

## NPA 613 RELIEF PLANNING COMMITTEE (RPC)

### TIF REPORT

**Date Submitted:** 8 December 2008  
**WORKING GROUP:** NPA 613 Relief Planning Committee (Ad Hoc)  
**REPORT #:** NPA 613 TIF Report #2  
**File ID:** 613RE02A.doc  
**REPORT TITLE:** Relief Planning Committee (RPC) Recommendation for Updated NPA 613 Relief Implementation Plan (RIP)

**OUTCOME:** Consensus  
**RELATED TASK(s) #:** None  
**BACKGROUND:**

On 10 September 2008 the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) released Telecom Decision CRTC 2008-89, *Code relief for area code 613 – Eastern Ontario*. In that Decision the Commission made its determinations on a code relief solution for area code 613, and directed that:

- relief for area code 613 be provided through the implementation of a distributed overlay of a new area code on the area served by area code 613 starting on 17 May 2010; and
- the CRTC Interconnection Steering Committee ad hoc relief planning committee for area code 613 update the relief implementation plan to include the Commission's determinations in this Decision and re-file it for Commission approval.

The NPA 613 Relief Planning Committee has held several conference calls since the Decision was released and has updated the NPA 613 Relief Implementation Plan (RIP) in accordance with the directives contained in Telecom Decision CRTC 2008-89.

### **RECOMMENDATIONS:**

This updated RIP addresses the implementation of relief in accordance with Telecom Decision CRTC 2008-89. Upon CRTC approval, this updated RIP will be used to implement relief for NPA 613.

This RIP also contains an updated Relief Implementation Schedule, Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

In paragraph 11 of Telecom Decision CRTC 2008-89, the Commission directed that CO Codes 365, 367, 428, 431, 437, 460, 672, 753, 879 and 942 only be made available for assignment in area code 613 if area code 613 were to enter a Jeopardy Condition. The RPC recommends that the 10 CO Codes mentioned in paragraph 11 of the Decision be made available for assignment in area code 613 following relief. The RPC also recommends that these 10 CO Codes should also be available in NPA 343. The RPC submits that retaining these CO Codes as unavailable for assignment would serve no useful purpose, since six other CO Codes corresponding to future area codes remain unassignable as CO Codes in area code 613 and will be unassignable in area code 343.

Making these 10 CO Codes unavailable for assignment after relief would unnecessarily reduce the life of area code 613/343.

The RPC hereby recommends that the CISC accept this updated RIP, including the above recommendations, and forward it to the CISC and Commission for approval.

**ATTACHMENTS:**

Updated NPA 613 Relief Implementation Plan dated 8 December 2008.

**NPA 613 RELIEF PLANNING COMMITTEE  
UPDATED NPA 613 RELIEF IMPLEMENTATION PLAN (RIP)**

**8 DECEMBER 2008**

---

**DATE of RPC Consensus: 8 December 2008**

---

**TITLE: Updated NPA 613 Relief Implementation Plan (RIP)**

---

**DISTRIBUTION: CRTC**

---

**ISSUED BY: NPA 613 Relief Planning Committee (RPC)**

**Chair: Glenn Pilley  
Telephone: 613-563-7242  
Facsimile: 613-563-9293  
E-mail: pilleyg@saiccanada.com  
Address: CNA – SAIC Canada  
Suite 1516 - 60 Queen Street  
Ottawa, Ontario, Canada K1P 5Y7**

# Updated NPA 613 Relief Implementation Plan (RIP)

## 1. EXECUTIVE SUMMARY

This Updated Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA (Numbering Plan Area) Relief Planning Guidelines. This updated RIP contains a set of industry-level activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPA 613 (eastern Ontario).

NPA 613 is divided into 132 telephone company exchange areas and serves eastern Ontario, including the cities of Ottawa, Kingston, Belleville, Brockville, and Cornwall.

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.

The purpose of a RIP is to establish a plan and timeframe for implementing relief for the Numbering Plan Area (NPA) currently served by NPA code 613.

Interested parties are encouraged to participate in the RPC's future meetings to implement this updated RIP. Such participation is important to ensure that the RIP satisfies the needs and requirements of consumers as well as the TSPs operating in the NPA requiring relief.

In November 2006, the Canadian Numbering Administrator announced that NPA 613 had entered the relief planning window of 72-months. The CNA advised the CRTC and industry of this situation and conducted a Relief Planning NRUF that indicated NPA 613 would exhaust in December 2013. The R-NRUF conducted in mid-2007 indicated that NPA 613 would exhaust in September 2011, an advance of 2¼ years, thereby advancing the relief of NPA 613. The January 2008 R-NRUF changed the Projected Exhaust Date to August 2011 (the Projected Exhaust Date is only 3 years in the future and relief is desired at least 12 months in advance of the Projected Exhaust Date)..

On 12 October 2007, the CRTC issued Telecom Public Notice CRTC 2007-18 "Establishment of a CISC ad hoc committee for area code relief planning in eastern Ontario area code 613", in which it established the NPA code 613 Relief Planning Committee (613 RPC).

On 22 October 2007, the CNA distributed the Initial Planning Document for discussion at a meeting held on November 13 and 14, 2007.

On April 1, 2008 the RPC reviewed the January 2008 R-NRUF results and determined that ten CO Codes that are currently unavailable for assignment could be made available for assignment and thus delay the Projected Exhaust Date until about December 2011. Accordingly, the RPC recommended the Relief Date be established in September 2010 which is within the required 12-18 months time period prior to the Projected Exhaust Date.

Subsequently, on 26 May 2008, the RPC issued the Planning Document (TIF Report 1) dated 5 May 2008 recommending relief as follows:

- relief for NPA 613 be implemented using the Distributed Overlay option;
- NPA 343 be selected as the Relief NPA;
- the Relief Date be 18 September 2010 which is within the required 12-18 months period prior to the current Projected Exhaust Date of December 2011;
- seven CO Codes from NPA 613 should be set aside in a "Pool for Initial Code Assignments" to be assigned during the two year period following the introduction of the overlay NPA;
- the CNA should monitor CO Code use and conduct an R-NRUF in January and July every year until four months prior to the Relief Date;
- the RPC should monitor the R-NRUF results (i.e., Projected Exhaust Date) and make whatever recommendations it believes appropriate over time to the CRTC to ensure relief is provided in a timely manner;
- the following ten CO Codes 365, 367, 428, 431, 437, 460, 672, 753, 879, and 942, which correspond to Future Canadian Geographic NPAs, should be made available for assignment in NPA 613 starting from the date of a CRTC decision on NPA 613, and in the relief NPA starting when CO Code assignments become available. The six following CO Codes 343, 468, 568, 579, 871, and 873, i.e. the remaining unassigned CO Codes corresponding to Future Canadian Geographic NPAs, should remain unassignable in NPA 613 and be made unassignable in the relief NPA; and
- the accompanying Relief Implementation Plan (RIP) be approved to guide the implementation of relief.

Subsequently on 10 September 2008, the CRTC issued Telecom Decision CRTC 2008-89 in which the CRTC directed that relief for area code 613 be provided by a distributed overlay of new area code 343 on the area served by area code 613 on 17 May 2010; and the CRTC Interconnection Steering Committee ad hoc relief planning committee for area code 613 update the relief implementation plan to include the Commission's determinations in this Decision and re-file it for Commission approval.

This updated RIP addresses the implementation of relief in accordance with Telecom Decision CRTC 2008-89. Upon CRTC approval, this updated RIP will be used to implement relief for NPA 613.

In paragraph 11 of Telecom Decision CRTC 2008-89, the Commission directed that CO Codes 365, 367, 428, 431, 437, 460, 672, 753, 879 and 942 only be made available for assignment in area code 613 if area code 613 were to enter a Jeopardy Condition. The RPC recommends that the 10 CO Codes mentioned in paragraph 11 of the Decision be made available for assignment in area code 613 following relief. The RPC also recommends that these 10 CO Codes should also be available in NPA 343. The RPC submits that retaining these CO Codes as unavailable for assignment would serve no useful purpose, since six other CO Codes corresponding to future area codes remain unassignable as CO Codes in area code 613 and will be unassignable in area code 343. Making these 10 CO Codes unavailable for assignment after relief would unnecessarily reduce the life of area code 613/343.

The RPC hereby recommends that the CISC accept this updated RIP, including the above recommendations, and forward it to the CISC and Commission for approval.

This updated RIP also contains an updated Relief Implementation Schedule, Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

The NPA 613 RPC hereby submits this updated RIP for Commission approval.

## **2. INTRODUCTION**

This Updated Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines. This updated 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 613. 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.

### **Telecom Decision CRTC 2003-10**

On 28 February 2003, the Commission issued Telecom Decision CRTC 2003-10, *Deferral of relief dates for area codes 613 and 819* (Decision 2003-10). In that Decision, the Commission approved deferring the phase one relief date for NPA codes 613 and 819 from the fourth quarter of 2004 to the fourth quarter of 2006, and suspending phase two relief for NPA code 613 indefinitely. The phase one relief consisted of implementing mandatory 10-digit local dialing in NPAs 613 and 819. The phase two relief was to implement a distributed overlay of NPA 613. During 2006, mandatory 10 digit local dialing was implemented in NPAs 613 and 819.

### **Telecom Public Notice CRTC 2007-18**

On 12 October 2007, the CRTC issued Telecom Public Notice CRTC 2007-18 "Establishment of a CISC ad hoc committee for area code relief planning in eastern Ontario area code 613", in which it established the NPA code 613 Relief Planning Committee (613 RPC).

On 22 October 2007, the CNA distributed the Initial Planning Document (IPD) for discussion at a meeting held on November 13 and 14, 2007.

Subsequently, the 613 RPC held several meetings via conference call and developed a Planning Document (PD) and a Relief Implementation Plan (RIP) for submission to the CRTC for approval. Upon CRTC approval, this RIP will be used to implement relief for NPA 613.

### **Projected Exhaust Dates**

The Projected Exhaust Date for an NPA is the date on which it is expected that the NPA will run out of assignable CO Codes (NXXs). When an NPA is projected to exhaust within about a 6 year period, the CNA initiates relief planning for that NPA with the objective of implementing relief 12 to 18 months in advance of the then Projected Exhaust Date. Over time, the Projected Exhaust Date may change as the forecast requirement for CO Codes and telephone numbers changes in response to customer demand for existing and new telecommunications services and the requirements of existing and new TSPs. The CNA monitors assignment data and conducts special studies called the C-NRUF (formerly called the COCUS) in order to predict NPA exhaust.

On 14 April 2006, the CNA released the aggregate results of the 2006 G-NRUF for all geographic Canadian NPAs. The 2006 G-NRUF results indicated that NPA 613 would exhaust in May 2014. Subsequently, the August 2006 Special WNP NRUF results indicated that NPA 613 would exhaust in June 2013. In November 2006, the Canadian Numbering Administrator (CNA) announced that NPA 613 had entered the relief planning window of 72-months. The CNA advised the CRTC and industry of this situation and conducted a Relief Planning NRUF to obtain information to assist it in developing the PD. The results of that R-NRUF indicated that

NPA 613 would exhaust in December 2013. Subsequently, the next R-NRUF conducted in mid 2007 indicated that NPA 613 would exhaust in September 2011, advance of 2¼ years, thereby advancing the relief of NPA 613. The January 2008 R-NRUF changed the Projected Exhaust Date to August 2011 (the Projected Exhaust Date is only 3 years in the future and relief is desired at least 12 months in advance of the Projected Exhaust Date).

The following table summarizes the various Projected Exhaust Dates forecast by the CNA:

### Summary of Projected Exhaust Dates

NPA	Source	Date of Publication	Projected Exhaust Date
613	S – NRUF	7 April 2006	May 2014
613	S – NRUF	25 September 2006	May 2013
613	S – NRUF (WNP)	9 November 2006	June 2013
613	R – NRUF	23 March 2007	December 2013
613	R – NRUF	3 October 2007	September 2011
613	R – NRUF	25 March 2008	August 2011
613	RPC Recommendation (Note 1)	1 April 2008	December 2011
613	CRTC Decision (Note 2)	10 September 2008	May 2011
613	R-NRUF (Note 3)	16 October 2008	October 2011

Note 1: On April 1, 2008 the RPC reviewed the January 2008 R-NRUF published on 25 March 2008, results and recommended that ten CO Codes that were unavailable for assignment be made available for assignment and thus delay the Projected Exhaust Date until about December 2011.

Note 2: In Telecom Decision CRTC 2008-89 issued on 10 September, 2008, the CRTC directed that the 10 CO Codes referenced in Note 1 above should only be made available for assignment if area code 613 entered a Jeopardy Condition, and created larger pools of CO Codes for initial code assignments during a 2-year period following relief; the CRTC indicated that the latter change advanced the exhaust date to May 2011.

Note 3: The R-NRUF published on 16 October 2008 took into account the unassignable CO codes specified in CRTC Decision 2008-89 when forecasting an exhaust date of October 2011.

### Planning Document (PD)

On 22 October 2007 the CNA issued Version 1 of the Initial Planning Document. At its first meeting on November 13-14, 2007, the RPC reviewed the Initial Planning Document that identified a number of alternatives to be considered in planning NPA code relief.

During a series of public meetings, the RPC identified and assessed various Relief Options, culminating in a consensus NPA 613 Numbering Relief Planning Document (the Planning Document). The Planning Document included an analysis of all the options identified to provide relief for exhaust in NPA code 613, including those identified by the CNA as well as additional options identified by participants at the meetings.

Subsequently, on 26 May 2008, the RPC issued the Planning Document (TIF Report 1), dated 5 May 2008 recommending relief as follows:

- relief for NPA 613 be implemented using the Distributed Overlay option;
- NPA 343 be selected as the Relief NPA;

- the Relief Date be 18 September 2010 which is within the required 12-18 months period prior to the current Projected Exhaust Date of December 2011;
- seven CO Codes from NPA 613 should be set aside in a "Pool for Initial Code Assignments" to be assigned during the two year period following the introduction of the overlay NPA;
- the CNA should monitor CO Code use and conduct an R-NRUF in January and July every year until four months prior to the Relief Date;
- the RPC should monitor the R-NRUF results (i.e., Projected Exhaust Date) and make whatever recommendations it believes appropriate over time to the CRTC to ensure relief is provided in a timely manner;
- the following ten CO Codes 365, 367, 428, 431, 437, 460, 672, 753, 879, and 942, which correspond to Future Canadian Geographic NPAs, should be made available for assignment in NPA 613 starting from the date of a CRTC decision on NPA 613, and in the relief NPA starting when CO Code assignments become available. The six following CO Codes 343, 468, 568, 579, 871, and 873, i.e. the remaining unassigned CO Codes corresponding to Future Canadian Geographic NPAs, should remain unassignable in NPA 613 and be made unassignable in the relief NPA; and
- the accompanying Relief Implementation Plan (RIP) be approved to guide the implementation of relief.

On 10 September 2008, the CRTC issued Telecom Decision CRTC 2008-89 in which the CRTC directed that relief for area code 613 be provided by a distributed overlay of new area code 343 on the area served by area code 613 on 17 May 2010; and the CRTC Interconnection Steering Committee ad hoc relief planning committee for area code 613 update the relief implementation plan to include the Commission's determinations in this Decision and re-file it for Commission approval.

The following summarizes the changes and directives contained in Telecom Decision CRTC 2008-89:

1. Relief for area code 613 be provided by a distributed overlay of a new area code 343 on the area served by area code 613 on 17 May 2010.
2. CNA is to set aside 10 CO codes for initial code assignments, as well as an additional 15 CO codes for initial code assignments for new entrants that are to remain unassignable, other than to new entrants, in area code 613 in the event a jeopardy condition is declared. The CNA will return any remaining CO codes to the general assignment pool two years after the relief date. The CRTC states that this allocation of CO Codes advances the Projected Exhaust Date to May 2011 from September 2011.
3. CO codes 365, 367, 428, 431, 437, 460, 672, 753, 879, and 942, which correspond to future area codes, should only be made available for assignment if area code 613 were to enter a jeopardy condition.
4. CO codes 343, 468, 568, 579, 871, and 873, corresponding to future area codes, should remain unassignable in area code 613 and be made unassignable in the relief area code.
5. As the changes regarding the treatment of CO codes in area code 613 for initial and new entrant CO code assignment will result in a reduction of CO codes available for assignment and subsequently advance the exhaust date to May 2011 based on the current average monthly rate for CO code assignments, the new overlay area code is to be distributed on the area served by area code 613, effective 17 May 2010.

6. If future numbering resource utilization forecasts indicate a change in the exhaust date, the implementation date could be modified accordingly. (This could require that the RIP be modified.)
7. TSPs in area code 613 are to implement a consumer awareness program, on a timely basis, that highlights the introduction of the new overlay area code 343 and that there will be no changes in local dialing patterns (i.e., make consumers and users aware of the introduction of the new area code in the 613 area and that the prefix 1 is not required for local 10-digit dialing to, from, or within the new overlay area code or the current 613 area code).
8. The RPC must update the RIP to include the CRTC's determinations that differ from the RPC recommendations (i.e., relief date, schedule, setting aside codes, future relief codes, etc.) and re-file the RIP for Commission approval.
9. TSPs should include, where appropriate, an "Actual Completion Date" column to their individual progress reports to provide an indication that the implementation plan is on track or if there are potential implementation issues.

This updated RIP addresses the implementation of relief in accordance with Telecom Decision CRTC 2008-89. Upon CRTC approval, this updated RIP will be used to implement relief for NPA 613.

In paragraph 11 of Telecom Decision CRTC 2008-89, the Commission directed that CO Codes 365, 367, 428, 431, 437, 460, 672, 753, 879 and 942 only be made available for assignment in area code 613 if area code 613 were to enter a Jeopardy Condition. The RPC recommends that the 10 CO Codes mentioned in paragraph 11 of the Decision be made available for assignment in area code 613 following relief. The RPC also recommends that these 10 CO Codes should also be available in NPA 343. The RPC submits that retaining these CO Codes as unavailable for assignment would serve no useful purpose, since six other CO Codes corresponding to future area codes remain unassignable as CO Codes in area code 613 and will be unassignable in area code 343. Making these 10 CO Codes unavailable for assignment after relief would unnecessarily reduce the life of area code 613/343.

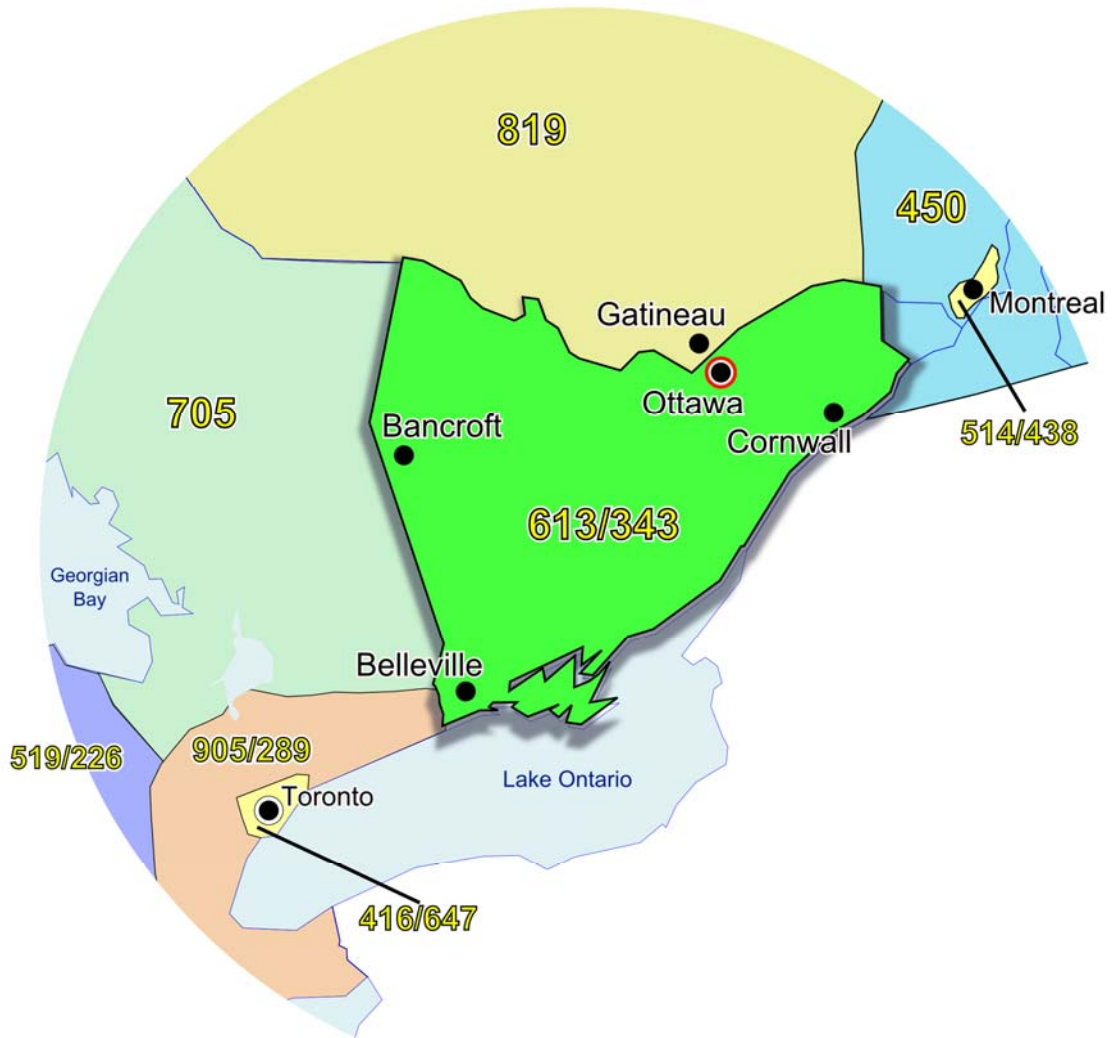
The RPC hereby recommends that the CISC accept this updated RIP, including the above recommendations, and forward it to the CISC and Commission for approval.

This RIP also contains an updated Relief Implementation Schedule, Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

### **Map of NPA 613**

A map showing NPA 613 is on the following page. NPA 613 is divided into 132 telephone company exchanges and serves eastern Ontario, including the cities of Ottawa, Kingston, Belleville, Brockville, and Cornwall.

# Map of NPA 613



### **Dial Plan Impacts**

As mandatory 10-digit local dialing was implemented throughout NPA 613 during 2006, there will not be any impacts on the dial plan in NPA 613 or any neighboring NPAs as part of this updated RIP.

The dial plan for calls originating in NPA 613 and the new overlay NPA will remain as follows:

<b>NPA</b>	<b>Local Dial Plan</b>	<b>Local Dial Plan</b>	<b>Toll Dial Plan</b>	<b>Toll Dial Plan</b>
	<b>Current</b>	<b>Future</b>	<b>Current</b>	<b>Future</b>
<b>613</b>	10 digits	10 digits	1 + 10 digits	1 + 10 digits

### **Purpose of Updated RIP**

The purpose of this updated RIP is to establish a plan and timeframe for implementing relief for the Numbering Plan Area (NPA) currently served by NPA code 613. Specifically, this updated RIP addresses the implementation on 17 May 2010 of new NPA code 343 as a distributed overlay of the Numbering Plan Area (NPA) currently served by NPA code 613.

This updated RIP addresses the activities, deliverables, and issues impacting all telecommunications service providers operating in the NPA 613. It does not cover activities internal to each TSP; however 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 updated RIP does not cover activities for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

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

### 3. 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](http://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](http://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. Each RPC operates as an open public forum. 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: 613-563-7242  
Facsimile: 613-563-9293  
E-mail: [pilleyg@saiccanada.com](mailto: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 updated 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 updated RIP.

#### **4. NPA RELIEF IMPLEMENTATION TASK FORCE(S)**

The RPC developed this updated 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 be represented by their associations. In addition, the CNA communicated with municipalities in NPA 613 to provide them with the opportunity to join the CATF.

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 NPA should 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) (see Attachment 1), and
- 2) Network Implementation Plan (NIP) (see Attachment 2).

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 updated RIP. The CATF and NITF will meet periodically to perform their industry level functions identified in this updated RIP. The RPC will provide oversight and coordination of the CATF and NITF in accordance with the updated 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 the NPA 613 region, 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 NPA 613 was 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 updated RIP.

The recommended CAP is attached to this updated 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 NPA 613 was 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, if required, 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 updated RIP.

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

## 5. 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.

### UPDATED RELIEF IMPLEMENTATION SCHEDULE NPA 613 Relief

	ITEM	PRIME	START	END
1	CNA identifies NPA exhaust and notifies CRTC staff, CSCN, NANPA & CISC	CNA	Aug 2007	Aug 2007
2	CNA conducts R-NRUF	CNA	Jan 2007	April 2007
3	CRTC issues Public Notice regarding RPC Ad Hoc CISC and Interested Parties list	CRTC		12 Oct 2007
4	CNA develops and distributes IPD to RPC	CNA	Aug 2007	22 Oct 2007
5	CNA holds initial RPC meeting to review NPA 613 situation, relief planning process, IPD, create CATF and NITF, and commence development of Planning Document (PD), Planning Letter (PL) and Relief Implementation Plan (RIP)	CNA	13 Nov 2007	14 Nov 2007
6	CNA revises and distributes PD, PL & RIP based upon initial meeting discussions	CNA	14 Nov 2007	21 Nov 2007
7	RPC participants provide comments on updated PD, PL & RIP as contributions to the RPC	RPC	21 Nov 2007	4 April 2008
8	RPC consults with CATF and NITF to prepare PD & RIP	CNA CATF NITF	21 Nov 2007	4 April 2008
9	CNA chairs subsequent RPC meetings & conference calls to finalize PD, PL & RIP	CNA RPC	14 Nov 2007	4 April 2008
10	CNA revises and forwards PD & RIP to the CISC and CRTC for approval	CNA	4 April 2008	18 April 2008
11	Special Types of Telecommunications Service Users (911 PSAPs, N11 call center operators, alarm companies, ISPs, paging companies, etc.) to identify any concerns to CRTC	Special Users	12 Oct 2007	18 April 2008
12	CRTC issues Telecom Decision approving Relief Method, Relief Date & directing an update to the RIP	CRTC		10 Sept 2008
13	CNA requests and obtains new NPA code from NANPA	CNA	10 Sept 2008	17 Sept 2008
14	CNA prepares and issues media release and sends updated RIP to TRA, CLNPC & RPC participants	CNA	24 Sept 2008	15 Jan 2009
15	CNA submits PL and RIP to NANPA	CNA	15 Jan 2009	22 Jan 2009
16	NANPA Posts Planning Letter (at least 12 months prior to Relief Date)	NANPA	22 Jan 2009	29 Jan 2009
17	Task Forces, TSPs and users execute the updated RIP		15 Jan 2009	17 May 2010
18	All Telecom Service Providers (TSPs) to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance)	TSPs	15 Jan 2009	15 Feb 2009
19	All TSPs implement consumer awareness activities	TSPs	15 Feb 2009	17 May 2010
20	All TSPs to notify all customers (including residence, business & special customers) of new Overlay NPA	TSPs	15 Feb 2009	17 May 2009
21	Telcordia TRA database updates to include new NPA (6 months prior to activation so CO Codes can be assigned)	Telcordia TRA	17 Sept 2008	17 Nov 2009
22	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 new overlay NPA		10 Sept 2008	17 May 2010
23	Payphone Providers Reprogram Payphones	Payphone	10 Sept 2008	17 May 2010

	ITEM	PRIME	START	END
		Providers		
24	TSPs and database owners/operators to modify systems and industry databases	Database Owners	10 Sept 2008	17 May 2010
25	Operator Services & Directory Assistance Readiness	TSPs	10 Sept 2008	17 May 2010
26	Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published after the Overlay NPA is activated)	Directory Publishers	10 Sept 2008	17 May 2010
27	9-1-1 PSAP Systems and Databases Readiness	PSAPS & TSPs	10 Sept 2008	17 May 2010
28	9-1-1 TSP Readiness	TSPs	10 Sept 2008	17 May 2010
29	International Gateway Switch Translations Readiness for new NPA	Int'l TSPs	10 Sept 2008	17 May 2010
30	Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA	CLNPC & NPAC	10 Sept 2008	17 May 2010
31	Toll Free SMS Database Readiness for new NPA	Toll TSPs	10 Sept 2008	17 May 2010
32	ISCP & Service Order Systems Readiness	TSPs	10 Sept 2008	17 May 2010
33	TSPs to submit Progress Report #1 to NITF and CATF	TSPs	6 Nov 2009	20 Nov 2009
34	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	20 Nov 2009	4 Dec 2009
35	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	4 Dec 2009	18 Dec 2009
36	TSPs apply for Overlay NPA Test CO Codes (no more than 6 months and no less than 66 days prior to start date for testing (Section 6.23.4 Canadian RP GL)	TSPs	17 Aug 2009	13 Dec 2009
37	All international and domestic Telecommunications Service Providers (TSPs) should ensure that the new 343 NPA is activated throughout their networks by the start date for network testing.	TSPs		17 Feb 2010
38	Activation date for Overlay NPA Test CO Codes and Test Numbers in network (prior to start date for Inter-Carrier Testing) and date by which Carriers have ceased all use of 7-digit signaling for local traffic sent to and received from other Carriers	TSPs		17 Feb 2010
39	Develop Inter-Carrier Network Test Plans and prepare for testing (individual carriers to make arrangements in accordance with interconnection agreements)	NITF TSPs	17 Sept 2008	17 Feb 2010
40	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans – can continue up to introduction of new NPA)	NITF TSPs	17 Feb 2010	17 May 2010
41	Relief Date (earliest date when CO Codes in new NPA 343 may be activated in PSTN)			17 May 2010
42	TSPs submit Final Report to CATF and NITF	TSPs	17 May 2010	7 June 2010
43	TSPs disconnect Test Codes & Numbers	TSPs	17 May 2010	17 June 2010
443	Submission of NITF and CATF Final Report to RPC	NITF & CATF	7 June 2010	21 June 2010
45	RPC submits Final Report to CISC/CRTC	RPC	21 June 2010	5 July 2010

## **6. OTHER ISSUES**

### **Payphone Service Providers**

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

It is the responsibility of each Payphone Service Provider to update any system or process associated with the operation of their payphones in order to accommodate this relief project.

### **Telecommunication Service Users**

All users are required to comply with the requirements contained in this updated RIP and any Telecom Decisions issued by the CRTC.

Users of telecommunications services are required to make the necessary changes to their telecommunications systems and equipment to accommodate the new overlay NPA code. Users include, but are not limited to, 911 Public Safety Answering Points (PSAPs), N11 Service Providers, alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers, residential customers and the general public.

Special types of Telecommunication Service Users (e.g., 911 PSAPS, N11 Service Providers (i.e., the entities that provides the services that are accessed via dialing the N11 Codes), 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 special 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.

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 updated RIP. It is important that service users, in particular alarm service providers, make the required or necessary modifications to their systems, databases and terminal equipment.

9-1-1 PSAPS must make any required changes to their systems and databases to accommodate the new overlay NPA. 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 relief date.

### **Directories**

All Directory Service Providers are required to comply with the requirements contained in this updated RIP and any Telecom Decisions issued by the CRTC.

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. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

To facilitate the implementation of the new overlay NPA, directories must contain appropriate dialing instructions and information.

After the implementation of the new overlay NPA, all future directories in this NPA and affected exchange areas in neighboring NPAs should identify the NPA code associated with the telephone number so that customers can obtain the appropriate 10 digit number.

## **7. RECOMMENDATIONS**

This updated RIP addresses the implementation of relief in accordance with the recommendations contained in the Planning Document (PD) developed by the 613 RPC.

In this updated RIP, the RPC makes recommendations for various activities and events. It contains a detailed Relief Implementation Schedule, Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

In paragraph 11 of Telecom Decision CRTC 2008-89, the Commission directed that CO Codes 365, 367, 428, 431, 437, 460, 672, 753, 879 and 942 only be made available for assignment in area code 613 if area code 613 were to enter a Jeopardy Condition. The RPC recommends that the 10 CO Codes mentioned in paragraph 11 of the Decision be made available for assignment in area code 613 following relief. The RPC also recommends that these 10 CO Codes should also be available in NPA 343. The RPC submits that retaining these CO Codes as unavailable for assignment would serve no useful purpose, since six other CO Codes corresponding to future area codes remain unassignable as CO Codes in area code 613 and will be unassignable in area code 343. Making these 10 CO Codes unavailable for assignment after relief would unnecessarily reduce the life of area code 613/343.

The RPC hereby recommends that the CISC accept this updated RIP, including the above recommendations, and forward it to the CISC and Commission for approval.

Upon CRTC approval, this updated RIP will be used to implement relief for NPA 613.

### **Attachments:**

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

## **ATTACHMENT 1**

### **Consumer Awareness Program (CAP)**

#### **Introduction**

On 12 October 2007, the CRTC issued Telecom Public Notice CRTC 2007-18 "Establishment of a CISC ad hoc committee for area code relief planning in eastern Ontario area code 613", in which it established the NPA code 613 Relief Planning Committee (613 RPC).

On 10 September 2008, the CRTC issued Telecom Decision 2008-89 in which the CRTC directed that relief for area code 613 be provided by a distributed overlay of new area code 343 on the area served by area code 613 starting on 17 May 2010.

This CAP identifies key milestones and establishes completion dates as agreed to by the RPC and approved by the CRTC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in NPA 613 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.

In order to implement the CAP, TSPs may act individually or collectively to accomplish their objectives. However, where TSPs act collectively (e.g., create an NPA 613 Consumer Awareness Program 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.

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
- 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 area code in the 613 area.
- 2) Advise callers that the prefix 1 is not required for local 10-digit dialing to, from, within the new overlay NPA code.
- 3) Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of the new overlay NPA code.
- 4) Continue to lay the foundation for seamless addition of new NPA codes in the future.

### **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 area codes are strongly encouraged to participate in the association activities.

#### **Government Relations**

TSPs should ensure that governmental authorities in the affected NPA 613 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 area code, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in area code 613. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the new overlay NPA 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 the introduction of the new overlay area code.

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 the new overlay NPA code.

The Canadian Numbering Administration (CNA) shall act as a spokesperson for the RPC, providing the news media and general public with basic information about the introduction of the new overlay NPA code, and referrals to related Commission decisions and regulations.

Each TSP should identify its own spokesperson to speak on its behalf to the media.

Any alliance of TSPs may also have its own spokesperson.

#### Telecommunications Service Providers' Web Sites

TSPs should provide up-to-date information about the implementation of the new overlay NPA code 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 the new overlay NPA code 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 NPA 613 region. 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 the new area code. Targeted communications identifying the changes required should be sent to those customers well in advance of the relief date 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), N11 Service Providers, 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 new overlay NPA code.

#### **Communications Themes and Key Messages:**

The proposed theme for the CAP should be:

- 1) "New area code 343 is being added to the 613 area.

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

- 2) To meet the growing demand for telecommunications services and numbers, the new area code 343 will be overlaid on top of the 613 geographic area in May 2010. The 343 area code will co-exist within the same geographic region as area code 613. There will be no change to customers' existing 613 telephone numbers. Telephone numbers beginning with the new 343 area code may be assigned for use after 17 May 2010.
- 3) 10-digit dialing will continue to be used for local calls within the area served by area codes 613 and 343. Prefix 1+ will not be required for local calls between area codes 613 and 343; however long distance calls will continue to be dialed using 1+ 10-digits.
- 4) Local and long distance calling areas and prices will not change with the adoption of the new overlay area code. Customers with telephone numbers in area code 343 will get the same calling areas and prices as customers with telephone numbers in the same exchange areas in area code 613.
- 5) Emergency calls (911) and other N11 services will continue to be dialed using 3-digits.

#### **Consumer Awareness Program Timeline**

All TSPs who have or plan to have customers in the affected area codes 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**

On 12 October 2007, the CRTC issued Telecom Public Notice CRTC 2007-18 "Establishment of a CISC ad hoc committee for area code relief planning in eastern Ontario area code 613", in which it established the NPA code 613 Relief Planning Committee (613 RPC).

On 10 September 2008, the CRTC issued Telecom Decision 2008-89 in which the CRTC directed that relief for area code 613 be provided by a distributed overlay of new area code 343 on the area served by area code 613 starting on 17 May 2010.

The Canadian NPA Relief Planning Guidelines require the RPC to create a Network Implementation Task Force (NITF) with a mandate to develop a 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 new overlay NPA 343 in the NPA 613 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 NPA 613 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) NPA-specific network changes
- 7) Intercarrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)

### **Network Implementation Objectives**

The objectives of this NIP are as follows:

- 1) Make all network and interconnection modifications to implement the new overlay NPA in the NPA 613 region.
- 2) Lay the foundation for seamless addition of new area codes in the future in the NPA 613 region.

All TSPs are required to implement the necessary network changes to implement relief. This includes the introduction of the new overlay NPA.

### **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), N11 Service Providers, 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 introduction of the new overlay NPA.

### **Test Codes, Numbers & Plans**

All TSPs are required to modify their networks, systems databases, and operator services and directory assistance databases, to accommodate the new overlay 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 to facilitate intercarrier testing per the Relief Implementation Schedule.

Test numbers in the new overlay 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 with or without having to incur toll charges.

The following carriers have agreed to provide test numbers in the new overlay NPA as follows:

- Bell Canada
- MTS Allstream
- Rogers

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 Guidelines 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 announcement for the test number must be as follows:

"You have successfully completed a call to the 343 Area Code Test Number at [CARRIER NAME] in Ontario, Canada. La communication a été établie avec succès au numéro de vérification de l'indicatif régional 343, à [NOM DU TÉLÉCOMMUNICATEUR], Ontario, Canada."

In addition to the above, TSPs may request other test CO Codes in NPA 343 for test purposes within their own networks during the relief implementation timeframe, in accordance with the Canadian Central Office Code (NXX) Assignment Guidelines.

### **9-1-1 Service**

The introduction of the new overlay NPA is not expected to have any impact on the dialing of the 9-1-1 abbreviated dialing number nor the routing of emergency calls to the appropriate Public Service Answering Point (PSAP).

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

TSPs who intend to provide service using CO Codes in NPA 343 or to port numbers into their switch from NPA 343, 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, including testing with Bell Canada's 9-1-1 Control Center, should be used. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.

### **Other N-1-1 Services**

TSPs should review routing to other N-1-1 numbers including 211, 311, 411, 511, 611, 711 and 811 as necessary to ensure that calls will be properly routed.

### **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 overlay area code. As well, each Payphone Service Provider must update any instructions for using their payphones to advise customers regarding the new overlay area code if necessary.

### **International Gateway Service Providers**

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

It is recommended that Commission staff notify Canadian International Gateway Service Providers of the implementation of the new overlay area code.

### **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 the introduction of the new overlay area code.

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

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

Each TSP is responsible for determining the impact of the new overlay NPA code on its operations and the products and services it provides to its own customers. Each TSP is responsible for making all necessary modifications to ensure service can be provided to its own customers who may receive, or make calls to, telephone numbers in the new overlay NPA code. Furthermore, TSPs shall notify all of their customers of the introduction of the new overlay area code in accordance with the CAP (see Attachment 2).

### **Network Implementation Plan Timeline**

All TSPs who have or plan to have customers in the affected area codes, 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. 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.

**Dial Plan**

The dial plan for calls originating from NPA 613 will not change. The dial plan for NPA 613 and the new overlay NPA will be as follows:

<b>Local Dial Plan</b>		<b>Toll Dial Plan</b>	
<b>Current</b>	<b>Future</b>	<b>Current</b>	<b>Future</b>
10 digits	10 digits	1 + 10 digits	1 + 10 digits

### **ATTACHMENT 3**

#### **Individual Telecommunications Service Provider Responsibilities**

Each Telecommunications Service Provider (TSP) is responsible to make the necessary changes in their information/operation support systems for the operation, maintenance, control, and administration of its network and to serve its customers. Accordingly, no activities have been identified in the updated 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