

EMERGENCY-REPORTING AND ALERTING SYSTEMS

1. GENERAL - DESTANDARDIZED - NOT AVAILABLE FOR NEW INSTALLATIONS

- 1.01 Emergency-reporting and alerting systems are available to municipalities and other organizations for the transmission by telephone of reports of fires or other emergencies.
- 1.02 Three standard types of systems are available and are described in sub-section 2, 3 and 4. For other types of systems developed to meet special requirements, rates and charges are based on the expense incurred by the Company.
- 1.03 The municipality is to conduct any negotiations that it considers necessary with fire underwriters about fire insurance classifications or other matters affecting the services.

2. TELEPHONE-TYPE ALERTING SYSTEM

2.01 General

- (a) This system is designed for use in Exchanges served by a single Wire Centre, where the fire hall is continuously attended and volunteer firemen are on call. C
- (b) A special telephone and, if required by the municipality, a lamp cabinet are installed in the fire hall. When the receiver is lifted, the telephone is connected with the individual line services of designated volunteer firemen; these services are simultaneously disconnected from regular Exchange service and the bell at each telephone rings until the telephone is answered. Answering of the respective telephones is shown by indicating lamps in the lamp cabinet. C
- (c) If desired, a siren provided by the municipality may be actuated by operation of a key in the fire hall.
- (d) An initial service period of five years applies to the relay equipment installed in the Wire Centre. C

2.02 Rates and Charges

	<u>MRC</u>	<u>SC</u>	<u>USOC</u>
Lamp cabinet, each	S/A	-	
Relay equipment in Central Office			
20-line capacity	183.35	-	7EG
Key at fire hall to actuate siren, each	1.95	MESC	56E

Local distance charges:

- Between Wire Centre and
- telephone at fire hallSee N260-3
- lamp cabinet (one circuit required for each two firemen's services connected)
- siren

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3. INDIVIDUAL-LINE TYPE REPORTING SYSTEM

3.01 General

- (a) This system is for use in small common-battery Exchanges in which the fire hall is not continuously attended. C
- (b) A Central Office line arranged for inward service only is connected with two to six reporting telephones at indoor locations designated by the municipality, one of which is normally in the fire hall. The bell at each telephone rings when the line is called. A regular Exchange service telephone should be available for use at the location of each reporting telephone. C
- (c) A siren provided by the customer may be actuated over the Central Office line by a key installed at each reporting telephone. C

3.02	<u>Rates and Charges</u>	<u>MRC</u>	<u>SC</u>	<u>USOC</u>
	Individual Line (Grp 3)			
	with telephone at main location	\$18.35	MESC	EMY(X)
	Each key at a telephone to actuate siren	1.95	MESC	56E(X)

NOTE (x): Destandardized; not available for new installation.

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, 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. C
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- 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. 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. C
- 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 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 N80, Item 10 for the sole purpose of responding to emergency calls.

EMERGENCY-REPORTING AND ALERTING SYSTEMS

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

2. Confidentiality (Cont'd)

2.02 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 Section N80, Item 10, for the sole purpose of responding to emergency calls. The party calling 9-1-1 waives the right to privacy afforded under Section N140, 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.

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, 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 Automatic Line Identification (ALI) database, the 9-1-1 call routing is based on the caller's NPA-NXX default emergency service number.

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

3. Features (Cont'd)

(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 BTN 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.

(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

Bell Canada 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 wireline 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 though the PBX trunks are provided with Call Control Features.

EMERGENCY-REPORTING AND ALERTING SYSTEMS

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

3. Features (Cont'd)

(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.

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.

EMERGENCY-REPORTING AND ALERTING SYSTEMS

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

4. Rates and Charges (Cont'd)

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

	<u>MRC</u>
Each primary exchange service equipped for outward local calling (see Note 1)	\$0.33
Each Centrex Local	\$0.33
Digital Exchange Access service, DS-0 connected to the PSTN equipped for outward local calling (see Note 2)	\$0.33
Wireless Access services, each working telephone number equipped for outward local calling (see Note 3)	\$0.165

Note 1 Exemption Coin Telephone Service found in Sections N150 and N160.

Note 2 The DS-0 charge is not applicable to DS-0s used exclusively to deliver calls originated by WSP customers to the PSTN.

Note 3 The rate has been reduced by 50% since the ALI functionality is not available.

EMERGENCY-REPORTING AND ALERTING SYSTEMSWIRELESS 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 call display information associated with the WSP's end-customer that placed a 9-1-1 call to the designated Public Safety Answering Point ("PSAP").

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T¹ 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.

T¹ For greater certainty, WSP further includes WSPs offering service in accordance with the CRTC's directives applicable to Competitive Local Exchange Carriers (CLECs).

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Phase I

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 a 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 in 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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EMERGENCY-REPORTING AND ALERTING SYSTEMSWIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE (Cont'd)

1. General (cont'd)

Phase II

- 1.07 Phase I must be implemented prior to receiving Phase II service. The WSP Enhanced 9-1-1 Phase II Service is available to all wireless subscribers served by the Company's 9-1-1 Network in Ontario. Based on Phase I information provided by the WSP, the Company's 9-1-1 Network will formulate a location query to which the WSP's Network will reply with wireless location information for each 9-1-1 call.
- 1.08 For 9-1-1 dialed calls originating from WSP Enhanced 9-1-1 Phase II Service, the call display information includes Phase I information as well as but is not limited to:
- the 9-1-1 caller's longitude;
 - the 9-1-1 caller's latitude;
 - the 9-1-1 caller's area of uncertainty (radius in metres); and
 - the confidence factor (in percentage).
- 1.09 During 9-1-1 dialed calls originating from WSP Enhanced 9-1-1 Phase II Service, the PSAP may query updated wireless location information associated with a wireless 9-1-1 caller.
- The PSAP may also avail of the following features:
- access to the PSAP self-serve portal;
 - automated missed 9-1-1 call records delivery; and
 - 9-1-1 data records query.
- 1.10 This additional information will be appended to the existing Phase I data record.

2. Definitions

For the purposes of this Tariff Item:

"9-1-1 Network" means the Company's Provincial 9-1-1 Network provided under GT Item N390.

"Area of uncertainty" means the area defined by the radius measured from the point marked by the longitude and latitude.

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

T¹ Transferred to Page 9a.

EMERGENCY-REPORTING AND ALERTING SYSTEMS

WIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE (Cont'd)

2. Definitions (cont'd)

N | "*In-Call Location Update*" or "*ICLU*" means the functionality which permits
| the PSAP to query updated location information associated with a wireless
N | 9-1-1 call during 9-1-1 dialed calls originating from WSP Enhanced 9-1-1
| Phase II Service.

T¹ | "*Latitude*" means the angular distance, in degrees, minutes, and seconds
| of a point north or south of the Equator.

T¹ | "*Location Confidence Factor*" means the degree of confidence, in
| percentage, that the caller is within the area of uncertainty.

"*Longitude*" means the angular distance, in degrees, minutes, and seconds
of a point east or west of the Prime (Greenwich) Meridian.

"*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.

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

"*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.

"*Wireless Phase II Data*" means latitude and longitude as well as the area
of *uncertainty* and the location confidence factor.

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

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

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EMERGENCY-REPORTING AND ALERTING SYSTEMSWIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE

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 areas 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. C
- 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.
- 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 NorthernTel's General Tariff Section N230, Cellular Access Service Trunk-side Access.
- 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.

EMERGENCY-REPORTING AND ALERTING SYSTEMS

WIRELESS SERVICE PROVIDER ENHANCED 9-1-1 SERVICE (Cont'd)

3. Terms and Conditions (cont'd)

In addition to the Terms and Conditions 3.01 to 3.10 inclusive, the following Terms and Conditions apply to Phase II service.

3.11 The WSP shall construct, equip, maintain and operate its WSP Network so as to provide adequate 9-1-1 data processing to WSP end-customers consistent with the purposes and requirements of the Agreement.

3.12 The WSP shall be responsible for providing, at its own expense, all necessary facilities and equipment required to interface with the 9-1-1 Network for the purpose of establishing Phase II service in accordance with the terms and conditions set out in the Agreement for the provision of WSP Enhanced 9-1-1 service.

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.

Phase I; Monthly rate per wireless telephone number.... \$ 0.0191

Phase II; Monthly rate per wireless telephone number.... \$ 0.0191

4.02 For the purpose of calculating the charges payable, the WSP shall submit to the Company each month, an updated count of its wireless working telephone numbers in the Company's operating territory.