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1001 Next Generation 9-1-1 Service		1001 Le service 9-1-1 de prochaine génération	
ITEM		Article	
1001.1 Service Description		1001.1 Description du service	
<p>Next Generation 9-1-1 (“NG9-1-1”) Service provides network access to the Company’s Next Generation Internet Protocol (IP) based 9-1-1 Network in order to transport calls, sessions and events to the appropriate 9-1-1 Public Safety Answering Point (PSAP). NG9-1-1 Service is provided in accordance with the terms and conditions laid out in Telecom Regulatory Policy CRTC 2017-182 and Telecom Decision CRTC 2021-199.</p>			
<p>Under this arrangement, calls, sessions and events sent to the North American recognized 3-digit emergency telephone number 9-1-1 from subscribers of the Company or subscribers of the Originating Network Providers (“ONPs”), which have obtained approval from the Commission and have entered into agreements with the Company respecting the provision of Network Access to NG9-1-1 Service, will be routed and transferred as directed by the Local Government Authority (LGA).</p>			
<p>NG9-1-1 Service is available in the Company’s serving territories in the Province of British Columbia and the Province of Alberta as well as areas in the Province of Quebec where the Company operates as the Incumbent Local Exchange Carrier (ILEC).</p>			
<p>NG9-1-1 Service specified in this Tariff Item will operate in parallel with the legacy Provincial 9-1-1 service. Once the legacy Provincial 9-1-1 service is decommissioned, in accordance with the timelines established by the Commission, a new NG9-1-1 tariff will replace all existing 9-1-1 tariffs to become a single 9-1-1 offering.</p>			
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1001.2 Definition		1001.2 Définition	
<p>For the purposes of this Tariff Item:</p>			
<p>1. “Additional Data Repository” (“ADR”): A NG9-1-1 data storage facility for additional data on 9-1-1 callers and 9-1-1 calls, sessions or events.</p>			
<p>2. “Automatic Number Identification” (“ANI”): The Company’s NG9-1-1 Network’s capability that automatically identifies the calling telephone number and provides a display of the number at the PSAP.</p>			

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3. “Commission”:
The Canadian Radio-television and Telecommunications Commission (“CRTC”) and its successors.
4. “Demarcation Point”:
The boundary that delineates the network responsibilities between the NG9-1-1 Network Providers and the LGAs. It can be designated by the latter subject to the demarcation point being (i) located within the combined operating territories of the small ILECs and the adjacent large ILEC, and (ii) captured in the NG9-1-1 service agreement between the LGA and its NG9-1-1 Network Provider(s).
5. “Emergency Services”:
The first responders to situations that require immediate assistance such as law enforcement, fire department, ambulance service or other emergency medical assistance service.
6. “Emergency Services IP Network” (“ESInet”):
An ESInet is a managed, private, dedicated IP network used for Emergency Services communications. The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant PSAPs within the Serving Area, as well as CRTC-registered ONPs supporting 9-1-1 calling over IP-capable networks. For PSAPs, the ESInet is delivered using the Company's IP VPN service to the PSAPs’ operations premises authorized by the LGA. ONPs interconnect to the ESInet through designated physical Points of Interconnection (POIs).
7. “End-User”:
An end-user with NG9-1-1 Network Access within the boundaries of the LGA, as determined by the Company and the LGA.
8. “Hosted Basic Call Additional Data Repository” (“Hosted Basic Call-ADR”):
Hosted Basic Call-ADR provides contact information for the ONP, the type of originating network used by the caller, the type of device used to initiate the communication as well as any subscriber information disclosed by the ONP.

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9. “Local Government Authority” (“LGA”): An LGA is the relevant government authority, at the provincial, indigenous, territorial, and/or municipal level, that governs the PSAPs.			
10. “Location Information Server” (“LIS”): A functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device) which can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geodetic or civic forms and which can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. The LIS receives a unique identifier that represents the endpoint and returns the location (by-value or by-reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.			
11. “NENA i3”: The standard established by National Emergency Number Association (NENA) and documented in NENA-STA-010, which was mandated for use in Canada by the CRTC, setting out the baseline reference architecture for NG9-1-1 systems in Canada.			
12. “Network Access”: A connection that allows calls, sessions, or other types of events intended to be delivered to the Company’s NG9-1-1 Network.			
13. “Next Generation 9-1-1 Local Government Service Agreement”: The agreement between a LGA responsible for the provision of emergency services within its jurisdiction and the Company, or its designated NG9-1-1 service provider, regarding the NG9-1-1 Service arrangement entered into pursuant to this Tariff Item. The agreement shall be signed in the form approved by the Commission.			
14. “Next Generation 9-1-1 Network” (“NG9-1-1 Network”): A standards-based, all IP emergency communications infrastructure that enables highly reliable and secure voice and multimedia communications.			

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15. “Next Generation Core Services” (“NGCS”): The base set of services needed to process an NG9-1-1 call, session or event on an ESInet. NGCS includes the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Border Control Function (BCF), Bridge, Policy Store, Logging Services and typical IP services such as Domain Name System (DNS). The term NGCS includes the services but not the network on which they operate.			
16. “NG9-1-1 Network Provider”: The carrier that provides connectivity, services and management for Next Generation 9-1-1 service to LGAs and their PSAPs.			
17. “NG9-1-1 Service Agreements”: The Next Generation 9-1-1 Local Government Service Agreement and the ONP NG9-1-1 Agreement are collectively known as the “NG9-1-1 Service Agreements”.			
18. “ONP NG9-1-1 Agreement”: The agreement between an ONP and the Company regarding the NG9-1-1 Service arrangement entered into pursuant to this Tariff Item.			
19. “Originating Network Provider” (“ONP”): A CRTC-approved, authorized telecommunications service provider, wireless service provider or other service provider which delivers traffic to the Company’s NG9-1-1 Network for routing to a PSAP.			
20. “Point of Interconnection” (“POI”): A physical demarcation between an originating network and a NG9-1-1 network.			
21. “Policy Routing Rules” (“PRRs”): Policy Routing Rules allow LGAs to enable multi-layered treatment policies for diversion within the NG9-1-1 Network, providing more options to a PSAP to divert NG9-1-1 calls, sessions and events to another destination based upon multiple conditions defined in the PRRs.			

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22. “Provincial 9-1-1”:
Provincial 9-1-1 refers to the Company’s legacy 9-1-1 service as specified in General Tariff CRTC 21461, Items 201 and 203, as well as General Tariff CRTC 25080, Sections 2.25 and 2.30. The service may also be known as Enhanced 9-1-1 or “E9-1-1”.

23. “Public Safety Answering Point” (“PSAP”):
A primary PSAP is a PSAP to which 9-1-1 calls, sessions and events are routed as the first point of contact with a 9-1-1 telecommunicator. In most cases, the primary PSAP then contacts the appropriate agency to dispatch emergency responders. However, in cases where local authorities determine that specialized expertise is required to handle the 9-1-1 call, such as emergency medical services, 9-1-1 calls, sessions and events are then transferred to a secondary PSAP.

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A secondary PSAP is a PSAP to which 9-1-1 calls, sessions and events are transferred from a primary PSAP.

Backup PSAPs must also be identified by the LGA in the Next Generation 9-1-1 Local Government Service Agreement.

24. “Selective Routing and Transfer”:
A feature that automatically routes traffic destined for Emergency Services to the appropriate PSAP, based on the location data provided during the setup of the 9-1-1 call, session or event (Automatic Identification Information or Geodetic), and facilitates inter-agency transfer.

25. “Serving Area”:
The area within the LGA’s boundaries, as determined by the Company and the LGA, from which calls, sessions and events sent to the 3-digit emergency telephone number 9-1-1 will be directed to a particular primary PSAP.

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1001.3A Conditions of Service - General		1001.3A Modalités de service - général	
1. NG9-1-1 Service is provided under the terms and conditions in this Tariff Item and in the NG9-1-1 Service Agreements.			
2. The Company may designate another Canadian NG9-1-1 service provider to provide NG9-1-1 Service in certain Serving Areas, in which case the designated NG9-1-1 service provider will assume the Company's responsibilities specified in Item 1001.3A, subject to the terms and conditions in the agreement between the designated NG9-1-1 service provider and the LGA.			
3. Answering and handling of emergency calls, sessions and events, along with the emergency response, are the responsibilities of the LGA and are not part of NG9-1-1 Service.			
4. The Company will determine and provide all required facilities including, but not limited to, the facilities that extend services directly to the primary PSAP and the secondary PSAPs, which are staffed 24 hours per day, 7 days per week, pursuant to the Next Generation 9-1-1 Local Government Service Agreement.			
5. The Company will provide ESInet IP connections with redundant and, dependent upon availability, diverse facilities to PSAP locations designated by the LGA and as listed in the Next Generation 9-1-1 Local Government Service Agreement.			
6. The Company will terminate all NG9-1-1 interconnection facilities to a demarcation point that will be negotiated by the LGA or its PSAPs and the Company.			
7. The Company will provide designated physical and geo-redundant NG9-1-1 POIs to which ONPs can interconnect to the ESInet.			
8. Internet exchange-based interconnection is not permitted for the exchange of NG9-1-1 traffic between ONPs and NG9-1-1 Network Providers.			
9. The Company will receive, aggregate and maintain into a single dataset representative of the Company's entire serving area, mapping and addressing information provided by the LGAs or to its designee.			

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1001.3A Conditions of Service – General - continued		1001.3A Modalités de service - général - suite	
10. The Company will perform Quality Assurance and Quality Control (QA/QC) on the aggregated dataset and provide mapping and addressing discrepancy/error reporting back to the LGAs or to their designees.			
11. The Company will maintain an operator service provisioned to handle the amount of calls approved by the CRTC. These calls are calls, sessions and events that cannot be routed by the NG9-1-1 Network on the ESInet to the designated PSAP.			
12. The Company will maintain a contact centre that is staffed 24 hours per day, 7 days per week, in order to support any NG9-1-1 network or service issues.			
13. When a LGA requests facilities in addition to those determined to be appropriate by the Company, additional rates, including tariff rates where applicable, will apply to the incremental facilities.			
14. Where it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet a LGA's or an ONP's requirements, an additional charge may be assessed based on the equipment installed or the unusual expense incurred.			
15. The LGA, in accordance with the Next Generation 9-1-1 Local Government Service Agreement, shall ensure that all PSAPs interconnected to the NG9-1-1 Network comply with technical and operational requirements set out in the Company's User-to-Network Interface (UNI) Interconnection Design Specifications document.			
16. The LGA shall ensure that all addressing and mapping requirements set out in the Next Generation 9-1-1 Local Government Service Agreement are met.			
17. Private Switch Automatic Location Identification Service is not governed by this Tariff Item, and is provided, where available, under General Tariff CRTC 21461, Item 208.			

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ITEM 1001.3 Conditions of Service - continued		Article 1001.3 Modalités de service - suite	
ITEM 1001.3B Conditions of Service – Originating Network Provider’s Responsibilities		Article 1001.3B	
1. The ONP shall be the Company’s customer for the interconnection and services provided under this Tariff Item.			
2. The ONP shall comply with all specifications set out in the Company’s Network-to-Network Interface (NNI) Interconnection Design Specifications document.			
3. The ONP shall provide, at its own expense, the interconnecting facilities between the ONP’s network(s) and the Company’s NG9-1-1 Network. The Company’s interconnection facilities are available under the terms and conditions based on requirements defined in the NNI Interconnection Design Specifications document.			
4. The ONP shall interconnect at a minimum of two geo-redundant NG9-1-1 POIs using a minimum of two separate facilities taking diverse paths to each used NG9-1-1 POI. The ONP may interconnect at more than two NG9-1-1 POIs.			
5. The ONP shall maintain a contact centre that is staffed 24 hours per day, 7 days per week, in order to report and resolve any NG9-1-1 network or service issues.			
6. The ONP shall ensure that NG9-1-1 traffic is routed to primary PSAPs over the appropriate NG9-1-1 Network Provider.			
7. The ONP shall operate its own LIS and/or ADR functionalities directed by the Commission, unless it opts to utilize the Hosted LIS and Basic Call-ADR functionalities provided by the Company as part of the NGCS. The ONP’s LIS shall be connected to the Company’s NGCS via the LIS Interface as defined in the NNI Interconnection Design Specifications document.			

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ITEM 1001.3B Conditions of Service – Originating Network Provider’s Responsibilities - continued		Article 1001.3B	
8. The ONP shall be responsible for updating and maintaining LIS and ADR information for its respective subscribers, regardless of whether the LIS and ADR functionalities are provided through hosted solutions.			
ITEM 1001.3C Conditions of Service – Public Safety Answering Point’s Responsibilities		Article 1001.3C	
1. PSAPs are required to interconnect directly to the ESInet through two Company-provided redundant and diverse IP-VPN circuits deployed at the PSAPs’ operations premises.			
2. PSAPs must make use of all available in-house diversity. ESInet physical demarcation locations must be geographically located within the Company’s NG9-1-1 serving territories.			
3. PSAPs shall be responsible for providing, at its own expense, all necessary facilities and equipment required to interface with NG9-1-1 Service.			
4. PSAP requirements are set out in the Next Generation 9-1-1 Local Government Service Agreement and the Company’s UNI Interconnection Design Specifications document.			
ITEM 1001.3D Conditions of Service – NG9-1-1 Features		Article 1001.3D	
1. The following NG9-1-1 features are provided to the PSAPs and ONPs which are on or interconnected to the Company’s NG9-1-1 Network:			
a. NGCS functional elements defined by NENA i3 Specification;			
b. Selective Routing and Transfer, which transports 9-1-1 calls, sessions and events, along with available call back number and location data, to PSAPs as specified in the NG9-1-1 Service Agreements and PSAP Contingency Plans;			

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1001.3D Conditions of Service – NG9-1-1 Features - continued		1001.3D	
c. E9-1-1 and NG9-1-1 network interoperability, via the Legacy Selective Router Gateway (LSRG), for ONPs and PSAPs operating on different 9-1-1 networks during the transition period;			
d. Interoperability between 9-1-1 centres which are NG9-1-1 enabled across Canada;			
e. Call back number identifying the 9-1-1 caller and the telephone number or other number which the PSAP may use to contact the caller;			
f. Location data including civic or geodetic location information about the location of the 9-1-1 caller or originating device;			
g. Hosted Basic Call-ADR containing additional data sources approved by the Commission;			
h. A Hosted LIS that can be used by ONPs;			
i. Emergency Incident Data Object (“EIDO”) used to share emergency incident information between and among authorized PSAPs and systems;			
j. Policy Routing Rules used to provide alternate or contingency routing when normal 9-1-1 routing is not available;			
k. An operator service that accepts NG9-1-1 calls, sessions and events that cannot be routed to a primary PSAP;			
l. Emergency Services IP Network served as an NGCS interface for PSAPs and ONPs; and			
m. Additional network and services features maintained and updated in the Company’s UNI and NNI Interconnection Design Specifications documents.			

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1001.4 Access to Confidential Customer Information		1001.4	
<p>1. The Company provides to the LGA, where available, the name, telephone number, class of service and location information shown on the Company's records from which the 9-1-1 call, session or event is originated. The information, if confidential, is provided on a confidential basis as an exception to CRTC 21461, General Terms of Service, Item 119, for the sole purpose of responding to emergency calls.</p>			
<p>2. The information consisting of names, location information and telephone numbers of customers whose listings are not published in directories or listed in the Company's Directory Assistance records is confidential. The individual contacting 9-1-1 waives the right to privacy to the extent that the name, telephone number, class of service and service location associated with the originating device are furnished to LGAs.</p>			
<p>3. All NG9-1-1 customer data is subject to the terms and conditions, including those provisions dealing with confidentiality of customer information, as specified in the NG9-1-1 Service Agreements. The NG9-1-1 Service Agreements define, among other things, the necessary procedures for handling of confidential information provided to LGAs.</p>			
<p>4. All information or data that is provided by an End-User, or on their behalf, for purposes associated with emergency services accessed through the NG9-1-1 networks and is stored or otherwise under the custody or control of an ONP or a third party, shall be used for the sole purpose of responding to 9-1-1-related communications, unless the End-User provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power. For greater clarity, information or data related to a specific emergency occurrence shall be used only for the purpose of responding to that emergency, unless the End-User provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power.</p>			
<p>5. ONPs and third parties shall implement guidelines and procedures with respect to the retention and destruction of personal information related to NG9-1-1 Service prior to the provision of the service.</p>			

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ITEM 1001.5 Rates		Article 1001.5			
<p>1. Starting March 1, 2022, the Company's wireline End-Users shall pay the Company the applicable rate specified below for each Network Access within the Company's serving territories in the Provinces of British Columbia, Alberta and Quebec where NG9-1-1 Service is provided. These rates are in addition to the Provincial 9-1-1 rates in the tariff items identified in Item 1001.2.22 above, and any other rates and charges that may be applicable.</p> <table border="1"> <tr> <td>Monthly rate per Network Access</td> <td>\$ 0.14</td> </tr> </table>	Monthly rate per Network Access	\$ 0.14			
Monthly rate per Network Access	\$ 0.14				
<p>2. Starting March 1, 2022, all ONPs shall pay the Company the applicable rate specified below for each Network Access within the Company's serving territories in the Provinces of British Columbia, Alberta and Quebec where NG9-1-1 Service is provided. These rates are in addition to the Provincial 9-1-1 rates in the tariff items identified in Item 1001.2.22 above, and any other rates and charges that may be applicable.</p> <table border="1"> <tr> <td>Monthly rate per Network Access</td> <td>\$ 0.1187</td> </tr> </table> <p>Note: For the purposes of calculating the charges payable, ONPs shall submit to the Company each month, on a date specified by the Company, an updated count of their Network Accesses capable of reaching 9-1-1. If the day for the submission of the number count is not a business day, the number count shall be submitted on the next business day.</p>	Monthly rate per Network Access	\$ 0.1187			
Monthly rate per Network Access	\$ 0.1187				
<p>3. The NG9-1-1 Professional Services Fee applies when an ONP or a PSAP requests any network arrangements or configurations that are not specified in any of the following documents:</p> <ol style="list-style-type: none"> This Tariff Item; The NG9-1-1 Service Agreements; or The Company's UNI and NNI Interconnection Design Specifications documents. <table border="1"> <tr> <td>NG9-1-1 Professional Services Fee</td> <td>\$ 114.65 per hour</td> </tr> </table> <p>Note: An overtime rate at 1.5 times of the above regular rate applies to services provided outside of regular business hours.</p>	NG9-1-1 Professional Services Fee	\$ 114.65 per hour			
NG9-1-1 Professional Services Fee	\$ 114.65 per hour				

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4. Where it is necessary for the Company to install special equipment or to incur any unusual expense to provision this service, an additional charge may be assessed based on the equipment installed or the expense incurred.			