

## ATTACHMENT 2:

### NEXT GENERATION 9-1-1 AUTHORITY SERVICE AGREEMENT Agreement Term Summary

The following is a summary of the terms and conditions of the service agreement between the City of Toronto and Bell Canada regarding the provision of Next Generation 9-1-1 services.

#### Key Terms

- Next Generation 9-1-1 (NG 9-1-1)
- Public Safety Answering Point (PSAP)
- Tariff – Bell Canada has standard general tariffs that contain the most recent rates, charges, terms and conditions applicable to the various services offered by Bell. The applicable Tariffs for this Agreement contain specific operational requirements Bell, the City and its designated PSAPs must follow. The Tariffs also contain potential charges and fees that could be incurred should service requirements or needs change in the future.

Article	High-level Description and/or Key Provisions
<b>Article 1:</b> Definitions	<ul style="list-style-type: none"><li>• Key terms defined. Additional definitions found in Schedule A.</li><li>• Identifies the City of Toronto as the 9-1-1 Authority.</li><li>• Identifies the CRTC 9-1-1 mandated changes.</li><li>• Identifies the City's primary and secondary PSAPs.</li></ul>
<b>Article 2:</b> Scope of Agreement	<ul style="list-style-type: none"><li>• Agreement for Bell to provide NG 9-1-1 services to the City of Toronto regulated by the CRTC and in accordance with the applicable CRTC Tariffs and this contract.</li><li>• Agreement that the City of Toronto will designate a Primary PSAP, Secondary PSAPs and Back-Up PSAPs, and ensure designated PSAPs are compliant with CRTC adopted specifications and the contract.</li></ul>
<b>Article 3:</b> Fees	<ul style="list-style-type: none"><li>• Agreement that there are no fees for the NG 9-1-1 Service Bell is providing to the City.</li><li>• Identifies future instances where fees may be incurred by the City such as system updates, event based contingency requirements.</li></ul>
<b>Article 4:</b> Term and Termination	<ul style="list-style-type: none"><li>• Agreement on the length of the term, effective date, renewal terms, and termination or suspension of service.</li></ul>
<b>Article 5:</b> Limitation of Liability	<ul style="list-style-type: none"><li>• Agreement on the provision of limitation of liability (see also CRTC 6716, Item 10).</li></ul>
<b>Article 6:</b> Confidential Information	<ul style="list-style-type: none"><li>• Agreement on the management, obligations, disclosure and protection of information pertaining to, and collected through, NG 9-1-1 service.</li></ul>

<b>Article 7:</b> Force Majeure	<ul style="list-style-type: none"> <li>• Agreement on the default or delay of the NG 9-1-1 service due to circumstances beyond reasonable control.</li> </ul>
<b>Article 8:</b> General Provision	<ul style="list-style-type: none"> <li>• Agreement on the general provisions of the interpretation and application of the Service Agreement.</li> </ul>
<b>Schedule A:</b> Definitions	<ul style="list-style-type: none"> <li>• Terms defined.</li> </ul>
<b>Schedule B:</b> NG 911 Features	<ul style="list-style-type: none"> <li>• Identifies the CRTC Tariff where the NG Service requirements are mandated.</li> </ul>
<b>CONFIDENTIAL</b>  <b>Schedule C:</b> PSAP Designations and Locations	<ul style="list-style-type: none"> <li>• Identifies the City's primary and secondary PSAPs and locations.</li> </ul>
<b>Schedule D:</b> Specifications and Guidelines	<ul style="list-style-type: none"> <li>• Identifies where the specifications, templates and guidelines for the NG 9-1-1 Service are found.</li> </ul>
<b>Schedule E:</b> Deployment Criteria	<ul style="list-style-type: none"> <li>• Identifies the mandatory requirements the primary and secondary PSAPs must meet to implement their respective NG 9-1-1 technology.</li> </ul>
<b>Schedule F:</b> Multiple Region PSAPs	<ul style="list-style-type: none"> <li>• Not applicable to the City.</li> </ul>
<b>Schedule G:</b> NG 911 GIS Requirements	<ul style="list-style-type: none"> <li>• Identifies GIS requirements for NG 9-1-1.</li> </ul>
<b>Schedule H:</b> Local Registration Authority Agreement	<ul style="list-style-type: none"> <li>• Identifies the individual from each PSAP responsible for authenticating devices and/or users accessing the NG 9-1-1 network.</li> </ul>