

NATIONAL SERVICES TARIFF

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EMERGENCY AND OTHER SERVICES

Item 601

NEXT-GENERATION 9-1-1 (NG9-1-1) SERVICE

General 601.1

(a) The NG9-1-1 service is enabled through the implementation of an all Internet Protocol (IP) infrastructure including but not limited to a managed, private and dedicated IP network referred to as the Emergency Services IP network (ESInet). The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant Public Safety Answering Points (i3-PSAPs) within the Serving Area, as well as CRTC-registered Originating Network Providers (ONPs) supporting mobile and fixed/native 9-1-1 calling over IP-capable networks. For i3-PSAPs, the ESInet is delivered using the Company's IP Virtual Private Network (IP VPN) service to the PSAPs' operations premises authorized by the 9-1-1 Authority. For the purposes of this tariff item, "Company" means, either individually or collectively as appropriate, the incumbent local exchange carriers (ILECs) and small ILECs (SILECs) listed in Items 601.1 (b), 601.1(c) and 601.1(d) below. ONPs interconnect to the ESInet through designated physical points of interconnection (POIs). The NG9-1-1 service also provides a series of applications and services known as NG9-1-1 Core Services (NGCS). A Legacy Selective Router Gateway (LSRG) function is also available during the CRTC-mandated transition period allowing legacy E9-1-1 calls to be interworked and routed to i3-PSAPs, as well as for NG9-1-1 calls to the interworked and routed to PSAPs still served by the legacy E9-1-1 infrastructure. The NGCS provides a Hosted Location Information Server (LIS) and a Hosted Basic Call Additional Data Repository (ADR) made available to ONPs wishing to use these hosted functions instead of operating their own.

(b) NG9-1-1 Service is provided in the operating territories of the following ILECs;

1. Bell MTS in Manitoba;
2. Bell Canada in Ontario and Quebec; and
3. Bell Aliant in New Brunswick, Nova Scotia, Prince Edward Island; and
4. Télébec, Société en commandite in Quebec.

(c) NG9-1-1 Service is provided in the operating territories of the following SILECs:

1. DMTS, a division of Bell Canada;
2. KMTS, a division of Bell Canada;
3. NorthernTel, Limited Partnership;
4. Ontera, a division of NorthernTel, Limited Partnership; and
5. Groupe Maskatel Québec S.E.C., which includes Téléphone de St-Victor; Téléphone Upton and Téléphone de St-Éphrem.

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General 601.1

(d) The rates and terms and conditions for NG9-1-1 Service set out in this tariff item apply in the operating territories noted above and are in addition to the rates and terms and conditions as set out in the existing tariffs for 9-1-1 service in those territories, including but not limited to the following tariff items and the associated Terms of Service and equivalent.

1. For Bell MTS, see CRTC 24001, General Tariff Item 200 – Terms of Service, Item 485 – Province-Wide Enhanced 9-1-1 Service (E9-1-1) and CRTC 24006 Supplementary Tariff – Access Services for Interconnection with Carriers and Other Service Providers Item 105.4.C. – Local Network Interconnection and Component Unbundling, Province-Wide-9-1-1 Service, Access by CLEC end-customers, per NAS or WTN.

2. For Bell Canada, see CRTC 6716, General Tariff Item 10 – Terms of Service, Item 1400, 9-1-1 Public Emergency Reporting Service (PERS) and CRTC 7516 Access Services Tariff Item 105.4.(b)(6) – Local Network Interconnection and Component Unbundling, Emergency Service (9-1-1), and Item 105.4(c), Rates and Charges, Access by CLEC end-customers per NAS or per WTN.

3. For Bell Aliant, see CRTC 21491, General Tariff Item 105 – Terms of Service, Item 235 – Provincial Enhanced 911 Service; Item 646.3.b) v), Local Network Interconnection and Component Unbundling, Emergency Service (9-1-1); Item 646.3.d) Province-wide 9-1-1 Service Access by CLEC end-customers, per NAS or WTN; Item 646.3.e) Province-wide 9-1-1 Service Access by CLEC end-customers, per NAS or WTN; and Item 646.3.f) Province-wide 9-1-1 Service Access by CLEC end-customers, per NAS or WTN.

4. For Télébec Société en commandite, see CRTC 25140, General Tariff, Chapitre 1.2 Modalités de Service, Chapitre 3.5 Service public d'appel d'urgence 9-1-1; Article 7.8.4.6 Interconnexion de réseaux locaux et dégroupement des composantes réseau, Composantes réseau dégroupées - Service d'urgence 9-1-1; and Article 7.8.4.7, Tarifs et frais, Service 9-1-1 provincial: Accès par les utilisateurs finaux du ESLC, chaque SAR ou NTS.

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General 601.1

(d) The rates and terms and conditions for NG9-1-1 Service set out in this tariff item apply in the operating territories noted above and are in addition to the rates and terms and conditions as set out in the existing tariffs for 9-1-1 service in those territories, including but not limited to the following tariff items and the associated Terms of Service and equivalent: (continued)

5 For DMTS, see CRTC 25370, General Tariff, Section 80 Terms of Service, Section 100 Item 7, 9-1-1 Public Emergency Reporting Service; Section 940 Local Network Interconnection and Component Unbundling Item 4.02 d), Unbundled Network Components, Emergency-Reporting and Alerting systems (9-1-1) and Item 4.03 Local Network Interconnection and the Unbundled Network Component Rates and Charges. 9-1-1 Service: Access by CLEC end-customers per NAS or WTN.

6. For KMTS, see CRTC 25440, General Tariff, Section 80 Terms of Service, Section 100 Item 6, 9-1-1 Public Emergency Reporting Service; Section 910 Local Network Interconnection and Component Unbundling Item 4.02 c) Unbundled Network Components, Emergency-Reporting and Alerting systems (9-1-1) and Item 4.03 Local Network Interconnection and the Unbundled Network Component Rates and Charges. 9-1-1 Service: Access by CLEC end-customers per NAS or WTN.

7. For NorthernTel, Limited Partnership, see 25510 General Tariff, Section N80 Terms of Service, Section N390 Item 4, 9-1-1 Public Emergency Reporting Service (PERS); Section N200 Item 15.4.02 e) Local Network Interconnection and Component Unbundling, Emergency-Reporting and Alerting systems (9-1-1) and Item 15.4.03 Local Network Interconnection and the Unbundled Network Component Rates and Charges, 9-1-1 Service: Access by CLEC end-customers per NAS or WTN.

8. For Ontera, see CRTC 25520, General Tariff, Section 1 Item 1000 Terms of Service, Section 17 – Emergency Reporting and Alerting Service, Item 2800, 9-1-1 Public Emergency Reporting Service.

9. For Groupe Maskatel Québec S.E.C., see CRTC 25030, General Tariff, Section 1.2 Modalités de Service, Section 3.8 Service public d'appel d'urgence 9-1-1 (SPAU); CRTC 25090, General Tariff, Section 2.15 Service public d'appel d'urgence 9-1-1; CRTC 25110, General Tariff, Chapitre 2.15 Service public d'appel d'urgence 9-1-1 and CRTC 25150, General Tariff, Chapitre 2.15 Service public d'appel d'urgence 9-1-1.

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General 601.1

(e) NG9-1-1 Service provides for the following:

1. Provisioning of NG9-1-1 Service to the 9-1-1 Authority within the Serving Area.
2. ESInet IP connection with redundant and, dependent upon availability, diverse facilities to i3-PSAP locations designated by the 9-1-1 Authority and as listed in Schedule C of the NG9-1-1 Authority Service Agreement.
3. Selective routing and selective transfer of 9-1-1 Calls to the Primary-PSAP (P-PSAP), Secondary-PSAPs (S-PSAP) and Dispatch Agency according to policy routing rules crafted to the needs of the 9-1-1 Authority, including those described in PSAP Contingency Plans.
4. Transmit geodetic and/or civic location information and call back number of the 9-1-1 Caller and any additional data elements as made available by the ONP.
5. Receive, aggregate and maintain into a single dataset representative of the Company's entire serving area, mapping and addressing information provided by the 9-1-1 Authorities or to its designee.
6. Performance of Quality Assurance and Quality Control (QA/QC) on the aggregated dataset and provide mapping and addressing discrepancy/error reporting back to the 9-1-1 Authorities or to their designees.
7. A dedicated 24 hours per day, seven days per week 9-1-1 Control Centre to support the NG9-1-1 Service.
8. Maintain a Basic 9-1-1 Final Routing Alternative provisioned to handle the amount of calls approved by the CRTC.
9. Designated physical and geo-redundant NG9-1-1 POIs to which trusted entities such as ONPs can interconnect to the ESInet.
10. A LSRG function during the transition period.

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**General
601.1**

(e) NG9-1-1 Service provides for the following: (continued)

11. A Hosted LIS function.

12. A Hosted Basic Call ADR function.

13. A NENA i3-compliant NGCS.

14. Access to location information when provided by-reference by the ONP with the original NG9-1-1 call.

15. Access to the additional data repositories provided by trusted entities as defined by the CRTC.

16. Basic 9-1-1 Final Routing Alternative. Default call routing with a third-party call centre is available at the ESInet level. In such cases, the 9-1-1 Caller's call will be routed to an emergency operator (an Operator) where end-users are asked to verbally provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the 9-1-1 Caller's call to the appropriate PSAP corresponding to the provided address/location.

(f) NG9-1-1 Service provides three-digit "911" dialling with direct access to emergency response agencies serving communities specified in the NG9-1-1 Authority Service Agreement. Answering of the call and the emergency response are the responsibility of the 9-1-1 Authority and is not provided by the Company as part of NG9-1-1 Service.

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General 601.1

(g) NG9-1-1 Service offers a rich set of features, including the following, which are described in detail for ONPs in: Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – Network to Network Interface for Originating networks; and for PSAPs in Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – User-to-Network Interface for NENA i3 Compliant Public Safety Answering Points (i3 PSAPs).

1. Selective Routing
2. Selective Transfer
3. External Transfer
4. Attended Transfer
5. Blind Transfer
6. Wireless 9-1-1 Phase II service
7. Multiparty Bridging
8. Emergency Callback
9. Service/Agency Locator
10. Civic Location Validation
11. Alternate Routing
12. Policy-Based Routing
13. State-based Routing
14. Emergency Incident Data Object (EIDO) Conveyance
15. Policy Storage
16. Call Reroute
17. DNS Service
18. NTP Service
19. Logging Service
20. Location De-reference
21. Additional Data De-reference
22. Incident Tracking Identifier
23. Call Identifier
24. PSAP Service State Consumer
25. PSAP Security Posture Consumer
26. PSAP jCard

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(g) NG9-1-1 Service offers a rich set of features, including the following, which are described in detail for ONPs in: Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – Network to Network Interface for Originating networks; and for PSAPs in Next Generation 9-1-1 (NG9-1-1) Technical Specifications Document – User-to-Network Interface for NENA i3 Compliant Public Safety Answering Points (i3 PSAPs). (continued)

27. PSAP Service URIs
28. Discrepancy Reporting
29. AbandonedCall Event
30. Public Key Infrastructure
31. Certificate Management
32. Test Calls
33. Policy Routing Rule Testing
34. High Service Availability
35. Cybersecurity & Perimeter Protection
36. PSAP Call Control support

(h) NG9-1-1 Service is provided under the terms and conditions defined in this Tariff Item and in specific executed NG9-1-1 Service Agreements (the "Agreements") between the Company and the Originating Network Providers (ONPs) and 9-1-1 Authorities respectively.

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NEXT-GENERATION 9-1-1 (NG9-1-1) SERVICE

Definitions 601.2

(a) For the purposes of this tariff item, the following definitions apply:

1. "9-1-1 Authority" means the municipality, local service board, first nation, province or any other authorized signing authority responsible for 9-1-1 service operations as described in this tariff item and in the NG9-1-1 Authority Service Agreement.
2. "9-1-1 Call" means a request for public safety assistance signalled by a 9-1-1 Caller using a device and communications service supporting 9-1-1 dialling, and delivered through the NG9-1-1 Service, regardless of the media (voice, video, text, other) used to make that request.
3. "9-1-1 Caller" means end user dialing "911".
4. "9-1-1 Control Centre" means the Company's 24 hours per day, seven days per week dedicated 9-1-1 support, maintenance and surveillance centre.
5. "Additional Data Repository (ADR)" is a data storage facility for NG9-1-1 Additional Data.
6. "9-1-1 Authority Agreement" means the agreement between the 9-1-1 Authority and the Company associated with NG9-1-1 Service as set out in this tariff, as well as in the NG9-1-1 Authority Service Agreement and associated schedules. Altogether, this tariff and the NG9-1-1 Authority Service Agreement and associated schedules form the "9-1-1 Authority Agreement".
7. "Backup PSAP" or "Backup Public Safety Answering Point" means the backup PSAP as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.
8. "Basic 9-1-1 Final Routing Alternative" means the designated last routing option involving a third-party call centre which will receive default routed 9-1-1 calls and attempt to ascertain the location of the emergency with the caller in order to route the call to the appropriate or designated PSAP for that location.

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Definitions 601.2

(a) For the purposes of this tariff item, the following definitions apply: (continued)

9. "*Basic Call-ADR*" is a Call-ADR that is provisioned with and delivers Additional Data that is equivalent to non-location E9-1-1 data.

10. "*Call-ADR*" is an embodiment of an ADR that provides contact information for the ONP, the type of originating network used by the caller, the type of device used to initiate the communication, any subscriber information disclosed by the ONP as well as other types of additional information which may be added over time pursuant to applicable standards.

11. "*Civic location Information*" means a set of elements that describe detailed street address information. In NG9-1-1, civic location information is conveyed is a Presence Information Data Format – Location Object (PIDF-LO) and must be LVF-valid.

12. "*CLEC*" means Competitive Local Exchange Carrier.

13. "*Conference Bridge*" means an NGCS-based service comprising a set of functions that together, allows connecting multiple parties and mixing media so that each participant can converse with the others.

14. "*ESInet*" means the Emergency Services Internet Protocol network, which is a managed, private, dedicated IP network used for emergency services communications. The ESInet provides the transport and interconnectivity for trusted entities designated by the CRTC such as NENA i3-compliant PSAPs within the Serving Area, as well as CRTC-registered ONPs supporting fixed/native 9-1-1 calling over IP-capable networks. For i3-PSAPs, the ESInet is delivered using the Company's IP VPN service to the PSAPs' operations premises authorized by the 9-1-1 Authority. ONPs interconnect to the ESInet through designated physical points of interconnection (POIs).

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Definitions 601.2

(a) For the purposes of this tariff item, the following definitions apply: (continued)

15. "*Geographic Information System (GIS)*" means a system for capturing, storing, displaying, analyzing and managing data and associated attributes that are spatially referenced.

16. "*i3-PSAP*" means a Public Safety Answering Point (PSAP) conformant to the NENA i3 standard (NENA-STA-010), which is capable of receiving IP-based signaling and media for delivery of emergency calls.

17. "*ILEC*" means Incumbent Local Exchange Carrier.

18. "*Location Information Server (LIS)*" is a functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device) which can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geodetic or civic forms and which can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. The LIS receives a unique identifier that represents the endpoint and returns the location (by-value or by-reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.

19. "*NENA*" means the National Emergency Number Association.

20. "*NENA i3*" means the standard established by NENA and documented in NENA-STA-010, which was mandated for use in Canada by the CRTC, setting out the baseline reference architecture for NG9-1-1 systems in Canada.

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Item 601

NEXT-GENERATION 9-1-1 (NG9-1-1) SERVICE

Definitions 601.2

(a) For the purposes of this tariff item, the following definitions apply: (continued)

21. "NG9-1-1" means a secure, IP-based, open-standards system comprised of hardware, software, data, and operational policies and procedures that (a) provides standardized interfaces from emergency call and message services to support emergency communications, (2) processes all types of emergency calls, including voice, text, data, and multimedia information, (3) acquires and integrates additional emergency call data useful to call routing and handling, (4) delivers the emergency calls, messages and data to the appropriate PSAP and other appropriate emergency entities based on the location of the caller, (5) supports data, video, and other communications needs for coordinated incident response and management and (6) interoperates with services and networks used by first responders to facilitate emergency response.

22. "NG9-1-1 network provider" means a CRTC-mandated ILEC providing, operating, maintaining and being the custodian of the ESInet and NGCS within its 9-1-1 operating territory.

23. "Next Generation 9-1-1 Core Services (NGCS)" means the base set of services needed to process a 9-1-1 call on an ESInet. NGCS includes, but is not limited to, the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Border Control Function (BCF), Bridge, Policy Store, Logging Services and typical IP services such as Domain Name System (DNS). The term NGCS includes the services and not the network on which they operate (i.e., the ESInet).

24. "NNI" means Network-to-Network Interface.

25. "Originating Network Provider (ONP)" means a CRTC-approved trusted entity service provider that allows its subscribers to originate 9-1-1 dialled voice or non-voice calls from the public to PSAPs, including but not limited to wireline, wireless, and fixed/native voice over internet protocol (VoIP) services.

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NEXT-GENERATION 9-1-1 (NG9-1-1) SERVICE

Definitions 601.2

(a) For the purposes of this tariff item, the following definitions apply: (continued)

26. "*Point of Interconnection (POI)*" means a physical demarcation between an originating network and a NG9-1-1 network.

27. "*Policy Routing Rule (PRR)*" means the criteria which determine how 9-1-1 calls are routed under stated conditions such as when a target PSAP is unable to take 9-1-1 Calls.

28. "*Public Safety Answering Point (PSAP)*" means an entity responsible for receiving 9-1-1 Calls and processing those 9-1-1 Calls according to a specific operational policy – a Primary Public Safety Answering Point, Secondary Public Safety Answering Point and Backup Public Safety Answering Point – as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

29. "*PSAP Contingency Plans*" means a plan in case of a disaster impacting a PSAP.

30. "*PSAP Locations*" means the civic address locations from where the PSAPs and 9-1-1 call takers operate, as identified in the NG9-1-1 Authority Service Agreement.

31. "*Primary Public Safety Answering Point (P-PSAP)*" means a communication centre which is the first point of contact for 9-1-1 Calls as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

32. "*Secondary Public Safety Answering Point (S-PSAP)*" means a communication centre to which 9-1-1 calls are transferred from a P-PSAP, typically the fire, police or ambulance agency responsible for dispatching emergency personnel as identified by the 9-1-1 Authority in the NG9-1-1 Authority Service Agreement.

33. "*Serving Area*" means the geographic area as determined by the 9-1-1 Authority from which 9-1-1 calls will be directed to a particular P-PSAP.

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Definitions 601.2

(a) For the purposes of this tariff item, the following definitions apply: (continued)

34. "*Selective Routing*" means the process by which 9-1-1 Calls are routed to the appropriate PSAP or other designated destination, based on the 9-1-1 Caller's location information, which may also be impacted by other factors, such as time of day, call type, etc. Location may be provided in a specified format such as a valid civic address or in the form of geo coordinates (longitude and latitude);

35. "*Selective Transfer*" means the capability to transfer a 9-1-1 Call to a response agency serving the location of the 9-1-1 Caller by operation of one of several buttons typically designated as police, fire, and emergency medical.

36. "*UNI*" means User to Network Interface.

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Terms and Conditions 601.3

(a) 9-1-1 Authorities shall ensure that all addressing and mapping requirements set out in the NG9-1-1 Authority Service Agreement are met.

(b) ONPs including mobile wireless carriers, CLECs and other telecommunications providers operating IP-capable networks supporting mobile or fixed/native 9-1-1 access are required to interconnect directly with the ESInet through the designated physical NG9-1-1 POIs.

(c) NENA i3 compliant PSAPs are required to interconnect directly to the ESInet through two Company-provided redundant and diverse IP VPN circuits deployed at the PSAPs' operations premises. NENA i3 compliant PSAPs must make use of all available in-house diversity. ESInet physical demarcation locations must be geographically located within the Company's NG9-1-1 Serving region.

(d) ONPs must take all reasonable measures to (i) ensure that the communications destined for carriage over the Company's NG9-1-1 network will be secure, and (ii) protect the confidentiality of the information carried over these networks to the maximum extent feasible.

(e) In accordance with the terms set out in the ONP Agreement, the ONP shall be responsible for providing, at its own expense, all necessary facilities and equipment required to interface with NG9-1-1 Service.

(f) PSAPs shall be responsible for providing, at their own expense, all necessary facilities and equipment required to interface with NG9-1-1 Service.

(g) Where it is necessary for the Company to install special equipment or to incur any unusual expense in order to meet the requirements of a 9-1-1 Authority, an ONP or a PSAP, an additional charge may be assessed based on the equipment installed or the unusual expense incurred.

(h) Internet exchange-based interconnection is not permitted for the exchange of NG9-1-1 traffic between ONPs and NG9-1-1 network providers.

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Terms and Conditions 601.3

(i) ONPs must ensure that NG9-1-1 traffic is routed to primary PSAPs over the appropriate NG9-1-1 network providers.

(j) ONPs operating IP-capable originating networks are responsible for LIS and Call-ADR functionalities.

(k) Hosted LIS and Basic Call-ADR functionalities are available from the Company's NGCS, if requested by an ONP opting not to operate its own LIS and/or Call-ADR.

(l) ONPs are responsible for updating and maintaining LIS and Call-ADR information for their respective subscribers, regardless of whether the LIS and Call-ADR functionalities are provided through hosted solutions.

(m) ONPs must interconnect at a minimum of two geo-redundant NG9-1-1 POIs using a minimum of two separate facilities taking diverse paths to each used NG9-1-1 POI.

(n) An ONP may interconnect at more than two NG9-1-1 POIs.

(o) All information or data that is provided by a 9-1-1 Caller, or on their behalf, for purposes associated with emergency services accessed through the NG9-1-1 networks and is stored or otherwise under the custody or control of a third party or ONP shall be used for the sole purpose of responding to 9-1-1-related communications, unless the 9-1-1 Caller provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power. For greater clarity, information or data related to a specific emergency occurrence shall be used only for the purpose of responding to that emergency, unless the 9-1-1 Caller provides express consent for other use or disclosure, or disclosure is ordered pursuant to a legal power. The third party or ONP shall implement guidelines and procedures with respect to the retention and destruction of personal information related to NG9-1-1 services prior to the provision of those services.

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Deployment Requirements for 9-1-1 Authorities 601.4

(1) PSAP Requirements are set out in the NG9-1-1 Authority Service Agreement which provides specific PSAP requirements, including the following.

- (1) IP-VPN ESInet Interconnection;
- (2) PSAP Customer Edge Equipment (CEE) Interconnection;
- (3) i3 Call Handling CODEC;
- (4) IP Network protocol support;
- (5) End-to-End Encryption;
- (6) Quality of Service (QoS) Support;
- (7) Network Time Protocol (NTP) – NG9-1-1 network provider service;
- (8) PSAP Credentialing Agency – NG9-1-1 network provider service;
- (9) Domain Name System (DNS) – NG9-1-1 network provider service; and
- (10) Contingency Routing.

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Effective 2022 01 01

NATIONAL SERVICES TARIFF

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EMERGENCY AND OTHER SERVICES

Item 601 NEXT-GENERATION 9-1-1 (NG9-1-1) SERVICE

Rates and Charges 601.5 (a) Existing 9-1-1 tariffs will continue to apply as noted in 601.1(d) above.

(b) Effective 1 March 2022, a monthly rate as stated below applies per NAS equipped for outward local calling or per working telephone number of the Company and ONPs equipped for outward local calling, as set out in the tariff items identified in Item 601.1.(d) above, and applies in addition to the rates set out in the tariff items identified in Item 601.1.(d) above. For clarity, traffic may be onboarded prior to 1 March 2022 but charges shall not apply prior to 1 March 2022. The monthly rate below does not apply to pay telephone services, hospital-patient telephone services, or to hotel services.

NG9-1-1 Service, per NAS or per working telephone number	Monthly Rate
Wireline Subscribers of the Company	\$ 0.10
Wireless Subscribers	\$ 0.0951
CLECs and Third-party WSPs	\$ 0.0951

(c) NG9-1-1 Professional Services Fee

(1) Except where otherwise specified, when the Company provides NG9-1-1 Professional Services, those services will be provided at the Company's discretion during regular hours (8h00 to 17h00, Monday to Friday excluding statutory holidays), and will be at the following hourly rates with a minimum charge of one hour.

(2) When NG9-1-1 Professional Services are provided outside regular hours, fees will be based on 1.5 times the Regular Time charge per hour. When NG9-1-1 Professional Services are requested outside regular hours with less than 72 hours prior notice to the Company, a minimum charge of four outside of regular hours will apply.

	Regular Time, charge per hour
9-1-1 Professional Services	\$ 90.18