ITEM   N

228   **Customer Specific IP Relay Service**

ITEM

228.1   **Service Description**

This service provides for the use of the Company's IP relay service on a wholesale basis enabling a single Telecommunications Service Provider to fulfill its retail IP Relay service obligations as set out in *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430. This service is provided through a combination of onshore and offshore IP Relay service agents and is billed on a per-second basis.

ITEM

228.2   **Definitions**

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.

ITEM

228.3   **Conditions of Service**

1. This tariff item provides IP Relay Service to a single large wholesale customer for a three-year term. Resale of the service is permitted.

2. The Customer shall pay TELUS for any unusual expenses required to implement and furnish IP Relay Service.

3. An IP Relay operator will relay conversations only when one of the parties is a deaf or hard of hearing 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.

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

5. TELUS reserves the right to terminate any message which is found to be contrary to law.

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ITEM
228   **Customer Specific IP Relay Service - Continued**

ITEM
228.3   **Conditions of Service – Continued**

6. TELUS assumes no liability to any Basic Exchange Service Customer or Message Relay Service user for mistakes, omissions, interruptions, delays, errors or defects in the transmission of the actual voice to printed text or printed text to voice translation.

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

8. TELUS shall not maintain any records covering the content of any message.

9. IP Relay is available for use twenty four (24) hours per day, seven (7) days per week.

10. To place a Message Toll Call, the originator of such message shall contact an IP Relay service operator via 7-1-1 or 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.

ITEM
228.4   **Rates**

The Customer shall pay to the Company the following rates and charges for IP Relay.

Usage Charge (Note 1)	**Rate**	
IP Relay - Onshore	$ 0.021/second	A
IP Relay - Offshore	$ 0.0086/second	

D

Subordinate Client Charge (Note 3)	$20K

Note 1: A second shall be defined as any access by the Customer's subscriber that generates a Company billing record with Company call answer agent work time greater than zero (0) seconds.

Note 2: Reserved for future use.   C
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Note 3: The Subordinate Client Charge will be applied on a one-time basis for each subordinate wholesale client added on behalf of the Customer. A subordinate wholesale client is one that purchases IP Relay service directly from the Customer.

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