

GENERAL TARIFF

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

- 1. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS) |
- 1.01 9-1-1 Public Emergency Reporting Service (PERS) is provided to customers connected to the Company's network by primary exchange and Centrex, and the Bell PERS rollout Schedule services under the terms of agreements with municipalities and/or other governments, subject to the availability of suitable facilities and the Bell PERS rollout Schedule. The service provides for the transport of 9-1-1 dialled 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 centres to provide service coverage specified in the agreement with the municipality/government. Answering of the call and the emergency response is the responsibility of the municipality/government 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 centres, pursuant to the agreements between the municipality/government and the Company and Bell Canada. When a municipality/government requests lines or trunks above the number determined to be appropriate by the Company and Bell Canada then the tariff rates apply to its additional requirements. |
- 1.10 **Confidentiality** | **N**
- (a) The Company provides to the municipalities/governments 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 11.01 for the sole purpose of responding to 9-1-1 emergency calls. |
- (b) The information consisting of names, addresses 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 the Company's General Tariff Section 80, Item 11.01, for the sole purpose of responding to 9-1-1 emergency calls. The party calling 9-1-1 waives the right to privacy afforded under the Company's General Tariff 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/government operating the 9-1-1 PERS. |

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1. 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS) – Cont'd

1.20 **Features**

9-1-1 PERS provides the Company's customers with three digit access (9-1-1) to emergency response agencies. The 9-1-1 call is delivered to a central answering bureau operated by the municipality/government. 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 special features provided with 9-1-1 PERS.

(a) Selective Routing and Transfer

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

(b) Automatic Line Identification (ALI)

The Company is responsible to provide information to the ALI database which displays to the answering attendant the name, location and telephone number of the primary exchange and Centrex services from which the call was placed.

(c) Call Control Feature

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

(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/government and others, such as, new street information and boundary changes.

1.30 **Rates and Charges**

(a) Rates as stated in (b) below are effective on the date stated in the signed agreement between the Company and the municipality/government.

(b) A monthly rate as stated below applies to the Company's customers served by a 9-1-1 PERS:

	Monthly Rate
Each primary exchange service equipped for outward local calling	
(see note 1).....	\$0.24
Centrex III, per working telephone number equipped for	\$0.24
outgoing access to the public switched telephone network	

Note 1:

Exemption: Coin Telephone Service