

**NPA 450 RELIEF PLANNING COMMITTEE  
NPA 450 RELIEF IMPLEMENTATION PLAN (RIP)**

**20 March 2009**

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**DATE of RPC Consensus: 18 March 2009**

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**TITLE: NPA 450 Relief Implementation Plan (RIP)**

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**DISTRIBUTION: CRTC**

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**ISSUED BY: NPA 450 Relief Planning Committee (RPC)**

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# NPA 450 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.

### Telecom Public Notice CRTC 2008-17

On 4 November 2008, the CRTC issued Telecom Public Notice CRTC 2008-17, Establishment of a CISC ad hoc committee for area code relief planning in Quebec area code 450, in which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 450. The Public Notice directed the RPC to set aside 7 CO Codes for initial code assignments and 10 CO Codes for initial code assignments for new entrants only.

On 17 November 2008, the CNA issued an Initial Planning Document (IPD) and the RPC commenced its work to develop a Planning Document (PD).

Subsequently, on 18 February 2009, the RPC submitted a Planning Document (PD) to the CRTC for approval. The RPC subsequently developed this RIP to implement relief for NPA 450.

### 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.

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

#### Summary of Projected Exhaust Dates

Source	Projected Exhaust Date
G-NRUF January 2007	September 2013
R-NRUF January 2008	October 2014
R-NRUF July 2008	September 2012.
Updated November R-NRUF Forecast in conjunction with Telecom Public Notice CRTC 2008-17 and CRTC Staff Opinion	December 2010

Source	Projected Exhaust Date
regarding Jeopardy Condition	
J-NRUF December 31, 2008 (assumes the 7 CO Codes for Initial Code Assignment are available for assignment; however the 17 CO Codes that are the same as the Future Geographic NPA Codes listed below are not available for assignment)	November 2010
J-NRUF December 31, 2008 (assumes the 7 CO Codes for Initial Code Assignment and the 17 CO Codes that are the same as the Future Geographic NPA Codes listed below are available for assignment)	February 2011

During discussion of the Projected Exhaust Dates, the RPC noted that there are 17 CO Codes corresponding to future Canadian NPAs in NPA 450 that are currently unavailable for assignment (per section 3.7e) of the Canadian Central Office (NXX) Code Assignment Guidelines) that would be freed up in a boundary extension overlay or could be freed up in a distributed overlay. The 17 CO Codes are: 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, and 942. The CNA advised the RPC that if those 17 CO Codes were made available for assignment, then the Projected Exhaust Date would be moved out from December 2010 to June 2012. The CNA also advised that the Projected Exhaust Date of June 2012 does not consider or include the 7 CO Codes ordered by the CRTC to be set aside for initial code assignments for assignment during the two year period after an overlay. If the 7 CO Codes were set aside for initial code assignments as directed by the Public Notice, then the Projected Exhaust Date would advance from June 2012 to March 2012.

### Planning Document (PD)

On 17 November 2008, the CNA issued an Initial Planning Document (IPD) and the RPC commenced its work to develop a Planning Document (PD).

Subsequently, on 18 February 2009, the RPC issued the Planning Document (TIF Report 1) dated 11 February 2009 recommending relief as follows:

- 1) To ensure that the supply of CO Codes in NPA 450 is maximized and to extend the life of NPA 450 and the relief NPA as much as reasonably possible, the RPC recommends that 17 CO Codes corresponding to future Canadian Geographic NPAs that are currently designated as unavailable for assignment in NPA 450 (i.e., 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, & 942) be made available for assignment at the time of CRTC approval of a split, Distributed Overlay or Boundary Extension Overlay, and in any new NPA when CO Codes become available for assignment in that NPA. Retaining these 17 CO Codes as unavailable for assignment would serve no useful purpose and would unnecessarily reduce the life of area code 450.

- 2) The revised PED be February 2011 based upon the deliberations of the RPC in section 5 of this report regarding the revised quantity of CO Codes available for assignment.
- 3) The Relief Date should be 23 October 2010 in order to provide Carriers and customers with advanced notification and sufficient lead-time to implement relief;
- 4) The relief method be an overlay – however, no consensus concerning the type of overlay was reached.

The following companies preferred the Distributed Overlay using NPA Code 579:

- TELUS including TELUS Mobility;
- Québecor on behalf of Videotron;
- Rogers Communications Inc. (Rogers Telecom, Rogers Wireless, Fido);
- Cogeco Cable;
- ACTQ; and
- Maskatel.

The following companies preferred the Boundary Extension Overlay using existing NPA Code 438:

- Bell Canada including Bell Mobility

- 5) The RPC recommends that the Commission not suspend their deliberations concerning the Relief Implementation Method and Relief Date pending submission of the Relief Implementation Plan (RIP). The RIP including schedule, Consumer Awareness Plan and Network Implementation Plan, will be submitted at a later date for approval for implementation of relief for NPA 450.
- 6) Per the discussion in section 10 of this Planning Document, the RPC recommends that, since a Jeopardy Condition has been in effect since 10 November 2008, the CNA maintain the quantity of CO Codes set aside for initial code assignments as follows:
  - 10 CO Codes set aside for initial code assignments to new entrants only;
  - no CO Codes set aside for initial code assignments to applicants in general;
  - the 10 CO Codes set aside for initial code assignments to new entrants only shall be available for assignment as initial codes for new entrants for activation on or after the relief date;
  - any of the CO Codes that were set aside for initial code assignments to new entrants only that remain unassigned two years after relief via an overlay shall be returned to the general assignment pool;
  - a new entrant is an entity who at the time of its first request for assignment of CO Codes in an NPA does not provide any telecommunications service in the NPA and does not hold any CO Codes in the NPA;
  - in the event that a split is approved, all CO Codes set aside for initial code assignments shall be returned to the general assignment pool on the Relief Date.
- 7) Per the discussion in section 12 of this Planning Document, the RPC recommends that NPA Code 579 be assigned as the area code for the forthcoming relief of NPA 450 if the relief is a Split or Distributed Overlay, or be reserved for the subsequent relief of NPA

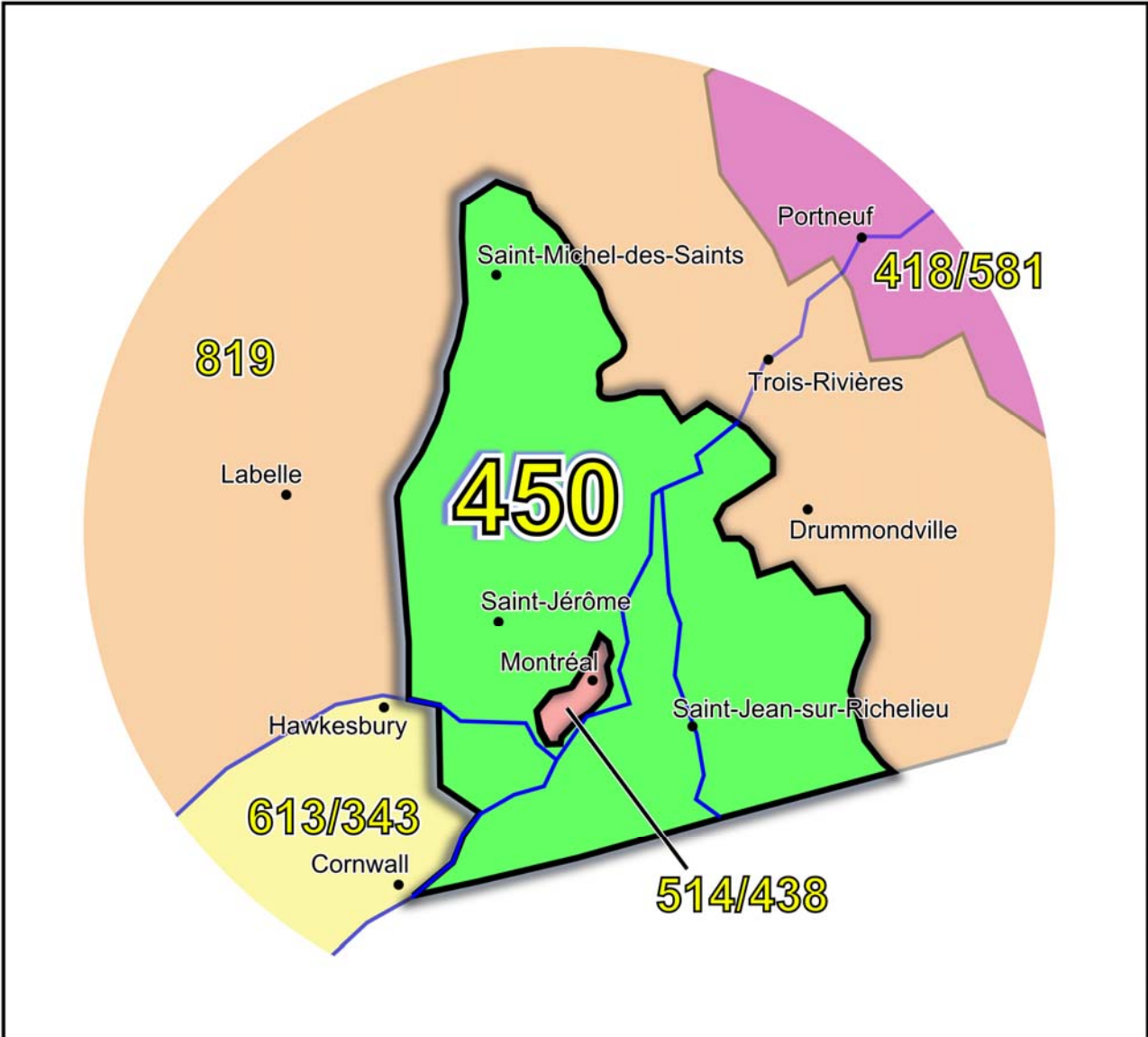
450/438/514 if the forthcoming relief of NPA 450 is a Boundary Extension Overlay using NPA 438.

This RIP addresses the implementation of relief in accordance with the recommendations contained in the Planning Document. Upon CRTC approval, this RIP will be used to implement relief for NPA 450.

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

**Map of NPA 450**

A map showing NPA 450 is on the following page. NPA 450 is divided into 128 telephone company exchange areas and serves southern Quebec, including Joliette, Granby, St-Hyacinthe, St-Jérôme, St-Lambert, Longueuil, Valleyfield, Ste-Thérèse, Sorel, Boucherville, Chomedey, St-Jean, Pont-Viau, and Laval-Ouest.



## **Dial Plan Impacts**

As mandatory 10-digit local dialing was implemented throughout NPA 450 during 2006, and is in place in neighbouring NPAs, relief of NPA 450 will have no impacts on the local dial plans in NPA 450 and neighbouring NPAs.

The dial plans for calls originating in NPA 450 and the new overlay NPA will remain as follows:

<b>NPA</b>	<b>Local Dial Plan</b>		<b>Toll Dial Plan</b>	
	<b>Current</b>	<b>Future</b>	<b>Current</b>	<b>Future</b>
<b>450/X XX</b>	10 digits	10 digits	1 + 10 digits	1 + 10 digits

Currently 10-digit dialing is mandatory for local calls originating in adjacent area codes and terminating in the area served by area code 450. Mandatory 10-digit local dialling will continue to apply for all local calls originating in adjacent area codes and terminating in the area served by area code 450 when a new overlay area code is added to the area served by area code 450.

## **Purpose of RIP**

The purpose of this RIP is to establish a plan and timeframe for implementing relief for the Numbering Plan Area (NPA) currently served by NPA Code 450.

This RIP addresses the activities, deliverables, and issues impacting all telecommunications service providers operating in the NPA 450. 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 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 RIP, the RPC may propose modifications to this RIP as necessary.

## 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](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:	613-683-3289
Facsimile:	613-563-9293
E-mail:	<a href="mailto:pilleyg@saiccanada.com">pilleyg@saiccanada.com</a>
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. 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 be represented by their associations. In addition, the CNA communicated with municipalities in NPA 450 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 Carriers 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 Carriers 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 the NPA 450 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 Carrier operating in the exhausting NPA 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 Carrier is to ensure that its 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 Carrier is responsible for developing, submitting and implementing its individual consumer awareness program in accordance with the industry level CAP.

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

Individual Carriers 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) for relief activities in the NPA 450 region to be submitted to the CISC. This complies with the Canadian NPA Relief Planning Guidelines.

Each Carrier operating in the exhausting NPA 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 Carrier is to ensure that its 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 Carrier is responsible to

develop, submit and implement its individual network implementation plan in accordance with the industry level NIP.

All Carriers 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 Carriers in accordance with bilateral agreements and the Relief Implementation Schedule.

Individual Carriers 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. 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.

*Note: The following two Schedules are for alternative overlay options. When the CRTC issues a Telecom Decision for the relief of area code 450, one of the following two schedules should be deleted, and/or modified in accordance with the Decision.*

#### RELIEF IMPLEMENTATION SCHEDULE for a Distributed Overlay of new NPA 579 over NPA 450

	ITEM	PRIME	START	END
1	CNA identifies NPA exhaust and notifies CRTC staff, CSCN, NANPA & CISC	CNA	29 Mar 2007	29 Mar 2007
2	CNA conducts first R-NRUF (July 2007 R-NRUF)	CNA	29 Mar 2007	Aug 2007
3	CNA conducts second R-NRUF (January 2008 R-NRUF)	CNA	15 Dec 2008	Mar 2009
4	CRTC issues Public Notice regarding RPC Ad Hoc CISC and Interested Parties list	CRTC		4 Nov 2008
5	CNA declares Jeopardy Condition		10 Nov 2008	10 Nov 2008
6	CNA develops and distributes IPD to RPC	CNA	31 Jul 2007	10 Dec 2008
7	CNA holds initial RPC meeting to review NPA 450 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	25 Nov 2008	26 Nov 2008
8	CNA revises and distributes drafts of PD, PL & RIP (if contributions are received) based upon initial meeting discussions	CNA	27 Nov 2008	10 Dec 2008
9	RPC participants provide comments on revised PD, PL & RIP as contributions to the RPC	RPC	10 Dec 2008	1 Apr 2009
10	RPC consults with CATF and NITF to prepare PD & RIP	CNA CATF NITF	10 Dec 2008	1 Apr 2009
11	CNA chairs subsequent RPC meetings & conference calls to finalize PD, PL & RIP	CNA RPC	26 Nov 2008	1 Apr 2009
12	CNA submits PD to the CISC and CRTC for approval	CNA		18 Feb 2009
13	CNA submits RIP to the CISC and CRTC	CNA		1 Apr 2009
14	Special Types of Telecommunications Service Users (911 PSAPs, N11 call center operators, alarm companies, ISPs, paging companies, etc.) to identify any concerns regarding the PD to CRTC	Special Users	4 Nov 2008	4 Mar 2009
15	CRTC issues Telecom Decision approving Relief Method, Relief Date & directing an update to the RIP if required	CRTC		15 Apr 2009
16	CNA requests and obtains new NPA code from NANPA	CNA	15 Apr 2009	22 Apr 2009
17	CNA prepares and issues media release and sends RIP to TRA, CLNPC & RPC participants	CNA	22 Apr 2009	6 May 2009
18	CNA submits PL and RIP to NANPA	CNA	22 Apr 2009	6 May 2009
19	NANPA Posts Planning Letter (at least 12 months prior to Relief Date)	NANPA	6 May 2009	20 May 2009
20	Task Forces, TSPs and users execute the RIP	Task Forces TSPs Users	15 Apr 2009	23 Oct 2010
21	All Carriers to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance)	Carriers	15 Apr 2009	15 Jun 2009

	ITEM	PRIME	START	END
22	All Carriers implement consumer awareness activities	Carriers	15 Jun 2009	23 Oct 2010
	All Carriers to notify all customers (including residence, business & special customers) of new Overlay NPA	Carriers	15 Jun 2009	23 Oct 2009
23				
24	Telcordia TRA database updates to include new NPA (6 months prior to activation so CO Codes can be assigned)	Telcordia TRA	15 Apr 2009	23 Apr 2010
	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		15 Apr 2009	23 Oct 2010
25				
26	Payphone Providers Reprogram Payphones	Payphone Providers	15 Apr 2009	23 Oct 2010
	TSPs and database owners/operators to modify systems and industry databases	Database Owners	15 Apr 2009	23 Oct 2010
27				
28	Operator Services & Directory Assistance Readiness	Carriers	15 Apr 2009	23 Oct 2010
	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	15 Apr 2009	23 Oct 2010
29				
30	9-1-1 PSAP Systems and Databases Readiness	PSAPS & TSPs	15 Apr 2009	23 Oct 2010
31	9-1-1 TSP Readiness	TSPs	15 Apr 2009	23 Oct 2010
32	International Gateway Switch Translations Readiness for new NPA	Int'l Carriers	15 Apr 2009	23 Oct 2010
	Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA	CLNPC & NPAC	15 Apr 2009	23 Oct 2010
33				
34	Toll Free SMS Database Readiness for new NPA	Toll Carriers	15 Apr 2009	23 Oct 2010
35	ISCP & Service Order Systems Readiness	Carriers	15 Apr 2009	23 Oct 2010
36	Carriers to submit Progress Report #1 to NITF and CATF	Carriers	13 Nov 2009	20 Nov 2009
37	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	20 Nov 2009	4 Dec 2009
38	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	4 Dec 2009	18 Dec 2009
	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)	Carriers	23 Jan 2010	18 May 2010
39				
40	All international and domestic Telecommunications Service Providers (TSPs) should ensure that the new 579 NPA is activated throughout their networks by the start date for network testing.	TSPs		23 Jul 2010
	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 signalling for local traffic sent to and received from other Carriers	Carriers		23 Jul 2010
41				
42	Develop Inter-Carrier Network Test Plans and prepare for testing (individual carriers to make arrangements in accordance with interconnection agreements)	NITF Carriers	15 Apr 2009	23 Jul 2010
	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans – can continue up to introduction of new NPA)	NITF Carriers	23 Jul 2010	23 Oct 2010
43				
44	Carriers to submit Progress Report #2 to NITF and CATF	Carriers	30 Jul 2010	13 Aug 2010
45	NITF and CATF develop & submit Progress Report #2 to RPC	NITF & CATF	13 Aug 2010	27 Aug 2010
46	RPC develops & submits Progress Report #2 to CISC/CRTC	RPC	27 Aug 2010	10 Sep 2010
	Relief Date (earliest date when CO Codes in new NPA 579 may be activated in PSTN)			23 Oct 2010
47				
48	Carriers submit Final Report to CATF and NITF	Carriers	23 Oct 2010	8 Nov 2010
49	Carriers disconnect Test Codes & Numbers	Carriers	23 Oct 2010	23 Nov 2010
50	Submission of NITF and CATF Final Report to RPC	NITF & CATF	8 Nov 2010	22 Nov 2010
51	RPC submits Final Report to CISC/CRTC	RPC	22 Nov 2010	6 Dec 2010

**RELIEF IMPLEMENTATION SCHEDULE  
for a Boundary Extension Overlay of NPA 438 over NPA 450**

	<b>ITEM</b>	<b>PRIME</b>	<b>START</b>	<b>END</b>
1	CNA identifies NPA exhaust and notifies CRTC staff, CSCN, NANPA & CISC	CNA	29 Mar 2007	29 Mar 2007
2	CNA conducts first R-NRUF (July 2007 R-NRUF)	CNA	29 Mar 2007	Aug 2007
3	CNA conducts second R-NRUF (January 2008 R-NRUF)	CNA	15 Dec 2008	Mar 2009
4	CRTC issues Public Notice regarding RPC Ad Hoc CISC and Interested Parties list	CRTC		4 Nov 2008
5	CNA declares Jeopardy Condition			10 Nov 2008
6	CNA develops and distributes IPD to RPC	CNA	31 Jul 2007	10 Nov 2008
7	CNA holds initial RPC meeting to review NPA 450 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	25 Nov 2008	26 Nov 2008
8	CNA revises and distributes drafts of PD, PL & RIP (if contributions are received) based upon initial meeting discussions	CNA	27 Nov 2008	10 Dec 2008
9	RPC participants provide comments on revised PD, PL & RIP as contributions to the RPC	RPC	10 Dec 2008	1 Apr 2009
10	RPC consults with CATF and NITF to prepare PD & RIP	CNA CATF NITF	10 Dec 2008	1 Apr 2009
11	CNA chairs subsequent RPC meetings & conference calls to finalize PD, PL & RIP	CNA RPC	26 Nov 2008	1 Apr 2009
12	CNA submits PD to the CISC and CRTC for approval	CNA		18 Feb 2009
13	CNA submits RIP to the CISC and CRTC	CNA		1 Apr 2009
14	Special Types of Telecommunications Service Users (911 PSAPs, N11 call center operators, alarm companies, ISPs, paging companies, etc.) to identify any concerns regarding the PD to CRTC	Special Users	4 Nov 2008	4 Mar 2009
15	CRTC issues Telecom Decision approving Relief Method, Relief Date & directing an update to the RIP if required	CRTC		15 Apr 2009
16	CNA prepares and issues media release and sends RIP to TRA, CLNPC & RPC participants	CNA	22 Apr 2009	6 May 2009
17	CNA submits PL and RIP to NANPA	CNA	22 Apr 2009	6 May 2009
18	NANPA Posts Planning Letter (at least 12 months prior to Relief Date)	NANPA	6 May 2009	20 May 2009
19	Task Forces, Carriers and users execute the RIP	Task Forces TSPs Users	15 Apr 2009	23 Oct 2010
20	All Carriers to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance)	Carriers	15 Apr 2009	15 Jun 2009
21	All Carriers implement consumer awareness activities	Carriers	15 Jun 2009	23 Oct 2010
22	All Carriers to notify all customers (including residence, business & special customers) of expansion of NPA 438	Carriers	15 Jun 2009	23 Oct 2009
23	Telcordia TRA database updates to add exchanges to NPA 438 (6 months prior to relief so CO Codes can be assigned)	Telcordia TRA	15 Apr 2009	23 Apr 2010
24	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 expansion of NPA 438		15 Apr 2009	23 Oct 2010
25	Payphone Providers Reprogram Payphones	Payphone Providers	15 Apr 2009	23 Oct 2010
26	TSPs and database owners/operators to modify systems and industry databases	Database Owners	15 Apr 2009	23 Oct 2011
27	Operator Services & Directory Assistance Readiness	Carriers	15 Apr 2009	23 Oct 2010
28	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	15 Apr 2009	23 Oct 2010

	<b>ITEM</b>	<b>PRIME</b>	<b>START</b>	<b>END</b>
29	9-1-1 PSAP Systems and Databases Readiness	PSAPS & TSPs	15 Apr 2009	23 Oct 2010
30	9-1-1 TSP Readiness	TSPs	15 Apr 2009	23 Oct 2010
31	ISCP & Service Order Systems Readiness	Carriers	15 Apr 2009	23 Oct 2010
32	Carriers to submit Progress Report #1 to NITF and CATF	Carriers	13 Nov 2009	20 Nov 2009
33	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	20 Nov 2009	4 Dec 2009
34	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	4 Dec 2009	18 Dec 2009
35	Develop Inter-Carrier Network Test Plans and prepare for testing (individual carriers to make arrangements in accordance with interconnection agreements)	NITF Carriers	15 Apr 2009	23 Jul 2010
36	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans – can continue up to introduction of new NPA)	NITF Carriers	23 Jul 2010	23 Oct 2010
37	Carriers to submit Progress Report #2 to NITF and CATF	Carriers	30 Jul 2010	13 Aug 2010
38	NITF and CATF develop & submit Progress Report #2 to RPC	NITF & CATF	13 Aug 2010	27 Aug 2010
39	RPC develops & submits Progress Report #2 to CISC/CRTC	RPC	27 Aug 2010	10 Sep 2010
40	Relief Date (earliest date when CO Codes in NPA 438 may be activated in the NPA 450 area)			23 Oct 201
41	Carriers submit Final Report to CATF and NITF	Carriers	23 Oct 2010	8 Nov 2010
42	Submission of NITF and CATF Final Report to RPC	NITF & CATF	8 Nov 2010	22 Nov 2010
43	RPC submits Final Report to CISC/CRTC	RPC	22 Nov 2010	6 Dec 2010

## **5. 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 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 Carriers to implement the new overlay NPA. This is necessary to ensure a smooth and timely transition.

Users of telecommunications services should notify their Carrier 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. 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 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.

## **6. RECOMMENDATIONS**

This RIP addresses the implementation of relief in accordance with the recommendations contained in the Planning Document (PD) developed by the NPA 450 RPC and approved by the CRTC.

In this 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).

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

Upon CRTC approval, this RIP will be used to implement relief for NPA 450.

### **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 29 March 2007, the Canadian Numbering Administrator (CNA) announced that Number Plan Area (NPA) 450 had entered the relief planning window of 72-months.

On 4 November 2008, the CRTC issued Telecom Public Notice CRTC 2008-17, Establishment of a CISC ad hoc committee for area code relief planning in Quebec area code 450, in which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 450.

Subsequently, on 18 February, 2009, the RPC issued TIF Report 1 and the Planning Document dated 11 February, 2009, recommending relief as follows:

- 1) To ensure that the supply of CO Codes in NPA 450 is maximized and to extend the life of NPA 450 and the relief NPA as much as reasonably possible, the RPC recommends that 17 CO Codes corresponding to future Canadian Geographic NPAs that are currently designated as unavailable for assignment in NPA 450 (i.e., 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, & 942) be made available for assignment at the time of CRTC approval of a split, Distributed Overlay or Boundary Extension Overlay, and in any new NPA when CO Codes become available for assignment in that NPA. Retaining these 17 CO Codes as unavailable for assignment would serve no useful purpose and would unnecessarily reduce the life of area code 450.
- 2) The revised PED be February 2011 based upon the deliberations of the RPC in section 5 of this report regarding the revised quantity of CO Codes available for assignment.
- 3) The Relief Date should be 23 October 2010 in order to provide Carriers and customers with advanced notification and sufficient lead-time to implement relief;
- 4) The relief method be an overlay – however, no consensus concerning the type of overlay was reached.

The following companies preferred the Distributed Overlay using NPA Code 579:

- TELUS including TELUS Mobility;
- Québecor on behalf of Videotron;
- Rogers Communications Inc. (Rogers Telecom, Rogers Wireless, Fido);
- Cogeco Cable;
- ACTQ; and
- Maskatel

The following companies preferred the Boundary Extension Overlay using existing NPA Code 438:

- Bell Canada including Bell Mobility
- 5) The RPC recommends that the Commission not suspend their deliberations concerning the Relief Implementation Method and Relief Date pending submission of the Relief Implementation Plan (RIP). The RIP including schedule, Consumer Awareness Plan and Network Implementation Plan, will be submitted at a later date for approval for implementation of relief for NPA 450.
- 6) Per the discussion in section 10 of this Planning Document, the RPC recommends that, since a Jeopardy Condition has been in effect since 10 November 2008, the CNA maintain the quantity of CO Codes set aside for initial code assignments as follows:
- 10 CO Codes set aside for initial code assignments to new entrants only;
  - no CO Codes set aside for initial code assignments to applicants in general;
  - the 10 CO Codes set aside for initial code assignments to new entrants only shall be available for assignment as initial codes for new entrants for activation on or after the relief date;
  - any of the CO Codes that were set aside for initial code assignments to new entrants only that remain unassigned two years after relief via an overlay shall be returned to the general assignment pool;
  - a new entrant is an entity who at the time of its first request for assignment of CO Codes in an NPA does not provide any telecommunications service in the NPA and does not hold any CO Codes in the NPA;
  - in the event that a split is approved, all CO Codes set aside for initial code assignments shall be returned to the general assignment pool on the Relief Date.
- 7) Per the discussion in section 12 of this Planning Document, the RPC recommends that NPA Code 579 be assigned as the area code for the forthcoming relief of NPA 450 if the relief is a Split or Distributed Overlay, or be reserved for the subsequent relief of NPA 450/438/514 if the forthcoming relief of NPA 450 is a Boundary Extension Overlay using NPA 438.

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 450 to file their individual consumer awareness plans with the Commission in accordance with the Relief Implementation Schedule. Carriers 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, Carriers may act individually or collectively to accomplish their objectives. However, where Carriers act collectively (e.g., create an NPA 450

Consumer Awareness Program Alliance), such Carriers are individually responsible to report their progress to the CATF and RPC.

All Carriers 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 450 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**

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

### **Government Relations**

Carriers should ensure that governmental authorities in the affected NPA 450 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, Carriers should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in area code 450. Carriers 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.

Carriers 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, Carriers 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 Carrier should identify its own spokesperson to speak on its behalf to the media.

Any alliance of Carriers may also have its own spokesperson.

### Carriers' Web Sites

Carriers should provide up-to-date information about the implementation of the new overlay NPA code on their Internet web sites.

### Customer Bill Inserts & Messages

Carriers 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

Carriers should implement their own individual media advertising as necessary and voluntarily participate in a media advertising campaign coordinated with other Carriers' activities to increase awareness amongst consumers in the affected NPA 450 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

Carriers 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

Carriers 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: "Area code XXX (either 579 or 438) is being added to the 450 area."

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

- a) To meet the growing demand for telecommunications services and numbers, area code XXX will be overlaid on top of the 450 geographic area in MMMM 2010. The XXX area code will co-exist within the same geographic region as area code 450. There will be no change to customers' existing 450 telephone numbers. Telephone numbers beginning with the XXX area code may be assigned for use after the relief date.
- b) 10-digit dialing will continue to be used for local calls within the area served by area codes 450 and XXX. Prefix 1+ will not be required for local calls between area codes 450 and XXX; however long distance calls will continue to be dialed using 1+ 10-digits.
- c) Local and long distance calling areas and prices will not change with the adoption of the overlay area code. Customers with telephone numbers in the overlay area code XXX will get the same calling areas and prices as customers with telephone numbers in the same exchange areas in area code 450.
- d) Emergency calls (911) and other N11 services will continue to be dialed using 3-digits.

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

All Carriers that 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 Carrier 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 Carrier 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 29 March 2007, the Canadian Numbering Administrator (CNA) announced that Number Plan Area (NPA) 450 had entered the relief planning window of 72-months.

On 4 November 2008, the CRTC issued Telecom Public Notice CRTC 2008-17, Establishment of a CISC ad hoc committee for area code relief planning in Quebec area code 450, in which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 450.

Subsequently, on 18 February, 2009, the RPC issued TIF Report 1 and the Planning Document dated 11 February, 2009, recommending relief as follows:

- 1) To ensure that the supply of CO Codes in NPA 450 is maximized and to extend the life of NPA 450 and the relief NPA as much as reasonably possible, the RPC recommends that 17 CO Codes corresponding to future Canadian Geographic NPAs that are currently designated as unavailable for assignment in NPA 450 (i.e., 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, & 942) be made available for assignment at the time of CRTC approval of a split, Distributed Overlay or Boundary Extension Overlay, and in any new NPA when CO Codes become available for assignment in that NPA. Retaining these 17 CO Codes as unavailable for assignment would serve no useful purpose and would unnecessarily reduce the life of area code 450.
- 2) The revised Projected Exhaust Date be February 2011 based upon the deliberations of the RPC in section 5 of this report regarding the revised quantity of CO Codes available for assignment.
- 3) The Relief Date should be 23 October 2010 in order to provide Carriers and customers with advanced notification and sufficient lead-time to implement relief;
- 4) The relief method be an overlay – however, no consensus concerning the type of overlay was reached.

The following companies preferred the Distributed Overlay using NPA Code 579:

- TELUS including TELUS Mobility;
- Québecor on behalf of Videotron;
- Rogers Communications Inc. (Rogers Telecom, Rogers Wireless, Fido);
- Cogeco Cable;
- ACTQ; and
- Maskatel

The following companies preferred the Boundary Extension Overlay using existing NPA Code 438:

- Bell Canada including Bell Mobility
- 5) The RPC recommends that the Commission not suspend their deliberations concerning the Relief Implementation Method and Relief Date pending submission of the Relief Implementation Plan (RIP). The RIP including schedule, Consumer Awareness Plan and Network Implementation Plan, will be submitted at a later date for approval for implementation of relief for NPA 450.
- 6) Per the discussion in section 10 of this Planning Document, the RPC recommends that, since a Jeopardy Condition has been in effect since 10 November 2008, the CNA maintain the quantity of CO Codes set aside for initial code assignments as follows:
- 10 CO Codes set aside for initial code assignments to new entrants only;
  - no CO Codes set aside for initial code assignments to applicants in general;
  - the 10 CO Codes set aside for initial code assignments to new entrants only shall be available for assignment as initial codes for new entrants for activation on or after the relief date;
  - any of the CO Codes that were set aside for initial code assignments to new entrants only that remain unassigned two years after relief via an overlay shall be returned to the general assignment pool;
  - a new entrant is an entity who at the time of its first request for assignment of CO Codes in an NPA does not provide any telecommunications service in the NPA and does not hold any CO Codes in the NPA;
  - in the event that a split is approved, all CO Codes set aside for initial code assignments shall be returned to the general assignment pool on the Relief Date.
- 7) Per the discussion in section 12 of this Planning Document, the RPC recommends that NPA Code 579 be assigned as the area code for the forthcoming relief of NPA 450 if the relief is a Split or Distributed Overlay, or be reserved for the subsequent relief of NPA 450/438/514 if the forthcoming relief of NPA 450 is a Boundary Extension Overlay using NPA 438.

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 overlay NPA XXX (either 579 or 438) in the NPA 450 area.

The NIP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Carriers operating or intending to operate in NPA 450

to file their individual network implementation plans with the Commission in accordance with the Relief Implementation Schedule. Carriers 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 Carriers 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 overlay NPA XXX in the NPA 450 region.

All Carriers are required to implement the necessary network changes to implement relief.

### **Carrier Coordination with Special Types of Telecommunications Users**

All Carriers 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 Plans**

All Carriers 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 Carriers in accordance with bilateral agreements.

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

### **Test Codes and Numbers**

If the CRTC orders relief via the implementation of new NPA 579, then test CO Codes and numbers will be established.

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 Carriers and users to test their equipment with or without having to incur toll charges.

Carriers may request and receive test CO Codes and numbers 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:

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

Carriers may request other test CO Codes in the relief NPA 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.

Carriers who intend to provide service using CO Codes in the relief NPA or to port numbers into their switch from the relief NPA, shall establish 9-1-1 trunking and

associated interconnection arrangements as per existing interconnection agreements. Carriers 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 Carriers, 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 Carrier trunk groups for 9-1-1 traffic, including testing with local Carriers 9-1-1 Control Centers and PSAPs, should be used. All Carrier related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.

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

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

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 made with interconnecting carriers to route calls using only 7-digit signalling, 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 Carriers 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 Carrier 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 Carrier 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 450 will not change. The dial plan for NPA 450 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 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