

EXCHANGE SERVICE

Item
1705.PAY TELEPHONE BASIC ACCESS LINE SERVICE

Because the Commission has forbore, in Telecom Regulatory Policy CRTC 2009-19, with respect to the regulation of this service as set out in that decision, the Company may also provide the service in this tariff item at rates and on terms different from the tariffed rates and terms pursuant to an agreement entered into between the Company and a competitor that has been filed with the Commission for the public record. C C

1. GENERAL

A. Pay Telephone Basic Access Line (PAL) Service provides access to the Public Switched Telephone Network (PSTN) for Competitive Payphone Service Providers (CPSPs) for the provision of pay telephone service.

B. PAL Service provides individual business line service accesses which incorporate specific requirements for CPSPs. In addition, specific optional features and/or services are available for PALs at the applicable tariffed rates.

C. The CPSP may subscribe to eligible line-based features and/or services and / or any toll plan for which it qualifies.

2. DEFINITIONS

A. Competitive Payphone Service Providers (CPSPs) - a company or individual which provides competitive pay telephone service for use by the general public. For the purposes of this tariff, the CPSP is the Company's customer. C

B. Answer Supervision (Line Side) - the capability of determining when a positive answer has been returned by the terminating station.

C. Billed Number Screening (BNS) - an arrangement which prevents the charging of collect and/or third number billed calls to a customer's telephone number.

D. 0- (zero minus) - dialing zero and waiting which allows the operator to respond.

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3. SERVICE AND EQUIPMENT

A. The CPSP must conform to the registration procedures set out in Telecom Decision CRTC 98-8 (Decision 98-8), Local Pay Telephone Competition, issued June 30, 1998.

B. Prior to obtaining PAL service, the CPSP must sign a service agreement with the Company. This agreement includes as part of the terms and conditions of service the mandated consumer safeguards established by the Commission in Decision 98-8. The list of safeguards is provided in section 5 below. Non-compliance by a CPSP with this tariff or any consumer safeguard constitutes reason for the termination of the access service. As noted in Decision 98-8, when cases of consumer safeguard abuse arise and are substantiated, the Commission will direct the Company to discontinue the provision of the access services to the CPSP.

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C. PAL service is provided subject to the availability of suitable facilities and equipment.

D. When it is necessary for the Company to install special equipment or to incur unusual expense to establish PAL Service, the customer shall pay an extra charge based on the equipment installed and the unusual expense incurred.

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E. The CPSP is solely responsible for the installation, operation, and maintenance of its pay telephone sets and all other customer-provided terminal equipment. The CPSP is responsible for the rating, billing, and collecting of charges at the pay telephone.

F. The CPSP's pay telephone sets or other customer-provided terminal equipment attached to the Company's network must be certified or connected through certified network protection devices in accordance with the Company's Terminal Attachment Standards.

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G. Only individual business line service can be used for PAL Service.

H. The PAL terminates at a network demarcation point. For service to indoor locations, the demarcation point is the same as for individual business line service. For service to outdoor locations, the Company determines the appropriate demarcation point. The CPSP is responsible for all wiring beyond the demarcation point.

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I. The CPSP is responsible for all pay-per-use and other charges incurred on the PAL including the charges for calls which originate from their pay telephone sets and, through direct dialing (1+) or casual calling (10XXX/101XXXX+1+10D), which are transmitted by the Company. The CPSP is responsible for any collect or billed-to-third number call charges billed to the PAL and which are transmitted by the Company.

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3. SERVICE AND EQUIPMENT – continued

J. Calls originating on PAL Service to 0-, Operator services and 4-1-1 or 1-NPA-555 1212, Directory Assistance, are permitted. For 6-1-1, repair service, the CPSP must program its pay telephones to route 6-1-1 calls to its customer service number. 6-1-1 calls directly from a Competitive pay telephone to MTS's repair service are not permitted.

K. PAL Service provides access to 9-1-1, Emergency Services, and to 7-1-1, Manitoba Relay Service (MRS). Where required by civic authorities, the CPSP must provide a list of detailed pay telephone locations to the enhanced 9-1-1 administrator.

L. Call blocking to pay-per-use services such as 900/976 or calling features, etc. is available at terms and conditions and rates specified in the National Services Tariff or in the Company's tariffs (Item 2142).

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M. Unless the CPSP requests a directory listing when it orders PAL Service, telephone numbers associated with PAL Service are not included in the Company's telephone directories. When requested at time of order, a listing will be provided at no charge.

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N. PAL telephone numbers may be included in the Billed Number Screening (BNS) database. A Service Establishment Charge and Transaction Charge apply and are the same as those specified in Item 305 of the Company's Access Services Tariff applicable to CLECs and WSPs.

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O. Answer Supervision and Cut-off on Disconnect features are provided on PAL Service. Answer Supervision will be provided, at a charge, on loop start lines for payphone telephones as appropriate. Cut-off on Disconnect is provided at no charge if ordered at the same time as PAL Service.

P. Any other activity requested by a CPSP is subject to the terms, conditions, rates, and charges specified elsewhere in the Company's tariffs.

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Q. A CPSP is not permitted to limit the length of local calls originating from PAL Service provided by the Company.

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R. The resale of PAL Service by Competitive Local Exchange Carriers (CLECs) is permitted, provided that the line is used by a CPSP for public telephone service and the CLEC and CPSP file and implement an agreement which:

- (1) require the CLEC to abide by the consumers safeguards set out in Decision 98-8, and
- (2) provide for the enforcement of the consumer safeguards by the CLEC.

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4. RATES AND CHARGES

A. The monthly rate for PAL Service is 75% of the applicable contracted or non-contracted non-PIC discounted rate for individual line business service as specified in Item 475 if the service location is a non-forborne exchange or that is in effect if the location is a forborne exchange. The service charge is that specified in Item 510. The monthly rate for PAL service, like individual line business service, will depend on the rate band of the exchange in which it is provided. See Item 475. For services outside the base rate area of an exchange, mileage charges may apply.

B. The monthly rate and service charge for Answer Supervision are the same as those specified in Item 2115.

C. Monthly charges for 9-1-1 service (Item 485) and Relay Service (Item 2147) also apply. C

D. Should any feature described in section 3. not be available in the Company's tariffs, the feature will be provided based on the expenses incurred by the Company.

5. CONSUMER SAFEGUARDS

The following consumer safeguards are mandated by the Commission in Decision 98-8 as a condition of entering the local pay telephone market:

A. Provision of coinless and cardless access to 9-1-1, or access to emergency call routing by an operator accessed by dialing 0 at a pay telephone. Where required by civic authorities, provision of a list of detailed pay telephone locations to the enhanced 9-1-1 administrator;

B. Provision of M&IPR;

C. Provision of 6-1-1 or other number for reporting telephone trouble;

D. Provision of non-discriminatory access to the networks of all APLDS (Alternate Provider of Long Distance Services) connected to the underlying LEC (Local Exchange Carrier) network, if long distance calling is permitted;

E. Posting on or near the pay telephone the company name, address and toll free number where information can be obtained and complaints addressed;

F. Posting the Commission's address and toll-free number (1-877-249 CRTC) on all pay telephone equipment, in order to ensure that consumers have direct recourse to facilitate resolution of unresolved complaints;

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5. CONSUMER SAFEGUARDS – continued

G. Operator services, if provided, (other than emergency services access and MRS) that are in compliance with Telecom Order 95-316 as well as with procedures that evolve from the CISC (CRTC Interconnection Steering Committee);

H. Prominent display, at each pay telephone location, of the following information: rates of local calls, the name of the default long distance provider; and any surcharges not included in the price of the call;

I. Provision for coin return for uncompleted calls, such as busy signals or no answer if coin access is applicable, and similarly if a card is used, alternately billed charges must not apply if the call is not connected to the called party;

J. Standard arrangement of letters as well as numbers provided on the dial in order to permit callers to reach their provider of choice through the use of commonly used vanity access sequences;

K. All pay telephones are to meet current CSA (Canadian Standards Association) and the Terminal Attachment Program Advisory Committee standards to prevent network harm;

L. All pay telephones are to be accessible to the physically disabled, be hearing aid compatible and meet the standards established in Telecom Order CRTC 98-626, as modified by Telecom Order CRTC 98-1186, for provisioning of service to visually impaired consumers;

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M. Adherence to all applicable Commission rules concerning protection of customer privacy; and

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N. Pursuant to Telecom Decision CRTC 2016-295, the CPSP must make detailed information available to consumers regarding the rates and other fees charged by or on behalf of the CPSP with respect to long distance non-cash payphone calls. Detailed rate information includes connection fees, per-minute rates, and any other charges that would be charges to the consumer by or on behalf of the CPSP for a long distance non-cash payphone call.

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6. CPSP TOLL-FREE REPORT

A. The CPSP Toll-Free Report is an optional, monthly electronic report available to CPSPs, or agencies representing a group of CPSPs, who subscribe to the Company's Pay Telephone Basic Access Line Service. The report provides call data required to bill IXCs for toll-free calls originating from CPSP pay telephones that are connected to MTS's network via PALs obtained from the Company.

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B. The CPSP must enter into a non-disclosure agreement with respect to the call data provided, assuring that it will use this information for the sole purpose of billing the IXCs, and will not disclose this information to any other party or for any other purpose.

C. The report includes for each toll-free number called, the number of times that number was called and the name of the IXC over whose network the toll-free calls were routed.

D. At the request of the CPSP, the Company will provide appropriate information to enable the CPSP to provide billing information to enable the CPSP to provide billing information to the IXC on a disaggregated basis by originating exchange.

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E. The following monthly rates and usage charges apply. There is no service charge associated with the subscription to this service.

	<u>Monthly Rate</u>	<u>Rate</u>
Cpsp toll-free report	\$250.00	
Usage charge, per call		
- Up to a maximum of \$500.00 per month		\$0.02
- Greater than \$500.00 per month		\$0.01