

NPA 204 RELIEF PLANNING COMMITTEE - TIF REPORT

Date Submitted: 9 July 2010

WORKING GROUP: NPA 204 Relief Planning Committee (Ad Hoc)

REPORT #: NPA 204 TIF Report 2 **File ID:** 204RE02A.doc

REPORT TITLE: Relief Planning Committee (RPC) Recommendation for the NPA 204 Relief Implementation Plan

OUTCOME: Consensus

RELATED TASK(s) #: None

BACKGROUND:

On 30 April 2009 the Canadian Numbering Administrator (CNA) advised the Canadian Radio-television and Telecommunications Commission (CRTC) that the Projected Exhaust Date (PED) of NPA 204 had moved in to January 2011 and requested that the CRTC issue a Telecom Notice of Consultation for the establishment of a CISC ad hoc committee for area code relief planning in Manitoba area code 204.

On 28 May 2009, the CRTC issued Telecom Notice of Consultation CRTC 2009-309 *Establishment of a CISC ad hoc committee for area code relief planning for area code 204 in Manitoba*, in which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 204.

On 26 May 2010, the Relief Planning Committee (RPC) submitted NPA 204 TIF Report #1, titled "Relief Planning Committee (RPC) Recommendation for the NPA 204 Planning Document" which includes recommendations for the relief method and date.

The attached Relief Implementation Plan (RIP) was prepared in accordance with those recommendations. The RIP establishes a public framework and timeframe for implementing relief for area code 204. This RIP also addresses the activities, deliverables, and issues impacting more than one individual Telecommunications Service Provider (TSP). It does not cover activities internal to each TSP. In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

RECOMMENDATIONS:

The NPA 204 RPC hereby submits the attached NPA 204 Relief Implementation Plan. The RPC recommends that this RIP be approved by the CRTC Interconnection Steering Committee (CISC) and by the Commission.

The RPC notes that two additional recommendations have been made that were not included in the original NPA 204 Planning Document:

- 1) In Telecom Regulatory Policy CRTC 2009-156, section 13, regarding dialling plan changes, the RPC notes that the Commission has retained the general obligation for all

relevant Telecommunications Service Providers (TSPs) to inform all customers about dialling plan changes but that TSPs may determine the appropriate methods to inform their customers. Accordingly, the RPC recommends that recommendation 10) in the Planning Document be deleted. In situations where TSPs have network limitations in providing recorded announcements with call completion, and the provision of such announcements and call completion would be prohibitively expensive (e.g., for companies in small and/or remote locations served by legacy technology), such TSPs may determine the appropriate methods for informing their customers (e.g., bill messages and inserts, customer letters, e-mail messages, media advertising, web sites, etc.).

- 2) The RPC recommends that all Carriers be required to modify their network to permit 10-digit local dialling on a permissive basis in addition to 7-digit local dialling by 1 December 2011. This item should be included between line items 25 and 26 in the Proposed Relief Implementation Schedule. The reason for adding this requirement is to ensure that the Consumer Awareness Task Force and TSPs take this into account when advising customers when to change their local dialling habits to 10-digits and also to provide a date for special telecommunications service users, such as alarm companies, when 10-digit dialling will be provided across the entire NPA 204 network area.

ATTACHMENT:

NPA 204 Relief Implementation Plan, dated 9 July 2010

NPA 204 RELIEF IMPLEMENTATION PLAN (RIP)

9 July 2010

DATE of RPC Consensus: 6 July 2010

TITLE: NPA 204 Relief Implementation Plan (RIP)

DISTRIBUTION: CRTC

ISSUED BY: NPA 204 Relief Planning Committee (RPC)

Chair: Glenn Pilley
Telephone: 613-683-3289
Facsimile: 613-563-9293
E-mail: pilleyg@saiccanada.com
Address: CNA – SAIC Canada
Suite 1516 - 60 Queen Street
Ottawa, Ontario, Canada K1P 5Y7

NPA 204 Relief Implementation Plan (RIP)

1. INTRODUCTION

This Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines. This RIP is a set of activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPA. The objective of the NPA Relief Planning Process is to ensure an adequate supply of CO Codes and telephone numbers is always available to the Canadian telecommunications industry and users.

Purpose of RIP

The purpose of this RIP is to establish a framework and timeframe for implementing relief for NPA 204. This RIP addresses the:

- 1) introduction of mandatory 10-digit dialling for all local calls originating within and to the NPA 204 region prior to the introduction of new NPA Code 431.
- 2) implementation of new NPA Code 431 as a distributed overlay to the NPA 204 region.

This RIP contains a Relief Implementation Schedule (see Section 4), Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

This RIP addresses the activities, deliverables, and events impacting more than one individual TSP. It does not cover activities internal to each TSP. Attachment 3, Individual Telecommunications Service Provider Responsibilities, provides a list of activities that each TSP will need to address in its own network, systems and business operations.

In addition, this RIP does not cover issues for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between Carriers).

Telecom Notice of Public Consultation CRTC 2009-309

On 28 May 2009, the CRTC issued Telecom Notice of Consultation CRTC 2009-309, *Establishment of a CISC ad hoc committee for area code relief planning for area code 204 in Manitoba*, in which it established a CRTC Interconnection Steering Committee ad hoc relief planning committee (RPC) to examine options for providing relief to area code 204 in Manitoba. The Notice of Consultation also directed the introduction of CO Code rationing measures that will be in place until 66 days before the code relief is implemented. These measures are described in detail in sections 4 and 10 of the NPA 204 Planning Document (PD). The Commission stated it believed that the measures will extend the projected exhaust to at least 1 January 2013.

When the initial J-NRUF results were adjusted by the CNA to take the impact of the CO Code rationing measures into account, the PED moved out to March 2015. The results of the second J-NRUF conducted by the CNA in July 2009 indicated the PED was further delayed to October 2016. In accordance with the Guideline and the delayed PED, and with the agreement of the RPC, the CNA suspended the Jeopardy Condition as of 22 September 2009.

The January 2010 R-NRUF results indicate that the PED has moved in to May 2013 and, in accordance with the Canadian NPA Relief Planning Guideline, NPA 204 returned to a Jeopardy Condition during the first week of May 2010.

In the event that circumstances change after the date when the Commission approves this RIP, the RPC may propose modifications to this RIP as necessary.

Planning Document (PD)

On 26 May 2010, the RPC submitted a Planning Document (PD) including a Relief Implementation Schedule to the CRTC for approval. The RPC developed this RIP to implement relief for NPA 204 in accordance with the recommendations contained in the PD.

The Planning Document (TIF Report 1) recommended relief as follows:

"Based on the assessment of Relief Options and other issues contained in this document, the RPC submits the following recommendations to the CISC and CRTC:

- 1) The Relief Method should be a distributed overlay of a new NPA Code on Manitoba NPA 204;
- 2) NPA Code 431 should be the Relief NPA Code;
- 3) The Relief Date should be 3 November 2012 in order to provide Carriers and customers with advanced notification and sufficient lead-time to implement relief;
- 4) The local dialling plan should be changed to 10 digits for all local calls originating in Manitoba;
- 5) 7-digit dialling be allowed to continue on local calls originating from the Creighton, Exchange Area Saskatchewan in NPA 306, into the Flin-Flon Exchange Area in Manitoba.
- 6) A 7- to 10-digit dialling transition period should be implemented commencing on 29 July 2012, with network announcements on calls dialled using 7 digits phased in over one week between 29 July 2012 and 5 August 2012.
- 7) Mandatory 10-digit local dialling should be implemented commencing on 20 October 2012, with network announcements on calls dialled using 7 digits phased in over one week between 20 October 2012 and 27 October 2012;
- 8) Standard network announcements should be implemented commencing on 1 February 2013 and completed within one month by 3 March 2013;
- 9) Per the discussion in section 13 of this Planning Document NPA 204 CO Code 584 should be made available for assignment to extend the life of NPA 204 if needed.
- 10) Per the discussion in section 9 of this Planning Document, in situations where TSPs have network limitations in providing recorded announcements with call completion, and/or the provision of such announcements and call completion would not be cost effective (e.g., for companies serving small and/or remote locations with legacy technology, or for wireless Carriers), such TSPs may submit written requests to CRTC staff seeking relief from the obligation of providing industry standard network

announcements with automatic call completion on calls dialled using 7 digits prior to the implementation of mandatory 10-digit local dialling. In such circumstances, those TSPs seeking relief shall be required to inform their customers of the 10-digit dialling requirement by:

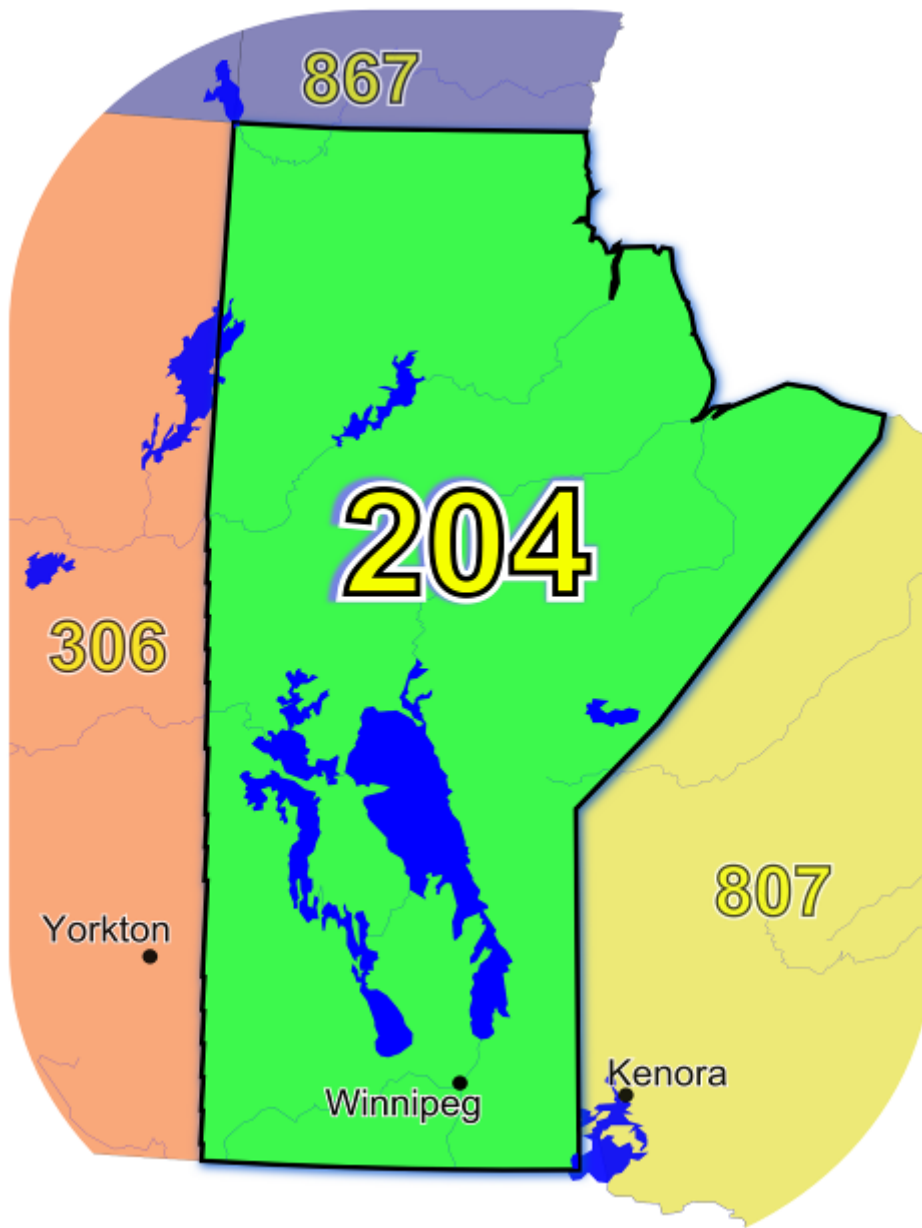
- a. sending monthly bill inserts (to be submitted at least one month prior to insertion to CRTC staff for approval) in each of the 4 months immediately prior to the month when mandatory 10-digit local dialling is scheduled to be implemented;
- b. placing two notices in local newspapers (if available), one during the month prior to the month when mandatory 10-digit local dialling is scheduled to be implemented, and one during the month when mandatory 10-digit local dialling is scheduled to be implemented;
- c. sending a personal letter to each affected customer, to be received 10 days prior to the implementation date of mandatory 10-digit local dialling; and
- d. placing information on the TSPs' websites in a prominent, highly visible location for the minimum period of about 5 months ending at the end of the month when mandatory 10-digit local dialling is scheduled to be implemented.

RIP Recommendations:

- 3) In Telecom Regulatory Policy CRTC 2009-156, section 13, regarding dialling plan changes, the RPC notes that the Commission has retained the general obligation for all relevant Telecommunications Service Providers (TSPs) to inform all customers about dialling plan changes but that TSPs may determine the appropriate methods to inform their customers. Accordingly, the RPC recommends that recommendation 10) in the Planning Document be deleted. In situations where TSPs have network limitations in providing recorded announcements with call completion, and the provision of such announcements and call completion would be prohibitively expensive (e.g., for companies in small and/or remote locations served by legacy technology), such TSPs may determine the appropriate methods for informing their customers (e.g., bill messages and inserts, customer letters, e-mail messages, media advertising, web sites, etc.).
- 4) The RPC recommends that all Carriers be required to modify their network to permit 10-digit local dialling on a permissive basis in addition to 7-digit local dialling by 1 December 2011. This item should be included between line items 25 and 26 in the Proposed Relief Implementation Schedule. The reason for adding this requirement is to ensure that the Consumer Awareness Task Force and TSPs take this into account when advising customers when to change their local dialling habits to 10-digits and also to provide a date for special telecommunications service users, such as alarm companies, when 10-digit dialling will be provided across the entire NPA 204 network area.

Map of NPA 204

A map showing NPA 204 is on the following page. The 204 area code consists of 244 Exchange Areas serving the province of Manitoba which includes the major communities of Brandon, Dauphin, Portage La Prairie, Selkirk, Steinbach, Thompson, Winkler and Winnipeg.



Dial Plan Impacts

Currently the dialling for local calls within NPA 204 and across its boundaries is as follows:

- 7-digit dialling for local calls within NPA 204 (in addition to providing 7-digit dialling for local calls from NPA 204, some Telecommunications Service Providers permit 10-digit dialling, or 10 and 11-digit dialling),
- 7-digit dialling for local calls from Flin Flon in NPA 204 to Creighton SK in adjacent NPA 306
- 7-digit dialling for local calls from Creighton SK in adjacent NPA 306 to Flin Flon in NPA 204
- no local calling between NPA 204 and adjacent Canadian NPAs 807 & 867, and US NPAs 218 & 701

NPA relief will have the following impacts on dialling for local calls originated in the NPA 204 area:

- existing 7-digit dialling will be eliminated and 10-digit local dialling will become mandatory.

The table below identifies the modifications to the dialling plan for local calls originating within the NPA 204 area under the overlay relief option.

Local Dialling Plan for Customers in NPA 204 & New NPA

Dial Plan Scenarios	Today	After Overlay
Landline to Wireless within NPA	7-(&10)* digits	10-digits
Landline to Wireless from NPA 204 to adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA	7- (&10)* digits	10-digits
Landline to Landline from NPA 204 to adjacent NPAs	10-digits	10-digits
Wireless to Wireless/Landline within NPA	7/10/11-digits*	10/11-digits*
Wireless to Wireless/Landline from NPA 204 to adjacent NPAs	10/11-digits*	10/11-digits*

- **Note 1:** Currently, in NPA 204, 10-digit local dialling may be provided on a permissive basis in some networks as an option to 7-digit local dialling. Some wireless networks that accept 10-digit local dialling also permit 11-digit dialling (i.e., 1+10 digits) for local calls. As permissive 10-digit local dialling is not currently universally available in all networks in NPA 204, the RPC has established a date in the schedule when all Carriers must implement permissive 10-digit local dialling to facilitate the transition to mandatory 10-digit local dialling.
- **Note 2:** During the development of this RIP, MTS Allstream indicated that there may be issues implementing 10-digit local dialling in six Exchange Areas in northern Manitoba that are served by DMS-10s because of technological limitations. The affected Exchange Areas are Shamattawa, Pukatawagan, Poplar River, Brochet, Tadoule Lake,

Lac Brochet. MTS Allstream indicated that it will consult with Commission staff, if necessary.

The Canadian NPA Relief Planning Guideline section 4.10 specifies that Code Protection be eliminated on relief, which means mandatory 10-digit dialling must be introduced for all local calls across NPA boundaries, unless the CRTC approves otherwise.

A minor exception to allow 7-digit dialling to be retained after an overlay for local calls from Creighton SK in adjacent NPA 306 to Flin Flon in NPA 204 & the new NPA would require minimal Code Protection as follows:

- Creighton's 2 existing CO Codes would need to be protected only in the Flin Flon Exchange Area in the new NPA; these 2 CO Codes are not protected in NPA 204 as they are already assigned in NPA 204 outside Flin Flon and Cranberry Portage.
- Any future additional CO Code assigned in NPA 306 in the Creighton Exchange Area would need to be protected in NPA 204 and the new NPA in the Flin Flon Exchange Area to maintain 7-digit local dialling as the standard in Creighton (except if the CO Code is already assigned in Manitoba outside Flin Flon).
- Any future additional CO Code assigned in the Flin Flon Exchange Area would need to be protected in NPA 306 in the Creighton Exchange Area (except if the CO Code is already assigned in Saskatchewan outside Creighton).

This exception would avoid the need for a mix of 7- and 10-digit local dialling in Creighton in the neighbouring province. With an overlay, the exception would not apply to local calls in the reverse direction (i.e. originating in NPA 204) since mandatory 10-digit dialling would still be required on all local calls originating within the overlay area in Manitoba.

Given the small amount of Code Protection that would be required to maintain 7-digit local dialling as the standard for all local calls in Creighton, and the fact that the protected CO Codes in NPA 204 and the new NPA could be assigned in parts of Manitoba distant from NPA 306, thus making effective use of the CO Codes, the RPC recommended in the Planning Document that an exception be made to allow 7-digit dialling to continue on local calls from Creighton.

NPA relief will not affect the dialling plan for long-distance calls originating in NPA 204 and other NPAs. No local calling will become long-distance, and no long-distance calling will become local as a result of NPA relief.

2. NPA RELIEF PLANNING PROCESS

NPA Relief Planning is conducted under the regulatory oversight of the Commission in accordance with the Canadian NPA Relief Planning Guidelines. Those Guidelines were developed by the Canadian Steering Committee on Numbering (CSCN), accepted by the CISC and approved by the Commission.

The Canadian NPA Relief Planning Guidelines and related information on relief planning may be obtained from the www.cnac.ca web site. The CISC operates under the CISC Administrative Guidelines that may be obtained from the Commission web site (see www.crtc.gc.ca).

For each NPA projected to exhaust within a 72 month time period, the Commission informs the public that an RPC, chaired by the CNA, will be formed as an Ad Hoc Working Group of the CISC to do relief planning for the exhausting NPA. Any interested party may participate in the

relief planning process. All RPCs operate as open public forums. Any party wanting to participate in this process is encouraged to visit the above web sites to obtain information on the process and schedule of events and activities. Any questions regarding the relief planning process may be directed to the CNA as follows:

Contact: Glenn Pilley
Telephone: 613-683-3289
Facsimile: 613-563-9293
E-mail: pilleyg@saiccanada.com
Address: CNA – SAIC Canada
Suite 1516 - 60 Queen Street
Ottawa, Ontario, Canada K1P 5Y7

Individual TSPs are responsible for their own activities to implement relief (see Attachment 3). Each TSP employs a variety of information and operation support systems for the operation, maintenance, control, and administration of its network and to serve its customers. Each TSP is responsible to make the necessary changes in its systems in order to operate in the new environment and specifically to process the full 10-digit telephone number of each subscriber. Each TSP is responsible to ensure its customers are informed and implement the changes necessary to support the relief activity. Also, each TSP is responsible to ensure its own suppliers of products and services (e.g., Operator Services) implement the changes necessary to support the relief activity. Accordingly, no activities have been identified for the coordination of these functions between different TSPs, except as otherwise provided for in this RIP (e.g., Consumer Awareness Program (CAP) and Network Implementation Plan (NIP)).

Individual TSPs and industry database owners/operators shall advise Commission staff of any concerns or problems as they arise with respect to modifying their systems and databases in time to implement relief in accordance with this RIP.

3. PROPOSED NPA RELIEF IMPLEMENTATION TASK FORCE(S)

The RPC developed this RIP with the assistance and input of two Task Forces created by the RPC:

- 1) Consumer Awareness Task Force (CATF), and
- 2) Network Implementation Task Force (NITF).

The CNA sent an e-mail to all current and prospective Code Holders in the affected NPA requesting those entities to provide a contact name to the Co-chairs of the two Task Forces (with a courtesy copy to Commission staff). Independent telephone companies may choose to represent themselves or to be represented by their associations.

Each Task Force has at least one voluntary Co-chair. The Co-chairs of the CATF and NITF act as the single point of contact and spokespersons for their respective Task Forces. The Co-chairs maintain the list of participants on their Task Forces as confidential. All TSPs operating in the affected NPAs have a participant on each of the Task Forces.

The two Task Forces have developed and submitted separate but coordinated plans for their respective activities:

- 1) Consumer Awareness Program (CAP), and
- 2) Network Implementation Plan (NIP).

Individual TSPs are expected to develop individual consumer awareness programs and network implementation plans within the parameters of the CAP and NIP contained in this RIP. The CATF and NITF will meet periodically to perform their industry level functions identified in this RIP. The RPC will provide oversight and coordination of the CATF and NITF in accordance with the RIP.

Consumer Awareness Task Force (CATF)

The purpose of the CATF is to develop a comprehensive and consistent consumer awareness program for relief activities in this NPA, and to forward it to the CISC by the due date in the Relief Implementation Schedule.

To develop a CAP, the RPC created a CATF. Each TSP operating in this NPA is requested to provide the name of a representative to serve on the CATF. The CATF is Co-chaired by volunteer participants of the CATF. The Co-chairs of the CATF compile, maintain and distribute the list of all representatives on the CATF to the CATF distribution list (i.e., contact name, title, telephone number, fax number, street address, e-mail address), including the CNA.

Purpose and Mandate

The responsibilities of the CATF include, but are not limited to:

- 1) Develop and agree on a CAP and schedule;
- 2) Develop and submit progress reports;
- 3) Identify and address CAP issues;
- 4) Act as single point of contact on CAP issues; and,
- 5) Identify any consumer concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate.

The role of the individual CATF representative of each TSP is to ensure that its TSP organization develops, submits and implements its individual consumer awareness program in accordance with the CAP and associated schedule. Each representative acts as the single point of contact with respect to implementation of the CAP and activities for its organization. Each TSP is responsible for developing, submitting and implementing its individual consumer awareness program in accordance with the industry level CAP.

All TSPs shall provide progress reports to the CATF for submission to the RPC in accordance with the Relief Implementation Schedule.

Individual TSPs should notify the CATF, or Commission staff, or the Commission, as appropriate, if there are any problems or concerns with respect to their individual consumer awareness program activities to implement relief in accordance with this RIP.

The recommended CAP is attached to this RIP (see Attachment 1).

Network Implementation Task Force (NITF)

The purpose of the NITF is to develop a Network Implementation Plan (NIP) to be submitted to the CISC. This complies with the Canadian NPA Relief Planning Guidelines.

Each TSP operating in this NPA is requested to provide the name of a representative to serve on the NITF. The NITF is Co-chaired by volunteer participants of the NITF. The Co-chairs of the

NITF compile, maintain and distribute the list of all representatives on the NITF to the NITF distribution list (i.e., contact name, title, telephone number, fax number, street address, e-mail address), including the CNA.

Purpose and Mandate

The role of the NITF is to identify and address network implementation issues that affect all Carriers. The responsibilities of the NITF include, but are not limited to:

- 1) Develop and agree on a NIP and schedule;
- 2) Develop and submit progress reports;
- 3) Identify and address NIP issues;
- 4) Act as single point of contact on NIP issues;
- 5) Identify any network concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate; and,
- 6) Develop inter-network test plans, as necessary.

The role of the individual NITF representative of each TSP is to ensure that its TSP organization develops, submits and implements its individual network implementation plan in accordance with the NIP and associated schedule. Each representative acts as the single point of contact for implementation of the NIP and activities for its organization. Each TSP is responsible to develop, submit and implement its individual network implementation plan in accordance with the industry level NIP.

All TSPs shall provide progress reports to the NITF for submission to the RPC in accordance with the Relief Implementation Schedule.

Test Plans and Tests shall be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements and the Relief Implementation Schedule.

Individual TSPs and industry database owners/operators (e.g., Canadian Local Number Portability Consortium) should notify the NITF, or Commission staff, or the Commission, as appropriate, if there are any problems or concerns with modifying their systems and databases in time to implement relief in accordance with this RIP.

The recommended NIP is attached to this RIP (see Attachment 2).

4. PROPOSED NPA RELIEF IMPLEMENTATION SCHEDULE

The following table identifies the major implementation activities, deliverables and associated dates based upon the tasks identified in the Canadian NPA Relief Planning Timeline as well as major events in both the CAP and NIP. All TSPs and telecommunications service users should plan their internal relief activities in accordance with the following Relief Implementation Schedule.

RELIEF IMPLEMENTATION SCHEDULE
NPA 204 Relief
(Implementation of Mandatory 10-Digit Local Dialling and Overlay NPA)

Item	Task or Event	PRIME	START	END
1	CNA identifies NPA exhaust and notifies by e-mail CRTC staff, CSCN, NANPA & CISC that the NPA will exhaust within the future six year time period	CNA		23-Mar-09
2	CNA declares Jeopardy Condition in NPA 204	CNA		23-Mar-09
3	CRTC issues Public Notice regarding RPC Ad Hoc CISC, Interested Parties list and code rationing	CRTC		28-May-09
4	CNA holds NPA 204 Stakeholder conference call to discuss 11 year advancement of Projected Exhaust Date to September 2010	CNA		16-Apr-09
5	CNA announces the date for the initial NPA Relief Planning face-to-face meeting & requests contributions	CNA		10-Nov-09
6	CNA completes and distributes IPD to RPC	CNA		05-Jun-09
7	RPC participants review IPD & submit contributions to RPC	RPC	05-Jun-09	16-Apr-10
8	CNA suspends Jeopardy Condition in NPA 204	CNA		22-Sep-09
9	CNA chairs initial RPC meeting to start development of PD, RIP & PL, & schedules future meetings/conference calls including creation & consultation with CATF and NITF	CNA & RPC	12-Jan-10	13-Jan-10
10	CNA chairs subsequent RPC meetings/conference calls to finalize PD & RIP	CNA & RPC	13-Jan-10	02-Jun-10
11	CNA re-declares Jeopardy Condition as PED advanced by 3+ yrs	CNA		05-May-10
12	CNA forwards PD and, possibly, RIP to the CISC and CRTC for approval	CNA		02-Jun-10
13	Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to RPC & CRTC	Special Users	28-May-09	02-Jun-10
14	CRTC issues Telecom Decision approving the Relief Method, Relief Date, New NPA & RIP	CRTC		18-Aug-10
15	Task Forces, TSPs and users implement relief (starts at CRTC approval of RIP and ends on Relief Date)	TSPs	18-Aug-10	03-Nov-12
16	All TSPs to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance) (starts at CRTC approval of RIP and should be completed about 24 months prior to the Relief Date)	TSPs	18-Aug-10	04-Nov-10
17	CNA prepares and issues media release (in coordination with Telecommunications Alliance) (may start at CRTC approval of RIP and should be issued at least 18 months prior to the Relief Date)	CNA	18-Aug-10	05-May-11
18	CNA submits PL and RIP to NANPA (should be submitted at least 18 months prior to the Relief Date)	CNA		05-May-11

Item	Task or Event	PRIME	START	END
19	NANPA receives and posts PL to NANPA website (should be posted at least 12 months prior to Relief Date and within 2 weeks of receipt from the CNA)	NANPA	05-May-11	19-May-11
20	Task Forces, TSPs and users implement relief (starts at CRTC approval of RIP and ends on the Relief Date)	Task Forces, TSPs & Users	18-Aug-10	03-Nov-12
21	All TSPs implement consumer awareness activities (starts with filing of Consumer Awareness Programs with the CRTC and is completed on the Relief Date)	TSPs	04-Nov-10	03-Nov-12
22	All TSPs to notify all customers (including residence, business & special customers) of the need to transition from 7D to 10D local dialling and the new overlay NPA (may start with the filing of Consumer Awareness Programs with the CRTC and all customers should be notified by at least 18 months prior to the Relief Date)	TSPs	04-Nov-10	05-May-11
23	TSPs to submit Progress Report #1 to NITF and CATF (starts after completion date for all TSPs to notify their customers and requires 2 weeks)	TSPs	05-May-11	19-May-11
24	NITF and CATF develop & submit Progress Report #1 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	19-May-11	02-Jun-11
25	RPC submits Progress Report #1 to CISC/CRTC (linked to NITF and CATF reports)	RPC	02-Jun-11	16-Jun-11
NEW	All Carriers must modify their networks to permit 10-digit local dialling on a permissive basis in addition to 7-digit local dialling.	TSPs	18-Aug-10	1 Dec 2011
26	Telcordia TRA database updates to add exchanges to new overlay NPA (starts on the date that the PL is posted to the NANPA web site and must be completed by 6 months prior to the Relief Date)	Telcordia TRA	19-May-11	04-May-12
27	All Telecommunications Service Users (including Special Users, 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment & systems to accommodate the transition to 10-digit local dialling and the new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	Telecom Service Users	18-Aug-10	03-Nov-12
28	Payphone Providers Reprogram Payphones (starts on CRTC approval of RIP and ends on the Relief Date)	Payphone Providers	18-Aug-10	03-Nov-12
29	TSPs and database owners/operators to modify systems and industry databases (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs & Database Owners	18-Aug-10	03-Nov-12
30	Operator Services & Directory Assistance Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	18-Aug-10	03-Nov-12
31	Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published after the Overlay NPA is activated) (starts on CRTC approval of RIP and ends on the Relief Date)	Directory Publishers	18-Aug-10	03-Nov-12
32	9-1-1 PSAP Systems and Databases Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	PSAPS & TSPs	18-Aug-10	03-Nov-12
33	9-1-1 TSP Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	18-Aug-10	03-Nov-12

Item	Task or Event	PRIME	START	END
34	ISCP & Service Order Systems Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	18-Aug-10	03-Nov-12
35	International Gateway Switch Translations Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	Int'l TSPs	18-Aug-10	03-Nov-12
36	Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	CLNPC & NPAC	18-Aug-10	03-Nov-12
37	Toll Free SMS Database Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	Toll TSPs	18-Aug-10	03-Nov-12
38	ISCP & Service Order Systems Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	18-Aug-10	03-Nov-12
39	TSPs apply for Test CO Codes in new NPA (applications may be submitted no more than 6 months and no less than 66 days prior to the start date for the Inter-Carrier Testing Period) (Section 7.16.4 Canadian RP GL)	TSPs	30-Oct-11	24-Feb-12
40	Develop Inter-Carrier Network Test Plans and prepare for testing (individual TSPs to make arrangements in accordance with interconnection agreements) (may start on CRTC approval of RIP and must be completed by start date for the Inter-Carrier Testing Period)	NITF & TSPs	18-Aug-10	30-Apr-12
41	All international and domestic TSPs must activate the new NPA in their networks by the start date for the Inter-Carrier Testing Period	TSPs		30-Apr-12
42	Date by which TSPs must route all calls using 10-digit signalling (i.e., cease use of 7-digit signaling) for local traffic sent to and received from other TSPs (must be completed by the start date for the Inter-Carrier Testing Period) (TSPs may, but are not obligated to, negotiate special routing arrangements on a bilateral basis if required)	TSPs		30-Apr-12
43	Activation date for Overlay NPA Test CO Codes and Test Numbers in network (should be completed by the start date for the Inter-Carrier Testing Period)	TSPs		30-Apr-12
44	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans) (starts about 3 months prior to the start date for the 7- to 10-Digit Dialling transition period, or about 3 months prior to the Relief Date, and ends about 1 month after the Relief Date)	NITF & TSPs	30-Apr-12	03-Dec-12
45	Phase-in of 7- to 10-Digit Dialling Transition Period announcements (starts about 3 months prior to Relief Date)	TSPs	29-Jul-12	05-Aug-12
46	TSPs to submit Progress Report #2 to NITF and CATF (starts 2 weeks after Phase-in of 7- to 10-Digit Dialling Transition Period announcements)	TSPs	19-Aug-12	02-Sep-12
47	NITF and CATF develop & submit Progress Report #2 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	02-Sep-12	16-Sep-12
48	RPC submits Progress Report #2 to CISC/CRTC (linked to NITF and CATF reports)	RPC	16-Sep-12	30-Sep-12

Item	Task or Event	PRIME	START	END
49	Phase-in of mandatory 10-digit dialling announcements (occurs over 1 week and should be completed at least 1 week prior to Relief Date to address any problems that may arise)	TSPs	20-Oct-12	27-Oct-12
50	Relief Date (earliest date when CO Codes in new NPA may be activated)			03-Nov-12
51	TSPs submit Final Report to CATF and NITF (starts on Relief Date and provides 2 weeks for preparation & submission)	TSPs	03-Nov-12	17-Nov-12
52	NITF and CATF develop & submit Final Progress Report to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	17-Nov-12	01-Dec-12
53	RPC submits Final Progress Report to CISC/CRTC (linked to NITF and CATF reports)	RPC	01-Dec-12	15-Dec-12
54	TSPs disconnect Test Codes & Numbers, and submit Part 1 form to return Test Codes (starts 1 month after Relief Date and allows 1 month for completion)	TSPs	03-Dec-12	02-Jan-13
55	TSPs change Mandatory 10-Digit Dialling Announcement to standard announcement (mandatory announcement is required for a minimum of 3 months) (removal starts about 3 months after Relief Date and must be completed within 1 month)	TSPs	01-Feb-13	03-Mar-13

Note: All Carriers must modify their network to permit 10-digit local dialling on a permissive basis in addition to 7-digit local dialling by 1 December 2011. This item should be included between line items 25 and 26 in the Proposed Relief Implementation Schedule. The reason for adding this requirement is to ensure that the Consumer Awareness Task Force take this into account when advising their customers when to change their dialling habits to 10-digits and also to provide a date for special telecommunications service users, such as alarm companies, when 10-digit dialling will be provided across the entire NPA 204 network area.

- * When an NPA is projected to exhaust within a 72 month period, the CNA must commence the Relief Planning process.
- ** In the event that a new R-NRUF or actual demand indicates that the Projected Exhaust Date will change significantly, the CNA may convene a meeting of the NPA Relief Planning Committee to review the issue and make a recommendation to the CISC and CRTC.

5. OTHER ISSUES

Payphone Service Providers

All Payphone Service Providers are required to comply with the requirements contained in this RIP and Commission Decisions.

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate relief including the implementation of 10-digit local dialling. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialling is required for local calls.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA, the new overlay NPA, and 10-digit local dialling.

Individual Payphone Service Providers should notify the Commission or Commission staff, as appropriate, if they have any problems or concerns.

Telecommunication Service Users

All users are required to comply with the requirements contained in this RIP and Commission Decisions.

Users of telecommunications services are required to make the necessary changes to their telecommunications systems and equipment in order to send and receive calls using 10-digit local dialling over the Public Switched Telephone Network (PSTN). Users include, but are not limited to, 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet Service Providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers and the general public.

Users that may be impacted by the implementation of the permissive dialling announcement should complete all necessary changes prior to the beginning of the 7- to 10-Digit Dialling Transition Period for network announcements as identified in the Relief Implementation Schedule. TSPs should advise their customers that any automatic diallers or automatic call forwarding systems that are programmed to use 7-digit dialling must be reprogrammed to use 10-digit dialling by the introduction of the 7- to 10-Digit Dialling Transition Period announcement.

Users of telecommunications services should notify their TSP and the Commission or Commission staff, as appropriate, if they have any problems or concerns with modifying their systems and databases in time to implement relief in accordance with this RIP.

Special Types of Telecommunication Service Users

Special types of Telecommunication Service Users (e.g., 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet Service Providers, paging companies, owners of Customer Premises Equipment requiring modification, unified messaging service companies, governments, apartment building owners, hydro meter readers) must take appropriate measures to ensure that their services continue to function properly. All

special types of Telecommunication Service Users are requested to co-ordinate their equipment and system modifications with their TSPs to implement the new overlay NPA. This is necessary to ensure a smooth and timely transition to 10-digit local dialling in the affected NPAs.

Alarm Service Providers

It is critically important that alarm service providers, make the necessary modifications to their systems, databases and terminal equipment prior to the 7- to10-Digit Dialling Transition Period start date and mandatory 10-digit dialling date in order to ensure continuity of service.

9-1-1 PSAPs

9-1-1 PSAPs must make any required changes to their systems and databases to accommodate the new overlay NPA and 10-digit local dialling. Individual 9-1-1 PSAP system operators shall identify specific problems or concerns to the Commission or Commission staff, as appropriate. It is critically important that 9-1-1 PSAPs make the required or necessary modifications to their systems, databases and terminal equipment prior to the 7- to10-Digit Dialling Transition Period start date and mandatory 10-digit dialling date in order to implement the new overlay NPA and ensure continuity of service.

Directories

All Directory Service Providers are required to comply with the requirements contained in this RIP and Commission Decisions.

It is the responsibility of Directory Service Providers to make the necessary changes to their systems and directories to facilitate the introduction of the new overlay NPA and 10-digit local dialling. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

To facilitate the implementation of 10-digit local dialling, directories published before the Relief Date should identify the NPA associated with the telephone number.

After the implementation of the new overlay NPA, all future directories in the NPA 204 area should identify the NPA associated with the telephone number so that customers can obtain the appropriate 10-digit number.

If Directories in Exchange Areas in NPA 204 have local dialling instructions, they will require modifications to indicate that all local calls must be dialled using the 10-digit telephone number.

6. RECOMMENDATIONS

The RPC submits this RIP to the CISC and the CRTC for approval and recommends that relief be implemented in accordance with the enclosed Relief Implementation Schedule, Consumer Awareness Program (CAP) and Network Implementation Plan (NIP).

Attachments:

- 1) Consumer Awareness Program (CAP)
- 2) Network Implementation Plan (NIP)
- 3) Individual Telecommunications Service Provider Responsibilities

ATTACHMENT 1

Consumer Awareness Program (CAP)

Introduction

The RPC has established a Consumer Awareness Task Force (CATF) to develop and implement this CAP.

This CAP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in NPA 204 to file their individual consumer awareness plans with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry CAP and submit progress reports to the CATF and RPC for inclusion in the Progress and Final Reports to be filed with the Commission. The Relief Implementation Schedule contains start and end dates for industry consumer awareness activities (see the Relief Implementation Schedule included in this Relief Implementation Plan).

In order to implement the CAP, TSPs may act individually or collectively to accomplish their objectives. However, where TSPs act collectively (e.g., Telecommunications Alliance), such TSPs are individually responsible to report their progress to the CATF and RPC.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

As there are both English and French speaking communities within NPA 204, there is a need to provide communications in both official languages. Communications may also be provided in additional languages at the option of TSPs.

The RPC requested that the CATF develop a CAP that incorporates the following:

- 1) Develop and agree on a CAP schedule
- 2) Co-ordinate and schedule progress reports with the NITF
- 3) Identify and address CAP issues
- 4) Communications objectives
- 5) Target audiences (e.g., government, media and various business and residence market segments)
- 6) Special types of telecommunications users (e.g., alarm, apartment owners, hydro readers)
- 7) NPA-specific communications messages (i.e., in the exhausting NPA as well as affected Exchange Areas in neighbouring NPAs, if any)
- 8) Communications tactics
- 9) Communications theme
- 10) Key messages

Communications Objectives

The Communications Objectives of this CAP are as follows:

- 1) Increase consumer and user awareness of the introduction of the new NPA and 10-digit local dialling in the NPA 204 area.
- 2) Advise customers and users of the potential need to reprogram their customer provided equipment and systems prior to the beginning of the 7- to 10-Digit Dialling Transition Period announcement period (see Relief Implementation Schedule for dates) to facilitate the transition to 10-digit local dialling.
- 3) Encourage callers to adopt 10-digit dialling for all local calls originating within NPA 204 and the new NPA in accordance with the timeframe in the Relief Implementation Schedule.
- 4) Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of 10-digit local dialling and the new NPA.
- 5) Continue to lay the foundation for seamless addition of new NPAs in the future through successful transition to 10-digit local dialling.

Communications Tactics

TSPs should consider using the following tactics to accomplish their individual consumer awareness program activities. TSPs may opt to implement some or all of these tactics on their own or as part of an association with other TSPs. In the event that an association of TSPs is formed to coordinate consumer awareness activities, all TSPs operating in the affected NPAs are strongly encouraged to participate in the association activities.

Government Relations

TSPs should ensure that governmental authorities in the affected NPAs are informed of the relief plan (federal, provincial and municipal governments, government offices, and elected representatives).

Media Relations

To introduce and raise awareness of the new NPA and 10-digit local dialling, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in the exhausting NPA. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the transition and to encourage them to start getting ready now.

TSPs should determine newsworthy announcements and issue press releases accordingly. The press release program will serve to update local media on the progress of 10-digit local dialling and the introduction of the new NPA.

When required, TSPs should issue a series of media alerts and public service announcements to local radio and broadcast stations to provide updated information on 10-digit local dialling.

Each TSP shall provide the news media and general public with basic information about the introduction of 10-digit local dialling, the new NPA, and Commission decisions and regulations. Each TSP should identify its own spokesperson to speak on its behalf to the media. Individual TSPs may form alliances with other TSPs for media relations purposes and such an alliance may also have its own spokesperson.

The Canadian Numbering Administration (CNA), in its role as the Chair of the RPC, shall act as a spokesperson for the RPC.

Telecommunications Service Providers' Web Sites

TSPs should provide up-to-date information about the implementation of 10-digit local dialling in the exhausting NPA and the introduction of the new NPA on their Internet web sites.

Customer Bill Inserts & Messages

TSPs should print information on customer bills and/or distribute bill inserts to their customers advising them of the key dates for the implementation of 10-digit local dialling, the new NPA, and associated changes required to customer equipment and systems.

Advertising Campaign

TSPs should implement their own individual media advertising as necessary and voluntarily participate in a media advertising campaign coordinated with other TSPs' activities to increase awareness amongst consumers in the affected NPAs. All media advertising campaigns, whether conducted individually or collectively, should meet the objective of providing clear and consistent messages to consumers and users as established in this CAP.

Targeted Customer Communications

TSPs should identify and communicate directly with their customers who will be required to make major changes to their telecommunications equipment and systems to accommodate 10-digit local dialling and the new NPA. Targeted communications identifying the changes required should be sent to those customers well in advance of the start date for the 7- to 10-Digit Dialling Transition Period network announcements in order to provide those customers with sufficient time to make the necessary changes. Such targeted customers may include 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet Service Providers, paging companies, unified messaging service companies, apartment building owners, and hydro meter readers.

Other Means of Customer Communications

TSPs should use other means (e.g., customer messaging, direct customer contacts, Interactive Voice Response, etc.), as required, to reach their customers and provide appropriate information about the implementation of 10-digit local dialling and the new NPA.

Communications Themes and Key Messages:

The proposed theme for the CAP should be:

“A new area code is being added to the 204 area. Add-the-code and dial 10-digits for all local calls originating within area code 204 and the new area code 431.”

This theme should be reinforced with more detailed key messages in customer awareness activities:

- 1) To meet the growing demand for telecommunications services and numbers, new area code 431 will be introduced in the 204 geographic area in **November 2012**. The new area code will co-exist within the same geographic region as area code 204. There will be no change to customers' existing 204 telephone numbers. Telephone numbers beginning with the new area code may be assigned for use starting **3 November 2012**.
- 2) Changes are required for local dialling in area code 204 starting on **29 July 2012**. In area code 204 and the new area code, 10-digit dialling will be required for all local calls after that date.
- 3) Customers may begin reprogramming their telecommunications equipment starting **1 December 2011** to accommodate 10-digit local dialling and should have it completed by **29 July 2012** when 7- to 10-Digit Dialling Transition network announcements will begin for local calls dialled using 7-digits originating within area code 204.
- 4) Special types of telecommunications service users (e.g., 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet Service Providers, paging companies, owners of Customer Premises Equipment requiring modification, unified messaging service companies, governments, apartment building owners, hydro meter readers) should contact their Telecommunications Service Provider to determine the date that they can start reprogramming their equipment for 10-digit local dialling.
- 5) Starting on **29 July 2012**, local calls originating within area code 204 that are dialled using only 7 digits will generally receive a recorded announcement reminding callers to dial local calls using 10 digits consisting of the 3-digit area code and 7-digit telephone number. Calls will then be automatically completed. The recorded messages may prevent local data calls dialled using only 7-digits from being completed.
- 6) Starting on **20 October 2012**, all local calls originating within area code 204 and the new area code must be dialled using 10 digits consisting of the 3-digit area code and 7-digit telephone number. Also on that date, all local calls originating within area code 204 and the new area code that are dialled using 7 digits will be routed to a recorded announcement advising callers to dial local calls using 10 digits and the call will not be completed.

- 7) Local and long distance calling areas and prices will not change with the adoption of 10-digit dialling on local calls originating within area code 204. Customers with telephone numbers in the new area code will get the same calling areas and prices as customers in the same exchange areas with telephone numbers in area code 204.
- 8) N11 service access codes such as emergency calls (911), directory assistance (411), repair (611) and relay service (711) will continue to be dialled using 3-digits.

Consumer Awareness Program Timeline

All TSPs who have or plan to have customers in the affected NPAs must implement their own consumer awareness program activities in accordance with this CAP and associated dates contained in the Relief Implementation Schedule.

It is the responsibility of each TSP to submit its individual consumer awareness program to the Commission and to provide progress reports to the CATF on its own consumer awareness program activities so that the CATF can submit its required Progress Reports. In the event that a TSP does not submit its individual progress report to the CATF, the CATF will note this discrepancy in its progress report.

ATTACHMENT 2

Network Implementation Plan (NIP)

Introduction

The Canadian NPA Relief Planning Guidelines require the RPC to create a Network Implementation Task Force (NITF) with a mandate to develop a Network Implementation Plan (NIP) for implementing relief and to submit such NIP to the CISC.

Accordingly, the RPC has established a Network Implementation Task Force (NITF) to develop and implement this NIP.

This NIP addresses the introduction of 10-digit local dialling in NPA 204 as well as the introduction of new NPA 431 in the NPA 204 area.

The NIP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in the area served by NPA 204 to file their individual network implementation plans with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry NIP and submit progress reports to the NITF and RPC for inclusion in the Progress and Final Reports to be filed by the RPC with the Commission.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

The RPC requested that the NITF develop a NIP in accordance the Canadian NPA Relief Planning Guidelines that incorporates the following:

- 1) Develop and agree on a NIP schedule
- 2) Co-ordinate and schedule progress reports with the CATF
- 3) Identify and address NIP issues
- 4) Network implementation objectives
- 5) Co-ordinate equipment modifications with special types of telecommunications users (e.g., alarm companies, apartment building owners, hydro meter readers)
- 6) Network changes
- 7) Intercarrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)
- 8) Recommend standard network switch announcements to be reviewed with the CATF (7- to 10-Digit Dialling Transition Period announcement and mandatory dialling announcement) for all Exchange Areas and NPAs affected by the Decision
- 9) Recommend phase-in and phase-out periods for standard network announcements
- 10) Recommend mandatory 10-digit local dialling date
- 11) Recommend earliest effective date for activation of new CO Codes in the new NPA

Network Implementation Objectives

The objectives of this NIP are as follows:

- 1) Implement the standard network announcements for the 7- to 10-Digit Dialling Transition Period and for mandatory 10-digit local dialling in accordance with the CRTC Decision, RIP and Relief Implementation Schedule.
- 2) Make all network and interconnection modifications to implement 10-digit dialling for all local calls originating within NPA 204.
- 3) Implement all necessary network modifications for the introduction of new NPA Code 431 in the NPA 204 area.
- 4) Lay the foundation for seamless addition of new NPAs in the future through successful transition to local 10-digit dialling.

TSP Coordination with Special Types of Telecommunications Users

All TSPs are requested to co-ordinate their network and service modifications with special types of telecommunications users (e.g., 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet Service Providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers). This is necessary in order to ensure a smooth and timely transition to 10-digit local dialling in the affected NPAs, and the introduction of the new NPA.

Test Codes, Numbers & Plans

All TSPs are required to modify their networks, systems, databases, and operator services and directory assistance databases, to accommodate 10-digit local dialling and the new NPA as per the Relief Implementation Schedule.

Test plans, if required, should be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements.

In preparation for the start of inter-Carrier testing, all TSPs are expected to complete modifications to their networks, systems, databases, and Operator Services and Directory Assistance databases, as necessary and per the Relief Implementation Schedule to facilitate inter-Carrier testing.

Test numbers in the new NPA will permit all Carriers and other entities to test their equipment and ensure that the proper network changes have been made to route calls to each Carrier operating in the new NPA. The test numbers shall permit TSPs and users to test their equipment both with and without having to incur toll charges.

Each Carrier may establish two test numbers in a test CO Code (NXX) for the new NPA to facilitate testing of network and billing system functionality. Routing of calls to the new NPA can be verified by dialling the new NPA-NXX-8378 (TEST) numbers which shall not provide answer supervision and therefore shall not result in a billed call to the "calling" party. Billing of calls to the new NPA can be verified by dialling the new NPA-NXX-2455 (BILL) numbers which shall provide answer supervision and therefore shall result in a billed call to the "originating" network.

The following Carrier has agreed to provide test numbers in the new NPA as follows:

- MTS Allstream

Other Carriers may request and receive test CO Codes and numbers for publication in the Test Plan, in accordance with the timeframe contained in the Relief Implementation Schedule.

The test numbers must be activated in all networks by the date in the Relief Implementation Schedule and remain active until at least one month after the Relief Date.

The test CO Codes used for the test numbers must be returned to the CNA in accordance with the Relief Implementation Schedule. The CNA shall initiate CO Code reclamation in accordance with the Canadian Central Office (NXX) Code Assignment Guideline for all CO Codes allocated for testing purposes in the event that such CO Codes are not returned by the above Carriers to the CNA in accordance with the Relief Implementation Schedule.

The standard network announcements for the test numbers must be as follows:

You have successfully completed a call to the 431 Area Code Billing Test Number at [CARRIER NAME] in Manitoba, Canada. Vous avez établi avec succès un appel au numéro de facturation d'essai de l'indicatif régional 431 à [NOM DU TÉLÉCOMMUNICATEUR] au Manitoba, Canada.

and

You have successfully completed a call to the 431 Area Code Routing Test Number at [CARRIER NAME] in Manitoba, Canada. Vous avez établi avec succès un appel au numéro de routage d'essai de l'indicatif régional 431 à [NOM DU TÉLÉCOMMUNICATEUR] au Manitoba, Canada.

In accordance with the Canadian Central Office Code (NXX) Assignment Guideline, TSPs may request other test CO Codes in the new NPA for test purposes within their own networks during the relief implementation timeframe.

Mandatory 10-Digit Local Dialling Start Date

The mandatory 10-digit local dialling start date is **20 October 2012**.

All TSPs must phase-in the mandatory 10-digit dialling announcement over a 7 calendar day period commencing on the mandatory 10-digit dialling start date of **20 October 2012** (which is coincident with the phase-out of the 7- to 10-Digit Dialling Transition Period announcement) and ending on **27 October 2012**.

Date for CO Code Activation in the New NPA (Relief Date)

The Effective Date for the introduction of the new NPA is **3 November 2012**, which is the earliest date that a CO Code from the new NPA can be activated in the PSTN. This date is the Relief Date.

The 7 calendar day delay between the end of the phase-in of the 10-digit mandatory dialling announcement and the Relief Date (i.e., from **27 October 2012 to 3 November 2012**) is necessary to address any network routing, dialling or other issues that may arise.

7- to 10-Digit Local Dialling Transition Period

The start date for the 7- to 10-Digit Dialling Transition Period network announcements is **29 July 2012**.

TSPs are permitted to phase-in the 7- to 10-Digit Dialling Transition Period network announcement over a 7 calendar day period commencing on the start date for the 7- to 10-Digit Dialling Transition Period (i.e., from **29 July 2012 to 5 August 2012**).

In addition, all TSPs are required to use clear and consistent network announcements during the 7- to 10-Digit Dialling Transition Period to remind customers of the changes to the local dialling plan. All TSPs must use CRTC-approved announcement texts during the 7- to 10-Digit Dialling Transition Period and the mandatory 10-digit local dialling announcement period.

The RPC recommends the use of the following standard network announcement text by all TSPs.

7- to 10-Digit Local Dialling Transition Period Announcement

The local number you have dialled must be preceded by its area code.
Your call will now proceed. Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel sera maintenant acheminé.

If at any time a TSP desires to use any announcement text that differs from that identified above, then the TSP shall submit the revised announcement text with rationale to CRTC staff for approval prior to implementation.

Commencing on the start date for the permissive dialling period, each TSP must implement its own network announcements where necessary for all 7-digit dialled calls originated by its own customers on its network.

All TSPs are expected to provision appropriate capacity on their network announcement systems to provide these announcements for a reasonable quantity of call traffic. This is necessary in order to provide callers with appropriate instruction about the new dial plan and to ensure a smooth transition to mandatory 10-digit local dialling prior to the introduction of the new NPA. However, it is recognized that in peak calling periods the quantity of calls dialled using 7 digits may exceed the network announcement capacity available. In such circumstances, TSPs should process excess peak period calls without

the 7- to 10-digit dialling announcements in order to protect the network and ensure customers are not adversely affected.

Equipment used by Local Exchange Carriers to provide service in some Exchange Areas, typically those serving small communities, is generally able to provide both 7- and 10-digit local dialling (10-digit permissive dialling), and can route calls to a network announcement, e.g. when 10-digit dialling is mandatory, or an NPA has changed; however, such equipment may not be able to connect a call following a network announcement (i.e., cut-through), as is usually required during transition to 10-digit local dialling. Investments that would be required to upgrade or replace network elements to provide transition announcements in some communities could be significant relative to their size, and such investments would provide a capability that would only be used for a short time, i.e. during the dialling transition period. In Telecom Decisions CRTC 2007-38 and 2007-42, the CRTC addressed the above situation and established a process for Carriers to follow.

Based upon the CRTC's determinations in Telecom Regulatory Policy CRTC 2009-156, section 13, regarding dialling plan changes, the RPC notes that the Commission has retained the general obligation for all relevant Telecommunications Service Providers (TSPs) to inform all customers about dialling plan changes but that TSPs may determine the appropriate methods to inform their customers. In situations where TSPs have network limitations in providing recorded announcements with call completion, and the provision of such announcements and call completion would be prohibitively expensive (e.g., for companies in small and/or remote locations served by legacy technology), such TSPs may determine the appropriate methods for informing their customers (e.g., bill messages and inserts, customer letters, e-mail messages, media advertising, web sites, etc.).

9-1-1 Service

The introduction of 10-digit local dialling is not expected to have any impact on the dialling of the 9-1-1 abbreviated dialling number nor the routing of emergency calls to the appropriate Public Service Answering Point (PSAP).

The introduction of the new NPA may have an impact on 9-1-1 service, trunking and systems.

TSPs who intend to provide service using CO Codes in the new NPA or to port numbers into their switch from the new NPA, shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. TSPs that provide 9-1-1 networking services to any PSAP shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. These arrangements shall be made prior to the Relief Date upon request of TSPs, and provided that these arrangements are in accordance with the timelines, terms and conditions set out in existing interconnection agreements.

The existing procedure for implementing new TSP trunk groups for 9-1-1 traffic should be used, such as testing with other TSPs' 9-1-1 Control Centers. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.

Payphone Service Providers

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate the new NPA and mandatory local 10-digit dialling. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialling is required for local calls.

The RPC recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA, the new overlay NPA, and 10-digit local dialling.

International Gateway Service Providers

International Gateway Service Providers are responsible to implement changes to their network in order to accommodate the new NPA.

The RPC recommended that Commission staff notify Canadian International Gateway Service Providers of the implementation of the new NPA.

Intra Carrier Network and Customer Interface

All TSPs must make and test the necessary internal system, network and customer interface changes as per the Relief Implementation Schedule in order to accommodate 10-digit local dialling and the introduction of the new NPA.

All TSPs are required to implement the necessary network changes to route traffic to/from the new NPA. Switch translations must be updated and modified in all TSPs' networks in order to process calls to/from the new NPA.

By the start of the inter-Carrier testing period, Carriers must use 10-digit signalling for all local traffic they send to other Carriers, and must be able to receive 10-digit signalling on local traffic they receive from other Carriers. In the event that Carriers have network equipment limitations that cannot accommodate 10-digit signalling, alternative arrangements may be negotiated with interconnecting Carriers to route calls using only 7-digit signalling, where feasible.

Each TSP is responsible for determining the impact of 10-digit local dialling and the new NPA on its network, systems and operations including the products and services it provides to its own customers. Each TSP is responsible for making all necessary modifications to ensure service will be maintained during and after the relief implementation period for its own customers. Furthermore, TSPs shall notify all of their customers of the introduction of the new NPA and 10-digit local dialling in accordance with the Consumer Awareness Program (CAP) (see Attachment 1 to the Relief Implementation Plan).

Standard Network Switch Announcements

All carriers must implement the following standard network announcements, where necessary, in accordance with the dates contained in the Relief Implementation Schedule. Commencing on the mandatory 10-digit local dialling date identified in the Relief Implementation Schedule, TSPs must not complete 7-digit dialled calls to

telephone numbers with the exception of numbers in CO Codes approved by the Commission that can be dialled using 7-digits (e.g., 950-XXXX, 310-XXXX). Appropriate 10-digit routing between networks and network announcements must be implemented by each TSP.

The RPC recommends the use of the following standard network announcement text by all TSPs.

Mandatory 10-Digit Dialling Announcement

The local number you have dialled must be preceded by its area code. This call cannot be completed as dialled. Please hang up and redial using the area code. Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel ne peut être établi. Veuillez raccrocher et recommencer en composant l'indicatif régional.

If at any time a TSP desires to use any announcement text that differs from that identified above, then the TSP shall submit the revised announcement text with rationale to CRTC staff for approval prior to implementation.

The mandatory 10-digit dialling announcement should be retained on all networks for a minimum period of 3 months per the Relief Implementation Schedule.

After the mandatory 10-digit dialling announcement period ends, each Carrier's standard announcement should be used for all calls dialled using 7 digits (e.g., "Your call cannot be completed as dialled. Please check the number and try your call again.").

Network Implementation Plan Timeline & Progress Reports

All TSPs who have or plan to have customers in the affected NPAs must implement their own network implementation plan activities in accordance with this NIP and associated dates contained in the Relief Implementation Schedule.

It is the responsibility of each TSP to provide progress reports to the NITF on its own network implementation plan activities so that the NITF can submit its required Progress Reports to the RPC. In the event that a TSP does not submit its individual progress report to the NITF, the NITF will note this discrepancy in its Progress Report. If a TSP does not submit its Progress Report to the NITF, it must submit it directly to the CRTC.

Dial Plan Changes

Currently the dialling for local calls within NPA 204 and across its boundaries is as follows:

- 7-digit dialling for local calls within NPA 204 (in addition to providing 7-digit dialling for local calls from NPA 204, some Telecommunications Service Providers permit 10-digit dialling, or 10 and 11-digit dialling),
- 7-digit dialling for local calls from Flin Flon in NPA 204 to Creighton SK in adjacent NPA 306

- 7-digit dialling for local calls from Creighton SK in adjacent NPA 306 to Flin Flon in NPA 204
- no local calling between NPA 204 and adjacent Canadian NPAs 807 & 867, and US NPAs 218 & 701

NPA relief will have the following impacts on dialling for local calls originated in the NPA 204 area:

- existing 7-digit dialling will be eliminated and 10-digit local dialling will become mandatory.

The table below identifies the modifications to the dialling plan for local calls originating within the NPA 204 area under the overlay relief option.

Local Dialling Plan for Customers in NPA 204 & New NPA

Dial Plan Scenarios	Today	After Overlay
Landline to Wireless within NPA	7-(&10)* digits	10-digits
Landline to Wireless from NPA 204 to adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA	7- (&10)* digits	10-digits
Landline to Landline from NPA 204 to adjacent NPAs	10-digits	10-digits
Wireless to Wireless/Landline within NPA	7/10/11- digits*	10/11-digits*
Wireless to Wireless/Landline from NPA 204 to adjacent NPAs	10/11-digits*	10/11-digits*

- **Note 1:** Currently, in NPA 204, 10-digit local dialling may be provided on a permissive basis in some networks as an option to 7-digit local dialling. Some wireless networks that accept 10-digit local dialling also permit 11-digit dialling (i.e., 1+10 digits) for local calls. As permissive 10-digit local dialling is not currently universally available in all networks in NPA 204, the RPC has established a date in the schedule when all Carriers must implement permissive 10-digit local dialling to facilitate the transition to mandatory 10-digit local dialling.
- **Note 2:** During the development of this RIP, MTS Allstream indicated that there may be issues implementing 10-digit local dialling in six Exchange Areas in northern Manitoba that are served by DMS-10s because of technological limitations. The affected Exchange Areas are Shamattawa, Pukatawagan, Poplar River, Brochet, Tadoule Lake, Lac Brochet. MTS Allstream indicated that it will consult with Commission staff, if necessary.

Given the small amount of Code Protection that would be required to maintain 7-digit local dialling as the standard for all local calls in Creighton, and the fact that the protected CO Codes in NPA 204 and the new NPA could be assigned in parts of Manitoba distant from NPA 306, thus making effective use of the CO Codes, the RPC recommended in the Planning Document that an exception be made to allow 7-digit dialling to continue on local calls from Creighton.

NPA relief will not affect the dialling plan for long-distance calls originating in NPA 204 and other NPAs. No local calling will become long-distance, and no long-distance calling will become local as a result of NPA relief.

ATTACHMENT 3

Individual Telecommunications Service Provider Responsibilities

Each Telecommunications Service Provider (TSP) is responsible to make the necessary changes in their information and operation support systems as well as for the operation, maintenance, control, and administration of its network and to serve its customers. Accordingly, no activities have been identified in the Relief Implementation Plan (RIP) for the coordination of these functions between different TSPs. Such "internal" systems include, but are not limited to, the following functions:

- Operations Support
- Products & Services
- Marketing & Sales
- Carrier Services
- Network Planning & Provisioning
- Network Operations
- Service Assurance
- Billing
- Financial Systems
- Customer Care & Customer Services (e.g., Business Offices)
- Operator Services
- Directories
- Direct Marketing Centers
- Quality Control
- Service Provisioning & Activation
- Repair Services
- Human Resources/Logistics
- Corporate Information Databases
- Customer Provided Equipment Reprogramming, Upgrades and Testing