

GENERAL TARIFF

EMERGENCY-REPORTING AND ALERTING SYSTEMS

9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)

1. GENERAL

- 1.01 Public Emergency Reporting Service is provided on an exchange by exchange basis to customers connected to the Company's network by primary exchange, Centrex or Digital Exchange Access or Wireless Access services under the terms of agreements with municipalities and/or other governments, subject to the availability of suitable facilities. The service provides for the transport of 9-1-1 dialed calls to emergency reporting bureau and other agencies as specified in the agreement.
- 1.02 The service provides the Company's customers with the universally recognized 9-1-1 three-digit dial access to emergency response agencies serving their communities. The Company provides customer access to the 9-1-1 code from each of its wire centers to provide service coverage specified in the agreement with the municipality. Answering of the call and the emergency response is the responsibility of the municipality and is not provided by the Company as part of the 9-1-1 Public Emergency Reporting Service.
- 1.03 The Company determines and provides the required individual or trunk lines and data lines to the emergency reporting bureau and the fire, police and ambulance dispatch centers, pursuant to the agreement between the municipality, the Company and Bell Canada. When a municipality requests lines or trunks above the number determined to be appropriate by the Company and Bell Canada, then tariff rates apply to its additional requirements.

2. CONFIDENTIALITY

- 2.01 The Company provides to the municipalities on a call-by-call basis for the operation of 9-1-1 PERS, the name, telephone number and service location shown on the Company's records as the address for the primary exchange or Centrex services from which the 9-1-1 call is placed, and when required, the Company provides the class of service. The class of service and the service location, if not the listed address, are provided on a confidential basis, as an exception to Section 80, Item 10 for the sole purpose of responding to emergency calls.
- 2.02 The information consisting of names, address and telephone numbers of customers whose listings are not published in directories or listed in the Company's Directory Assistance records is confidential. Information is provided on a call-by-call basis, as an exception to Section 80, Item 11 for the sole purpose of responding to emergency calls. The party calling 9-1-1 waives the right to privacy afforded under Section 140, Item 1.03 to the extent that the name, location and telephone number associated with the originating telephone are furnished to the municipality operating the 9-1-1 PERS.

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3. FEATURES

3.01 9-1-1 PERS provides the Company's customers with 3-digit dial access (9-1-1) to emergency response agencies. The 9-1-1 call is delivered to a central answering bureau operated by the municipality. The attendant at the bureau determines the nature of the emergency and forwards the call to the appropriate fire, police or ambulance dispatch centre. The answering attendants at the agencies are supported by the following wireline or wireless features provided with 9-1-1 PERS.

(a) Selective Routing and Transfer

The Company maintains a central database in the network that will automatically route the 9-1-1 call to a pre-assigned answering bureau.

(1) Wireline

Routing of the 9-1-1 call is based on service address location as determined by the calling telephone number.

If the caller's telephone number is not discernible or not received in time, or carries a NPA-XXX not recognized by the selective routing database, the 9-1-1 call routing is based on the serving end office's incoming trunk group default emergency service number.

If the caller's telephone number record is not available in the selective routing database and the NPA-NXX is recognized, the 9-1-1 call routing is based on the caller's NPA-NXX default emergency service number.

(2) Wireless

The routing of a 9-1-1 call to the emergency agency Designated by the municipality is based on the incoming wireless trunk group's billing Telephone Number (BTN)

If the wireless trunk group's BTN is not discernible or not received in time, the 9-1-1 call routing is based on the serving end office's incoming trunk group default emergency service number.

If the wireless trunk group's BNT record is not available in the ALI database, the 9-1-1 call routing is based on the wireless trunk group's BTN NPA-NXX default emergency service number.

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(b) Automatic Line Identification (ALI)

(1) Wireline

Bell Canada maintains the ALI database which displays to the answering attendant the name, location and telephone number of the primary exchange, Centrex services from which the 9-1-1 call was placed.

(2) Wireless

The Company maintains the ALI database which displays to the answering attendant the wireless carrier's name, incoming wireless trunk group's BTN and "wireless/cellular" class of service associated with the wireless caller.

(c) Call Control Features (Bureau Hold, Ringback, Calling Party, Disconnect Signal)

(1) Wireline

A series of call control features allows the answering attendant to retain the 9-1-1 call for as long as may be required.

Call Control Features are available to wireless originated 9-1-1 calls where emergency service trunking is capable of providing Call Control Features functionality.

Application of some features may be limited by the originating terminal equipment, e.g. the PBX station may not provide Call Control Features even through the PBX trunks are provided with Call Control Features.

(2) Wireless

Call Control Features are not available for wireless originated 9-1-1 calls.

(d) Integrity Check

This allows the agency to verify that the 9-1-1 access lines to its bureau are in working order.

The operation of these features is dependent upon the accuracy of the Company's records and information received from the municipality and others, such as, new street information and boundary changes.

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4. RATES AND CHARGES

4.01 Rates as stated in 4.03 below are effective on the date stated in the signed agreement between the Company and the municipality.

4.02 Municipalities providing basic 9-1-1 service, without the ALI feature may retain the service until the 9-1-1 PERS technology is deployed. These municipalities may not make additions to their existing service before the introduction of 9-1-1 PERS.

4.03 A Monthly rate as stated below applies to the Company's customers served by a 9-1-1 PERS:

DESCRIPTION	MRC
Each primary exchange service Equipped for outward local calling (see note 1)	\$0.19
Each Centrex Local	\$0.19
Digital Exchange Access service DS-0 connected to the PSTN equipped For outward local calling	\$0.19
Wireless Access services, each working Telephone number equipped for outward local Calling (note 2)	\$0.95

Note 1: Exemption Coin Telephone Service found in Section 150.
Note 2: The rate has been reduced by 50% since the ALI functionality is not available.

5. 9-1-1 MUNICIPAL CHARGES

5.01

a) The Company provides a billing and collection arrangement for municipalities whereby it collects monthly from its customers 9-1-1 Municipal Charges for each service specified above. This charge established by the municipality is in addition to the monthly rates specified, except that for Centrex service, the charges are for each PSTN connection and, for Wireless Access service providers, the charges are for each access channel.

b) The 9-1-1 Municipal Charges billing and collection service is provided under the terms of this tariff and an agreement entered into with the Company.

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WIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE

1. GENERAL

- 1.01 The Wireless Service Provider ("WSP") Enhanced 9-1-1 Service provides WSPs with trunk side access to the Company's 9-1-1 Network in order to transport location information associated with a WSP's cell site/sector that received a 9-1-1 dialed call and the call-back number of the WSP's End-Customer placing a 9-1-1 call to the designated Public Safety Answering Point ("PSAP").
- 1.02 For 9-1-1 dialed calls originating from Wireless Service Provider Enhanced 9-1-1 Service, the call display information includes, but is not limited to:
- identification of the Wireless Service Provider;
 - location information associated with the call's receiving cell site/sector;
 - the 9-1-1 routable number associated with the cell site/sector; and
 - the 9-1-1 caller's call back number
- 1.03 For 9-1-1 dialed calls not originating from Wireless Service Provider Enhanced 9-1-1 Service, the call display information is limited to identification of the WSP.
- 1.04 For calls to 9-1-1 by WSP end-customer, the WSP Network shall transport to the Company's Selective Router the Emergency Service Routing Digits ("ESRD") associated with the WSP cell site/sector that received the 9-1-1 dialed call and the 10 digit call-back number of the WSP end-customer.
- 1.05 Based on the ESRD received by the Company's Selective Router from the WSP Network, the Company's 9-1-1 Network will route 9-1-1 dialed calls from WSP end customers to the designated PSAP conjunction with the Company's WSP Enhanced 9-1-1 Service.
- 1.06 This service, through the Company's 9-1-1 Network, will provide the PSAPs with access to the ESRD and the 10 digit call-back numbers of WSP end-customers

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WIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE-cont'd

1.07 For purposes of this Tariff Item, a WSP includes Cellular Service operators, Service Operators providing Specialized Mobile Radio/Enhanced Specialized Mobile Radio and Service Operators providing Personal Communications Services. A WSP must be designated by Industry Canada to provide public mobile radio service in areas served by the Company.

1.08 For greater certainty, WSP further includes wireless service providers offering service in accordance with the CRTC's directives applicable to Competitive Local Exchange Carriers (CLECs)

2. Definitions

For the purposes of this Tariff Item:

2.01 Emergency Service Routing Digits ("ESRD") means a non-dialable 9-1-1 routable telephone number that is uniquely associated with a cell site/sector.

2.02 Public Safety Answering Point or ("PSAP") means an answering location for 9-1-1 calls originating in a 9-1-1 serving area staffed by employees of service agencies such as police, fire or emergency medical agencies or by employees of a common bureau serving a group of such entities.

2.03 Selective Router means a 9-1-1 tandem switch that routes calls to 9-1-1 to the designated Public Safety Answering Point.

2.04 Trunk or Trunking means a DS-0 time slot or channel between the trunk side of the WSP's switch and the Company's Selective Router.

2.05 WSP end-customer means the end-user of telecommunications services provided by the WSP and roaming wireless caller using the WSP network.

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WIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE-cont'd

- 2.06 WSP Network means the public mobile radio telephone system of the WSP which includes to WSP switches that receive 9-1-1 dialed calls from WSP end customers.

3. **TERMS AND CONDITIONS**

- 3.01 WSP Enhanced 9-1-1 Service is provided under the terms and conditions defined in this Tariff Item and in an executed Wireless Service Provider Enhanced 9-1-1 Service Agreement (the "Agreement") between the Company and the WSP
- 3.02 The WSP shall be responsible for providing, at its own expense, all necessary facilities and equipment required to interface with the 9-1-1 Management System.
- 3.03 The WSP shall provide for the interconnecting trunking required to route originating calls to 9-1-1 between the WSP's switch and the Company's selective Router.
- 3.04 The Company shall define the serving area for its Selective Routers.
- 3.05 The WSP is required to provide CCS7 signalling on trunk side to enable the exchange of Integrated Services Digital Network User Part ("ISUP") signaling information necessary to support the signaling requirements for this service.
- 3.06 The WSP shall construct, equip, maintain and operate its WSP Network so as to provide adequate 9-1-1 call processing to WSP end-customers consistent with the purposes and requirements of the Agreement.
- 3.07 The WSP shall route the 9-1-1 calls originating within the designated 9-1-1 serving areas from the WSP end-customers to the Company's 9-1-1 selective Routers.

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WIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE-cont'd

3.08 The Company's CCS7 signalling on trunk side for WSP is available at the rates and charges and under the terms and conditions specified in Cochrane Telecom Services General Tariff Section 230 Page 1, Wireless Access Service Trunk-side Access.

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3.09 The non-dialable NPA- 511-XXXX numbers, used for the WSP cell site/sector routing purposes, will be administered by the ESRD administrator.

4. RATES AND CHARGES

4.01 The WSP shall pay to the Company the following rate for each of its wireless working telephone numbers equipped for outward calling within the Company's serving territory.

Monthly rate per wireless telephone number.....\$0.0173