

OTHER SERVICES AND FACILITIES

Item
2925.

5-1-1 ACCESS SERVICE

1. GENERAL

A. 5-1-1 Access Service allows calling parties within a provincial jurisdiction to have the capability to dial 5-1-1 on a full-time basis to reach traveller and weather information services at the Designated Service Location. 5-1-1 Access Service provides call routing arrangements based on the Company's exchange boundaries. C

B. 5-1-1 Area Code/Exchange routing is the basic routing for 5-1-1 Access Service within the local calling area of the exchange in which the call originated as defined in CRTC Decision 2006-44. 5-1-1 Exchange routing allows a traveller information service provider (TISP) to receive calls based on the area code and first three digits of the originating calling party's telephone number.

2. DEFINITIONS

For the purposes of this tariff item:

A. "5-1-1 Access" is a service feature that provides a unique number assignment to a TISP, 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 TISP within the provincial jurisdiction of Manitoba.

C. "Designated Service Location" is the provincially designated TISP call centre to which 5-1-1 calls are directed using Area Code/Exchange routing.

D. "Traveller Information Service Provider" is the department designated by the appropriate provincial authority to respond to 5-1-1 calls.

E. "Routing" is the path the call takes through the network to the point of the termination at the Designated Service Location.

F. "Special routing" is when the provincially designated TISP requires the routing of its 5-1-1 access calls to be completed on the basis other than Area Code/Exchange routing.

3. SERVICE AND EQUIPMENT

A. The appropriate provincial authority must provide a formal notification letter to the Company at least six months in advance of the requested effective date for the 5-1-1 Access Service, designating the TISP, the designated service locations and including clear routing instructions associated with the territory the TISP will cover. The notification letter must identify the exchanges where 5-1-1 is being requested and include the single telephone number to which 5-1-1 calls should be routed for each exchange. C

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5-1-1 ACCESS SERVICE - continued3. SERVICE AND EQUIPMENT - continued

B. 5-1-1 Area Code/Exchange routing within the local calling area of the exchange in which the call originated is provided at no charge to the TISP.

C. Charges for other Services and Features required by the TISP are in addition to the 5-1-1 Access Service.

D. Calling parties shall pay the rates for the local services they use to access and dial the 5-1-1 number. The calling party bears the cost of 5-1-1 calls made from a payphone or a wireless telephone. Where 5-1-1 routing requires a long distance call, the TISP shall be responsible for the charges. Should the TISP require the caller to pay for the call, the caller will be asked if they wish to accept the associated charges. The TISP may use the long distance services of any telecommunications service provider.

E. The Company is not responsible for the costs or carrying out the TISP's public awareness campaign associated with the implementation of a 5-1-1 service. **C**

F. Where an exchange is shared by provincially designated TISPs the appropriate provincial authority is required to obtain written agreement, from each TISP sharing that exchange, with respect to the routing instructions that have been provided to the Company. **C**

G. Rates and charges for special routing required by the TISP shall be negotiated between the TISP and the Company. The TISP shall be responsible for any costs associated with the provision of special routing. **C**

4. RATES AND CHARGES **C**

Rates and charges are not applicable to 5-1-1 Access Service.