

EXCHANGE SERVICE

Item
485.PROVINCE-WIDE ENHANCED 9-1-1 SERVICE (E9-1-1)1. GENERAL

Province-Wide Enhanced 9-1-1 Service provides, on an optional basis by municipality, a province-wide universally recognized 9-1-1 access to emergency response agencies (ERAs). The 9-1-1 call is delivered to a central public safety answer point (PSAP). The PSAP operator determines the nature of the emergency and forwards the call to the appropriate ERA. The service includes the provision of customer access by wireless subscribers.

The Company provides customer access to the 9-1-1 number from each of its Wire Centres as specified in the "Province-Wide E9-1-1 Emergency Reporting Services Agreement" with the municipality or other government authority responsible for providing emergency services to the community. Customers residing in municipalities that choose to participate will be billed a monthly E9-1-1 charge for each Exchange service equipped for outward calling to the public switched telephone network. C

2. SERVICE AND EQUIPMENT

A. Selective Call Routing and Transfer

A central database maintained by the Company in the network matches the caller's service address to an emergency service zone (ESZ). The ESZs represent the municipal boundaries, and the fire, police, and ambulance serving areas. This feature automatically routes the 9-1-1 call to the correct public safety answer point and provides the correct emergency response agencies serving the 9-1-1 caller. This enables the PSAP operator to transfer the call to any, or all of the ERAs. C

B. Automatic Location Identification (ALI)

ALI displays name, service address, telephone number, and class of service of the 9-1-1 caller at the PSAP terminal. ALI functionality is not available for calls received from Wireless Access Services, other than to identify that the call is from a wireless subscriber.

EXCHANGE SERVICE

Item
485.PROVINCE-WIDE ENHANCED 9-1-1 SERVICE (E9-1-1) – continued2. SERVICE AND EQUIPMENT – continued

C. Call Control Features

Call control features allow the PSAP operator to hold the 9-1-1 call for as long as necessary. If the 9-1-1 caller accidentally hangs up, the call is not dropped. The PSAP operator can invoke an automatic ring back if required or stay on the line and in control of the call should the 9-1-1 caller attempt a second call. The PSAP operator can also disconnect a call if the need arises.

Call Control features are not available for Wireless originated calls.

3. CONDITIONS OF SERVICE

A. The Company will determine and provide the required facilities that extend services directly to the PSAP and the ERAs, subject to the agreement between the Company and the municipalities.

B. The Company provides to the PSAP, on a call-by-call basis, the name, telephone number, class of service, and service location shown on the Company's records as the address for the exchange service from which the 9-1-1 call is placed. The information, if confidential, is provided on a confidential basis as an exception to Item 1610.1.F. for the sole purpose of responding to 9-1-1 emergency calls.

C. The information consisting of names, addresses, and telephone numbers whose listings are not published in directories or listed in the Company's directory assistance records is confidential. The individual calling 9-1-1 waives the right to privacy to the extent that the name, telephone number, class of service, and physical service location associated with the originating telephone are furnished to the PSAP.

4. RATES AND CHARGES

The customer (Note 1) shall pay the Company the following monthly rate for the Company's Province-Wide E9-1-1 Service:

Province-Wide E9-1-1 Service	\$0.12 (Note 2)	*
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Notes:

(1) In those municipalities party to the E9-1-1 agreement with the Company, all exchange services equipped for outward calling to the public switched telephone network (PSTN) are subject to the monthly rate. Wireless Service Providers, using the Company's Province-Wide Enhanced 9-1-1 Service, will be charged 50 percent of this monthly rate per working telephone number.

(2) The rate includes the adjustment approved in Telecom Order CRTC 2009-375 to accommodate the replacement of the Company's wireline/wireless ALI database pursuant to Telecom Regulatory Policy CRTC 2009-40, *Implementation of wireless Phase II E9-1-1 service*.