

SPECIAL SERVICES

Item
722

9-1-1 PUBLIC EMERGENCY REPORTING SERVICE – WHITEHORSE & AREA

(N)

1. Application

9-1-1 Public Emergency Reporting Service is provided to customers with primary exchange service equipped for outward local calling or Centres II PBX service in Whitehorse and the surrounding area – more particularly described in the Customer Rate Base below – pursuant to an agreement with the Government of Yukon.

2. Description

The service provides facilities, as specified in the agreement to deliver 9-1-1 dialed calls to a communication centre (also known as a “Public Safety Answering Point”) and to deliver calls from the Public Safety Answering Point to the emergency response agencies.

3. The Government of Yukon, not the Company, is responsible for all aspects of emergency response, including locating, configuring, providing, operating, managing and staffing the Public Safety Answering Point, answering and forwarding the call, and the emergency response.

4. Features

The service provides the Company’s customers with 3-digit dial access (9-1-1) to emergency response agencies via a Public Safety Answering Point.

5. The following features are provided to support 9-1-1 operators at a Public Safety Answering Point in handling 9-1-1 dialed calls:

- (a) Automatic Number Identification (“ANI”)

The ANI feature displays, when technically feasible, the telephone number of the primary exchange service that originates the 9-1-1 call to the 9-1-1 operator

- (b) Originator Hold
(c) Ringback
(d) Force Disconnect
(e) Fast Transfer

The operator of features is dependent upon the accuracy of the Company’s records and information received from the Government and others.

6. Overflow call capability is provided as required.
7. Physical route diversity for the 9-1-1 system is not available.

SPECIAL SERVICES

Item

722 9-1-1 PUBLIC EMERGENCY REPORTING SERVICE – WHITEHORSE & AREA (cont'd)

8. Customer Rate Base

The service area, as defined by the Government of Yukon in the agreement, takes into consideration the serving area of the various emergency response agencies and is limited by the extent of Northwestel's cable facilities from the DMS-100/200 exchange in Whitehorse and associated remote exchanges at Marsh Lake, McPherson, Wolf Creek, Porter Creek and Caldwell.

9. The Customer Rate Base is based on combinations of certain NXXs (specifically, 633, 667, 668 and 393-4XXX) and service class categories. The customer rate base consists of all business and residential customers that receive primary exchange service equipped for outward local calling or Centrex II PBX service within the service area and includes Ruraltel customers and assigned public cellular telephone numbers (CRTC 3001, Item 1311)

(C)
|

10. The Customer Rate Base excludes certain Ruraltel services that are not within the service area of Whitehorse based response agencies, and all Cellular 400 and Manual Mobile services, regardless of whether or not 9-1-1 Public Emergency Reporting Service may be accessible from those services. In addition, no charges will apply for access to the service from the following service classes; public pay telephones, 800 service, Zenith, outwats and Northwestel's OCS lines.

11. Rates

The monthly rates charged to those within the customer Rate Base are as follows:

Each primary exchange service equipped for outward local calling	\$0.32
Centre II PBX service (each line)	\$0.03

12. Confidentiality of Customer Information

The Company provides to the Government of Yukon, its employees, servants, agents or contractors, solely for the operation of 9-1-1 Public Emergency Reporting Service, ANI information associated with the service that originates the 9-1-1 call, when technically feasible. The provision of this information by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.

ANI information for unlisted services is confidential and is provided as an exception to General Tariff CRTC 3001, Item 11.1 Confidentiality of Customer Records and Item 404 Omission of Primary Listing, for the sole purpose of responding to 9-1-1 calls. The party calling 9-1-1 forfeits the privacy afforded under CRTC 3001, Items 11.1 and 404 to the extent that the ANI information associated with the originating telephone (which in the case of two-party service may be the information associated with the other party depending on the telephone set) is provided to the Government of Yukon, its employees, servants, agents or contractors.

13. Additional Terms and Conditions

Additional terms and conditions apply under the agreement.