

ITEM 140.05 **Provincial Enhanced 9-1-1 Service**

1. Service Description

Provincial Enhanced 9-1-1 service provides SaskTel's customers with the universally recognized three digit (9-1-1) telephone access to emergency services. SaskTel provides customer access to the (9-1-1) code using equipment deployed on a province-wide basis. The Provincial Enhanced 9-1-1 service will be deployed on a phased in basis as municipalities agree to participate. SaskTel's Provincial Enhanced 9-1-1 service provides the province-wide telecommunications framework to route 9-1-1 calls, and will be identified on the customer's phone bill as 9-1-1 "Telecommunications Cost".

The Emergency 911 System Act has also invoked a "Sask911" call taking fee, which may also appear on the SaskTel phone bill. The "Sask911" call taking fee is for the cost of operating and staffing of the provincial 911 call answer centers and is not retained by SaskTel, with the exception of SaskTel's charge for the billing and collection of Sask911 call taking fee.

Provincial Enhanced 9-1-1 service utilizes the following features at the Primary Public Safety Answering Points (PSAP) or 9-1-1 Call Answer Centres:

Feature	Description	
selective call routing and transfer, and automatic location identifications (ALI)	• routes emergency (9-1-1) calls, along with customer data (ALI), to the 9-1-1 Call Answer Centres designated by the conditions of <u>The Emergency 911 System Act</u>	C
	• subsequently transfers emergency 9-1-1 dialed calls to pre-assigned Emergency Service Providers	C
	• not available at PSAP or 911 Call Answer Centres for wireless calls	N N
attendant call control	• holds on to an emergency call • calls, or rings back, the emergency caller • disconnects the emergency call • not available at PSAP or 911 Call Answer Centres for wireless calls	N N

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140.05**Provincial Enhanced 9-1-1 Service - Continued****2. Conditions of Service**

1. Provincial Enhanced 9-1-1 service is provided to customers connected to SaskTel's network through any of the following types of exchange accesses:
 - (a) Individual network access,
 - (b) Multi-line network access,
 - (c) Centrex access,
 - (d) Megalink access,
 - (e) Microlink access.
2. The following are presently permitted to access the system with the following charges assessed:
 - (a) Wireless telephone system access - the rate will be discounted by 50% for each working telephone number equipped for outward calling.
 - (b) Service from a paystation - no charges assessed.
3. Answering and handling of emergency calls, along with the emergency response, is the responsibility of the Municipality and is not part of SaskTel's Provincial Emergency 9-1-1 service.
4. For other than wireless callers, SaskTel will provide to the Municipalities on a call-by-call basis the name, telephone number, class of service and service location shown on SaskTel's records as the address for the exchange service from which the 9-1-1 call is placed.

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	2. Conditions of Service – <i>Continued</i>	F
	5. Confidential information is provided on a confidential basis, as an exception to the item on Directory Service, for the sole purpose of responding to 9-1-1 emergency calls.	
	6. The 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. The individual calling 9-1-1 waives the right to privacy to the extent that the name, telephone number, class of service and physical service location associated with the originating telephone are furnished to the Municipality.	
	7. SaskTel does not guarantee uninterrupted operation of Provincial Enhanced 9-1-1 service and does not guarantee that all aspects of the service will operate perfectly all of the time for any particular emergency call. SaskTel's liability to the Customer or any other person is limited in accordance with Item 74 of SaskTel's General Tariff.	C
	8. SaskTel will bill and collect monthly fees in the form of a 9-1-1 Telecommunications Cost to cover the cost of operating the Provincial Enhanced 9-1-1 system communications portion. This fee applies to each customer exchange access and will be displayed on the customer account as a total amount.	

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9. Subject to the terms of the specific agreement between SaskTel and the Municipalities:
- (a) SaskTel will determine and provide all required facilities, including but not limited to the facilities that extend services directly to the 9-1-1 Call Answer Centre (CAC) and the Emergency Response Agency (ERA) dispatch centres, which are staffed 24 hours per day, 7 days per week, pursuant to the Agreement between the Municipalities and SaskTel.
 - (b) When a Municipality requests facilities in addition to the number determined to be appropriate by SaskTel, tariff rates will apply, where applicable, to the additional facilities.

Reference: Refer to the appropriate access tariff item for the applicable rates and charges.
 - (c) Where it is necessary for SaskTel to install special equipment or to incur any unusual expense in order to meet a Municipality's requirements, an additional charge may be assessed based on the equipment installed or the unusual expense incurred.

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3. Rates

The Customer shall pay to SaskTel the following rates and charges for receiving Provincial Enhanced 9-1-1 Service. Such rates and charges are in addition to any other rates and charges that may be applicable.

The charge is... (per customer exchange access per month)	Provincial Enhanced 9-1-1 service Telecommunication Fee
Residential individual network access	\$0.21
Business individual network access	0.21
Multi-Line network access	0.21
Centrex access (each working telephone number)	0.21
Microlink access (each B channel equipped for outward calling)	0.21
Megalink access (each B channel equipped for outward calling)	0.21
Wireless access (each working telephone number equipped for outward calling)	0.1038

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WSP interconnection trunks used exclusively to deliver calls originated by WSP customers to the PSTN are not subject to 9-1-1 charges.

The Company provides a billing and collection arrangement on behalf of the Government of Saskatchewan and will bill and collect monthly the Sask911 fees as established in The Saskatchewan Telecommunications Act.

The Company charges the Sask911 Call Taking Fee to its wireline customers whose service is able to access the Sask911 System. Call taking fees remitted to SaskTel are deposited to the Sask911 account less a SaskTel billing and collection fee of \$0.07 per month per exchange access.

ITEM
140.05**Provincial Enhanced 9-1-1 Service – Continued****Automatic Location Identification Service
(Optional for Emergency Response Agencies)****4. Description**

Automatic Location Identification (ALI) is a service provided by SaskTel, upon request, to Emergency Response Agencies (ERA) for 9-1-1 landline calls transferred to the ERA from their designated primary 9-1-1 Call Answer Centers.

5. Definitions

For the purposes of this Tariff Item:

“Automatic Location Identification (ALI)” refers to the SaskTel Provincial Enhanced 911 service location information provided on a call by call basis.

“Emergency Response Agencies (ERA)” refers to the police, fire and ambulance services.

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140.05**Provincial Enhanced 9-1-1 Service – Continued****Automatic Location Identification Service – Continued
(Optional for Emergency Response Agencies)****6. Conditions**

The following are the conditions, and features of this service:

1. The ERA must operate on a 7 day, 24 hour basis.
2. The ERA must provide SaskTel with a 7 day, 24 hour phone number for problem resolution.
3. This is a landline service only. No ALI information will be sent to the ERA for transferred wireless calls, or calls with no automatic number identification (ANI).
4. The confidential ALI information is provided on a confidential basis for the sole purpose of responding to 9-1-1 emergency calls.

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	Automatic Location Identification Service – <i>Continued</i> (Optional for Emergency Response Agencies)	F
	6. Conditions – <i>Continued</i>	F
	5. This service is dependent on the availability of facilities and equipment. The situation varies across the province.	
	6. This service requires 9600 baud dedicated digital data facilities to either Regina or Saskatoon, which can be provided as per the appropriate tariff item for the applicable rates and charges. (i.e. Digital Private Line DS0 and Digital Network Access (DNA), Digital Channel Service (DCS), data set unit (DSU), etc.).	C
	7. The terminal equipment at the customer site must be customer owned and maintained.	
	8. The 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. The individual calling 9-1-1 waives the right to privacy to the extent that the name, telephone number, class of service and physical service location associated with the originating telephone are furnished to the ERA.	

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Provincial Enhanced 9-1-1 Service – Continued

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Automatic Location Identification Service – Continued
(Optional for Emergency Response Agencies)

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6. Conditions – Continued

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9. SaskTel does not guarantee uninterrupted operation of ALI service and does not guarantee that all aspects of the service will operate perfectly all of the time for any particular emergency call. SaskTel's liability to the Customer or any other person is limited in accordance with Item 74 of SaskTel's General Tariff.

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7. Rates

The Emergency Response Agency shall pay the following ALI Service rates and charges:

Service Item	Monthly Charge per Port	Set Up Charge Per ERA
ALI Computer Port	\$34.30	\$1234.85