

Date: August 31, 2009

Mr. Robert A. Morin  
Secretary General  
Canadian Radio-television &  
Telecommunications Commission  
Les Terrasses de la Chaudiere  
1 Promenade du Portage  
Gatineau, Quebec J8X 4B1

**Subject: Revised NPA 450 Relief Implementation Plan**

Dear Mr. Morin,

On 7 May 2009 the Commission released Telecom Decision CRTC 2009-255, *Code relief for Quebec area code 450*. In the Decision, the Commission identified the RPC's recommendation that CO Codes 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, and 942, which correspond to future Canadian area codes, be made available for assignment in area code 450 starting from the date of a Commission decision. The Commission noted that area code 450 is currently in a Jeopardy Condition and as such the 17 CO Codes could be made available for assignment if needed. The Commission also determined that, given the Jeopardy Condition in NPA 450, the seven CO Codes set aside for initial code assignment to applicants in general could be made assignable in area code 450 starting from the date of the Decision. The Commission also directed that relief for area code 450 be provided through a boundary extension overlay using existing area code 438 on the area served by area code 450 starting on 23 October 2010 and that the Relief Implementation Plan (RIP) be updated to include the Commission's determinations.

On 28 July 2009 the Commission released Telecom Decision CRTC 2009-453, *Bell Canada – Application to review and vary portions of Telecom Decision 2009-255 regarding area code relief for Quebec area code 450*. In that Decision the Commission varied its previous Decision and directed that relief for area code 450 be provided through a distributed overlay of a new area code 579 starting 21 August 2010.

The attached RIP was prepared in accordance with the directives contained in both Decisions (i.e., submission of an updated RIP to the CRTC and an updated schedule to accommodate implementation of new area code 579 as a distributed overlay).

The RIP establishes a public framework and timeframe for implementing relief for area code 450. This RIP also addresses the activities, deliverables, and issues impacting more than one individual Telecommunications Service Providers (TSPs). It does not cover activities internal to each TSP. In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

The NPA 450 RPC hereby submits the attached revised NPA 450 Relief Implementation Plan for CRTC Interconnection Steering Committee (CISC) consideration and Commission approval.

Sincerely,

Glenn Pilley  
Director –  
Canadian Numbering Administrator &  
Chair of the NPA 450 RPC

Attachment

c.c.: Bill Mason, CRTC staff  
Jeanne Lacombe, CRTC staff  
Jeremy Lendvay, CRTC staff  
Kim Wardle, CRTC staff

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

**31 August 2009**

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**DATE of RPC Consensus: 31 July 2009**

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**TITLE: NPA 450 Relief Implementation Plan (RIP)**  
**(Implementation of new NPA 579 as a Distributed Overlay on NPA 450)**

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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 Central Office (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 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 PD to the CRTC for approval. The RPC subsequently developed this RIP to implement relief for NPA 450.

On 7 May 2009, the CRTC issued Telecom Decision CRTC 2009-255 in which it directed that relief for area code 450 be provided as follows:

- 1) Code relief for area code 450 is to be provided by a boundary extension overlay using existing area code 438.
- 2) The seven CO Codes from area code 450 set aside in Telecom Public Notice CRTC 2008-17 for initial code assignment to applicants in general be made available for assignment from the date of this decision, and the 10 CO Codes set aside for initial code assignments to new entrants should only be used for new entrants.
- 3) In a jeopardy situation the 17 CO Codes (i.e., 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, and 942) which correspond to future Canadian area codes may be assigned, but only if this assignment is required to meet CO Code demand prior to 66 days before the relief implementation date, and that any remaining CO Codes from this pool shall become unassignable after the relief implementation date.
- 4) The relief implementation date for a boundary extension overlay using existing area code 438 is to be 23 October 2010.
- 5) The CNA is to reserve area code 579 for subsequent relief of area codes 438, 450, and 514, and it is not to be assigned as a CO Code in those area codes.
- 6) The RPC shall update the RIP to include the above determinations and re-file the updated RIP with the Commission for its approval.

On 26 June 2009, Bell Canada filed an application with the CRTC requesting the Commission to amend Decision 2009-255 to establish relief for area code 450 via a distributed overlay of a new

area code (579) by 21 August 2010. All parties that submitted comments supported or did not oppose the Bell Canada proposal.

On 28 July 2009, the CRTC issued Telecom Decision CRTC 2009-453 in which the Commission varied its determinations in Telecom Decision CRTC [2009-255](#) regarding the relief measure for area code 450. The Commission directed that relief for area code 450 be provided through a distributed overlay of a new area code 579 starting 21 August 2010.

### 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 regarding Jeopardy Condition	December 2010
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

Source	Projected Exhaust Date
J-NRUF April 30, 2009 (as per Telecom Decision CRTC 2009-255 the 7 CO Codes for Initial Code Assignment and the 17 CO Codes corresponding to the Future Geographic NPA Codes listed below are available for assignment)	November 2010

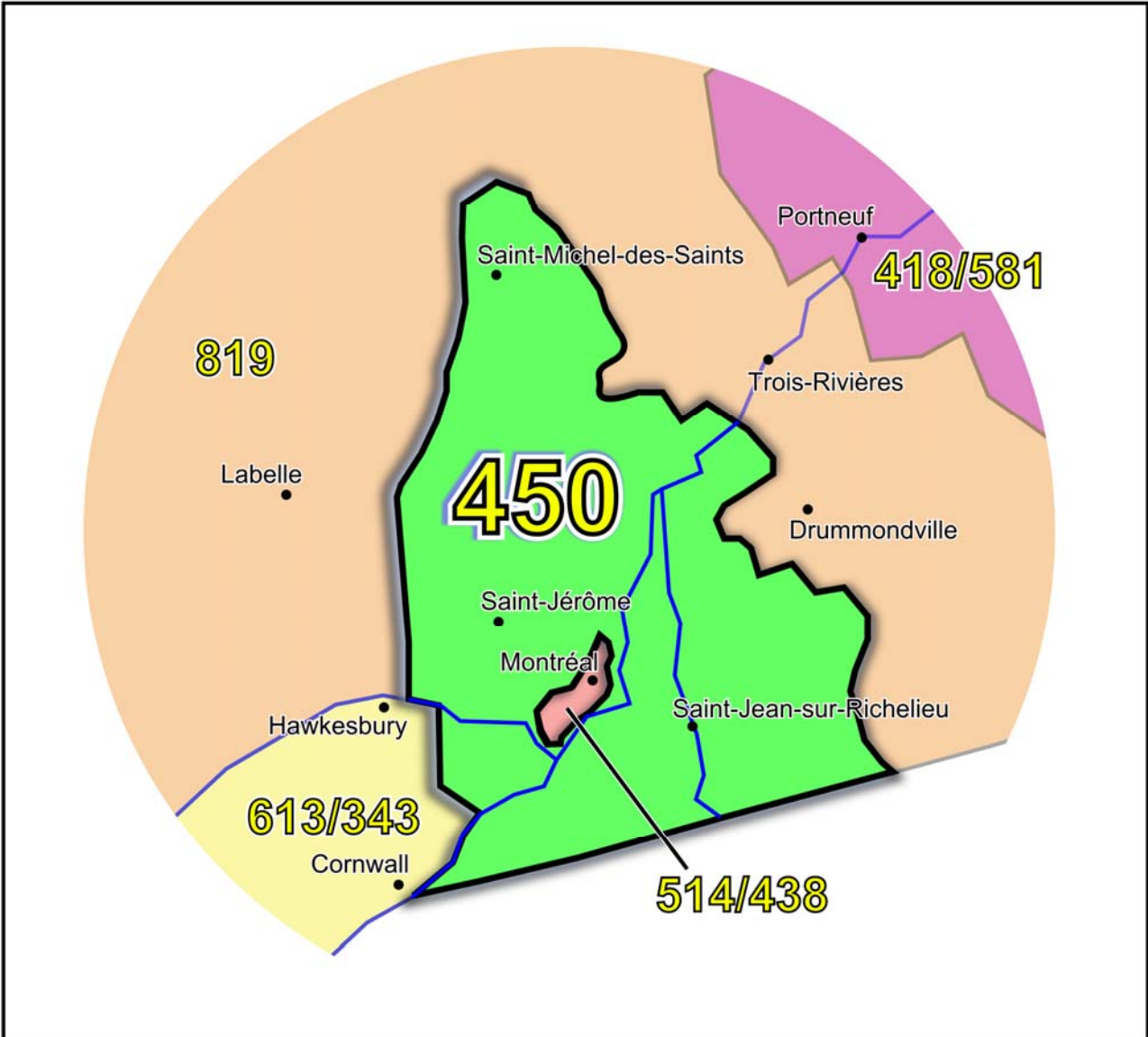
On 7 May 2009 the Commission released Telecom Decision CRTC 2009-255, *Code relief for Quebec area code 450*. In the Decision, the Commission identified the RPC's recommendation that CO Codes 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, and 942, which correspond to future Canadian area codes, be made available for assignment in area code 450 starting from the date of a Commission Decision. The Commission noted that area code 450 is currently in a Jeopardy Condition and as such the 17 CO Codes could be made available for assignment if needed. The Commission also determined that, given the Jeopardy Condition in NPA 450, the seven CO Codes set aside for initial code assignment to applicants in general could be made assignable in area code 450 starting from the date of the Decision.

Based on the April 2009 J-NRUF results, including the Commission's directives, the CNA has calculated that the current Projected Exhaust Date is November 2010.

This RIP 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>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>450/ 579</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 dialing 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 (TSPs) operating in 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: [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 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 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.

##### 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
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		7 May 2009
16	All Carriers to develop Consumer Awareness Plan to be filed with the CRTC (may be done collectively by the Telecommunications Alliance)			15 June 2009
17	Bell Canada files application to R&V Decision 2009-255	Bell		26 Jun 2009
18	CRTC issues Telecom Decision 2009-453	CRTC		28 Jul 2009
19	The RPC prepares a RIP to CRTC per Telecom Decision CRTC 2009-255 and revises and submits the RIP based on Telecom Decision CRTC 2009-453	RPC	7 May 2009	1 Sep 2009
20	CNA prepares and issues media release (in coordination with Telecommunications Alliance)	CNA	1 Sep 2009	22 Sep 2009
21	CNA sends Revised RIP to TRA, CLNPC & RPC participants	CNA	15 Sep 2009	15 Sep 2009
22	CNA submits PL and RIP to NANPA	CNA	15 Sep 2009	15 Sep 2009
23	NANPA Posts Planning Letter (usually at least 12 months prior to Relief Date)	NANPA	15 Sep 2009	22 Sep 2009
24	Task Forces, Carriers and users implement relief	Task Forces TSPs Users	28 Jul 2009	21 Aug 2010

	ITEM	PRIME	START	END
25	All Carriers to develop and file individual revised consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance)	Carriers	28 Jul 2009	15 Sep 2009
26	All Carriers implement consumer awareness activities	Carriers	22 Sep 2009	21 Aug 2010
27	All Carriers to notify all customers (including residence, business & special customers) of the new NPA	Carriers	22 Sep 2009	23 Oct 2009
28	Telcordia TRA database updates to add exchanges to NPA 579 (starts on the issue date of the PL and must be completed by 6 months prior to the relief date for the distributed overlay)	Telcordia TRA	28 Jul 2009	21 Feb 2010
29	All Telecommunications Service Users (including Special Users 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment & systems to accommodate the new NPA		28 Jul 2009	21 Aug 2010
30	Payphone Providers Reprogram Payphones	Payphone Providers	28 Jul 2009	21 Aug 2010
31	TSPs and database owners/operators to modify systems and industry databases	Database Owners	28 Jul 2009	21 Aug 2010
32	Operator Services & Directory Assistance Readiness	Carriers	28 Jul 2009	21 Aug 2010
33	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	28 Jul 2009	21 Aug 2010
34	9-1-1 PSAP Systems and Databases Readiness	PSAPS & TSPs	28 Jul 2009	21 Aug 2010
35	9-1-1 TSP Readiness	TSPs	28 Jul 2009	21 Aug 2010
36	ISCP & Service Order Systems Readiness	Carriers	28 Jul 2009	21 Aug 2010
37	Carriers to submit Progress Report #1 to NITF and CATF	Carriers	12 Apr 2010	26 Apr 2010
38	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	26 Apr 2010	10 May 2010
39	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	10 May 2010	24 May 2010
40	Carriers apply for Test CO Codes in NPA 579 (no more than 6 months and no less than 66 days prior to the start date for testing (Section 7.16.4 Canadian RP GL)	TSPs	19 Dec 2009	15 Apr 2010
41	Develop Inter-Carrier Network Test Plans and prepare for testing (individual carriers to make arrangements in accordance with interconnection agreements)	NITF Carriers	15 Aug 2009	19 Jun 2010
42	All international and domestic Telecommunications Service Providers (TSPs) should ensure that the new NPA is activated throughout their networks by the start date for network testing.	TSPs		19 Jun 2010
43	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans –continues up to introduction of new NPA)	NITF Carriers	19 Jun 2010	21 Aug 2010
44	Relief Date (earliest date when CO Codes in NPA 579 may be activated)			21 Aug 2010
45	Carriers submit Final Report to CATF and NITF	Carriers	21 Aug 2010	3 Sep 2010
46	Submission of NITF and CATF Final Report to RPC	NITF & CATF	3 Sep 2010	17 Sep 2010
47	Carriers disconnect Test Codes & Numbers, and submit Part 1 form to return or request Test Codes	Carriers	21 Sep 2010	21 Oct 2010
48	RPC submits Final Report to CISC/CRTC	RPC	17 Sep 2010	1 Oct 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**

The RPC submits this RIP to the CRTC for approval.

### **Attachments:**

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

## ATTACHMENT 1

### Consumer Awareness Program (CAP)

#### **Background**

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 PD to the CRTC for approval. The RPC subsequently developed this RIP to implement relief for NPA 450.

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- 1) Code relief for area code 450 is to be provided by a boundary extension overlay using existing area code 438.
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- 3) In a jeopardy situation the 17 CO Codes (i.e., 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, and 942) which correspond to future Canadian area codes may be assigned, but only if this assignment is required to meet CO Code demand prior to 66 days before the relief implementation date, and that any remaining CO Codes from this pool shall become unassignable after the relief implementation date.
- 4) The relief implementation date for a boundary extension overlay using existing area code 438 is to be 23 October 2010.
- 5) The CNA is to reserve area code 579 for subsequent relief of area codes 438, 450, and 514, and it is not to be assigned as a CO Code in those area codes.
- 6) The RPC shall update the RIP to include the above determinations and re-file the updated RIP with the Commission for its approval.

On 26 June 2009, Bell Canada filed an application with the CRTC requesting the Commission to amend Decision 2009-255 to establish relief for area code 450 via a distributed overlay of a new area code (579) by 21 August 2010. All parties that submitted comments supported or did not oppose the Bell Canada proposal.

On 28 July 2009, the CRTC issued Telecom Decision CRTC 2009-453 in which the Commission varied its determinations in Telecom Decision CRTC 2009-255 regarding the relief measure for area code 450. The Commission directed that relief for area

code 450 be provided through a distributed overlay of a new area code 579 starting 21 August 2010.

### **Introduction**

The Canadian NPA Relief Planning Guideline requires the RPC to create a Consumer Awareness Task Force (CATF) with a mandate to develop a CAP for implementing relief and to submit such CAP to the CISC.

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

This CAP addresses the introduction of overlay NPA 579 in the NPA 450 area.

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. Carriers 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.

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

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

#### 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 579 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 579 will be overlaid on top of the 450 geographic area on 21 August 2010. The 579 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 579 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 579. Prefix 1+ will not be required for local calls between area codes 450 and 579; 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 579 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)

#### **Background**

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.

On 7 May 2009, the CRTC issued Telecom Decision CRTC 2009-255 in which it directed that relief for area code 450 be provided as follows:

- 1) Code relief for area code 450 is to be provided by a boundary extension overlay using existing area code 438.
- 2) The seven CO Codes from area code 450 set aside in Telecom Public Notice CRTC 2008-17 for initial code assignment to applicants in general be made available for assignment from the date of this decision, and the 10 CO Codes set aside for initial code assignments to new entrants should only be used for new entrants.
- 3) In a jeopardy situation the 17 CO Codes (i.e., 249, 257, 273, 354, 365, 367, 382, 387, 428, 487, 639, 683, 851, 871, 873, 879, and 942) which correspond to future Canadian area codes may be assigned, but only if this assignment is required to meet CO Code demand prior to 66 days before the relief implementation date, and that any remaining CO Codes from this pool shall become unassignable after the relief implementation date.
- 4) The relief implementation date for a boundary extension overlay using existing area code 438 is to be 23 October 2010.
- 5) The CNA is to reserve area code 579 for subsequent relief of area codes 438, 450, and 514, and it is not to be assigned as a CO Code in those area codes.
- 6) The RPC shall update the RIP to include the above determinations and re-file the updated RIP with the Commission for its approval.

On 26 June 2009, Bell Canada filed an application with the CRTC requesting the Commission to amend Decision 2009-255 to establish relief for area code 450 via a distributed overlay of a new area code (579) by 21 August 2010. All parties that submitted comments supported or did not oppose the Bell Canada proposal.

On 28 July 2009, the CRTC issued Telecom Decision CRTC 2009-453 in which the Commission varied its determinations in Telecom Decision CRTC 2009-255 regarding the relief measure for area code 450. The Commission directed that relief for area

code 450 be provided through a distributed overlay of a new area code 579 starting 21 August 2010.

### **Introduction**

The Canadian NPA Relief Planning Guideline requires 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 579 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) Inter-carrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)

### **Network Implementation Objectives**

The objective of this NIP is to ensure that all necessary network and interconnections are modified to implement the overlay NPA 579 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**

Test numbers in the new overlay NPA 579 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.

Each Carrier may establish two test numbers in a test CO Code (NXX) for the new NPA to facilitate testing of network and billing system functionality. Routing of calls to the new NPA can be verified by dialling the new 579-XXX-8378 (TEST) numbers which will not provide answer supervision and therefore should not result in a billed call to the “calling” party. Billing of calls to the new NPA can be verified by dialling the new 579-NXX-2455 (BILL) numbers which provide answer supervision and therefore should result in a billed call to the “originating” network.

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

- Bell Canada
- Rogers Cable Communications Inc.
- MTS Allstream

Carriers may request and receive test CO Codes and numbers in accordance with the timeframe contained in the Relief Implementation Schedule.

Per the Canadian NPA Relief Planning Guideline, requests for test CO Codes must be received by the CNA no more than six months and no less than 66 days prior to the activation date on which testing to the number can begin. The CNA will reclaim test CO Codes about four weeks after the Relief Date. Test numbers shall be activated in all networks in accordance with the inter-network test plan and date in the Relief Implementation Schedule. Test numbers in a new overlay NPA should be activated at least 90 days prior to the introduction of the new NPA Code, or by the start of the inter-carrier testing period if sooner. Test numbers shall remain active until about four weeks 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 579, à [NOM DU TÉLÉCOMMUNICATEUR], Quebec, Canada. You have successfully completed a call to the 579 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 dialling of the 9-1-1 abbreviated dialling 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 date 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