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Emergency Services – Operator Access Coordination Service

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Service Description

Emergency Services – Operator Access Coordination Service ("ES-OACS") provides a Customer with the capability to directly contact a Company operator for assistance in order to coordinate the establishment of a link between the Customer and the appropriate Public Safety Answering Position or Emergency Response Agency in the Company's operating territory to allow the Customer to properly process an Emergency Call.

Definitions

For the purposes of this Tariff item:

"Customer" means:

- a. a Competitive Local Exchange Carrier ("CLEC"), Wireless Service Provider ("WSP"), Interexchange Carrier ("IXC"), Competitive Pay Telephone Service Provider ("CPTSP") or Voice over Internet Protocol Service Provider ("VoIPSP") who is duly regulated by or registered with the CRTC, or both, who provides operator services with respect to the telecommunications services it provides; or
- b. an Alternate Operator Service Provider ("AOSP") registered as a local reseller for the provision of "0-" dialed emergency calling to CLECs, IXCs or CPTSPs, emergency calling to WSPs or 911 calling to VoIPSPs .

"Emergency Call" means a "0-" dialed emergency call, or an emergency call to a WSP operator, or a 911 call to a VoIPSP operator initiated by an End-Customer for the purpose of obtaining Emergency Services.

"Emergency Response Agency" means the answering location of the appropriate police, fire or emergency medical agency which is ultimately responsible for dispatching Emergency Services.

"Emergency Services" means police, fire and ambulance services and any other emergency public services.

"Emergency Services - Operator Access Coordination Service Agreement" means the agreement between the Customer and the Company regarding ES-OACS.

"End-Customer" means the ultimate user of the Customer's operator services who places an Emergency Call.

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"Local Emergency Administration" means a municipal or provincial government or other governmental authority having local jurisdiction over one or more 9-1-1 serving areas.

"Public Safety Answering Position" or "PSAP" means an answering location for 9-1-1 calls staffed by operators who direct such calls to Emergency Response Agencies.

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Conditions of Service

1. ES-OACS is provided under the terms and conditions defined in this Tariff Item and in the Emergency Services - Operator Access Coordination Service Agreement.
2. ES-OACS will only be provided if arrangements are in place to ensure that AOSPs will comply with the Commission's consumer safeguards concerning operator services as set out in Telecom Order CRTC 95-316.
3. In order to facilitate the provision of ES-OACS, the Customer shall, at its own expense, lease from Company business lines equipped with the Company's Call Forwarding - Fixed Central Office service configured to accept a minimum of five (5) simultaneous call forwards. F
4. The Customer shall lease, at minimum, one (1) such individual business line for each NPA in Alberta and in British Columbia in which the Customer provides operator services. Each such individual business line shall be referred to as a "Company Emergency Number". |
5. The Customer shall respond to Emergency Calls from its End-Customers.
6. The Company shall provide to the Customer an implementation support document detailing dialing procedures for all geographic locations within the Company's operating territory. |
7. On receipt of an Emergency Call from an End-Customer and determination by the Customer that the End-Customer has a situation that requires Emergency Services, the Customer shall, depending on the NPA of the originating number, dial the applicable Company Emergency Number. |

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Conditions of Service - Continued

8. On receipt of a call to a Company Emergency Number, the Company shall route the call to a Company operator. The Customer shall provide the Company operator with all of the necessary information requested by the Company operator to allow the Company operator to route the call from the Customer to the appropriate PSAP or Emergency Response Agency. This information shall include, but shall not necessarily be limited to, the NPA-NXX and other location identification information of the End-Customer who originated the Emergency Call. F |
9. Depending on the NPA-NXX or specific location of the End-Customer originating the Emergency Call provided by the Customer, the operator will call the appropriate PSAP or Emergency Response Agency. When the call initiated by the Company operator to the PSAP or Emergency Response Agency is answered by the PSAP or Emergency Response Agency, the Company will connect the Customer to the PSAP or Emergency Response Agency. |
10. The Company operator will remain on the call and provide the Customer with such assistance as the Company’s operator, in his/her sole discretion, acting reasonably, considers necessary until such time as the Company operator, in his/her sole discretion, acting reasonably, has ensured that the Customer is properly engaged with the PSAP or Emergency Response Agency, at which time the Company operator will drop off the call. |
11. The Customer shall ensure that it remains on the line for the duration of the Emergency Call to interact with the PSAP or Emergency Response Agency as required and provide the PSAP or Emergency Response Agency with, at minimum, the End-Customer’s name, telephone number, location and any other required information. |
12. The Customer acknowledges and agrees that:
 - a. the information associated with the call displayed on the terminal screen of the PSAP operator will, to the extent technically feasible, indicate that the call originates from a Company operator but will not provide the name of the Company operator; |
 - b. neither the Automatic Number Identification ("ANI") nor the Automatic Location Identification ("ALI") of the End-Customer will be identified to the PSAP or Emergency Response Agency operator; and |
 - c. call control features associated with 9-1-1 service such as Called Party Hold and Ring Back, if available, will not be operational. |

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Rates

The Customer shall pay to the Company the following rates and charges for ES-OACS. These rates and charges are in addition to any other rates and charges that may be applicable.

Service Item	Alberta Rates	British Columbia Rates
1. Business Individual Line (Note)	The applicable rates and charges as specified in former TCI General Tariff (CRTC 18001), Item 425, Exchange Service.	The applicable rates and charges as specified in TCBC General Tariff (CRTC 1005), Item 32, Exchange Rates.
2. Call Forwarding – Fixed Central Office (Note)	The applicable rates and charges as specified in General Tariff (CRTC 21461), Item 300, Call Management Services.	

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Note: The Customer is required to have a minimum of five (5) Call Forwarding - Fixed Central Office features for each individual business line, and a minimum of one (1) individual business line for each NPA in which the Customer provides operator services.