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May 8, 2009

Town of Markham
Markham Civic Centre
101 Town Centre Boulevard,
Markham, Ontario, Canada
L3R 9W3

Attention: Rhonda Bosch
Project Manager

RE: 311 CALL ROUTING AGREEMENT between the City of Toronto ("Toronto") and the Town of Markham ("Markham")

On April 29, 2009, the Council of the City of Toronto approved a recommendation which authorized the Deputy City Manager to enter into agreements with neighbouring municipalities as required in order to arrange for call routing arrangements for certain Bell Canada wire centre areas shared by Toronto and the neighbouring municipality.

Agreement by the parties is required before Bell Canada will, at the request of either party, implement a call routing arrangement as contemplated under General Tariff, Item 6001 (the "311 Service Tariff").

Toronto and Markham agree that the wire centres as listed in the table in section 3 below are shared Bell Canada wire centres (the "Shared Wire Centres") requiring that the parties agree on a routing arrangement under the 311 Service Tariff.

Toronto and Markham therefore, in consideration of the payment of two dollars (\$2.00) and other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), agree as follows:

1. The parties acknowledge and agree that they currently share the Shared Wire Centres as set out in the table in section 3 below.
2. As a result of these Shared Wire Centres, a number of Toronto residents and customer telephone numbers are in a wire centre grouping that also has Markham residents and customers, and vice-versa. In order for the residents' phone numbers in these wire centres

to be routed to the correct 311 service centre, their telephone numbers must be programmed by Bell Canada according to the routing arrangement as chosen by the parties.

3. The parties agree that the routing arrangements for Shared Wire Centres shall be as set out in the table below:

Wire Centre	Affected Numbers	Chosen Routing Option
1. Sheppard (TOROON21)	M – 0 *T – 65,550	Area Code /Exchange Routing
2. Ernest (TOROON48)	M – 10 *T – 59,056	Area Code /Exchange Routing
3. Markham (MRHMON24)	*M- 28,153 T- 27 P- 264	Municipal Boundary Routing
4. Unionville (UNVLON55)	*M – 50,575 T – 61	Municipal Boundary Routing
5. Yonge (TNHLON24)	*M- 23,689 T- 86 V- 20,203 RH- 19,283	Municipal Boundary Routing

M – Markham; T- Toronto; RH- Richmond Hill; V- Vaughan;

**means the location of the Wire Centre*

4. The terms “Municipal Boundary Routing” (Enhanced Routing) and “Area Code/Exchange Routing” (Basic Routing) shall have the same meaning as those are defined in the 311 Service Tariff.
5. Where a wire centre has been identified as requiring Municipal Boundary Routing under the 311 Service Tariff, the parties agree that all calls within those Shared Wire Centres shall be automatically routed by Bell Canada to the correct 311 call centre, and the parties will each be solely responsible for the payment of the rates and charges as set out in the 311 Service Tariff for their own 311 service. For greater certainty, the parties acknowledge that Bell Canada has confirmed that no costs are payable by a party under the 311 Service Tariff until it has implemented its own 311 service.
6. Where a wire centre has been identified as requiring Area Code/Exchange Routing under the 311 Service Tariff, the full wire centre area is routed to the 311 call centre of the municipality within which the wire centre is located, and that municipality shall undertake at its expense, the live transfer of calls from a non-resident customer to the neighbouring municipality. *[For example, in the Ernest wire centre, all persons in the Markham portion of this wire centre area that dial 3-1-1 will initially be directed to the Toronto 311 call centre and will be transferred back to the Markham 311 call centre.]*

contacts

7. Markham acknowledges and agrees that Toronto intends to go live with its 311 service on June 19, 2009 (the "Toronto 311 Launch") and that any subsequent decision by Markham to implement a 311 service within the Shared Wire Centres shall, subject to section 8 below, be according to the routing option as set out in section 3 above
8. Either party may, on at least six (6) months written notice, request the conversion of one or more of the Shared Wire Centres from the current routing to the other format, and the other party shall cooperate in such conversion.
9. The parties agree that they shall be solely responsible for all costs incurred by them in implementing and operating their 311 service, including, for greater certainty, the rates and charges payable under the 311 Service Tariff and the cost of transferring non-resident calls under Area Code/Exchange Routing, and that neither party shall have any claim against the other with respect to such costs.
10. The parties acknowledge that the routing of the Shared Wire Centres shall be implemented and managed by Bell Canada independently of this agreement, and therefore agree that the parties shall, where significant changes in the population or usage within a Shared Wire Centre have occurred, conduct a review of the current Shared Wire Centre routing to ensure that the chosen routing option is still valid.

Sincerely,

per: _____



Name: Sue Corke

Title: Deputy City Manager

I have authority to bind the City of Toronto.

As an authorized representative of the Town of Markham, I am in agreement with the preceding terms and conditions.

Name:

Title:

I have the authority to bind the Town of Markham.