

Enhanced 9-1-1 Services Breakdown by Mobile Service Providers

Telus Mobility:

In certain areas - most of Alberta, British Columbia, Ontario, and Quebec - 911 services have been upgraded to help operators locate the emergency.

Enhanced 911, or E911, is a service that displays your mobile phone number to emergency operators as well as the location of the cellular site carrying your call.

As local phone companies upgrade their 911 switches, the E911 service area will expand. To accommodate the costs associated with this upgrade, the standard 911 service charge for clients in E911 areas increased to 75 cents per month effective July 2006.

Bell Mobility:

e9-1-1 Phase One

The Bell Mobility network currently supports enhanced 9-1-1 (e9-1-1) service. Phase One of this service provides 9-1-1 emergency operators with your mobile device number and area code as well as approximate location information. The operator will know the location of the cellular tower handling your call.

e9-1-1 Phase Two

Bell Mobility is currently working with local, provincial and national government agencies to maintain and improve today's e9-1-1 services, including the implementation of Phase Two of this service. Phase Two allows for 9-1-1 emergency operators to more accurately locate your mobile device. However, your mobile device must be e9-1-1 Phase Two ready to allow them to do so.

Bell Mobility is working with the industry and government to make e9-1-1 Phase Two available by February 2010.

Currently there is no extra charge per month in Alberta for the e9-1-1.

Non-e911 capable devices

| Manufacturer | Model |
|---------------------|--------------|
| Audiovox | CDM-8200 |
| Audiovox | PRT9100 |

| | | |
|-------------|--------------------------|--|
| Audiovox | THERA | |
| BlackBerry® | 6750 Black | |
| BlackBerry® | 6750 Blue | |
| BlackBerry® | 7130 | |
| Kyocera | 2255 | |
| Kyocera | 5135 | |
| Kyocera | QCP2035 | |
| Kyocera | QCP6035 | |
| Motorola | STARTAC 8600 | |
| Motorola | STARTAC ST7867 | |
| Motorola | 120C BLACK | |
| Motorola | 270C | |
| Motorola | 60c | |
| Motorola | 60c Blue Marble | |
| Motorola | 60ci | |
| Motorola | M800 | |
| Motorola | P8767 | |
| Motorola | ST7860 | |
| Motorola | TIMEPORT 720 | |
| Motorola | V120C BLUE | |
| Motorola | V2267 | |
| Motorola | V3620 | |
| Neopoint | SMART PHONE NP1000 | |
| Nokia | 3586 | |

| | |
|----------|-----------|
| Nokia | 6185 |
| Qualcom | QCP 2700 |
| Qualcomm | 2760 |
| Qualcomm | QCP 2700F |
| Samsung | 1530 |
| Samsung | 2530 |
| Samsung | M620 |
| Samsung | N370 |
| Samsung | SCH-3530 |
| Samsung | SPH-T130 |

Rogers Mobile

Link to the webpage to see if city is phase 2 E9-1-1 ready.

<http://www.rogers.com/web/content/wireless-911?content10=wireless-911&setLanguage=en&setProvince=AB>

Postpaid customers who subscribed to price plans prior to October 5th, 2009 will be charged a \$0.50 9-1-1 Emergency access Fee. The fee is charged to provide our customers with access to emergency services. All emergency calls placed to 9-1-1 from a Rogers Wireless phone will continue to be free of charge. The 9-1-1 Emergency Access Fee is NOT a government fee or a tax. The 9-1-1 fee appears on your bill as the "9-1-1 Emergency Access Fee." Certain provinces charge an additional 9-1-1 government fee appearing on your bill as "Gov't 9-1-1 Fee." See the below chart for the 9-1-1 fee amount that appears on your bill.

| REGION | QUEBEC | SASKATCHEWAN | NOVASCOTIA | NEW BRUNSWICK | PEI |
|-------------------|------------------------|---------------------------------------|------------------------|-----------------------------------|------------------------|
| 9-1-1 MONTHLY FEE | 50 cents plus 40 cents | 50 cents plus 38 cents provincial fee | 50 cents plus 43 cents | 50 cents plus 53 cents provincial | 50 cents plus 50 cents |

| | | | | | |
|--|--------------------------------------------|--|----------------|-----|----------------|
| | municipal tax – Effective December 1, 2009 | | provincial fee | fee | provincial fee |
|--|--------------------------------------------|--|----------------|-----|----------------|

For *Pay As You Go* customers, a 50¢ monthly 9-1-1 fee and applicable provincial fees are applied to your account.

Customers who subscribed to price plans after October 5th, 2009 are charged a Government Regulatory Recovery Fee. This fee includes costs related to providing our customers with access to emergency services. The Government Regulatory Recovery Fee is not a tax or charge the government requires Rogers to collect and is subject to change. Learn more about the Government Regulatory Recovery Fee.

Virgin Mobile:

What e911 Can Do Already

Under your current 911 service, when you dial 911 from your Virgin Mobile phone, your call is sent to the emergency operator in your area. The emergency operator is provided with your mobile phone number and vital info (like the location of the mobile tower handling your call) when you call them which is helpful if your call is disconnected for any reason.

Enhanced e911

Virgin Mobile is working with our government agencies to improve 911 services and give emergency operators the power to locate you even more precisely with your mobile phone. We're working to have our Enhanced e911 service up and running by February 2010. All Virgin Mobile phones are ready for Enhanced e911.

What Does e911 Cost?

Virgin Mobile will not be charging you any additional fees for your access to enhanced 911 services. Also, there are no per-minute charges for e911 calls on your phone. In some provinces, there could be an additional government fee for e911 services that will also apply.

Fido Mobile:

How much does 9-1-1 cost?

Monthly plan customers who subscribed to price plans prior to November 4th, 2008 will be charged a \$0.50 9-1-1 Emergency Access Fee. The fee is charged to provide our customers with access to emergency services. All emergency calls placed to 9-1-1 from a Fido phone will continue to be free of charge. The 9-1-1 Emergency Access Fee is NOT a government fee or a tax.

The 9-1-1 fee appears on your bill as the "9-1-1 Emergency Access Fee." Certain provinces charge an additional 9-1-1 government fee appearing on your bill as "Gov't 9-1-1 Fee or Municipal Tax for 9-1-1." See the below chart for the 9-1-1 fee amount that appears on your bill.

| Region | British Columbia, Alberta, Manitoba, Ontario, Newfoundland | Quebec | Saskatchewan | Nova Scotia | New Brunswick | PEI |
|-------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| 9-1-1 Monthly fee | 50¢ | 50¢ plus 40¢ municipal tax – Effective December 1, 2009 | 50¢ plus 38¢ provincial fee – Effective December 1, 2009 | 50¢ plus 43¢ provincial – Effective December 1, 2009 fee | 50¢ plus 53¢ provincial fee – Effective December 1, 2009 | 50¢ plus 50¢ provincia l fee – Effective Decemb er 1, 2009 |

Will Enhanced 9-1-1 work with my phone?

Yes, the service works with all Fido phones.

Will it work while I'm roaming?

Yes, if you're in an area with Enhanced 9-1-1 service. Generally, most major Canadian and U.S. cities have E911.

Any customer registered on the Fido network in an area served by E911 has access to the service. This includes Fido customers in their local area, Fido customers visiting another area in Canada, and wireless subscribers roaming on the Fido network.

Is there a fee for using Enhanced 9-1-1?

No. Enhanced 9-1-1 calls, like all 9-1-1 calls, are free of charge. However, you pay a monthly 50¢ Emergency Access Fee. This fee is charged to provide our customers with access to emergency services. This is not a government fee or tax.

Link to search for areas with stage 2 E9-1-1

<http://www.fido.ca/web/page/portal/Fido/e911LookupTool>

Koodo Mobile

E9-1-1 Service Availability

Koodo Mobile's E911 Phase 1 service is currently accessible in most areas of Alberta, British Columbia, the Greater Winnipeg area of Manitoba, Ontario, Quebec, New Brunswick, PEI, and the Greater Halifax area of Nova Scotia.

The service is not yet available in Saskatchewan and Newfoundland due to limitations with landline network capabilities.

If E911 is not yet available in your area, you will still be able to access it when you roam into Koodo Mobile supported E911 areas as well as within other mobile carriers' E911 coverage areas across Canada.

*Note that Operators of 911 emergency call centers must have the necessary E911 Phase 2 system enabled in order to utilize the service.

Phone Compatibility

All Koodo mobile phones will be able to support both E911 Phase One and Two.

Summary

It appears all of the above mobile service providers are becoming E9-1-1 accessible as of February 1st, 2010. It is recommended that individuals look online to see if their current city is E9-1-1 available as some are not.

*Calgary does not appear on the list of available cities for Rogers Mobile, but surrounding towns and cities appear to be.

* Calgary does not appear on the list of available cities for Fido Mobile, but surrounding towns and cities appear to be.