

PART F General Tariff Services**ITEM 503. 9-1-1 Emergency Response Service (ERS)****1. Definitions**

1.1 For the purposes of this tariff, the following terms have the meanings as defined below:

"**9-1-1 database**" is the database operated by the 9-1-1 service provider that provides selective routing information based on ANI, ALI, and SAG information.

"**9-1-1 service provider**" is the incumbent local exchange carrier (ILEC) that provides 9-1-1 emergency response service to the local authority pursuant to a tariff and/or agreement. The 9-1-1 service provider's tariff and/or agreement makes access to 9-1-1 emergency calling available to the ILEC's end-users located within the serving area.

"**ALI**" or "automatic location identification" is a database feature that displays to call answer centres and ERAs address/location data with respect to the telephone line from which the 9-1-1 call originates.

"**ANI**" or "automatic number identification" is a database feature that displays the telephone number from which the 9-1-1 call originates.

"**Call answer centre**" is the first point of reception for all 9-1-1 calls in its serving area. It is a communications facility that is open 24 hours a day, 365 days a year, and is responsible for redirecting or transferring emergency calls to ERAs.

"**Call control**" is a set of features that allow the 9-1-1 operator to maintain control of the 9-1-1 call regardless of calling-party action.

"**CRTC**" or "Commission" is the Canadian Radio-television and Telecommunications Commission.

"**End-user**" is the ultimate purchaser of telecommunications services provided on a retail basis by a telecommunications service provider.

"**ERA**" or "emergency response agency" is the communication centre to which emergency calls are transferred from a call answer centre. ERAs normally refer to the fire, police, and ambulance agencies responsible for dispatching emergency personnel.

"**ESZ**" or "emergency service zone" is a defined area consisting of a specific combination of municipality, law enforcement, fire, emergency medical and call answer centre coverage areas.

"**Exchange service**" is any local telecommunications service offered by the competitive local exchange carrier (CLEC) to its end-users.

"**Local authority**" is a municipality, provincial government, or any other authority responsible for operating the call answer centre.

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"**Local subscriber**" is a CLEC end-user located within the local authority's boundaries who subscribes to any of the CLEC's exchange services.

"**Public safety answering point**" or "PSAP": see "Call answer centre."

"**SAG**" or "**street address guide**" means the databases that contain street names, address ranges, routing codes (if provided), and other data required to verify street address information which is entered into the 9-1-1 database and which is used for selective routing and transfer.

"**Serving area**" is the area from which 9-1-1 calls will be directed to a particular call answer centre as determined by the local authority.

2. Service Description

2.1 9-1-1 emergency response service (9-1-1 ERS) is provided under the terms of this tariff, with the cooperation of the 9-1-1 service provider and the local authority, to the CLEC's end-users who are connected to the CLEC's network by any of the CLEC's exchange services. The provision of this service is subject to the availability of suitable facilities. This service provides for the transport of 9-1-1 dialed calls to call answer centres.

2.2 The service provides the CLEC's end-users with 9-1-1 three-digit-dial access to call answer centres serving their communities. The CLEC provides its end-users with access to the 9-1-1 code from each of its central offices to provide the service coverage specified by the local authority. Call answer and emergency response services are not provided by the CLEC as part of its 9-1-1 ERS.

2.3 The 9-1-1 call is delivered by the 9-1-1 service provider to a call answer centre operated by the local authority. The attendant at the call answer centre determines the nature of the emergency and forwards the call to the appropriate ERA. The answering attendants at the call answer centres and ERAs are supported by the following special features provided by the 9-1-1 service provider in accordance with its tariffs and agreements:

2.3.1 Selective routing and transfer: The 9-1-1 service provider maintains a central database in its network that will automatically route the 9-1-1 call to a pre-assigned call answer centre based upon the ANI and/or ALI of the telephone line from which the 9-1-1 call originates.

2.3.2 ALI: The 9-1-1 service provider maintains an ALI database.

2.3.3 Integrity Check: This allows the call answer centre to verify that the 9-1-1 access lines to its bureaus are in working order.

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2. Service Description - Continued

The operation of the selective routing and transfer and ALI features is dependent upon the accuracy of the CLEC's records and information received from the local authority and others, such as new street information and boundary changes.

3. Object

3.1 In accordance with the terms and conditions of the CLEC's General Tariff, the CLEC shall fulfill its obligations under this tariff to make 9-1-1 ERS available to its end-users and shall be bound by the provisions of the tariff, unless a written agreement for the provision of 9-1-1 ERS is executed by the CLEC and the local authority.

4. Conditions of Service

4.1 As conditions of providing 9-1-1 ERS, the CLEC shall

4.1.1 Make 9-1-1 ERS accessible to all local subscribers in the serving area;

4.1.2 Provide 9-1-1 ERS through the network of the 9-1-1 service provider;

4.1.3 Provide ANI and/or ALI data, routing data, and other necessary data to the 9-1-1 service provider which, in turn, shall provide such data to the call answer centre and ERAs as deemed appropriate by the CLEC, the local authority, and the 9-1-1 service provider;

4.1.4 Maintain and update the SAG upon receipt of information provided and validated by the local authority regarding geographic data, including street names, addresses, and the borders of the serving areas and ESZs;

4.1.5 Provide to the local authority at its designated call answer centre, in writing and in advance of offering local exchange services

4.1.5.1 A telephone number that is accessible 24 hours a day, 7 days a week, for the purpose of reporting trouble with the 9-1-1 emergency calling system, and

4.1.5.2 A facsimile number and/or alternative address, such as an e-mail address, to deal with problems with local subscribers' information and the SAG, and to update such information as requested; and

4.1.6 Be responsible for any other requirements that are not specifically identified in the tariff and are related to matters of the kind listed in Item 503.4.1.

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5. Characteristics of Service

5.1 9-1-1 ERS permits the use of features including, but without being limited to, ANI and/or ALI, selective routing and transfer, and call control features. The availability and reliability of these features depend on the following:

5.1.1 The terminal systems and the operating mode selected for the call answer centre and ERAs;

5.1.2 The type of exchange service and the equipment and/or telephone systems from which 9-1-1 calls originate;

5.1.3 The accuracy of the data, which itself is dependent upon the information provided by various sources (the CLEC, the local authority, the 9-1-1 service provider, other telecommunications carriers, the CLEC's end-users, etc.); and

5.1.4 The characteristics and reliability of the 9-1-1 service provided by the 9-1-1 service provider, to the extent that the CLEC's participation in the provision of 9-1-1 ERS is dependent upon the 9-1-1 service provided by the 9-1-1 service provider.

6. Confidentiality

6.1 Any information provided by the CLEC to the local authority, its employees, servants, agents, and/or co-contractors pertaining to the design, development, implementation, operation, and maintenance of 9-1-1 ERS is confidential and shall be provided only to those persons who need to know the information for the purposes of providing 9-1-1 ERS.

6.2 The CLEC provides to the 9-1-1 service provider, for the operation of 9-1-1 ERS, the name, telephone number, class of service, and service location shown on the CLEC's ANI and ALI records as the address for the CLEC exchange services. The CLEC provides this information for all of its end-users. The 9-1-1 service provider in turn provides this information, and when required, the class of service, to the local authority when a 9-1-1 call is placed by one of the CLEC's end-users. The class of service and the service location, if it differs from the listed address, are provided on a confidential basis to the 9-1-1 service provider and, in turn, to the local authority for the sole purpose of responding to 9-1-1 emergency calls.

6.3 The information consisting of names, addresses, and telephone numbers of the CLEC's end-users whose listings are not published in directories or listed in directory assistance records is confidential. The party calling 9-1-1 waives the right to privacy under any of the CLEC's tariffs or agreements to the extent that the name, location, and telephone number associated with the originating telephone are furnished to the local authority operating a call answer centre.

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6. Confidentiality - Continued

6.4 The CLEC shall abide by all applicable legislation in effect with respect to the protection of privacy.

7. Quality of 9-1-1 ERS

7.1 The CLEC shall install and operate 9-1-1 ERS in a manner that meets quality standards generally accepted in North America for such services. The following are examples of the content of quality standards generally accepted in North America:

- 7.1.1 Average of 0.1% blocking within the network;
- 7.1.2 Diverse telephone networking capabilities;
- 7.1.3 Updated ANI and/or ALI records in the 9-1-1 service provider's database; and
- 7.1.4 Special call control features, such as bureau hold, emergency ringback, calling party disconnect signal, and forced disconnect.

7.2 The CLEC agrees to restore service as quickly as possible on a priority basis should there be any interruption, delay, mistake, or defect in its transmission or in its network facilities.

8. Implementation

8.1 The implementation of 9-1-1 ERS within the serving area shall be carried out pursuant to an implementation schedule to be mutually agreed on by the CLEC, the local authority, and the 9-1-1 service provider (the Parties). The implementation schedule may be changed by agreement of the Parties.

9. Limitation of Liability

9.1 The CLEC's liability for the performance of its obligations pursuant to this tariff shall be subject to and governed by [Tariff Item # 102 –Terms of Service].

9.2 The CLEC shall, during the term of this tariff, maintain sufficient insurance to cover its obligations under this tariff and shall provide evidence of same to the local authority, or, if the CLEC is self-insured, provide satisfactory evidence to the local authority that the CLEC is and will be, at all relevant times, in a position to successfully meet its monetary obligations stemming from liability under this tariff.

10. Force Majeure

10.1 The CLEC shall not be held responsible for any damages or delays as a result of war, invasion, insurrection, demonstrations, or as a result of decisions by civilian or military authorities, fire, floods, strikes, and, generally, as a result of any event that is beyond the CLEC's reasonable control.

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10. Force Majeure - Continued

10.2 The local authority may designate a back-up call answer centre to which 9-1-1 calls will be directed if the primary call answer centre is unable to accept the calls for any reason.

10.3 The CLEC shall, in the event of a disaster or force majeure, co-operate and make all reasonable efforts to provide temporary replacement service until

permanent service is completely restored.

10.4 The costs required to provide temporary replacement service shall be borne by the CLEC in accordance with the CLEC's obligations as indicated in Item 503.4 of this tariff.

11. 9-1-1 Municipal Charges

11.1 Upon request from the local authority, the CLEC will provide a billing and collection arrangement for local authorities participating in 9-1-1 ERS (billing and collection service) so that, subject to Item 503.11.6, it collects 9-1-1 municipal charges on behalf of the local authority monthly from its end-users for each of its exchange services.

11.2 The CLEC provides 9-1-1 municipal charges billing and collection service on the basis that the CLEC is given the local authority's accounts receivable for the 9-1-1 municipal charges for an amount equivalent to their full value, less a discount on the billed charges and less those charges that the CLEC's end-users have specifically and expressly refused to pay.

11.3 The 9-1-1 municipal charges billing and collection service is provided under the terms of this tariff and/or a billing and collection agreement that the local authority has entered into with the CLEC.

11.4 The 9-1-1 municipal charges billing and collection service is provided subject to the availability of suitable facilities.

11.5 The CLEC cannot suspend or terminate the provision of any of its exchange services to its end-users solely for the non-payment of these charges.

11.6 Notwithstanding Item 503.11.1, the CLEC may decide not to bill 9-1-1 municipal charges to its end-users or to bill only a portion of the municipal charges; however, the CLEC shall make any payments contemplated in Item 503.11.2 as if the municipal charges had been billed by the CLEC to its end-users.

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