

**ITEM 650.22 Zero-Dialed Emergency Call Routing Service (0-ECRS)****1. Service Description**

## General

- (a) The Zero-Dialed Emergency Call Routing Service (0-ECRS) is available to Competitive Local Exchange Carriers (CLECs), Wireless Service Providers (WSPs), Interexchange Carriers (IXCs), Competitive Pay Telephone Service Providers (CPTSPs), and Alternate Operator Service Providers (AOSPs) or Voice over Internet Protocol Service Providers (VoIPSPs) (the Customer) who is duly regulated by or registered with the CRTC, or both, who provides operator services with respect to the telecommunications services it provides. For the purpose of routing emergency calls from WSPs, zero-dialed emergency calls from WSPs “in this tariff” means any kind of emergency call, and zero-dialed emergency calls for VoIPSPs means a 911 call to a VoIPSP operator initiated by an End-Customer. C
- (b) In order to be eligible to receive this service under this tariff, AOSPs must register as a local reseller for the provision of 0-emergency calling to CPTSPs, WSPs, CLECs, and IXCs, or 911 calling to VoIPSPs. In addition, 0-ECRS 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 the tariff item on Consumer Safeguards
- (c) 0-ECRS enables the Customer to route zero-dialed emergency calls from End-Customers to the designated Public Safety Answering Point (PSAP) or other emergency response agencies within SaskTel’s operating territory. C
- (d) In geographic areas served by a Province-wide 9-1-1 platform, 0-ECRS enables the Customer to remotely access SaskTel’s Province-wide 9-1-1 platform by dialing a predetermined telephone number, followed by an authorization code. Based on the serving area, an additional dialing access code may be required to direct calls to the designated primary PSAP. C

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- (e) In geographic areas served by older vintages of 9-1-1 services, as well as in geographic areas that do not have 9-1-1 service, 0-ECRS provides dialing instructions to the Customer to enable them to deliver emergency calls directly to an appropriate emergency response agency using a list of the emergency telephone numbers contained in SaskTel's Traffic Operator Position Records (TOPR). C
- (f) The Customer must ensure that its operator stays on the line for the duration of the emergency call to interact with the PSAP and emergency response agency as required and, in particular to provide the PSAP or emergency response agency with the End-Customer's name, telephone number, address and any other required information.
- (g) In geographic areas served by a Province-wide 9-1-1 platform, the zero-dialed call will be displayed as an operator call at the terminal screen of the PSAP. The End-Customer's name, telephone number and address information will not be displayed.
- (h) Call control features associated with 9-1-1 service such as Called Party Hold and Ring Back will not be available.

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**2. Definitions**

For the purposes of this Tariff item:

“*9-1-1 Serving Area*” refers to the geographic area, as determined by the Local Emergency Administration from which 9-1-1 calls will be directed to a designated PSAP.

“*End-Customer*” refers to the ultimate user of telecommunications services.

“*Listing*” refers to a 10-digit telephone number from SaskTel’s proprietary Records.

“*Province-wide 9-1-1*” refers to a platform that provides callers dialing the universally recognized three digit 9-1-1 with dial access to PSAPs.

“*Public Safety Answering Position*” or “*PSAP*” refers to an answering location for 9-1-1 calls originating in a 9-1-1 serving area staffed by employees or service agencies such as police, fire or emergency medical agencies or by employees of a common bureau serving a group of such entities.

“*Traffic Operator Position Records*” or “*TOPR*” refers to a list/file of telephone number(s) as contained in SaskTel’s Traffic Operator Position System, of emergency response agencies located within SaskTel’s operating territory.

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“*TOPR Master File*” refers to a complete list/file of the most current Listings as contained in SaskTel’s Traffic Operator Position System, of emergency response agencies in all SaskTel’s geographic areas which are not served by Province-wide 9-1-1 platform.

“*TOPR Update*” refers to a list/file provided by SaskTel to the Customer containing changes to the TOPR Master File which include, but are not limited to additions, revisions, and deletions of the listings of emergency response agencies.

**3. Conditions of Service**

1. It is the responsibility of the Customer to respond to zero-dialed emergency calls from End-Customers and to connect the call to the designated PSAP or the appropriate emergency response agency.
2. The service is provided initially to the Customer under a two (2) year contract, the terms and conditions of which are specified in the “Agreement for the Provision of Zero-Dialed Emergency Call Routing Service” (0-ECRS Agreement). The Agreement is renewed automatically for successive one (1) year periods. The terms and conditions of the current tariff will be applied for the renewal period, unless either the competitor or SaskTel provides written notice to the other that it does not want the contract to renew. Notice of automatic renewal must be given at least 60 days prior to the end of the initial contract period.
3. The Customer shall comply with all terms and conditions as set out in the 0-ECRS Agreement.
4. As an exception to the item Resale and Sharing, the TOPR listing information provided under the terms of this Item, may not be shared, resold, rented or otherwise disposed to any third party.

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5. The limitations of liability provisions set out in the 0-ECRS Agreement are incorporated by reference to this Tariff. Notwithstanding SaskTel's General Terms of Service, SaskTel is not liable for any inaccuracies in the TOPR content, fault in the information due to the medium in which it is contained, and/or error in its transmission.
6. The Customer is responsible for providing, at its own expense, suitable equipment and sufficient facilities to access SaskTel's Province-wide 9-1-1 platform and the appropriate emergency response agency.
7. The Customer agrees to arrange for an electronic file transfer arrangement acceptable to SaskTel in order to receive the TOPR Master File as well as TOPR Updates.

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**4. Rates**

The Customer shall pay to SaskTel the following rates and charges for Zero-Dialed Emergency Call Routing Service (0-ECRS). Such rates and charges are in addition to any other rates and charges that may be applicable.

- (a) The following rates and charges apply to 0-ECRS.\*
- (b) In the event of termination of the 0-ECRS Agreement, any amounts due to SaskTel pursuant to the 0-ECRS Agreement and this Tariff shall immediately become due and payable. In such event, the Customer shall comply with all other requirements set out in the 0-ECRS Agreement.

	Monthly Rate	Service Charge
(i) Set-up Charge, per Customer		\$3642.95
(ii) Access Charge, per Customer	\$106.06	

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**\* Note:** TOPR Listing Information is available for immediate use by the Customer. Remote access to SaskTel’s Province-wide 9-1-1 platform by dialing a predetermined number will be available upon 60 days receipt of a signed agreement.