

ITEM

216 **Pay Telephone Access Line Service**

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216.1 **Service Description**

Pay Telephone Access Line (“PTAL”) Service provides access to the PSTN for Competitive Pay Telephone Service Providers (“CPTSP”) for the provision of pay telephone service.

PTAL Service is Business Individual Line Service access which incorporates specific requirements designed to meet the needs of the CPTSPs. In addition, specific optional features are made available for PTAL Service at specified tariff rates.

Because the Commission has forborne, in Telecom Regulatory Policy CRTC 2009-19, with respect to the regulation of this service as set out in that decision, the Company may also provide the service in this tariff at rates and on terms different from the tariffed rates and terms pursuant to an agreement entered into between the Company and a competitor that has been filed with the Commission for the public record.

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|**Definitions**

For the purposes of this Tariff item:

“*Answer Supervision Service*” – is an off-hook signalling arrangement transmitted back to the originating end of a switch connection when the called number answers.

“*0-(zero minus)*” – dialling zero and waiting which allows the operator to respond.

“*Billed Number Screening (“BNS”) Database Service*” – an arrangement which prevents the charging of collect and/or third number billed calls to a Customer’s telephone number.

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216.2A **Conditions of Service**

1. Prior to receiving service, the CPTSP must conform to the registration procedures set out in Telecom Decision CRTC 98-8, Local Pay Telephone Competition, (“Decision 98-8”) and must comply with TCC General Tariff (CRTC 21461), Item 410, Resale and Sharing.
2. Prior to obtaining PTAL Service from the Company, the CPTSP must sign a service agreement with the Company. This agreement includes as part of the terms and conditions of service the mandated consumer safeguards established by the Commission in Decision 98-8. For ease of reference, the list of safeguards is provided in Item 216.2B. Non-compliance by a CPTSP with this tariff or any consumer safeguard constitutes reason for the termination of the access service. As noted in Decision 98-8, when cases of abuse arise and are substantiated, the Commission will direct the Company to discontinue the provision of the access services to the CPTSP.
3. PTAL Service will only be offered at the Company exchanges where the necessary central office equipment and access facilities to the Customer locations are available.
4. The CPTSP may also subscribe to any line based feature of the Company from which the service is provided and/or any eligible toll plan.
5. Some pay telephone terminal equipment and/or its features may not operate or be available in all locations for a number of reasons, including the manufacturer’s switching equipment or local channel loop limitations. PTAL Service will be activated subject to such limitations.
6. When it is necessary for the Company to install special equipment or to incur unusual expense to establish service, the Customer shall pay an extra charge based on the equipment installed and the unusual expense incurred.
7. The CPTSP is solely responsible for the installation, operation and maintenance of Customer provided pay telephone set or other Customer provided terminal equipment. The CPTSP is responsible for the rating, billing and collecting of charges at the pay telephone.
8. The CPTSP’s pay telephone set or other Customer provided terminal equipment attached to the Company’s network must be certified or connected through a certified network protection device in accordance with former TCI General Tariff (CRTC18001), Item 110, Attachments or TCBC General Tariff (CRTC 1005), Item 200, Terminal Attachment Program.
9. Only Business Individual Line Service can be used for PTAL Service.

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216.2A **Conditions of Service - Continued**

10. One pay telephone terminal per PTAL Service.
11. The PTAL Service terminates at a network demarcation point. For service to indoor locations, the demarcation point is the same as for Business Individual Line Service. For service to outdoor locations, the Company determines the appropriate demarcation point. The CPTSP is responsible for all wiring beyond the demarcation point. F
12. 0- (zero minus), Company Operator Services; and 4-1-1 or 1-NPA-555-1212, Company Directory Assistance, are optional services available from the Company. For 6-1-1 Company repair service, the CPTSP must program its pay telephones to route 6-1-1 calls to its customer service number. 6-1-1 calls to the Company's repair service from a CPTSP's pay telephone are not permitted. |
13. Access to 9-1-1, Emergency Services, 7-1-1, Message Relay Service (MRS), and Extended Area Service (EAS) where available, are provided subject to applicable tariffs. Where required by civic authorities, the CPTSP must provide a list of detailed pay telephone locations to the enhanced 9-1-1 administrator. |
14. The blocking of calls to pay per use services, such as 900 Service, is available at terms and conditions and rates specified in the applicable Company tariff. |
15. Unless the CPTSP requests a directory listing when it orders the service, the telephone number associated with PTAL Service will not be included in the Company's telephone directories. When requested at the time of order, a listing will be provided free of charge. |
16. Answer Supervision is available on PTAL Service at terms, conditions and rates specified in the applicable Company tariffs. |
17. Any other activity requested by the CPTSP is subject to the terms, conditions, rates and charges specified elsewhere in the Company's tariffs. |
18. The CPTSP is responsible for all pay per use and other charges incurred on the PTAL Service including the charges for calls which originate from its pay telephone sets and, through direct dialling (1+) or casual calling (10XXX/101XXXX+1+10D), are transmitted by the Company. |

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216.2A **Conditions of Service - Continued**

19. PTAL Service lines extended outside the base rate area shall be subject to the rural individual line charges or the individual line service surcharge pursuant to the applicable Company tariff (Alberta only). F

20. The Company shall deny the termination or completion of all incoming telephone calls placed to a PTAL Service except in those circumstances where the Company decides or mutually agrees with the CPTSP that incoming telephone calls are of benefit to the user of the PTAL Service. |

a. In the event that the termination or completion of incoming calls is permitted per above, PTAL Service telephone numbers may be included in the BNS Database Service at terms, conditions and charges specified in the applicable Company tariffs. |

b. In the event that the termination or completion of incoming calls is permitted per above and where the CPTSP has chosen not to subscribe to BNS Database Service per a. above, the CPTSP is responsible for any collect or billed-to-third number call charges billed to the PTAL Service and which are transmitted by the Company. |

21. The resale of PTAL Service by CLECs is permitted, provided that the line is used by a CPTSP for pay telephone service and the CLEC and CPTSP file and implement an agreement which:

a. requires the CLEC to abide by the consumer safeguards set out in Decision 98-8; and

b. provides for the enforcement of the consumer safeguards by the CLEC.

22. Cut-off on Disconnect is provided free of charge.

23. CPTSPs are not permitted to limit the length of local pay telephone calls originating from a PTAL provisioned by the Company. |

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216.2B **Consumer Safeguards**

The following safeguards are mandated by the CRTC in Decision 98-8 and the Appendix to *Application of regulatory obligations directly to non-carriers offering and providing telecommunications services*, Telecom Regulatory Policy CRTC 2017-11 as a condition of entering the local pay telephone market:

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1. Provision of coinless and cardless access to 9-1-1, or access to emergency call routing by an operator accessed by dialling 0 at a pay telephone. Where required by civic authorities, provision of a list of detailed pay telephone locations to the enhanced 9-1-1 administrator;
2. Provision of MRS;
3. Provision of 6-1-1 or other number for reporting telephone trouble;
4. Provision of non-discriminatory access to the networks of all APLDS connected to the underlying LEC network, if long distance calling is permitted;
5. Posting on or near the pay telephone the company name, address and toll free number where information can be obtained and complaints addressed;
6. Posting the Commission's address and toll-free number (1-877-249-CRTC) on all pay telephone equipment, in order to ensure that consumers have direct recourse to facilitate resolution of unresolved complaints;
7. Operator services, if provided, (other than emergency services access and MRS) that are in compliance with Telecom Order CRTC 95-316 as well as with procedures that evolve from the CISC;
8. Prominent display, at each pay telephone location, of the following information: rates of local calls, the name of the default long distance provider; and any surcharges not included in the price of the call;
9. Provision for coin return for uncompleted calls, such as busy signals or no answer if coin access is applicable, and similarly if a card is used, alternately billed charges must not apply if the call is not connected to the called party;
10. Standard arrangement of letters as well as numbers provided on the dial in order to permit callers to reach their provider of choice through the use of commonly used vanity access sequences;

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216.2B **Consumer Safeguards - Continued**

11. All pay telephones are to meet existing and future CSA and the Terminal Attachment Program Advisory Committee standards to prevent network harm;
12. All pay telephones are to be accessible to the physically disabled, be hearing aid compatible and meet the standards established in Telecom Order CRTC 98-626, as modified by Telecom Order CRTC 98-1186, for provisioning of service to visually impaired consumers; and
13. Adherence to all applicable Commission rules concerning protection of customer privacy.

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Rates

The Customer shall pay to the Company the following rates and charges for PTAL Service. Such rates and charges are in addition to any other rates and charges that may be applicable.

1. Alberta

Individual PTAL Service Line Rates (Non-Contracted):

Rate Band	Sub-band	Rate
A	A1	\$25.88
	A2	\$25.88
B	B1	\$36.75
	B2	(Note 1)
	B3	\$30.41
C	C1	\$60.00
	C2	(Note 1)
	C3	\$52.13
D	D1	(Note 1)
	D2	(Note 1)
	D3	(Note 1)
	D4	(Note 1)
	D5	\$66.00
	D6	(Note 1)
E	E1	(Note 1)
	E2	(Note 1)
	E3	(Note 1)
	E4	(Note 1)
	E5	(Note 1)
F	F1	(Note 1)
	F2	(Note 1)
	F3	(Note 1)
	F4	(Note 1)
	F5	(Note 1)
	F6	(Note 1)
	F7	\$52.13
G	G1	(Note 1)
	G2	(Note 1)

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216.3 **Rates - Continued**

1. Alberta – Continued

Individual PTAL Service Line Rate (1-Year Contracted)

Minimum Monthly Commitment (Individual Business Lines)	Sub-Band A1, A2	Sub-Band B1/B3	Sub-Band C1	Sub-Band C3	Sub-Band D5	Sub-Band F7	All Other Sub-Bands
4	\$23.13	\$27.41	\$44.04	\$39.71	\$57.32	\$47.64	(Note 3)
10	\$23.06	\$27.33	\$43.98	\$39.65	\$57.32	\$47.58	(Note 3)
40	\$22.90	\$27.10	\$43.82	\$39.51	\$57.32	\$47.41	(Note 3)
100	\$22.67	\$26.87	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
250	\$22.67	\$26.87	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
500	\$22.60	\$26.72	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)

Individual PTAL Service Line Rate (3-Year Contracted)

Minimum Monthly Commitment (Individual Business Lines)	Sub-Band A1, A2	Sub-Band B1/B3	Sub-Band C1	Sub-Band C3	Sub-Band D5	Sub-Band F7	All Other Sub-Bands
4	\$22.90	\$27.10	\$44.04	\$39.71	\$57.32	\$47.64	(Note 3)
10	\$22.67	\$26.87	\$43.98	\$39.65	\$57.32	\$47.58	(Note 3)
40	\$22.52	\$26.64	\$43.82	\$39.51	\$57.32	\$47.41	(Note 3)
100	\$22.29	\$26.42	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
250	\$22.29	\$26.42	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
500	\$22.22	\$26.27	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
2000	\$21.98	\$26.03	\$43.39	\$39.12	\$57.32	\$46.94	(Note 3)

Individual PTAL Service Line Rate (5-Year Contracted)

Minimum Monthly Commitment (Individual Business Lines)	Sub-Band A1, A2	Sub-Band B1/B3	Sub-Band C1	Sub-Band C3	Sub-Band D5	Sub-Band F7	All Other Sub-Bands
4	\$22.67	\$26.87	\$44.04	\$39.71	\$57.32	\$47.64	(Note 3)
10	\$22.52	\$26.64	\$43.98	\$39.65	\$57.32	\$47.58	(Note 3)
40	\$22.29	\$26.42	\$43.82	\$39.51	\$57.32	\$47.41	(Note 3)
100	\$22.13	\$26.18	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
250	\$22.13	\$26.18	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)
500	\$21.98	\$26.03	\$43.61	\$39.31	\$57.32	\$47.18	(Note 3)

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Rates - Continued

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1. Alberta - Continued

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PTAL Service Item (Basic Features)	Tariff Item	M
Service Charges (Note 2)	former TCI General Tariff (CRTC 18001), Item 550	
Provincial E9-1-1 Service	former TCI General Tariff (CRTC 18001), Item 280	
Message Relay Service	former TCI General Tariff (CRTC 18001), Item 455	
Extended Area Service	former TCI General Tariff (CRTC 18001), Item 240	
900 Service	General Tariff (CRTC 21461), Item 521	
Answer Supervision Service	former TCI General Tariff (CRTC 18001), Item 340	
Individual Line Service	General Tariff (CRTC 21461), Item 202	
Billed Number Screening (BNS) Database Service	Carrier Access Tariff (CRTC 21462), Item 218	
PTAL Service Item (Optional Features)	Tariff Item	
Directory Information Service	former TCI Carrier Access Tariff (CRTC 18008), Item 205	
Local Operator Assistance Service	former TCI Carrier Access Tariff (CRTC 18008), Item 210	
Directory Primary Listings	former TCI General Tariff (CRTC 18001), Item 200	
Toll Restrict	No Charge	

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216.3 **Rates - Continued**

2. British Columbia

Individual PTAL Service Line Rates (Non-Contracted):

Rate Band	Sub-band	Rate
A	A1	\$29.96
B	B1	\$34.46
	B2	\$36.75
	B3	\$34.46
	B4	\$32.81
	B5	\$37.91
	B6	\$32.81
	B7	\$45.75
	B8	\$34.46
C	C1	\$60.00
D	D1	(Note 1)
	D2	(Note 1)
	D4	(Note 1)
E	E1	(Note 1)
	E2	(Note 1)
	E3	(Note 1)
	E4	(Note 1)
F	F1	(Note 1)
	F2	(Note 1)
	F3	\$60.00
	F4	(Note 1)
G	G1	(Note 1)
	G2	(Note 1)
	G3	(Note 1)
	G4	(Note 1)

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2. British Columbia - Continued

Individual PTAL Service Line Rate (1-Year Contracted)

Minimum Monthly Commitment (Individual Business Lines)	Sub-Band A1	Sub-Band B1, B8	Sub-Band B2	Sub-Band B3, B4, B5, B6, B7	Sub-Band C,F3	All Other Sub-Bands
4	\$27.38	\$30.90	\$32.72	\$29.27	\$37.55	(Note 3)
10	\$27.23	\$30.75	\$32.57	\$29.20	\$37.55	(Note 3)
40	\$27.00	\$30.45	\$32.25	\$28.89	\$37.38	(Note 3)
100	\$26.70	\$30.15	\$31.94	\$28.59	\$37.23	(Note 3)
250	\$26.70	\$30.15	\$31.94	\$28.59	\$37.23	(Note 3)
500	\$26.55	\$30.00	\$31.77	\$28.43	\$37.23	(Note 3)

Individual PTAL Service Line Rate (3-Year Contracted)

Minimum Monthly Commitment (Individual Business Lines)	Sub-Band A1	Sub-Band B1, B8	Sub-Band B2	Sub-Band B3, B4, B5, B6, B7	Sub-Band C,F3	All Other Sub-Bands
4	\$27.00	\$30.45	\$32.25	\$28.89	\$37.55	(Note 3)
10	\$26.70	\$30.15	\$31.94	\$28.59	\$37.55	(Note 3)
40	\$26.40	\$29.85	\$31.61	\$28.28	\$37.38	(Note 3)
100	\$26.10	\$29.48	\$31.22	\$27.98	\$37.23	(Note 3)
250	\$26.10	\$29.48	\$31.22	\$27.98	\$37.23	(Note 3)
500	\$25.95	\$29.33	\$31.06	\$27.83	\$37.23	(Note 3)
2000	\$25.35	\$28.65	\$30.35	\$27.14	\$36.98	(Note 3)

Individual PTAL Service Line Rate (5-Year Contracted)

Minimum Monthly Commitment (Individual Business Lines)	Sub-Band A1	Sub-Band B1, B8	Sub-Band B2	Sub-Band B3, B4, B5, B6, B7	Sub-Band C,F3	All Other Sub-Bands
4	\$26.70	\$30.15	\$31.94	\$28.59	\$37.55	(Note 3)
10	\$26.40	\$29.85	\$31.61	\$28.28	\$37.55	(Note 3)
40	\$26.10	\$29.48	\$31.22	\$27.98	\$37.38	(Note 3)
100	\$25.88	\$29.18	\$30.90	\$27.68	\$37.23	(Note 3)
250	\$25.88	\$29.18	\$30.90	\$27.68	\$37.23	(Note 3)
500	\$25.73	\$29.03	\$30.74	\$27.52	\$37.23	(Note 3)

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2. British Columbia - Continued

PTAL Service Item (Basic Features)	Tariff Item
Exchange Rates (Notes 1 & 3)	TCBC General Tariff (CRTC 1005), Item 32.A.2
Multi-Element Plan (MEP) Service Charges and General (Note 2)	TCBC General Tariff (CRTC 1005), Items 110 and 170
Provincial 9-1-1 Service	TCBC General Tariff (CRTC 1005), Item 121
Message Relay Centre Service	TCBC General Tariff (CRTC 1005), Item 32.D
Extended Area Service	TCBC General Tariff (CRTC 1005), Item 30
900 Service	General Tariff (CRTC 21461), Item 521
Answer Supervision	TCBC General Tariff (CRTC 1005), Item 136
Billed Number Screening (BNS) Database Service	Carrier Access Tariff (CRTC 21462), Item 218
PTAL Service Item (Optional Features)	Tariff Item
Directory Information Services for Wireless Service Providers and Certified Local Exchange Carriers	TCBC General Tariff (CRTC 1005), Item 179
Local Operator Assistance Service for Carriers and Non Carriers	TCBC General Tariff (CRTC 1005), Item 180
Directory Listings	TCBC General Tariff (CRTC 1005), Item 145
Call Guardian	TCBC General Tariff (CRTC 1005), Item 161

Note 1: The monthly rate for PTAL Service is set at 75% of the Individual Business Line Service tariff.

Note 2: The Service Charge for PTAL Service is the same as the Individual Business Line Service Charge.

Note 3: CPTSPs making the required contract terms and applicable volume commitments with respect to PTAL Service are eligible to subscribe to PTAL Service based on the same contract terms that are available to Individual Business Line Customers under the Local Business Contract Option (LBCO) tariff, CRTC 18001, Item 425.4 for Customers in Alberta and CRTC 1005, Item 32.F for Customers in British Columbia. The contracted monthly rates are set at 75% of the non-PIC LBCO Individual Business Line rates. Only PTAL quantities are eligible for that discount.

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