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455 **Message Relay Service and Internet Protocol Relay Service**

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455.1 **Service Description**

Message Relay Service (MRS) enables persons who use a keyboard type device (e.g. TTY) to communicate with a hearing person anywhere in the world by calling 7-1-1 or a designated 800 number. A specially trained operator will then contact the hearing person for whom the call is intended and relay the conversation by voice. The MRS operator will alternate between the TTY user and the hearing person as required until the call is completed. Similarly, a hearing person may call the MRS 800 number and the MRS operator will attempt to contact a TTY user anywhere in the world. Due to differences in technology, it is not always possible to connect to TTY users outside of North America.

Internet Protocol Relay (IP Relay) Service is a form of text-based message relay service that uses the Internet rather than the public switched telephone network (PSTN). IP Relay is accessed using a computer and the Internet, rather than a TTY and a telephone. Once initiated, an IP Relay call traverses the Internet via a web link to the IP Relay centre. The caller types the message to the IP Relay operator who then contacts the called party and reads aloud the typed message to the called party and then types the called party's response to the call initiator. Similarly, a hearing person may call the IP Relay 1-800 number and the IP Relay operator will attempt to contact a registered TCI IP Relay customer. IP Relay Service will support IP Relay calls to a hearing party and hearing party to an IP Relay customer. IP to IP and IP to TTY calls are not supported.

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455.2 **Conditions of Service**

1. Transmission capabilities for Message Relay Service are limited to TCI's Public Switched Telephone Network's voice grade Facilities.
2. Transmission capabilities for IP Relay Service are limited to a high-speed Internet connection.
3. All TTY's attached to TCI's network must be certified in accordance with Item 110, Attachments.
4. The Customer shall pay TCI for any unusual expense required to furnish Message Relay Service. Local Channel Conditioning will be provided, as necessary, at no charge.
5. Message Relay Service facilitates two way messages only between a party using a TTY and a speaking person through the use of a specially trained operator.
6. IP Relay Service facilitates two way messages only between a party using a personal computer and a speaking person through the use of a specially trained operator.

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455 **Message Relay Service and Internet Protocol Relay Service - Continued**

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455.2 **Conditions of Service - Continued**

7. A MRS operator will forward messages only when one of the parties communicating is using a keyboard type device and the other party is using a telephone. The operator shall terminate the call when either party hangs up.
8. 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.
9. TCI reserves the right to terminate any message which is found to be contrary to law.
10. TCI assumes no liability to any Basic Exchange Service Customer or TTY 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.
11. TCI Message Relay Service is available in Alberta only where the calling party is in an exchange served by TCI.
12. TCI IP Relay Service is available in Alberta only where the calling party is a registered TELUS customer.
13. TCI reserves the right to terminate a message which in TCI's opinion abuses or injuriously affects the operation of the Facilities or service of TCI.
14. TCI shall not maintain any records covering the content of any message.
15. Message Relay Service and IP Relay Service are available for use twenty four (24) hours per day, seven (7) days per week.
16. To place a Message Toll Call within the Province of Alberta, the originator of such message shall contact a MRS operator via 7-1-1 or an 800 Service provided for such purpose. The MRS operator shall establish and relay the message and record call details for billing purposes.
17. Basic emergency service is provided for emergency calls placed through relay service. Customers placing an emergency call through relay service will be routed to an operator and the Customer 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 Customer's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided location.

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455.3      **Rates**      M

1. A monthly rate of \$0.11 will apply to TCI's Exchange Service Customers who have access to TCI's public switched network.      |
2. As shown in the appropriate message toll Rate Schedules, the Customer shall pay one-half of the Rate Per Minute or Fraction Thereof between Rate Centers in Alberta or for Message Toll Calls originating in Rate Centers in Alberta and terminating in Rate Centers elsewhere in Canada and one-half of the applicable operator rate specified therein.      |
3. IP Relay initiated calls terminating within North America will be free of charge to the end user. IP Relay initiated calls terminating outside North America will incur all applicable toll charges.      N
4. Off-peak discounts shall apply as applicable to the appropriate rate period.      C
5. Operator Assisted sent paid calls necessitated by use of Message Relay Service will be classified and rated as equivalent to Customer-dialed calls.      M
6. Subscribers to TCI's IP-Evolution Access Service (CRTC 21461, Item 210) shall pay \$0.11 per IP-Evolution Access Port.      C