

## EXCHANGE SERVICE

Item  
2264.

SIP TRUNKING (REGIONAL) SERVICE

Note: This tariff is forborne from regulation in certain Exchanges, as identified in Item 473. C

1. GENERAL

A. SIP Trunking (Regional) Service is a business voice communications service using Internet Protocol (IP) technology. This service provides voice connectivity between the customer's IP-PBX and the Public Switched Telephone Network (PSTN) over a customer's qualified Company Data Service as defined by the Company.

B. SIP Trunking (Regional) Service is intended to replace a TDM PRI with an IP connection. SIP Trunking (Regional) Service provides customers with PSTN connectivity and features. The connection would terminate back to the Company network, where PSTN connectivity would be provided. SIP Trunking (Regional) Service allows for the transfer of all local, LD and private voice traffic across a customer's data network to the PSTN.

SIP Trunking (Regional) Service uses telephone numbers that conform to the North American Numbering Plan (NANP). As required by Compliance and Enforcement and Telecom Regulatory Policy CRTC 2018-484 (CETRP 2018-484), *Implementation of universal network-level blocking of calls with blatantly illegitimate caller identification*, the customer must ensure that no calls are delivered over this service that do not conform with the requirements of CTRP 2018-484.

2. SERVICE AND EQUIPMENT

A. The Company shall determine the Exchanges where it will provide service. The service is provided at the Company's discretion within an Exchange, subject to the availability of suitable facilities and equipment. C  
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B. When it is necessary to provide special facilities or install special equipment to incur any unusual expense in order to furnish service, the customer shall pay an additional charge based on the facilities provided, equipment installed or the unusual expense incurred.

C. SIP Trunking (Regional) Service may be connected to compatible terminal equipment, as defined by the Company, located at the customer's premises. Connection of customer-provided equipment is subject to the terms and conditions set out in Items 2800, 2830, 2840 and 2850.

D. A Digital Trunk Equivalent (DTE) connection provides the facilities for one call to connect between the customer's IP-PBX and the Central Office, as well as the facilities to place that call onto the PSTN beyond the line-serving switch. C  
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E. A Burst Digital Trunk Equivalent (BDTE) provides the same functionality as a DTE as identified in paragraph 2.D, but can be added or removed by the customer at any point during the contract period without penalty.

F. Calling Line Identification (CLID) and Call Name Display (CND) allow the transmission of caller's name and number to the customer's set when available. Subject to the customer having a set that is capable of displaying this CLID and CND.

G. SIP Trunking (Regional) Service is offered on a non-contracted monthly basis and on one, two, three and five-year minimum contract period (MCP) basis. Duration and Termination date must be the same for DTE connections. Burst DTE's can be added or removed from any contract length without penalty.

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2. SERVICE AND EQUIPMENT - continued

H. SIP Trunking (Regional) Service may be terminated by the customer prior to the expiration of the fixed contract period upon the conditions specified in Article 21 of Item 200 – Terms of Service. The following exceptions apply:

1) A customer may convert from SIP Trunking (Regional) Service to other contracted network access services offered by the Company, without paying any termination charges, provided that the monthly reoccurring charges under the new contract are of equal or greater value to those remaining under the customer's existing unexpired contract for SIP Trunking (Regional) Service. Eligible alternative contracted tariffed network access services are:

- Individual Line Business Service or Multiline Business Service (Item 475)
- Centrex (Items 1980, 1982 and 1985)
- Hosted IP Telephony Service (Item 1988)
- Digital Exchange Access (Item 1990)
- Megalink Service (Item 2000)

2) Burstable DTE's can be removed at any time without penalty

I. The delivery of the SIP Trunking (Regional) Service will require a qualified Company Data Service as identified in paragraph 2.K. The customer is responsible for ensuring that the IP PBX and any other equipment on the customer premises that is on the customer's side of the network demarcation point is appropriately equipped and configured for the service.

J. The demarcation point for SIP Trunking (Regional) Service is the Customer Edge (CE) device located on the customer premises. The customer shall be responsible for maintaining any inside wiring connecting the CE device to the User Equipment/LAN.

K. Qualified Data Services required for the delivery of SIP Trunking (Regional) Service are determined by the Company.

L. SIP Trunking (Regional) Service is provided subject to the availability of suitable access facilities for qualified Company Data Service as stated in paragraph 2.K. If all or any portion of the appropriate access facilities do not exist between a serving Central Office and the customer premise, Company will notify the customer that additional access charges would be necessary to provision the service. In such a circumstance, the customer will be required, to inform the Company whether they are willing to incur additional access charges in order to build the necessary facilities and allow the provisioning of SIP Trunking (Regional) Service. C

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2. SERVICE AND EQUIPMENT - continued

M. Nomadic VoIP 9-1-1 service will be provided for SIP Trunking (Regional) Service. Nomadic VoIP 9-1-1 calls placed from a SIP Trunking (Regional) Service will be routed to an emergency operator (Operator) and the caller will have to provide their specific address/location. Once this information has been successfully provided to the Operator, the Operator will route the customer's call to the appropriate Public Safety Answering Point (PSAP) or emergency service corresponding to the provided address/location. Based on the serving area, an additional operator may be required to direct calls to the appropriate PSAP or emergency service. 9-1-1 Service is not available in certain parts of Canada where local authorities have not made it available.

N. Nomadic VoIP 9-1-1 calls originating from an address or location outside of Canada cannot be routed to any PSAP or emergency service by the Operator.

O. 9-1-1 dialing will not work during a SIP Trunking (Regional) Service outage; during power outages if there is no battery back up, or once the battery back up has been depleted; or where any hardware provided and installed by the Company in connection with SIP Trunking (Regional) Service has been tampered with, damaged or relocated.

P. For SIP Trunking (Regional) Service (including 9-1-1 service) to work, the customer is responsible for: (1) the supply of electrical power; and (2) the proper maintenance of the SIP Trunking (Regional) Service Equipment and any customer provided equipment connected to the SIP Trunking (Regional) Service Equipment, including replacing the battery, if any, and contacting the Company for technical servicing when prompted to do so or as required, unless otherwise specified by the Company.

Q. The Company is not responsible to anyone for any inability to access 9-1-1 service or use SIP Trunking (Regional) Service as a result of these limitations or your failure to comply with these requirements, to the extent permitted by applicable law.

R. As required by Telecom Decision CRTC 2005-61, *Follow-up to Emergency service obligations for local VoIP service providers* and Decision 2005-21, *Customer notification requirements*, the customer must inform all end-users and potential end-users of the service of the nature and limitations of the 9-1-1 service in accordance with the regulatory requirements set out in that decision.

S. SIP Trunking (Regional) Service includes a web portal, which customers may use to input and update as needed the most likely address and location information. The customer is solely responsible for providing the correct address and location information which may be used by the PSAP if the 9-1-1 caller is unable to identify their location. If the customer does not provide the correct address and location information, emergency services may be dispatched to the wrong address. In such cases, the Company and its suppliers are not liable for any and all claims or actions arising out of any such misrouted 9-1-1 calls.

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3. RATES AND CHARGES

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A. Monthly rates of each Digital Trunk equivalent in Rate Bands D, E, F and G.

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Monthly Rates for each connection

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Monthly		1 Year		2 Year		3 Year		5 Year		
Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	
\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
#	50.00	#	42.00	#	41.00	#	40.00	#	36.00	M1

M1

B. Monthly rate of each Burstable Digital Trunk Equivalent in Rate Bands D, E, F and G.

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Monthly Rates for each connection

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Min \$	Max \$	
#	55.00	M1

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# Filed in confidence with the CRTC.

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