

REGION OF OTTAWA-CARLETON  
RÉGION D'OTTAWA-CARLETON

REPORT  
RAPPORT

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Our File/N/Réf.                    03 02-00-0009  
Your File/V/Réf.

DATE                                25 January 2000

TO/DEST.                         9-1-1 Management Board

FROM/EXP.                        Co-ordinator, 9-1-1 Management Board

SUBJECT/OBJET                 **AGREEMENT FOR THE PROVISION OF 9-1-1 EMERGENCY  
CALLING SERVICE**

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### **REPORT RECOMMENDATION**

**For discussion.**

#### **BACKGROUND**

The attached letter dated 10 January 2000 from the City of Nepean Fire Chief, transmits a letter dated 21 December 1999 from Vidéotron Communications Inc., which outlines a proposal to offer, in the near future, a competitive local telephone service to businesses in the Region. The following documentation has been issued separately:

1. CRTC letter dated 24 July 1998 and attachments
2. Agreement for the Provision of Emergency Calling Service in Ontario

The Board Chair has requested that this item be put on the agenda for discussion.

*Approved by*  
*Rosemary Nelson*



FIRE AND EMERGENCY SERVICES

C. J. Powers  
Fire Chief

January 10, 2000

1075 Greenbank Road  
Nepean, Ontario  
K2J 1X8

Tel: 613-825-2020  
Fax: 613-825-0353

File Number:

Michel Messier  
Assistant Director, Regulatory Affairs  
Videotron Communications Inc.  
300, avenue Viger Est  
Montreal, Quebec H2X 2W4

RECEIVED

JAN 24 2000

Dear Mr. Messier:

Re: Agreement for the Provision of E9-1-1 Emergency Calling Service

KANATA FIRE DEPT.

Your letter of December 21, 1999, addressed to Mr. Letourneau has been directed to me for response.

Please be advised that 9-1-1 service in the City of Nepean as well as all other municipalities in the Region of Ottawa - Carleton is provided under a Joint Powers Agreement between the Region and the various municipalities and agencies. The 9-1-1 service is under the direction of the 9-1-1 Management Board.

I am forwarding your documents to the 9-1-1 Management Board at the Region of Ottawa - Carleton for consideration and action as required.

Mr. Gord Kemp, Chair  
9-1-1 Management Board  
Region of Ottawa - Carleton  
111 Lisgar Street  
Ottawa, Ontario  
K2P 2L7  
613-560-2058

Yours truly,

C.J. Powers  
Fire Chief

cc: RR Letourneau  
G. Kemp, 9-1-1 Management Board

# Vidéotron Communications inc.

300, avenue Viger Est  
Montréal (Québec) Canada  
H2X 3W4

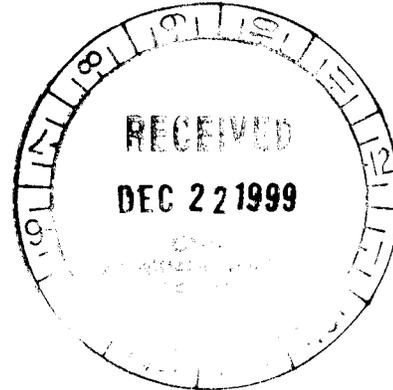
Téléphone: (514) 281-1232

Affaires réglementaires  
Téléphone : (514) 380-7317  
Télécopieur : (514) 380-4664

December 21, 1999

BY COURIER

Mr. Robert Letourneau  
Chief Administrative Officer  
Nepean City Hall  
Ben Franklin Place  
101 Centrepoint Drive  
Nepean (Ontario)  
K2G 5K7



**Re: Agreement for the Provision of E9-1-1 Emergency Calling Service**

Dear Mr Letourneau,

**Vidéotron Télécom (1998) Itée** which does business as "Vidéotron Business Network" and which is a subsidiary of Le Groupe Vidéotron Itée, is planning to offer in the near future a competitive local telephone service to businesses in your Municipality.

In Telecom Decision CRTC 97-8, dated May 1, 1997, the Canadian Radio-television and Telecommunications Commission authorised the introduction of competition in the telecommunications local market. However, as a condition of entry, the Commission required that all Competitive Local Exchange Carriers (CLECs) provide 9-1-1 Emergency Calling Service to their end-user subscribers. **Vidéotron Télécom (1998) Itée**, therefore, has a duty to make all necessary arrangements for this purpose.

To this effect, **Vidéotron Télécom (1998) Itée** has concluded an interconnection arrangement for the provision of 9-1-1 service with the Incumbent Local Exchange Carrier (ILEC) serving your Municipality (i.e., Bell Canada). In addition, as it is currently the case for the ILEC, **Vidéotron Télécom (1998) Itée** must also enter into an agreement with your Municipality, in order to make available as part of 9-1-1 service the answering of the call and the emergency response under the responsibility of your Municipality.

In this respect, the Commission approved by letter dated July 24, 1998, a standard form agreement between CLECs and Municipalities for the provision of E9-1-1 Emergency Calling Service in the Province of Ontario. This standard form agreement was developed by the 9-1-1 Sub-Working Group of the CRTC Interconnection Steering Committee. Different representatives of the telecommunications industry, such as Bell Canada and Vidéotron, and of Provincial 9-1-1 advisory boards are members of the 9-1-1 Sub-Working Group. For your information, a copy of the Commission's letter and related documents, and a list of the CRTC 9-1-1 Sub-Working Group members are attached.

Consequently, would you please complete and sign one of two copies of the Agreement for the provision of E9-1-1 Emergency Calling Service in the Province of Ontario herewith, and return it to us with a copy of the resolution adopted by your City Council. In addition, please do not forget to complete the following schedules:

- Schedule "B" should contain detail information regarding the location of Public Safety Answering Point and Emergency Response Agencies;
- Schedule "C" should contain information regarding Municipal contacts; and,
- Schedule "D" should contain information regarding serving areas and emergency service zones.

We will return to you the executed Schedule "A" of the Agreement as soon as **Vidéotron Télécom (1998) Itée** has determined the effective date of the provision of E9-1-1 Emergency Calling Service in your Municipality (currently forecasted to be April 2000). The executed Schedule "A" will be delivered to your Municipality pursuant to the provisions of Article 17 of the Agreement.

We greatly appreciate your immediate attention to this matter and anticipate hearing from you soon. Please feel free to call if you have any questions.

Respectfully yours,

**For Vidéotron Télécom (1998) Itée**



Michel Messier, Assistant Director  
Regulatory Affairs

Vidéotron Communications inc.  
Tel : (514) 380-4792  
Fax : (514) 380-4664

MM/kpp

p.j.