

RELAY SERVICE

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1. DEFINITIONS

1.1 *Relay Service* enables a person using a keyboard-type device (e.g. TTY) to communicate with a hearing person (or vice-versa) over the telephone network. A specially trained operator assists in the placing or receiving of calls to/from persons using a keyboard-type device.

*IP Relay* is a text-based operator service that provides persons with hearing or speech disabilities with the technical means to communicate via telephone call with persons without such disabilities. All relay calls require three parties: the caller, the intended recipient of the call and the relay operator. In an IP Relay call, the relay operator communicates with the person with a hearing or speech disability via text and the person without a hearing or speech disability via voice. The person with a disability accesses the service by using any device capable of Internet access to reach the relay provider's website and/or text messaging application to reach the relay operator. The person without a disability dials a toll free number to reach the relay operator using any telephone service. While access to the Internet and a device capable of Internet access are necessary for the person with a disability to communicate with the IP Relay operator, these two items are not part of the relay service offering.

All references to Relay Services include both TTY-based and IP Relay based service.

1.2 CONDITIONS OF SERVICE

An IP Relay operator will relay conversations only when one of the parties is a deaf, hard of hearing or speech-impaired customer communicating using an IP connection and the other party is a hearing party using a telephone. The operator shall terminate the call when either party hangs up.

IP Relay to IP Relay and IP Relay to TTY calls are not supported.

People's Tel reserves the right to terminate any message which is found to be contrary to law.

People's Tel assumes no liability to any Basic Exchange Service or IP Relay Service Customer for mistakes, omissions, interruptions, delays, errors or defects in the transmission of the actual voice to printed text or printed text to voice translation.

People's Tel reserves the right to terminate a message which in People's Tel's opinion abuses or injuriously affects the operation of the facilities or services of People's Tel.

People's Tel shall not maintain any records covering the content of any message.

IP Relay Services are available for use twenty-four (24) hours per day, seven (7) days per week.

To place an IP Relay Toll Call, the originator shall contact an IP Relay service operator via an 800 Service provided for such purpose. The IP Relay service operator shall establish and relay the message and record call details for billing purposes.

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1.2 CONDITIONS OF SERVICE – Cont'd

Basic emergency service is provided for emergency calls placed through IP Relay Services. End-users placing an emergency call through IP Relay Services will be routed to an operator and the end-user will be asked to provide their location, city and province in which the emergency exists. Once this information has been successfully provided to the Operator, the Operator will route the end-user's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided location.

**Note:** End-users will not be charged a fee for IP Relay Services. However, end-users will be responsible for any long distance charges incurred by any calls placed via IP Relay. Any charges incurred are added to the end-user's phone bill.

**\* This service is provided for People's Tel by a third party.**

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RELAY SERVICE\* – CONTINUED

1.3 MONTHLY RATES

A monthly rate as stated below applies to all residence and business customer's switched network access lines and is in addition to other applicable rates and charges.

	<b>Monthly Rate</b>
Relay Service	\$0.13

**Note 1: Exemption: Coin Telephone Service**

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