**25 October 2017**

**NPA 709 Relief Planning Committee Meeting**

**Conference Call**

**Conference Bridge:** David Comrie – Leidos Canada (CNA)

Suresh Khare – Leidos Canada (CNA)

Fiona Clegg – Leidos Canada (CNA)

Lucie Pugliese – Telecommunications Alliance

Daniel Morrison – Bell Canada

Simon-Pierre Olivier – Rogers Communications

Victoria Ebejer – Rogers Communications

Olena Bilozerska – TELUS

Kim Brown – Bragg/Eastlink

Joseph Cabrera – CRTC Staff

**Welcome:**

Suresh Khare welcomed the attendees and each of the participants introduced themselves. He noted that the purpose of this call is to review the changes to the NPA 709 Relief Planning Document and Relief Implementation Plan proposed by Bell Canada.

**Discussion**

Daniel Morrison presented the Bell Canada contribution.

Daniel Morrison noted that the goal of the contribution is to hopefully defer the costs, alleviate customer confusion and to allow more time for the transition from 7- to 10-digit dialling.

Lucie Pugliese noted that the communication process for NPA 709 has already started including announcing the dates for the transition to 10-digit dialling. She noted that a change in these dates will require an explanation to consumers and may actually create customer confusion. Simon-Pierre Olivier from Rogers agreed.

Dan Morrison noted that requiring customers to implement 10-digit dialling 5 years early based on the new Projected Exhaust Date might also create confusion and frustration among customers who might prefer to defer the cost.

Lucie Pugliese noted that there will be some additional cost and communication that needs to be noted in the recommendation.

Lucie Pugliese noted that the local government in NPA 709 has already planned and may have already begun communication regarding the transition to 10-digit dialing.

Simon-Pierre Olivier noted that moving forward with 10-digit dialling will also be bringing NPA 709 into alignment with most of Canada.

Lucie Pugliese asked if it was possible to keep the 10-digit transition timeline but change the implementation date of the new NPA.

Lucie Pugliese noted that based on what has been communicated from the Telecommunications Alliance, consumers may already be implementing their 10-digit upgrades and so keeping the 10-digit transition dates the same and just delaying the implementation of the actual relief NPA might be better.

Simon-Pierre Olivier would prefer to keep the 24 November 2018 Relief Implementation Date.

Joe Cabrera asked if the bell contribution was becoming an RPC contribution plan. Suresh Khare answered that the Bell contribution would only become a baseline document that the RPC will jointly work on which would then become the RPC contribution.

Dan Morrison noted that the timing of 10-digit was based on the 24 November 2019 relief date that was previously approved. Is it harder to explain that date has changed or that they are being required to implement 10-digit dialling so far in advance because we had already told them that it was going to happen.

Dan Morrison noted that from a customer perspective, being told to make these changes 5 years in advance could lead to unhappy customers.

Lucie Pugliese noted that based on the fact that this would have to go to a new Decision and the industry needs to follow the current plan until the new Decision is released, customers would be further along in the transition by the time the Decision is released.

Agreement was reached to accept the Bell Canada contribution as a baseline document to develop a revised Relief Implementation Plan.

Lucie Pugliese noted that if a Decision does not come out until mid-February, that is only 6 months before the original relief implementation date at which point consumer awareness will be well underway.

Lucie Pugliese noted that she could send the letter from the Newfoundland provincial government to Joe Cabrera at CRTC staff.

Agreement was reached to accept the revised Relief Implementation Schedule as modified during today’s conference call.

Agreement was reached to accept the revised Relief Implementation Plan as drafted during today’s call.

Agreement was reached to schedule a call for 31 October 2017 from 13:00 – 15:00 Eastern.

**Summary of Agreements Reached**

Agreement was reached to accept the Bell Canada contribution as a baseline document to develop a revised Relief Implementation Plan.

Agreement was reached to accept the revised Relief Implementation Schedule as modified during today’s conference call.

Agreement was reached to accept the revised Relief Implementation Plan as drafted during today’s call.

Agreement was reached to schedule a call for 31 October 2017 from 13:00 – 15:00 Eastern.

**Summary of Action Items**

None.

**Attachments**

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Draft NPA\_709\_Relief\_Implementation Plan – Bell Contribution 6Oct2017.docx



Revised schedule and additions.xlsx