

ITEM  
203**Provincial 9-1-1 Service**ITEM  
203.1**Service Description**

Provincial 9-1-1 Service provides telephone access to emergency services provided by a Municipality, Regional District, or other government authority (a “Local Government Authority”) responsible for the provision of emergency services within its jurisdiction.

Under this arrangement, calls to the universally recognized 3-digit emergency telephone number 9-1-1 from subscribers of the Company with PSTN Access or subscribers of telecommunications service providers who have entered into agreements with the Company respecting the provision of access to Provincial 9-1-1 Service will be routed and transferred as directed by the Local Government Authority.

“Agreement to Provision Provincial 9-1-1 Service” or “9-1-1 Service Agreement” refers to the agreement between a Local Government Authority responsible for the provision of emergency services within its jurisdiction and the Company regarding the Provincial 9-1-1 Service arrangement entered into pursuant to this Tariff Item.

For the purposes of this Tariff Item, “PSTN Access” means exchange service equipped for outward calling to the public switched telephone network. Additional defined terms as used in this Tariff Item shall have the meaning ascribed to them in the 9-1-1 Service Agreement, unless otherwise indicated in this Tariff Item.

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203**Provincial 9-1-1 Service - Continued**ITEM  
203.2**Conditions of Service**ITEM  
203.2A**Conditions of Service - General**

1. Provincial 9-1-1 Service is provided under the terms and conditions in this Tariff Item and in the 9-1-1 Service Agreement.
2. Answering and handling of emergency calls, along with the emergency response, is the responsibility of the Local Government Authority and is not part of Provincial 9-1-1 Service.
3. The Company will determine and provide all required facilities including, but not limited to, the facilities that extend services directly to the Call Answer Centre and the Emergency Response Agency dispatch centres, which are staffed 24 hours per day, 7 days per week, pursuant to the 9-1-1 Service Agreement. F
4. When a Local Government Authority requests facilities in addition to those determined to be appropriate by the Company, tariff rates will apply, where applicable, to the additional facilities. |
5. Where it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet a Local Government Authority's requirements, an additional charge may be assessed based on the equipment installed or the unusual expense incurred. |

## ITEM

203 **Provincial 9-1-1 Service - Continued**

## ITEM

203.2B **Conditions of Service – Features**

1. Selective Routing and Transfer
  - a. Selective Routing and Transfer transports 9-1-1 dialled calls, along with available Automatic Location Identification data, to Call Answer Centres as specified in the 9-1-1 Service Agreement; and
  - b. Selective Routing and Transfer subsequently transports 9-1-1 dialled calls to Emergency Response Agencies as specified in the 9-1-1 Service Agreement.
2. Attendant Call Control
  - a. Attendant Call Control is used to:
    - i. hold on to a 9-1-1 dialled call;
    - ii. call, or ring back, the 9-1-1 caller; or
    - iii. disconnect the 9-1-1 dialled call.
  - b. Attendant Call Control features are not available in the Province of British Columbia.
  - c. Attendant Call Control features are not available on wireless 9-1-1 dialled calls.

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203 **Provincial 9-1-1 Service - Continued**

## ITEM

203.2B **Conditions of Service – Features– Continued**

## 3. Automatic Location Identification (“ALI”)

- a. Automatic Location Identification (“ALI”) provides the Call Answer Centre, on a call-by-call basis, with a display of the name, telephone number, class of service and service location shown on the Company’s records as the address for the PSTN Access from which the 9-1-1 dialled call was placed, for both listed and unlisted telephone numbers.
- b. For wireless 9-1-1 dialled calls not utilizing Wireless Service Provider Enhanced Provincial 9-1-1 Network Access Service, Automatic Location Identification is limited to displaying the Wireless Service Provider’s name, incoming wireless trunk group’s billing telephone number and a wireless class of service.
- c. For wireless 9-1-1 dialled calls utilizing Wireless Service Provider Enhanced Provincial 9-1-1 Network Access Service, as specified in former TCI General Tariff (CRTC 18001) Item 570 and TCBC General Tariff (CRTC 1005) Item 197-C, the call display information includes, but is not limited to:
  - i identification of the Wireless Service Provider;
  - ii. location information associated with the 9-1-1 dialled call’s receiving cell site/sector;
  - iii. the 9-1-1 routable number associated with the cell site/sector; and
  - iv. the 9-1-1 caller’s call back number.

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203 **Provincial 9-1-1 Service - Continued**

## ITEM

203.2B **Conditions of Service – Feature Specific - Continued**

## 4. Manual Access to the ALI Database

Manual Access to the ALI Database allows a Call Answer Centre to conduct a manual query of the Company's ALI database, using a telephone number, for subscriber information normally provided through the ALI feature, under the terms and conditions specified in the 9-1-1 Service Agreement as amended by the agreement titled "Agreement to Provision Provincial 9-1-1 Service Amending Agreement". Wireless access service subscriber information is not available through the ALI database. The Company will not provide a Call Answer Centre with the capability to perform Manual Access to the ALI Database unless and until all of the Local Government Authorities for whom the Call Answer Centre provides services in conjunction with 9-1-1 Service Agreements between the said Local Government Authorities and the Company have executed the agreement relating to the provision by the Company of Manual Access to the ALI Database that amends the 9-1-1 Service Agreement i.e., agreement titled "Agreement to Provision Provincial 9-1-1 Service Amending Agreement".

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## ITEM

203 **Provincial 9-1-1 Service - Continued**

## ITEM

203.2C **Access to Confidential Customer Information**

1. The Company provides to the Local Government Authority, on a call-by call basis, the name, telephone number, class of service and service location shown on the Company's records as the address for the PSTN Access from which the 9-1-1 dialled call is placed. The information, if confidential, is provided on a confidential basis as an exception to Tariff Item 119.0 of the General Terms of Service for the sole purpose of responding to emergency calls. F |
2. The information consisting of names, addresses 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 calling 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 telephone are furnished to Local Government Authorities. |
3. Company customer data is subject to the terms and conditions, including those provisions dealing with confidentiality of customer information, as specified in the 9-1-1 Service Agreement. The 9-1-1 Service Agreement defines, among other things, the necessary procedures for handling of confidential information provided to Local Government Authorities. |

## ITEM

203.2D **Local Government Authority Call Answer Levy**

1. The Company provides an optional billing and collection arrangement whereby the Company, acting as billing agent for the Local Government Authority, will bill and collect monthly user fees in the form of a Local Government Authority Call Answer Levy, as specified in the agreement titled "Agreement to Collect Local Government Authority Call Answer Levy for Provincial 9-1-1 Service", to assist a Local Government Authority in funding a Call Answer Centre. This arrangement is available to those Local Government Authorities subscribing to Provincial 9-1-1 Service. |
2. The Company's charge for the billing and collection of the Local Government Authority Charge is \$0.07 per month per PSTN Access. |

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 203 **Provincial 9-1-1 Service - Continued**

ITEM  
 203.3 **Rates**

1. Local Subscribers as defined in the 9-1-1 Service Agreement or Local Government Authorities (Note 1) shall pay to the Company the following rate for each PSTN Access within the Company’s serving territories in the Provinces of British Columbia and Alberta where Provincial 9-1-1 Service has been implemented. This rate is in addition to any other rates and charges that may be applicable.

Rate per each PSTN Access	\$ 0.08 §
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**Note 1:** At its option, a Local Government Authority may agree to assume responsibility for payment of Provincial 9-1-1 Service rates within the Serving Area of the Local Government Authority.

2. Wireless Service Providers shall pay to the Company the following rate for each working wireless telephone number equipped for outward calling within the Company’s serving territories in the Provinces of British Columbia and Alberta. This rate is in addition to any other rates and charges that may be applicable.

Rate per each wireless telephone number (Note 2)	\$ 0.04 **
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**Note 2:** For the purposes of calculating the charges payable, Wireless Service Providers shall submit to the Company each month, on a date specified by the Wireless Service Provider, an updated count of its working wireless telephone numbers. 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.

§ The annual rate recalculation for 2021 pursuant to Telecom Decision CRTC 99-17 and Telecom Order CRTC 2000-630 did not result in a change to this rate.

\*\* Due to a rounding error, the monthly rate was changed to \$0.038 in Tariff Notice #559 submitted on December 1, 2020. The rate was subsequently corrected to \$0.04 in Tariff Notice #560.

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