

ITEM
110.16**Direct Customer Access and Wiretap Services****1. Service Description**

Direct Customer Access (DCA) is a service provided by SaskTel, upon request, to Emergency Services Agencies only. DCA service provides for access by Emergency Services Agencies to SaskTel's directory assistance database which provides Emergency Services Agencies with Customer name and service address information associated with a specific listed telephone number, and which may provide telephone number and address associated with Customer name, or alternately; Customer name and listed telephone number associated with a service address. DCA service provides Emergency Services Agencies with information/service in response to special requests as defined below:

- (a) The information provided, consisting of names, addresses and telephone numbers of Customer numbers and Customers' record information is categorized as follows:
- Non-confidential information: Information that is published in the Companies directories or listed in the Companies Directory Assistance records.
 - Confidential information: Information consisting of names, addresses and telephone numbers of customers whose listings are not published in directories or listed in SaskTel's Directory Assistance records is confidential and not accessible by DCA. Non-published telephone number information requests are provided pursuant to a legal power, in accordance with Item 69 'Confidentiality of Customer Records' of SaskTel's Terms of Service.

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110.16**Direct Customer Access and Wiretap Services– Continued****1. Service Description – Continued**

Special Requests: Requests for other confidential information by Public Law Enforcement Agencies such as Customer record information, call details, copies of Customer bills, and Wiretap Service (cellular/wireline wiretap service). This type of confidential information/service is only provided after receipt by SaskTel of a court order, search warrant or equivalent legal authorization specifying the confidential information/service to be released or provided.

2. Definitions

For the purposes of this Tariff Item:

“Company” refers to SaskTel.

“Emergency Services Agencies” refers to the public law enforcement, fire and ambulance services.

“Public Law Enforcement” refers to the federal, provincial and municipal police services as well as federal and provincial government departments who have the legislative authority to issue warrants and/or subpoenas.

“Private Line” refers to a non-network connecting voice communication service on a two-point or multi-point basis.

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110.16**Direct Customer Access and Wiretap Services– Continued****3. Conditions of Service**

1. DCA may only be used by Emergency Services Agencies where there is a risk of loss of life or property to the general public, or for use by public law enforcement agencies in investigations for violations under the Canadian Criminal Code or other criminal offenses.
2. Emergency Services Agencies subscribing to DCA will take all necessary steps to protect and safeguard Customer information and take all necessary steps to ensure that no unauthorized person has access to DCA.
3. Information accessed through DCA may not be shared, sold, rented or otherwise disposed of to third parties.
4. DCA access requires a PC (Personal Computer-Windows), modem and telephone line, none of which are part of the DCA service and are the Customer's responsibility to provide. Any local or long distance charges are the responsibility of the customer. Also required is DCA software, which SaskTel will provide as a component of DCA service. Customer acquires only a personal, non-transferable right to use the DCA software in conjunction with DCA service. All ownership and other rights in and to such DCA software remain with SaskTel and its suppliers.

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4. Rates

The Emergency Service Agency shall pay the following service rates and charges for Direct Customer Access. Such rates and charges are in addition to other rates and charges that may be applicable pursuant to SaskTel’s Tariffs.

The following rates and charges apply for each information/service request.

Service Item	Non-confidential	Confidential (Note 1)	Set Up Charge (one time)
Customer Look Ups: Name and address or Telephone number	\$1.00*	N/A	\$250.00**
SaskTel Security Look Ups: Verbal/per Telephone Number	\$3.00	\$3.00	N/A
Fax/per Telephone Number	2.00	2.00	
Request by Address/Name	10.00	10.00	
Electronic File Transfer	N/A	N/A	

* Monthly Minimum of \$50.00 per User ID.
** Per PC equipped for DCA.

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4. Rates – Continued

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The following rates and charges apply per special request for confidential information/service such as: Customer record information, call details and copies of Customer bills.

Service Item	Rate
Special Request (Note 1)	\$50.00 per hour (minimum ½ hour) then billed in 15 minute increments.

The following rates and charges apply per special request for wiretap service.

Service Item	Rate
Wiretap Services Rate Schedule (Note 1)	<ul style="list-style-type: none"> • One time Service Charge of \$200.00 for Major Sites (Regina & Saskatoon). • Remote sites will be assessed \$400.00 for the first connection, then \$250.00 for each additional connection on the same field visit. Subsequent connections, same location \$400.00. • Cellular wiretap will be assessed a one time order charge of \$850.00 and a connection charge of \$200.00 per month for each month the wiretap is active. The service is limited by the maximum number of simultaneous available circuits. (Note 2) • Includes initial 2 hours of labour to install & take out wiretap service. • Verbatim searches (identification of toll event prior to downstream billing) will be assessed \$100.00 per number search. (Note 3)

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4. Rates – Continued

- Note 1:** This information is only provided to Public Law Enforcement Agencies after receipt by SaskTel, of a court order, search warrant or equivalent legal authorization specifying the confidential information/ service to be released or provided.
- Note 2:** All cellular wiretaps will be assessed Private Line mileage rates specified in the item on Full Period Private Line Telephone Service.
- Note 3:** Costs incurred beyond the initial 2 hours of labour to install and take out a Wiretap Service will be assessed an hourly rate of \$70.00 billed in 15 minute increments.