a credit reporting agency for the purpose of activating your service, and to disclosing your Bell Mobility credit history to a credit reporting agency.

YOUR TELEPHONE NUMBER

You do not own the telephone number that we have provided to you and we reserve the right to change it if required. We will notify you in advance and we will not be liable for any costs associated with this change. Your telephone number may be automatically transmitted to the person you call, other carriers, or to us. You may permanently block the display by telling us when you activate your service, or on a per call basis at any time by dialing *67 before you dial the desired phone number. If you choose to permanently block your display, you can unblock the display by dialing *82 before you dial the desired phone number.

WARRANTY AND RETURN POLICY

The performance, quality, or suitability of your Device is subject to the manufacturer's specifications and warranty. We do not guarantee uninterrupted service and will not be liable for any damages, losses or expenses that may arise due to temporary network failure or disruption of your services. For details on our return policy for Devices and service cancellation without paying Cancellation Fees, please visit www.bell.ca/warrantyandrepairs. You may be permitted to do so within 15 days of purchase but you will be responsible for all fees and charges for usage incurred prior to return and cancellation.

ENDING YOUR CONTRACT

Your Contract will end if:

- 1) You contact us to terminate your service before your Contract expires.
- 2) We contact you to end your Contract if at anytime you do not pay any amount owing when due, including a required deposit, or you otherwise violate these Terms of Service.

When Your Contract ends:

- 1) Your service will terminate 30 days later, or immediately in some cases if we have ended your Contract.
- 2) You must immediately pay all charges that are due including any Cancellation Fee and any outstanding payments or finance charge(s) – in connection with Device leasing.
- 3) You must contact your financial institution to cancel direct debits and credit card authorization relating to your account. If your Contract has not ended then upon the expiration of your Term, your Contract will be automatically renewed on a monthly basis and if your former rate plan is not available, we will provide you an alternative.

YOUR OBLIGATIONS

PAYMENTS

Monthly Service

Your monthly bill is payable upon receipt and if not paid within 30 days of the date indicated on the bill you will be charged interest on the balance owing at the late payment rate indicated on your bill. If you fail to pay your bill, or any interim payment, on time, we may suspend your service or end your Contract and terminate your service. Your monthly charges will include your monthly access fee, all applicable taxes, and may include: local out of bundle minutes, fees and charges for features, Long Distance and Roaming charges; text messaging, mobile browser and picture messaging charges; System Access Fee, 9-1-1 emergency service fees, connection charges, Device leasing charges, late payment charges and all applicable taxes.

Prepaid Service

Prepaid customers are also subject to these Terms of Service. Charges will be deducted (i) immediately for usage and pay per use services, and (ii) every month for recurring features, in each case from your Bell Mobility Prepaid account in accordance with the terms described in your Prepaid Activation Kit.

SECURITY DEPOSITS

Should your credit rating or usage charges warrant, we may require a refundable security deposit from you. Your security deposit will be returned to you after 6 months of consistent payments in the same form as originally provided.

TRANSFERRING RESPONSIBILITY

You may not transfer your account to anyone else without our prior consent. You must contact our Customer Service department and a transfer service fee may be charged.

LOSS OR THEFT

It is your responsibility to notify us immediately if your Device is lost, stolen or destroyed. You are responsible for replacing it and for all fees and charges incurred prior to you notifying us.

RESPONSIBLE USE OF SERVICES

You cannot use the services or your Device for any illegal or abusive purposes. You cannot use the services or Device if your use causes our network, or our ability to provide services to others, to be adversely affected. You cannot threaten or abuse any Bell Mobility employee or representative. To protect the integrity of our network, you may not resell any of our services or allow any alteration of the electronic serial number located on your Device. In addition, you must agree to follow all other service regulations issued or adopted by us.

INDEMNITY

You are responsible for and will indemnify us for all damages, losses, expenses and any action, claim and judgment which may be made against us by anyone in connection with your use of our services or violation of these Terms of Service.

LICENSES

You grant us and our suppliers a world-wide, royalty-free, unrestricted license to use, copy, adapt, transmit, display and perform, distribute and create compilations and derivative works from any and all user content you elect to post in connection with the service, solely as required for us to provide you the service. You acknowledge that we may store your user content on our facilities for the purposes of you accessing such content, but that if you fail to access such content within a certain period of time (not less than 30 days from the last access unless we tell you otherwise) or if your service terminates, we may delete such content without notice to you.

LIMITS ON OUR LIABILITY

GUARANTEED AIRTIME PRICING

Except for physical injuries or death, or damage to property caused by our gross negligence, we are not liable to you or anyone using your Device for the following:

- i) defects, failures or interruptions in transmission;
- ii) any damages, loss of profits, loss of property, loss of earning, loss of business opportunities, or any other loss, however caused, arising directly or indirectly from your use of the service, features or your Device;
- iii) any content transmitted on or recorded by our network, including content that may be illegal, dangerous, defamatory or annoying or which may infringe upon the intellectual property, privacy or other rights of another party;
- iv) our acts or omissions, including those of our employees, agents and persons for whom we are legally responsible, whether negligent or otherwise;
- v) any violation by you of these Terms of Service, your negligence, or acts or omissions when using the service, features or your Device;
- vi) loss, theft or unauthorized use of any Bell Mobility Prepaid cards or the12 digit-pin.

The following applies when we provide e9-1-1 Services. Our liability is not limited by the limitations set out below in cases of our deliberate fault, gross negligence or anti-competitive conduct or in cases of breach of contract where the breach results from our gross negligence. Except in cases where our negligence results in physical injury, death or damage to your property or premises, our liability for negligence related to our provision of e9-1-1 Services is limited to the greater of \$20 and three times the amount you would otherwise be entitled to receive as a refund for the provision of defective service under this Contract. In respect of our provision of e9-1-1 Services, we are not liable for:

- (i) libel, slander, defamation or the infringement of copyright arising from material or messages transmitted over our telecommunications network from your property or premises or recorded by your Device or our equipment;
- (ii) damages arising out of your acts, default, neglect or omission in the use or operation of equipment we have provided to you; and
- (iii) any act, omission or negligence of other companies or telecommunications systems when facilities of such other companies or telecommunications systems are used in establishing connections to or from your facilities and Device.

AGREE, SIGN AND ACTIVATE

If you do not agree with the above Terms of Service, do not proceed with the activation of your Device and please return it to us undamaged in its original packaging within 15 days of the purchase date. If you do not sign below but activate your Device and use the service, you agree that you are bound by the above Terms of Service. IF YOU AGREE WITH THE ABOVE TERMS OF SERVICE, INCLUDING THE LIMITS ON OUR LIABILITY, please sign below.

- I prefer that Bell Mobility not share my personal information with the other Bell Companies.

Thank you for reviewing the Terms of Service, we look forward to serving you.

Sincerely,



Cameron McCuaig
VP Customer Service
Bell Mobility Inc.

Accepted by:

[Customer Name] _____

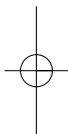
Date: _____

Customer Signature: _____

These Terms of Service cannot be modified in any way by your Bell Mobility sales representative or agent. If you require further information please contact www.bell.ca or Customer Service at 1 800 667-0123.

The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks, or registered trademarks, of Research In Motion Limited, and are used by permission. Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

—



—