

ITEM

232 **Customer Specific Message Relay and IP Relay Service**

ITEM

232.1 **Service Description**

This service provides for the use of the Company's Message Relay and IP Relay Service on a wholesale basis enabling a single Telecommunications Service Provider to fulfill its retail Message Relay and 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 billed on a per-second basis.

ITEM

232.2 **Definitions**

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.

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

232.3 **Conditions of Service**

1. This tariff item provides Message Relay and IP Relay Service on a wholesale basis 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 Message Relay Service or IP Relay Service.
3. An MRS or 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.

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ITEM

232

Customer Specific Message Relay and IP Relay Service - Continued

ITEM

232.3

Conditions of Service – Continued

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.
6. TELUS assumes no liability to any Basic Exchange Service, MRS or IP Relay Service Customer 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. Message Relay and IP Relay Services are 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 MRS or IP Relay service operator via 7-1-1 or an 800 Service provided for such purpose. The MRS or IP Relay service operator shall establish and relay the message and record call details for billing purposes.
11. Basic emergency service is provided for emergency calls placed through Message Relay and IP Relay Services. End-users placing an emergency call through Message Relay and IP Relay Services will be routed to an operator and the end-user 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 end-user's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided location.

ITEM

232.4

Rates

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

Usage Charges (Notes 1, 2)	Rate
Message Relay Service	\$ 0.025/second
IP Relay Service	\$ 0.025/second

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Subordinate Client Charge (Note 4)	\$20K
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ITEM

232

Customer Specific Message Relay and IP Relay Service - Continued

ITEM

232.4

Rates – Continued

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: The minimum billing for IP Relay usage charges is \$6,000/month. The minimum billing for Message Relay usage charges is also \$6,000/month.

Note 3: Reserved for future use.

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Note 4: 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 Message Relay and IP Relay Service directly from the Customer.