

NPA 604 Implementation Plan

Introduction

In accordance with Order CRTC 2000-786, the NPA 604 Relief Planning Committee (the Committee) submits this implementation plan and consumer education and awareness plan (the Plan) to the Commission for consideration and approval.

This Plan establishes an industry-level framework and timeframe for implementation activities for NPA 778, to ensure that the relief for NPA 604 via the concentrated overlay method is provided by the relief date of November 3, 2001.

Order CRTC 2000-786 Requirement

In Order CRTC 2000-786, the Commission states:

20. Based on the record of this proceeding, the Commission considers that the public interest would best be served by a relief solution which combined the advantages of the "Municipality split" and "Distributed overlay" options. This relief solution would consist of a concentrated overlay of a new area code within the Vancouver Extended Area of Service (EAS), which includes the GVRD, as well as other locations that have local calling to Vancouver. Specifically, the Commission considers that this solution offers the following advantages:
 - All existing subscribers would retain their telephone number;
 - Numbers assigned under a new NPA would be geographically identifiable as part of the GVRD;
 - By dedicating the remaining 604 CO codes to areas outside of the GVRD, the impact of the demand in Vancouver EAS on the consumers that live and work outside of this high demand area would be reduced;
 - Although this new concentrated area code would face exhaust again in the next decade, the outlining area would see future relief delayed by many years;
 - It protects the established regional boundaries within the current NPA 604; and
 - It strikes an appropriate balance between consumer preferences and the concerns of service providers with respect to technical and financial impact. In this respect, CISC participants recommended approval of the distributed overlay option were given an opportunity to identify and address technical problems including timing, if

any, with this proposal. No significant technical problems were identified.

The Commission's concludes concentrated overlay is the best solution.

27. The Commission directs the CISC ad hoc Committee to file an implementation plan that reflects the Commission's determinations in this order, along with a consumer education and awareness plan, by **1 October 2000**.

This date was subsequently modified to 3 November 2000, by the Commission's letter of clarification dated 22 August 2000.

Future NPA exhaust relief in the Vancouver EAS.

This Plan addresses the activities, deliverables, and issues impacting more than one individual Service Provider. It does not cover activities internal to each Service Provider. [See Appendix 1 for a listing of activities that each Service Provider will need to address individually.] In addition, this Plan does not cover areas for which there is already an established process for coordination between Service Providers to establish service.

1.0 Public Communications

Public Communications is addressed as part of the "Consumer Education and Awareness Program" requested by the Commission, under Order CRTC 2000-786, Section 27. The Consumer Awareness Program is attached to this Plan (see Attachment 2).

2.0 Inter Carrier Network and Technical Interfaces

Each Service Provider is required to implement the necessary network changes to route traffic to/from the new area code. Switch translations must be updated and modified in all Service Providers' networks in order to process calls to/from the new area code.

2.01 Test Numbers

Test numbers 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. AT&T Canada will provide 778-810-8378 (TEST), Call-Net Communications will provide 778-510-8378 (TEST) and TELUS will provide 778-610-8378 (TEST). The test numbers will be activated in all networks by 3 May 2001 and will remain active until 3 December 2001. See Items 1, 2 and 3 in Section A of the Implementation Schedule (see Attachment 1). This test number must permit Service Providers and users to test their equipment without having to incur toll charges.

The standard network announcement for the test number must be as follows:

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“You have successfully completed a call to the 778 Area Code Test Number at [INSERT CARRIER NAME HERE] in British Columbia, Canada.”

2.02 Network Testing and Activation of New Area Code

Each Service Provider must provide a Network Operations contact person to be the single prime contact for network testing and activation of the new area code. As well, each Service Provider should provide a Network Control Center contact position and telephone number staffed on a 7/24 basis in case of emergencies or need for quick response. Both of these contacts must be provided to the CNA by October 16, 2000, for posting on the CNA's website.

The single prime contacts for Network Operations will form an NPA 778 Network Implementation Working Group (the NIWG) to coordinate their activities and make progress reports as necessary or as directed by the Committee. The first meeting of this NIWG will take place on 7 December 2000.

In preparation for the start of inter-carrier testing (Section A, Item 4) all Service Providers are expected to immediately begin modifications of their signaling, toll and local networks (Item 5), their systems databases (Item 6) and Operator Services and Directory Assistance databases (Item 7) in preparation for testing which is to start on 3 May 2001.

3.0 9-1-1 Service

All Service Provider related changes that impact 9-1-1 must be completed by 26 September 2001.

4.0 International Gateway

Commission staff will undertake to notify Canadian International Service Providers of the implementation of the new NPA.

5.0 Payphone Service Providers

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones prior to 3 August 2001. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialing is required for local calls.

6.0 Intra Carrier Network and Customer Interface

The Service Providers must make the necessary internal system and customer interface changes prior to 3 August 2001, to accommodate the NPA 778 overlay. See Attachment 1, Section D for a sample list of internal systems and customer interfaces.

For example, each Service Provider is responsible to determine the impact of the concentrated overlay mode of operations on the products and services it provides to its own customers. Each Service Provider is responsible to make any necessary

modifications to ensure service will be maintained during and after the relief implementation period for its own customers.

Each Service Provider is responsible to report any major relief plan concerns to the Committee as they are identified.

7.0 Switch Announcements

In Section 24 of Order CRTC 2000-786 the Commission directs carriers in NPA 604 to introduce permissive dialing and ensure that a standard 10-digit dialing automatic announcement is implemented no later than 26 May 2001.

The following standard network announcements must be implemented by all carriers operating in NPA 604:

Announcement #1

Permissive Announcement Name - Educational Advisory for 10-digit Local Dialing
From 26 May 2001 – 2 November 2001

"The call you are making is a local 10 digit call. Next time please dial the area code before the 7-digit number you are calling. Your call will now be completed."

Announcement #2

Mandatory Announcement Name - Mandatory 10-digit Local Dialing
3 November 2001 – 3 February 2001

"The call you are making is a local 10-digit call. This call cannot be completed. Please hang up and redial using the area code plus the 7-digit number you are calling."

After the termination of Mandatory Announcement #2, the carrier's standard announcement (e.g., "Your call cannot be completed as dialed. Please check the number and try your call again.") will commence.

With respect to treatment of calls and application of announcements during the permissive dialing period, all carriers must comply with the following arrangements.

- a) *It is the responsibility of each Service Provider to implement the appropriate network switch announcement for all calls originating from their own switch.*
- b) *Commencing on the start date for the permissive dialing period, May 26, 2001, each Service Provider must implement its own announcements on all 7-digit dialed calls originated by its own customers. All Service Providers must route such 7-digit dialed calls to other Service Providers only in a 10-digit format.*
- c) *On November 3, 2001 and thereafter, Service Providers must not accept and route 7-digit dialed calls from its customers. Appropriate routing and announcements must be implemented by each Service Provider to stop*

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processing local 7-digit dialed calls. Announcements stated above will be used to advise the customer to hang up and redial again in a 10-digit format.

8.0 Directories

Directories published after 26 May 2001 should identify the area code as part of the telephone number. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

9.0 Planning Letter to NANPA

The Planning Letter attached to this document as Appendix 2 should be updated with appropriate test numbers for each carrier and sent to the NANPA for distribution.

NPA 604 RELIEF PLAN IMPLEMENTATION							
New NPA: 778							
Method: Concentrated Overlay							
Relief Date: 03 November 2001							
Exhaust Date: 1 Q 2004							
CRTC Order #: 2000-786							
Milestones:							
	3 November 2000 - Submit Relief Implementation Plan to CISC/CRTC						
	26 May 2001 - Begin 10-Digit Automatic Announcement on all 7-Digit Local Calls (permissive 7 Digit Dialing) for all 604 NPA area .						
	3 November 2001 - Dedicate all remaining 604 NXXs to provision services outside the concentrated overlay area. CNA to assign CO Codes from NPA 778 in concentrated overlay area where Code request date is beyond August 28, 2001.(effective date is beyond 3 November 2001)						
	3 November 2001 - NPA 778 effective in concentrated overlay area						
IMPLEMENTATION REQUIREMENTS (Not necessarily chronological)							
	Item	Prime	Start	End	Completed (X)	Dependencies	Remarks
A) Inter Carrier Network & Technical Interfaces							
1	Volunteers for Test Numbers / Establish Test Numbers	Code Holders	25-Sep-00	03-Oct-00		None	AT&T Canada - 810; Call-Net - 510; TELUS - 610
2	Test Number(s) In Service Interval	Service Providers	03-May-01	03-Dec-01		Telcordia Database Updates	
3	Telcordia Database Updates to Include New Area Code	CNA	06-Nov-00	06-Nov-00		None	Specific NPA 778 Exchanges

4	Development of Standard Announcement Scripts for use across all Networks	Relief Planning Committee	25-Sep-00	27-Sep-00		None	
5	Database Updates for NPA 778	Database Owners	16-Aug-00	02-Jun-01		None	
	- Capacity & Capability of Toll Free SMS						
	- Capacity & Capability of all LNP Databases						
	- ISCP & Service Order Systems						
6	Network Readiness Testing Interval NPA 778 (& 10-digit Routing if necessary)	Service Providers	03-May-01	03-Aug-01		None	
	-Signalling Networks						
	-Toll						
	- Local						
7	Operator Services & Directory Assistance	Service Providers	16-Aug-00	03-Aug-01		None	
	- TOPS (Toll Operator Position System)						
	- MDAR (Mechanized Directory Assistant Record)						
	- ORDB - Operator Reference Database						
	- AABS (Alternate Automated Billing System)						
	- Alternate Operator Service Providers						
8	9-1-1 Databases	PSAPS & Service Providers	16-Aug-00	26-Sep-01		None	

9	International Gateway Switch Translations	Gateway Switch Owners	16-Aug-00	03-Aug-01		None	
10	Payphone Providers Reprogram Payphones	Payphone Providers	16-Aug-00	26-Sep-01			
B) Intra Carrier Network & Customer Interface							
1	Switch Hardware & Software	Switch Owners	16-Aug-00	03-Aug-01		None	
2	Network Ready for 10-digit Dialling	Service Providers	16-Aug-00	25-May-01		Translations Complete	
3	10-digit Automatic Announcement Interval	Service Providers	26-May-01	03-Nov-01		Network Ready for 10-digit Dialling	
4	Mandatory 10-digit Dialling Announcement	Service Providers	03-Nov-01	Ongoing			
C) Miscellaneous							
1	Committee Develops Implementation and Communications Plans, TIF Report and EOCCP	Committee	25-Sep-00	20-Oct-00			
2	Development of Planning Letter for NANPA	Committee	25-Sep-00	20-Oct-00			Specific NPA 778 Exchanges
3	Submission of Planning Letter to NANPA	CNA	06-Nov-00	06-Nov-00		Development of Planning Letter	
4	NANPA Posts Planning Letter to its website	NANPA	07-Nov-00	21-Nov-00			
5	CISC/CRTC Approval of Implementation Plan & EOCCP	CISC/CRTC	03-Nov-00			Development of Implementation Plan	

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6	CNA Submits Completion Reports to CISC	Committee Develops / CNA Submits	05-Nov-01	05-Dec-01		Relief Plan Implemented
D) Sample List of Internal Systems and Customer Interfaces						
1	Billing Systems Upgrade	Service Providers	16-Aug-00	03-Aug-01		None
2	Operational Support Systems Upgrade	Service Providers	16-Aug-00	03-Aug-01		None
3	Centrex & PBX Translations & Testing	Service Providers	16-Aug-00	03-Aug-01		None
4	CPE Reprogramming / Upgrades	CPE Owners	16-Aug-00	03-Aug-01		None
5	Repair Services Databases	Service Providers	16-Aug-00	03-Aug-01		None
6	Customer Care Systems (e.g., Busness Office)	Service Providers	16-Aug-00	03-Aug-01		None
7	Line Load Control	Local Switch Owners	03-Nov-01	Ongoing		Opening of NXX in NPA778

NPA 604 Consumer Education & Awareness Plan

In accordance with Order CRTC 2000-786, the NPA 604 Relief Planning Committee has been directed to file a Consumer Education and Awareness Plan.

Accordingly, the CISC NPA 604 Ad Hoc Committee (the Committee) has developed a Consumer Education and Awareness Plan. In addition, the Committee has established the Customer Awareness Working Group (CAWG) to develop the consumer awareness implementation program pursuant to this plan. The Consumer Education and Awareness Plan, outlined below, reflects key milestones and sets completion dates as agreed to by the Committee. It is the responsibility of all service providers, resellers, etc. operating or intending to operate in NPA 604 to implement this Consumer Education and Awareness Plan and report their progress back to the Committee.

In order to implement the Consumer Education and Awareness Plan, service providers may act individually or may pool their resources to accomplish this objective. However, the pooling of resources does not release individual companies from their obligations and they will still be accountable to the Committee to report their adherence to the milestones contained in the Plan. These obligations include, at a minimum, initiating customer awareness and responding to consumer concerns.

The CAWG may consider using the following vehicles to accomplish their customer education and awareness activities including, but not limited to:

- proactive media/analyst relations
- media briefings
- press releases
- public service announcements
- billing inserts
- targeted messaging

NPA 604 Consumer Education & Awareness Plan

Timeframe	Activity
September 2000 - December 2000	<ul style="list-style-type: none"> • NPA 604 Relief Planning Committee submits Consumer Education and Awareness Program to CISC/CRTC by October 20, 2000 • Form CISC NPA 604 Customer Awareness Working Group – participation is open to the public • All service providers to begin contacting their respective customers by November 30, 2000, regarding the implementation of ten-digit dialing, NPA 778, and timelines. In particular it is important for all carriers to focus communications on customers who may require alterations or changes to equipment. (All service providers to report on the status of this activity to the NPA 604 Relief Planning Committee on December 7, 2000.) • Working Group develops key approaches to 604 communications themes and messages and agrees on the implementation process of the Consumer Education and Awareness Program. These messages should emphasize 10-digit local dialing, NPA 778 awareness and the timelines. • Working Group submits draft Customer Awareness Implementation Plan to the NPA 604 Relief Planning Committee by December 7, 2000.
January 2001 - May 2001	<ul style="list-style-type: none"> • Continue 604/778 customer awareness campaign • All service providers (carriers, resellers, etc.) to have notified all their respective customers in NPA 604 regarding the implementation of ten-digit dialing in all of NPA 604, introduction of NPA 778, and schedule, by the start of permissive dialing on May 26, 2001 • Provide progress report to the NPA 604 Relief Planning Committee as required
May 2001 - November 2001	<ul style="list-style-type: none"> • Introduction of ten-digit dialing standard announcement (May 26) • Ongoing customer awareness campaign evaluated and refocused as necessary • Provide progress report to the NPA 604 Relief Planning Committee as required • Relief date (November 3, 2001) • Provide final report to the NPA 604 Relief Planning Committee by December 3, 2001

Intra Carrier Network, Database and Customer Interface

Each Service Provider employs a variety of information/operation support systems for the operation, maintenance, control, and administration of its network and to serve its customers. Each Service Provider is responsible to make the necessary changes in their systems in order to operate in the new overlay environment and specifically to process information about the full 10-digit telephone number of each subscriber. Also, each Service Provider is responsible to ensure its own suppliers of products and services (e.g., Operator Services) implement the changes necessary for the new NPA. Accordingly, no activities have been identified for the coordination of these functions between different Service Providers. These "internal" systems include, but are not limited to, the following functions:

- Operations Support
- Products & Services
- Marketing & Sales
- Carrier Services
- Network Planning & Provisioning
- 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
- Other

NORTH AMERICAN NUMBERING PLAN PLANNING LETTER

Number: PL-NANP-XXX

Date: October 31, 2000

From: North American Numbering Plan Administration (NANPA)

Subject: NPA 778 To Overlay NPA 604 (South-Western British Columbia)

In Order CRTC 2000-786, dated 16 August 2000, the Canadian Radio-television and Telecommunications Commission (CRTC) approved a full services concentrated overlay of a new area code over part of the existing 604 NPA in south-western British Columbia, Canada. The North American Numbering Plan Administration (NANPA) has assigned NPA code 778 for this purpose, and it will be in service as of November 3, 2001.

The concentrated overlay area served by the new 778 NPA consists of exchanges in and around the Greater Vancouver Regional District, as well as the Abbotsford and Mission exchanges. A map showing the areas to be served by the 604 and 778 NPAs and a list of the affected exchanges are attached.

In preparation for the introduction of the overlay, the transition to mandatory 10-digit dialing will begin no later than May 26, 2001 at 00:01 a.m. Pacific Daylight Time (PDT). During the transition dialing period, subscribers in the 604 NPA may dial either 7- or 10-digits but are encouraged to dial 10-digits (NPA + NXX + XXXX) for all local and Extended Area Service calls. No later than May 26, 2001, all Canadian carriers operating in NPA 604 will introduce 10-digit dialing and an educational advisory announcement for calls dialed on a 7-digit basis. Carriers will maintain the announcement for calls dialed on a 7-digit basis until mandatory 10-digit dialing is introduced on November 3, 2001 at 00:01 a.m. Pacific Standard Time (PST).

After the beginning of mandatory 10-digit dialing on November 3, 2001, an announcement will be activated for 7-digit calls, informing the subscriber that 10-digit dialing is required. The dialing plan for the 604/778 concentrated overlay area and for the remainder of the 604 NPA will be as follows:

- All local calls and Extended Area Service calls within the 604 and 778 NPAs must be dialed with 10 digits; i.e., NPA-NXX-XXXX.
- Alternately billed service calls within and between the 604/778 overlay area and the remainder of the 604 NPA must be dialed with 10 digits after the prefix digit(s).

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All international and domestic carriers should ensure that the new 778 area code has been activated throughout their networks prior to May 26, 2001.

The Test Numbers of "778-510-TEST (8378)", "778-610-TEST (8378)" and "778 810-TEST (8378)" for the NPA 778 overlay will be made available for test purposes effective May 3, 2001. Test calls to verify routing to the new 778 NPA can be made by dialing one of these numbers. Calls successfully completed to a test number will receive respectively the following recorded announcements:

"You have successfully completed a call to the 778 Area Code test Number at Call-Net Communications in British Columbia, Canada."

"You have successfully completed a call to the 778 Area Code test Number at TELUS in British Columbia, Canada."

"You have successfully completed a call to the 778 Area Code Test Number at AT&T Canada in British Columbia, Canada".

The Test Numbers will be disconnected after December 3, 2001.

NXX codes within the 778 NPA may be assigned to service providers after May 3, 2001, however assigned codes cannot be activated prior to November 3, 2001.

General questions about this relief activity or CO Code Administration may be directed to Glenn Pilley or Suresh Khare, CNA, at 613-563-7242. Technical questions should be directed to the appropriate service provider.

Ron Conners
North American Numbering Plan Administration

Attachments

NPA 778 Concentrated Overlay Exchanges

Formatted

Abbotsford
Aldergrove
Bowen Island
Cloverdale
Fort Langley
Haney

Ladner
Langley
Mission
New Westminster
Newton
North Vancouver

Pitt Meadows
Port Coquitlam
Port Moody
Richmond
Vancouver
West Vancouver

Whalley
White Rock
Whonnock

Remainder of NPA 604 Exchanges

Agassiz
Black Point
Boston Bar
Britannia Beach
Chilliwack
D Arcy

Gibsons
Hemlock Valley
Hope
Pemberton
Pender Harbour
Port Mellon

Powell River
Rosedale
Sardis
Sechelt
Squamish
Vananda

Westview
Whistler
Yale
Yarrow

NPA 604/778 Concentrated Overlay

