

OTHER SERVICES AND FACILITIES

Item
2900.

311 ACCESS SERVICE1. GENERAL

A. 311 Access service allows citizens (calling parties) within a municipality to have the capability to reach non-emergency municipal government services by dialing 311. 311 Access service provides call routing arrangements based on the Company's exchange boundary for the municipality. The Company's network is provisioned to route calls based on exchange boundaries. C
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B. 311 Exchange routing is the basic routing for 311 Access service and is available at no cost to the municipality. 311 Exchange routing allows municipalities to receive calls based on the first three digits of the originating calling party's telephone number.

C. Where a municipal boundary and an exchange boundary is not aligned, a municipal boundary 311 Access service option can be provided upon request by a municipality for such an option and upon tariff approval.

2. DEFINITIONS

For the purposes of this tariff item:

A. "311 Access" is a service feature that provides a unique number assignment to a municipality, such that when the number is dialed, the network can provide call routing instructions.

B. "Access" is the means by which a calling party gets in contact with (gets access to) the municipality.

C. "311 Exchange routing" is a feature that utilizes the first three digits of the originating calling party's telephone number to determine the routing and the terminating municipality service location of the call.

D. "Routing" is the path the call takes through the network to the point of the termination at the municipality.

3. SERVICE AND EQUIPMENT C

A. A municipality wishing to implement a 311 service must provide a formal notification letter to the Company at least six months in advance of the requested effective date for the 311 number. The notification letter must identify whether 311 Access service will be based on exchange boundary or municipal boundary call routing. When choosing exchange boundary routing and there is more than one municipality within an exchange, the affected municipalities must agree on how the 311 Access service is to be provided. C

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311 ACCESS SERVICE - continued

3. SERVICE AND EQUIPMENT - continued C

B. 311 Exchange routing within the local calling area of the exchange of the municipality is provided at no charge to the municipality.

C. Charges for other Services and Features required by the municipality are in addition to the 311 Access service.

D. Calling parties will pay the rates for the local services they use to access and dial the 311 number. The calling party bears the cost of 311 calls made from a payphone or a wireless telephone. The recovery of costs of other types of 311 calls such as calls made by credit card, collect, long distance, etc. are as negotiated between the Company and the municipality. C

E. The Company is not responsible for the costs or carrying out the municipality's public awareness campaign associated with the implementation of a 311 service. C

4. RATES AND CHARGES C

Rates and charges are not applicable to the exchange boundary 311 Access service.