

Telephony Interconnect

Date Created:	February 6, 2020
Last Updated:	March 4, 2021

Background

The Enhanced Telephone Interconnect (Telephone Interconnect) subsystem is a Voice-over-IP solution that provides individual PSE radios the ability to access the Public Switched Telephone Network. Telephone Interconnect allows a Public Safety Entity (PSE) the ability to dial telephones (landlines or cellular phones) from a radio to initiate a half-duplex phone conversation. It also allows a telephone user the ability to dial PSE radios indirectly by dialing (204) 833-2370 to access the home zone of the radio operator followed by over-dialing the radio user ID to initiate the call.

A Telephone Interconnect call utilizes a full radio channel at the Public Safety Communication Services (PSCS) radio tower site for the duration of the call, thus reducing the number of channels available for emergency radio communications. As such, Telephone Interconnect is restricted to authorized subscribers, and use under the following conditions:

1. For **urgent calls** only when cell service or other means of communication are unavailable.
2. Calls should be **as short in duration** as possible – calls exceeding 8 minutes will be disconnected.
3. Telephone Interconnect should be used for 911 calls as a last resort (if no other means of communication are available) since no user location information is provided with the call.

Purpose and Scope

To establish boundaries as to which radio operators will have access to the telephony interconnect feature.

The following PSEs will have access to the telephone interconnect:

- a) Government of Manitoba.
- b) Category 1 public safety entities [per by Industry, Science and Economic Development (ISED) Category 1 definition regarding the use of the 700MHz public safety spectrum – police, fire, ambulance].
- c) Other PSEs as determined on a case-by-case basis and approved by the Government of Manitoba.

Process Input

The process is prompted by radio user has a need to make a phone call via their radio.

Process Flow

1. PSE identifies the need to access telephone interconnect.
2. PSE sends an email to PSCSSupport@gov.mb.ca identifying the request.
3. PSCS Service Analyst reviews the request and forward onto the IWG for review.
4. IWG confirms or denies the change.
5. IWG informs the PSCS Service Analyst of the decision.
6. PSCS Service Analyst informs the PSE and Bell of the decision.
 - a) If confirmed, Bell applies the base radio configuration parameters to the PSE codeplug ensuring telephone interconnect is included.
 - b) If denied, no changes to the codeplug are made.
7. Bell informs the PSE upon completion.

Version History

Version	Date	Author	Change Description
1.0	May 13, 2020	Manitoba/Bell	Initial Release
2.0	Dec 3, 2020	Manitoba/Bell	Revision by Bill Kellar and Manitoba team
2.0	Dec 9, 2020	Manitoba/Bell	Revision by Manitoba Team
2.0	Jan 12, 2021	Manitoba	Revision by Manitoba Team
2.0	February 9, 2021	Bell	Clarification on the time limit
3.0	February 25, 2021	Manitoba	Added the process for requesting telephone interconnect and time limit
3.0	March 4, 2021		Bell Agreed with added process and minor changes. Final version.