

**NPA 613 & 819 RELIEF IMPLEMENTATION PLAN
(10 DIGIT LOCAL DIALING)**

DATE: 1 December 2004

TITLE: NPA 613 & 819 Relief Implementation Plan (10-Digit Local Dialing)

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NPA 613 & 819 Relief Implementation Plan Revised: 1 December 2004

1. EXECUTIVE SUMMARY

This Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines. This document contains a set of industry-level activities and deliverables established by the Numbering Plan Area (NPA) 613/819 Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPAs 613 (eastern Ontario) and 819 (northern and western Quebec).

NPA 819 consists of 213 Exchanges serving northern and western Quebec including the communities of Hull, Drummondville, Gatineau, Shawinigan, Sherbrooke, Trois Rivieres, and Victoriaville. NPA 613 consists of 131 Exchanges serving eastern Ontario including the communities of Ottawa, Kingston, Belleville, Brockville, and Cornwall.

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.

The following table summarizes the various Projected Exhaust Dates for NPAs 613 and 819 forecast by the Canadian Numbering Administrator (CNA):

Summary of Projected Exhaust Dates

NPA	Date of Forecast	Projected Exhaust Date (with Protection)	Projected Exhaust Date (without Protection)
613	9 May 2000	February 2005	September 2008
613	28 July 2000	January 2006	September 2008
613	15 August 2000	January 2006	2Q 2008
613	4 April 2001	August 2007	July 2011
613	1 May 2002	March 2011	December 2013
613	15 August 2002	April 2011	August 2015
613	15 April 2003	December 2012	December 2012

NPA	Date of Forecast	Projected Exhaust Date (with Protection)	Projected Exhaust Date (without Protection)
819	9 May 2000	January 2006	November 2016
819	28 July 2000	January 2006	November 2016
819	15 August 2000	January 2005	2Q 2024
819	4 April 2001	March 2007	2022
819	1 May 2002	July 2010	November 2021
819	15 August 2002	March 2009	January 2022
819	15 April 2003	March 2008	Beyond 2023

Note 1: The Projected Exhaust Date is based upon the CNA's assessment of the date when the quantity of CO Codes available for assignment within the NPA will exhaust. When CO Code protection is in effect to preserve cross-NPA local 7-digit dialing (e.g., between Ottawa in NPA 613 and Hull in NPA 819), the quantity of CO Codes available for assignment in certain areas (e.g., Ottawa in NPA 613 and Hull in NPA 819) is reduced, thus causing the Projected Exhaust Date(s) to be sooner than if CO Code protection were not in place.

Based on the results from the 4 April 2001 General Central Office Code Utilization Survey (G-COCUS), if CO Code protection to maintain 7-digit dialing is retained, NPAs 613 and 819 were forecast to exhaust in August 2007 and March 2007 respectively. If CO Code protection were eliminated, the exhausts of NPA 613 and 819 would be deferred to 2011 and 2022, respectively.

On 28 November 2001, the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) issued Order CRTC 2001-841, *CRTC issues relief plans for area codes 613 and 819* (Order 2001-841) directing relief for area codes 613 and 819. The Commission set the first quarter of 2006 as the exhaust date for Relief Planning purposes. In accordance with that Order, the RPC developed a first RIP to address phase one relief of area codes 613 and 819 as follows:

- 1) The introduction of 10-digit local dialing for all local calls from, to and within area codes 613 and 819 by the fourth quarter of 2004, coincident with the removal of CO Code protection.
- 2) The implementation of a permissive dialing period of four months prior to the removal of CO Code protection and the mandatory introduction of 10-digit local dialing.
- 3) The development by the CRTC Interconnection Steering Committee (CISC) Ad Hoc NPA 613/819 Relief Planning Committee of a first Consumer Awareness Program (CAP), to be submitted to the CISC no later than 1 October 2002, regarding the removal of CO Code protection and the introduction of 10-digit local dialing for the relief of area codes 613 and 819.
- 4) The six CO Codes assigned to the federal government in area code 819 (in Hull) are to remain protected in NPA 613 to maintain the dual-dialable codes in order to ensure that long distance calls to government numbers in Hull that are dialed using either area code 613 or 819 will reach the proper government office in Hull.

In the initial RIP dated 1 October 2002, the RPC recognized that the split of the Ottawa-Hull exchange area and this RIP may be affected by Telecom Decision CRTC 2002-56, *Framework for the Expansion of Local Calling Areas*. At this time, the RPC has agreed that the split of the Ottawa-Hull exchange area should be included as an activity in this RIP and implemented, as per Order 2001-841, on a coordinated basis with the implementation of mandatory 10-digit local dialing in area codes 613 and 819. However, the RPC suggests that, in the event that the local

calling area of the Ottawa-Hull exchange area is changed prior to the implementation of 10-digit local dialing in area codes 613 and 819, consideration should be given to splitting the Ottawa-Hull exchange area on a coordinated basis with that change. The RPC has concluded that, in the event that the split is implemented before the implementation of 10-digit local dialing in area codes 613 and 819, the RPC will meet at an appropriate time in the future to modify the RIP accordingly. In addition, when and if local, municipal or regional governments initiate proposals to change the local calling areas of the exchanges in NPAs 613 and 819, the RPC shall reconvene to review the potential impacts of such changes on protected CO Codes, local dialing plans, the requirement for 10-digit local dialing, the Projected Exhaust Dates for those NPAs and the RIP.

The following phase two relief activities were contained in Order 2001-841 and the RPC indicated that they would be addressed in a phase two RIP following the completion of phase one:

- 1) The implementation of a distributed overlay for NPA 613 in the third quarter of 2008.
- 2) The development by the CISC Ad Hoc Committee of a second CAP, to be submitted to the CISC no later than 1 October 2006, regarding the introduction of the new area code to the geographic area covered by NPA 613.

Subsequently, on 29 November 2002, the RPC filed an application requesting that the Commission defer the relief dates established in Order 2001-841. Specifically, the RPC requested that the Commission:

- 1) defer the implementation of phase one relief (i.e. remove Central Office (CO) code protection in both area codes 613 and 819, split the Ottawa-Hull exchange into two separate exchanges, and implement 10-digit local dialing throughout both area codes) from the fourth quarter of 2004 to the fourth quarter of 2006;
- 2) to suspend phase two relief (i.e. new area code overlay on area code 613) indefinitely.
- 3) direct the Canadian Numbering Administrator (CNA) to monitor and report on the projected exhaust date for area codes 613 and 819 on a semi-annual basis until phase one relief is implemented, and to advise the RPC and the Commission of the survey results so as to enable consideration of further schedule changes as needed; and
- 4) direct the CNA to monitor, following implementation of phase one relief, area codes 613 and 819 projected exhaust dates in accordance with the Canadian Numbering Resource Utilization Forecast Guideline (C-NRUF), and to advise the RPC and the Commission when it becomes necessary to establish an area code 613 overlay relief date, and to develop the related relief implementation plan and schedule.

On 28 February 2003, the Commission issued Telecom Decision CRTC 2003-10, *Deferral of relief dates for area codes 613 and 819* (Decision 2003-10). In that Decision, the Commission approved deferring the phase one relief date for area codes 613 and 819 from the fourth quarter of 2004 to the fourth quarter of 2006, and suspending phase two relief for area code 613 indefinitely. The Commission noted that it expected that area code 819 will exhaust in March 2009, 24 months later than the date established in Order 2001-841. In regard to area code 613, the Commission noted that the 1 May 2002 NRUF projects an exhaust date of December 2013, while the 15 August 2002 NRUF projects an exhaust date of August 2015. In view of this difference, the Commission stated that it considers it appropriate to use September 2014, the mid-point of these two forecasts, as the exhaust date for area code 613 for the purpose of determining relief implementation.

Accordingly, the Commission approved deferring the phase one relief date from the fourth quarter of 2004 to the fourth quarter of 2006; and suspending phase two relief indefinitely. In addition, the Commission directed the CNA to conduct semi-annual NRUF surveys for area codes 613 and 819 until phase one relief is implemented, after which NRUF surveys will be conducted in accordance with the Canadian Numbering Resource Utilization Forecast Guideline.

At this time, five CO Codes have been activated as dual-dialable codes for the Government of Canada in NPAs 819 and 613 (i.e., 934, 953, 956, 994 and 997). One additional CO Code has been allocated for the exclusive use of the Government of Canada as dual-dialable codes (i.e., 939), and will be activated as required.

The directives contained in Order 2001-841 and Decision 2003-10, and the resultant phase one RIP, will impact all customers in area codes 613 and 819. In addition they will impact customers in neighboring exchange areas in area codes 418, 450 and 705 that currently have 7-digit cross-NPA local dialing into NPAs 613 and 819.

Interested parties are encouraged to participate in the RPC's future meetings to implement this RIP. Such participation is important to ensure that the RIP satisfies the needs and requirements of consumers as well as the Telecommunications Service Providers (TSPs) operating in the area codes requiring relief.

In the revised RIP submitted to the CRTC on 12 August 2003, the RPC made several recommendations including:

- 1) The recommended start date for the 7/10-digit Dialing Transition Period for network announcements is **Saturday, 17 June 2006**. All TSPs may phase-in the 7/10-digit Dialing Transition Period announcement over a 7 calendar day period commencing on the start date above and must complete all such work by **00:01 a.m. Saturday, 24 June 2006**.
- 2) The recommended mandatory 10-digit dialing date is **Saturday, 21 October 2006**. All TSPs may phase-in the mandatory 10-digit dialing announcement over a 7 calendar day period commencing on 21 October 2006 and must complete all such work by **00:01 a.m. Saturday, 28 October 2006**.
- 3) The recommended Relief Implementation Schedule is contained in Section 5.
- 4) The recommended Consumer Awareness Program (CAP) is contained in Attachment 1.
- 5) The recommended Network Implementation Plan (NIP) is contained in Attachment 2.
- 6) The recommended 7/10-digit Dialing Transition Period announcement text and mandatory 10-digit dialing announcement text are contained in Attachment 2.
- 7) The recommended Jeopardy Contingency Plan (JCP) is contained in Attachment 4.
- 8) The recommended Planning Letter (PL) is contained in Attachment 5.

In Telecom Decision CRTC 2004-55, the Commission approved the Relief Implementation Plan (RIP) for area codes 613 and 819, as proposed by the Numbering Plan Area 613/819 Relief Planning Committee (the RPC). Specifically, the Commission approved a network implementation plan, a jeopardy contingency plan, a planning letter, and a relief implementation schedule. The Commission noted that it expects that the Canadian Numbering Administrator will advise the Commission in an expeditious fashion if its semi-annual Numbering Resource

Utilization Forecast survey demonstrates an advancement in the projected dates for exhaust of available telephone numbers in area codes 613 and 819. In addition, the Commission directed the RPC to file, by 15 September 2004, a revised RIP, which must include a standard announcement text to be used by all Telecommunications Service Providers in area codes 613 and 819 during the permissive 10-digit local dialing period and a standard announcement text to be used during the mandatory 10-digit local dialing period.

The NPA 613 and 819 Relief Planning Committee hereby submits this Revised Phase One RIP to the Commission as directed in Telecom Decision CRTC 2004-55. The RPC intends to implement this RIP as directed by the Commission.

2. 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 NPAs 613 and 819. 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.

In July 2000, Science Applications International Corporation Canada, in its role as the Canadian Numbering Administrator (CNA), announced that area codes 613 and 819 were projected to exhaust within five years. The CNA also asked service providers to submit the necessary information to complete a detailed survey of the anticipated assignment of Central Office (CO) Codes in these area codes. At that time, it was projected that area code 819 would exhaust in early 2005 and area code 613 would exhaust by early 2006.

On 5 February 2001, the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) issued Public Notice CRTC 2001-20, *Establishment of a CISC ad hoc committee for area code relief planning in area codes 613 and 819*. In that Public Notice, the Commission invited interested parties to participate in the ad hoc committee's public meetings to identify solutions to the area code exhaust situation. During the course of the public meetings, the committee developed a consensus planning document, which included an analysis of all the options that the committee identified to provide relief for the exhaust of area codes 613 and 819. Subsequently, the RPC submitted a planning document to the CRTC Interconnection Steering Committee (CISC).

The CISC is a committee comprised of various industry representatives that was initiated to facilitate implementation of Telecom Decision CRTC 97-8, *Local Competition*. The mandate of the CISC is to undertake tasks related to technological, administrative and operational issues on matters assigned by the CRTC that fall within the scope of the CRTC's jurisdiction.

On 30 May 2001, the CISC accepted the planning document from the ad hoc committee and adopted it as its consensus recommendations.

On 18 June 2001, the Commission issued Public Notice CRTC 2001-71, *Providing relief for the diminishing supply of telephone numbers in area codes 613 and 819*, to seek public input on the consensus recommendations submitted to the CRTC by the 613 and 819 RPC. Comments were filed by 8 August 2001, and reply comments by 22 August 2001.

Subsequently, on 28 November 2001, the CRTC issued Order CRTC 2001-841, *CRTC issues relief plans for area codes 613 and 819* (Order 2001-841), directing relief for area codes 613 and 819, summarized as follows:

- 1) The introduction of 10-digit local dialing for all local calls from, to and within area codes 613 and 819 by the fourth quarter of 2004, coincident with the removal of CO Code protection.
- 2) The implementation of a permissive dialing period of four months prior to the removal of CO Code protection and the mandatory introduction of 10-digit local dialing.
- 3) The implementation of a distributed overlay for 613 in the third quarter of 2008.
- 4) The development by the CISC Ad Hoc Committee of a first Consumer Awareness Program (CAP), to be submitted to the CISC no later than 1 October 2002, regarding the

- removal of CO Code protection and the introduction of 10-digit local dialing for the relief of area codes 613 and 819.
- 5) The development by the CISC Ad Hoc Committee of a second CAP, to be submitted to the CISC no later than 1 October 2006, regarding the introduction of the new area code to 613.
 - 6) The six CO Codes assigned to the federal government in area code 819 (in Hull) are to remain protected in NPA 613 to maintain the dual-dialable codes in order to ensure that long distance calls to government numbers in Hull that are dialed using either area code 613 or 819 will reach the proper government office in Hull.
 - 7) The single Ottawa-Hull exchange will be split into two separate exchanges along the 613/819 boundary, before or at the same time as the removal of CO Code protection in the fourth quarter of 2004.

The RPC developed an initial RIP to address phase one relief of area codes 613 and 819, specifically:

- 1) The introduction of 10-digit local dialing for all local calls from, to and within area codes 613 and 819 by the fourth quarter of 2004, coincident with the removal of CO Code protection.
- 2) The implementation of a permissive dialing period of four months prior to the removal of CO Code protection and the mandatory introduction of 10-digit local dialing.
- 3) The development by the CISC Ad Hoc Committee of a first CAP, to be submitted to the CISC no later than 1 October 2002, regarding the removal of CO Code protection and the introduction of 10-digit local dialing for the relief of area codes 613 and 819.
- 4) The six CO Codes assigned to the federal government in area code 819 (in Hull) are to remain protected in NPA 613 to maintain the dual-dialable codes in order to ensure that long distance calls to government numbers in Hull that are dialed using either area code 613 or 819 will reach the proper government office in Hull.

On September 12, 2002, the Commission released Telecom Decision CRTC 2002-56, *Framework for the Expansion of Local Calling Areas*. This decision details general principles and criteria to be used in assessing applications for the creation of expanded local calling areas.

The split of the Ottawa-Hull exchange area is included in the RIP and will be implemented, as per Order 2001-841 on a coordinated basis with the implementation of mandatory 10-digit local dialing in area codes 613 and 819.

During the preparation of this revised RIP, the RPC discussed how Telecommunications Service Providers (TSPs) will split the Ottawa-Hull exchange area before or at the same time as the removal of CO Code protection, in order to ensure the proper routing and rating of calls in the new 10-digit local dialing environment that will be created in NPAs 613 and 819. The RPC advises that CO Code assignments in NPAs 613 and 819 will be carefully managed and controlled by the CNA to ensure that CO Codes are allocated to TSPs for use exclusively within the geographic areas served by the respective NPAs. This means that NPA 613 CO Codes and numbers will only be assigned for use within the Ontario geographic area served by NPA 613, and NPA 819 CO Codes and numbers will only be assigned for use within the Quebec geographic area served by NPA 819 (with the exception of the St. Regis exchange area in Quebec). Thus in the Ottawa-Hull exchange area, NPA 613 CO Codes and numbers will only be assigned to TSPs and customers in the Ottawa Ontario portion, whereas NPA 819 CO Codes and numbers will only be assigned to TSPs and customers in the Hull Quebec portion.

To facilitate the implementation of 10-digit local dialing, all assigned numbers will be clearly identified in telephone directories as 10-digit numbers. The elimination of CO Code protection will permit the CNA to assign and TSPs to use all CO Codes in NPAs 613 and 819 virtually anywhere within the geographic boundaries of the respective NPAs, thus extending the lives of both area codes. The adoption of 10-digit local dialing and associated directory publication of 10-digit numbers will facilitate the proper dialing, rating and routing of calls within and between the two NPAs, and particularly within the Ottawa-Hull exchange area and associated local calling areas. This approach will also set the stage for implementation of future relief, such as the overlay of NPA 613 with another area code, when it is required. This split of the Ottawa-Hull exchange area for relief and number assignment purposes will therefore be done with no data changes in the Telcordia™ routing and rating databases.

In the event that the local calling area of the Ottawa-Hull exchange area is changed prior to the implementation of 10-digit local dialing in area codes 613 and 819, consideration should be given to splitting the Ottawa-Hull exchange area on a coordinated basis with that change. In the event that the split is implemented before the implementation of 10-digit local dialing in area codes 613 and 819, the RPC should meet at an appropriate time in the future to modify the RIP accordingly. In addition, when and if local, municipal or regional governments initiate proposals to change the local calling areas of the exchanges in NPAs 613 and 819, the RPC shall reconvene to review the potential impacts of such changes on protected CO Codes, local dialing plans, the requirement for 10-digit local dialing, the Projected Exhaust Dates for those NPAs and the RIP.

Individual TSPs will have to make appropriate changes to their internal operating systems, Tariffs, services, and interconnection arrangements to accommodate the split of the Ottawa-Hull exchange area in accordance with the Commission Order. Individual TSPs will have to conduct their own internal assessments of the changes that may be required and file appropriate documentation with the CRTC for approval, if required. Some of the services that may be impacted include local access services, toll and interexchange private lines. Changes to the Points of Interconnection (POIs) for interconnection in the two new exchange areas of Ottawa and Hull may be required. Such arrangements will have to be made by individual TSPs in accordance with CRTC regulatory requirements and interconnection agreements with other TSPs.

In addition, industry databases such as the Telcordia™ Business Integrated Routing and Rating Database System (BIRRDs) and the CNA Canadian Numbering Administration System (CNAS) will have to be updated with new information to reflect the creation of the two new exchange areas.

The RPC has examined the CO Codes assigned to the federal government in area code 819 (in the City of Gatineau) to identify those which are to remain protected in area code 613 to maintain the dual-dialable codes. These codes are required to be protected in NPA 613 in order to ensure that long distance calls to government numbers in the City of Gatineau that are dialed using either area code 613 or 819 will reach the proper government office. On the mandatory 10-digit dialing date, all local calls placed through the Public Switched Telephone Network (PSTN) to the dual-dialable CO Codes must be dialed using 10-digits. The RPC has identified that there are currently five dual-dialable codes allocated to the Government of Canada, specifically CO Codes 934, 953, 956, 994 and 997. As well 939 has been reserved for the exclusive use of the Government of Canada as a dual-dialable code.

The Projected Exhaust Date for an NPA (area code) is the date on which it is expected that the NPA will run out of assignable CO Codes (NXXs). The CNA monitors assignment data and conducts special studies called Canadian Numbering Resource Utilization Forecasts (C-NRUF; formerly called Central Office Code Utilization Surveys or COCUS) in order to predict NPA exhaust. The following information summarizes recent results.

Based on the May 9, 2000 General COCUS (G-COCUS), the CO Codes in NPA 819 were forecast to exhaust in January 2006, if protected CO Codes are retained. In addition, the CO Codes in NPA 613 were forecast to exhaust in February 2005, if protected CO Codes are retained. Revised G-COCUS results were posted on 28 July 2000 indicating that both NPAs 819 and 613 would exhaust in January 2006, if protected CO Codes were retained.

Based on the August 15, 2000 NPA 819 and 613 Relief Planning Central Office Code Utilization Survey (R-COCUS), the CO Codes in NPA 819 were forecast to exhaust in January 2005, if protected CO Codes are retained. In addition, the CO Codes in NPA 613 were forecast to exhaust in January 2006, if protected CO Codes are retained. The CNA indicated that the exhausts of NPA 819 and 613 would be deferred to 2Q 2024 and 2Q 2008, respectively, if CO Code protection were eliminated.

Based on the April 4, 2001 G-COCUS, the CO Codes in NPA 819 were forecast to exhaust in March 2007, if protected CO Codes are retained. In addition, the CO Codes in NPA 613 were forecast to exhaust in August 2007 if protected CO Codes are retained. The exhausts of NPA 819 and 613 become 2022 and July 2011 respectively if CO Code protection is eliminated.

In Order 2001-841, the Commission stated that there is a risk of insufficient availability of numbering resources if the later exhaust date is used as a basis for taking action and the most prudent course would be to average the two projected 819 exhaust dates. The Commission set the first quarter of 2006 as the exhaust date for planning purposes.

In the first quarter of 2002, the CNA conducted the annual General NRUF (G-NRUF) and in May advised the industry that, if protected CO Codes are retained, area code 819 is forecast to exhaust on July 2010, and 613 is forecast to exhaust on March 2011. The exhausts of NPAs 819 and 613 become November 2021 and December 2013 respectively if CO Code protection is eliminated.

On September 18, 2002, the CNA published the August 15, 2002, Relief Planning NRUF (R-NRUF) results for NPAs 613 and 819. For NPA 613 the Projected Exhaust Dates with CO Code protection changed to April 2011 (extending the Projected Exhaust Date outward by 1 month) and without CO Code protection to August 2015 (extending the Projected Exhaust Date outward by 1.5 years). For NPA 819 the Projected Exhaust Dates with CO Code protection changed to March 2009 (advancing the Projected Exhaust Date inward by 1 year and 4 months) and without CO Code protection to January 2022 (extending the Projected Exhaust Date outward by 2 months).

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

Summary of Projected Exhaust Dates

NPA	Date of Forecast	Projected Exhaust Date (with Protection)	Projected Exhaust Date (without Protection)
613	9 May 2000	February 2005	September 2008
613	28 July 2000	January 2006	September 2008
613	15 August 2000	January 2006	2Q 2008
613	4 April 2001	August 2007	July 2011
613	1 May 2002	March 2011	December 2013
613	15 August 2002	April 2011	August 2015
613	15 April 2003	December 2012	December 2012
819	9 May 2000	January 2006	November 2016
819	28 July 2000	January 2006	November 2016
819	15 August 2000	January 2005	2Q 2024
819	4 April 2001	March 2007	2022
819	1 May 2002	July 2010	November 2021
819	15 August 2002	March 2009	January 2022
819	15 April 2003	March 2008	Beyond 2023

In the initial RIP dated 1 October 2002, the RPC noted that relief is generally implemented twelve to eighteen months in advance of the Projected Exhaust Date, per the CRTC approved Canadian NPA Relief Planning Guidelines. As the earliest Projected Exhaust Date for either NPA 819 or 613 based on the mid-2002 R-NRUF results was March 2009, the Guidelines suggest that the phase one relief could be done twelve to eighteen months in advance of the March 2009 Projected Exhaust Date for NPA 819 (i.e., September 2007). As the then CRTC approved phase one relief date was 4Q 2004, the RPC submitted that a change to the relief date may be in the public interest. The RPC advised that it was considering recommending to the Commission a delay of the phase one relief for NPAs 613 and 819 (i.e., adoption of 10-digit dialing, elimination of protected CO Codes and the implementation of the Ottawa-Hull exchange split), which would possibly propose a new phase one relief date in about the fourth quarter of 2006. In addition, the RPC indicated it was considering a proposal to suspend the phase two Distributed Overlay relief of NPA 613, as the Projected Exhaust Date for NPA 613 without protected CO Codes has been extended to August 2015. Accordingly, the RPC advised the Commission that it was undertaking a review of the mid-year 2002 R-NRUF results for NPAs 613 and 819 and intended to submit by November 1 to the CRTC a report and recommendation concerning the RPC's conclusions in this matter.

Subsequently, on 29 November 2002, the RPC filed an application requesting that the Commission defer the relief dates established in Order 2001-841. Specifically, the RPC requested that the Commission:

- 1) defer the implementation of phase one relief (i.e. remove Central Office (CO) code protection in both area codes 613 and 819, split the Ottawa-Hull exchange into two separate exchanges, and implement 10-digit local dialing throughout both area codes) from the fourth quarter of 2004 to the fourth quarter of 2006;
- 2) to suspend phase two relief (i.e. new area code overlay on area code 613) indefinitely.

- 3) direct the Canadian Numbering Administrator (CNA) to monitor and report on the projected exhaust date for area codes 613 and 819 on a semi-annual basis until phase one relief is implemented, and to advise the RPC and the Commission of the survey results so as to enable consideration of further schedule changes as needed; and
- 4) direct the CNA to monitor, following implementation of phase one relief, area codes 613 and 819 projected exhaust dates in accordance with the Canadian Numbering Resource Utilization Forecast (NRUF) Guidelines, and to advise the RPC and the Commission when it becomes necessary to establish an area code 613 overlay relief date, and to develop the related relief implementation plan and schedule.

On 28 February 2003, the Commission issued Telecom Decision CRTC 2003-10, *Deferral of relief dates for area codes 613 and 819* (Decision 2003-10). In that Decision, the Commission approved deferring the phase one relief date for area codes 613 and 819 from the fourth quarter of 2004 to the fourth quarter of 2006, and suspending phase two relief for area code 613 indefinitely. The Commission noted that it expected that area code 819 will exhaust in March 2009, 24 months later than the date established in Order 2001-841. In regard to area code 613, the Commission noted that the 1 May 2002 NRUF projects an exhaust date of December 2013, while the 15 August 2002 NRUF projects an exhaust date of August 2015. In view of this difference, the Commission stated that it considers it appropriate to use September 2014, the mid-point of these two forecasts, as the exhaust date for area code 613 for the purpose of determining relief implementation.

Accordingly, the Commission approved deferring the phase one relief date from the fourth quarter of 2004 to the fourth quarter of 2006; and suspending the phase two relief date indefinitely. In addition, the Commission directed the CNA to conduct semi-annual NRUF surveys for area codes 613 and 819 until phase one relief is implemented, after which NRUF surveys will be conducted in accordance with the Canadian Numbering Resource Utilization Forecast Guideline (C-NRUF).

In the revised RIP submitted to the CRTC on 12 August 2003, the RPC made several recommendations including:

- 1) The recommended start date for the 7/10-digit Dialing Transition Period for network announcements is **Saturday, 17 June 2006**. All TSPs may phase-in the 7/10-digit Dialing Transition Period announcement over a 7 calendar day period commencing on the start date above and must complete all such work by **00:01 a.m. Saturday, 24 June 2006**.
- 2) The recommended mandatory 10-digit dialing date is **Saturday, 21 October 2006**. All TSPs may phase-in the mandatory 10-digit dialing announcement over a 7 calendar day period commencing on 21 October 2006 and must complete all such work by **00:01 a.m. Saturday, 28 October 2006**.
- 3) The recommended Relief Implementation Schedule is contained in Section 5.
- 4) The recommended Consumer Awareness Program (CAP) is contained in Attachment 1.
- 5) The recommended Network Implementation Plan (NIP) is contained in Attachment 2.
- 6) The recommended 7/10-digit Dialing Transition Period announcement text and mandatory 10-digit dialing announcement text are contained in Attachment 2.
- 7) The recommended Jeopardy Contingency Plan (JCP) is contained in Attachment 4.
- 8) The recommended Planning Letter (PL) is contained in Attachment 5.

In Telecom Decision CRTC 2004-55, the Commission approved the Relief Implementation Plan (RIP) for area codes 613 and 819, as proposed by the Numbering Plan Area 613/819 Relief Planning Committee (the RPC). Specifically, the Commission approved a network implementation plan, a jeopardy contingency plan, a planning letter, and a relief implementation schedule. The Commission noted that it expects that the Canadian Numbering Administrator will advise the Commission in an expeditious fashion if its semi-annual Numbering Resource Utilization Forecast survey demonstrates an advancement in the projected dates for exhaust of available telephone numbers in area codes 613 and 819. In addition, the Commission directed the RPC to file, by 15 September 2004, a revised RIP, which must include a standard announcement text to be used by all Telecommunications Service Providers in area codes 613 and 819 during the permissive 10-digit local dialing period and a standard announcement text to be used during the mandatory 10-digit local dialing period.

The NPA 613 and 819 Relief Planning Committee developed this Revised Phase One RIP as directed in Telecom Decision CRTC 2004-55. The RPC intends to implement this RIP as directed by the Commission.

Maps showing NPAs 613 and 819 are on the following page. NPA 819 consists of 213 Exchanges serving mainly Hull, Drummondville, Gatineau, Shawinigan, Sherbrooke, Trois Rivieres, Victoriaville and surrounding communities in the Canadian province of Quebec. NPA 613 consists of 131 Exchanges serving mainly Ottawa, Kingston, Belleville, Brockville, Cornwall and surrounding communities of the eastern part of Ontario in Canada.

The major impact of the phase one Relief Implementation Plan on customers is the introduction of 10-digit local dialing for all local calls from, to and within area codes 613 and 819. This will impact all customers in area codes 613 and 819, as well as customers in neighboring exchange areas in area codes 418, 450 and 705 that currently have 7-digit local dialing into NPAs 613 and/or 819.

The dial plan for calls originating from NPAs 613 and 819 will change as follows:

NPA	Local Dial Plan	Local Dial Plan	Toll Dial Plan	Toll Dial Plan
	Current	Future	Current	Future
613	7 digits	10 digits	1 + 10 digits	1 + 10 digits
819	7 digits	10 digits	1 + 10 digits	1 + 10 digits

The dial plan for calling within Canadian exchange areas that currently have 7-digit local dialing into NPAs 613 and 819 will change as follows:

NPA	Local Dial Plan	Local Dial Plan	Toll Dial Plan	Toll Dial Plan
	Current	Future	Current	Future
418 450 705	7 digits for all local calls except for 10-digit local dialing into NPA 514	7 digits for all local calls except for 10-digit local dialing into NPAs 514, 613 and 819 (and NPA 438, when implemented)	1 + 10 digits	1 + 10 digits

The following table summarizes the quantity of exchange areas in neighboring NPAs that currently have 7-digit cross-NPA local dialing into NPAs 613 and 819. A communications strategy will have to be developed and implemented to advise affected customers in neighboring area codes of the change to their dialing plan.

NPAs with 7-Digit Local Dialing Into NPAs 613 and 819

From NPA	To NPA	Quantity of Exchange Areas
418	819	15
450	819	13
705	819	3
613	819	82
418	613	0
450	613	2
705	613	3
819	613	22

The purpose of this RIP is to establish an industry level framework and timeframe for implementing relief for area codes 613 and 819. This RIP addresses the:

- 1) introduction of 10-digit local dialing for all local calls from, to and within area codes 613 and 819, and the
- 2) removal of CO Code protection in area codes 613 and 819.

The objective of this RIP is to ensure that the relief for NPAs 613 and 819 is provided by the fourth quarter of 2006, as directed by the Commission.

This RIP addresses the activities, deliverables, and issues impacting more than one individual TSP. It does not cover activities internal to each TSP. Attachment 3, Individual Telecommunications Service Provider Responsibilities, provides a list of activities that each TSP will need to address individually. In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service.

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.

3. NPA RELIEF PLANNING PROCESS

NPA Relief Planning is conducted under the regulatory oversight of the CRTC 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 web site. The CISC operates under the CISC Administrative Guidelines that may be obtained from the Commission web site (see www.crtc.gc.ca).

For each NPA projected to exhaust within a 72 month time period, the CRTC 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. All RPCs operate as open public forums. Any party wanting to participate in this process is encouraged to visit the above web sites to obtain information on the process and schedule of events and activities. Any questions regarding the relief planning process may be directed to the CNA as follows:

Contact: Glenn Pilley
Telephone: 613-563-7242
Facsimile: 613-563-9293
E-mail: pilleyg@saiccanada.com
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 information about 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 and Network Implementation Plan).

Individual TSPs and industry database owners/operators shall advise CRTC 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.

4. PROPOSED NPA RELIEF IMPLEMENTATION TASK FORCE(S)

The RPC developed this RIP with the assistance and inputs 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 area codes requesting those Code Holders to provide a contact name to the Co-chairs of the two Task Forces (with a courtesy copy to CRTC staff) by no later than March 21, 2002. Independent telephone companies may choose to be represented by their associations.

Each Task Force shall have at least one voluntary Co-chair. The Co-chairs of the CATF and NITF shall act as the single point of contact and spokespersons for their respective Task Forces. The Co-chairs shall maintain the list of participants on their Task Forces as confidential. All TSPs operating in the affected NPAs must 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), and
- 2) Network Implementation Plan (NIP).

Individual TSPs are expected to develop individual consumer awareness programs and network implementation plans within the parameters of the CAP and NIP contained in this RIP. The CATF and NITF will meet periodically to perform their 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)

Order 2001-841 directed the RPC to develop a first CAP, to be submitted to the CISC no later than 1 October 2002, regarding the removal of CO Code protection and the introduction of 10-digit local dialing for the relief of area codes 613 and 819. This revised RIP contains a revised CAP to accommodate the directives contained in Decision 2003-10 which was released by the Commission on February 23, 2003.

To develop a CAP, the RPC created a CATF. Each TSP operating in NPAs 613, 819, 418, 450 and 705 is requested to provide and maintain 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 compiled and sent 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).

Purpose and Mandate

The responsibilities of the CATF shall include, but not be limited to:

- 1) Develop and agree on a CAP and schedule;
- 2) Develop and submit progress reports;

- 3) Identify and address CAP issues;
- 4) Act as single point of contact on CAP issues; and,
- 5) Identify any consumer concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate.

The role of the individual CATF representative of each TSP shall be to ensure that its organization develops, submits and implements its individual consumer awareness program in accordance with the CAP and associated schedule. Each representative shall act as the single point of contact with respect to implementation of the CAP and activities for its organization. Each TSP is responsible to develop, submit and implement its individual consumer awareness program in accordance with the industry level CAP.

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

Individual TSPs should notify the CATF, or CRTC staff, or the Commission, as appropriate, if there are any problems or concerns with respect to their individual consumer awareness program activities to implement phase one relief in accordance with this RIP.

The recommended CAP is attached to this RIP (see Attachment 1).

Network Implementation Task Force (NITF)

Order 2001-841 did not specifically direct the RPC to develop a NIP to be submitted to the CISC. However, the RPC agreed to create a NITF to coordinate the introduction of 10-digit local dialing for the relief of area codes 613 and 819 and the removal of CO Code protection. This revised RIP contains a revised NIP to accommodate the directives contained in Decision 2003-10 which was released by the Commission on February 23, 2003.

Each TSP operating in NPAs 613, 819, 418, 450 and 705 is requested to provide and maintain 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 compiled and sent 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).

Purpose and Mandate

The role of the NITF will be to identify and address network implementation issues that affect all carriers. The responsibilities of the NITF shall include, but not be limited to:

- 1) Develop and agree on a NIP and schedule;
- 2) Develop and submit progress reports;
- 3) Identify and address NIP issues;
- 4) Act as single point of contact on NIP issues;
- 5) Identify any network concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate; and,
- 6) Develop inter-network test plans, as necessary.

The role of the individual NITF representative of each TSP shall be to ensure that its organization develops, submits and implements its individual network implementation plan in accordance with the NIP and associated schedule. Each representative shall act as the single

point of contact for implementation of the NIP and activities for its organization. Each TSP is responsible to develop, submit and implement its individual network implementation plan in accordance with the industry level NIP.

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

Test Plans and tests, if required, should be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements.

Individual TSPs and industry database owners/operators (e.g., Canadian Local Number Portability Consortium) should notify the NITF, or CRTC staff, or the Commission, as appropriate, if there are any problems or concerns with modifying their systems and databases in time to implement phase one relief in accordance with this RIP.

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

5. PROPOSED 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.

RELIEF IMPLEMENTATION SCHEDULE NPA 613 and 819 Relief 10 Digit Local Dialing

	Item	Prime	Start	End	Dependencies
1	CNA convenes first meeting of Relief Planning Committee (RPC) to develop Relief Implementation Plan (RIP) & Planning Letter	CNA	Nov 28, 2001	Feb 25, 2002	CRTC Order 2001-841
2	RPC establishes two Task Forces: (1) Consumer Awareness Program Task Force (CATF) and (2) Network Implementation Task Force (NITF)	RPC	Feb 25, 2002	Mar 29, 2002	First RPC meeting
3	CATF reviews and develops comments on draft CAP	CATF	Apr 1, 2002	June 27, 2002	Formation of CATF by RPC
4	NITF reviews and develops comments on draft NIP	NITF	Apr 1, 2002	June 27, 2002	Formation of NITF by RPC
5	CATF & NITF submit comments on the CAP & NIP to RPC	CATF NITF	June 28, 2002	June 28, 2002	
6	RPC meeting to review CAP and NIP	RPC	July 18, 2002	July 18, 2002	
7	RPC creates, modifies & approves RIP including CAP & NIP	RPC	July 1, 2002	Sept 18, 2002	Receipt of inputs from CATF and NITF
8	RPC submits RIP to CISC SC	RPC	Sept 18, 2002	Oct 1, 2002	
9	CISC SC reviews and submits RIP to CRTC for approval	CISC SC	Oct 1, 2002	Oct 14, 2002	Receipt of RIP from RPC
10	RPC submitted application to defer relief date to CRTC	RPC	Nov 29, 2002	Nov 29, 2002	
11	CRTC issues Telecom Decision CRTC 2003-10 approving delay	CRTC		Feb 28, 2003	
12	RPC meeting(s) to review Telecom Decision CRTC 2003-10 and modify RIP & PL	RPC	Feb 28, 2003	May 29, 2003	
13	CATF and NITF submit proposed RIP revisions to RPC	CATF NITF	June 2, 2003	June 23, 2003	
14	RPC reviews CATF & NITF suggestions and submits revised RIP to CISC	RPC	June 23, 2003	July 3, 2003	Receipt of inputs from CATF and NITF
15	CISC reviews and submits revised RIP to CRTC for approval	CISC SC	Aug 19, 2003	Aug 29, 2003	Receipt of RIP from RPC
16	CRTC approves revised RIP and notifies Interested parties	CRTC	Aug 29, 2003	Aug 18, 2004	
17	CNA issues second media release and sends approved RIP to NANPA, TRA, LNP Consortium & RPC members		Aug 18, 2004	Sep 28, 2004	
18	Submission of Planning Letter to NANPA (at least 12 months prior to relief date)	CNA	Aug 20, 2004	Aug 22, 2004	RPC approval of Planning Letter required
19	NANPA Posts Planning Letter (at least 12 months prior to relief date)	NANPA	Aug 21, 2004	Aug 21, 2004	Receipt of Planning Letter from CNA

	Item	Prime	Start	End	Dependencies
20	All Telecom Service Providers (TSPs) to develop and file individual consumer awareness programs with the CRTC (may be done collectively by CAP association)	TSPs	Aug 30 2004	Feb 1 2005	CRTC approval of RIP
21	All TSPs commence and continue consumer awareness activities	TSPs	Feb 1 2005	Oct 21, 2006	CRTC approval of RIP
22	All TSPs to notify their business customers regarding 10-digit dialing	TSPs	Feb 1 2005	April 1, 2005	CRTC approval of RIP
23	All TSPs to notify all customers including residence at least once	TSPs	Feb 1, 2005	June 17, 2005	CRTC approval of RIP
24	TSPs to submit progress report to NITF and CATF	TSPs	June 17, 2005	June 24, 2005	
25	NITF and CATF submit Progress Report to RPC	NITF & CATF	June 24, 2005	July 8, 2005	
26	RPC submits Progress Report to CISC/CRTC	RPC	July 8, 2005	July 22, 2005	
27	Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to RPC, CISC, TSPs and CRTC	TSPs	Aug 18, 2004	June 17, 2006	
28	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 10-digit local dialing and new overlay NPA as necessary	TSPs	Aug 18, 2004	June 17, 2006	
29	Payphone Providers Reprogram Payphones	Payphone Providers	Aug 18, 2004	June 17, 2006	CRTC approval of RIP
30	TSPs and database owners/operators to modify systems and industry databases	Database Owners	Aug 18, 2004	June 17, 2006	CRTC approval of RIP
31	Operator Services & Directory Assistance	TSPs	Aug 18, 2004	June 17, 2006	CRTC approval of RIP
32	Directory Publisher Readiness for 10-digit dialing (to identify the NPA for telephone numbers in the directory distributed prior to the introduction of 10-digit local dialing where 7-digit cross-NPA boundary local dialing is in effect today)	Directory Publishers	Aug 18, 2004	June 17, 2005	
33	9-1-1 PSAP Systems and Databases	PSAPS & TSPs	Aug 18, 2004	June 17, 2006	CRTC approval of RIP
34	9-1-1 TSP Readiness	TSPs	Aug 18, 2004	June 17, 2006	
35	Develop Inter-Carrier Network Test Plans, if required	TSPs	Dec 16, 2005	April 15, 2006	
36	TSPs prepare for Inter-Carrier Network Testing (signaling networks, toll, local), if necessary	TSPs	Dec 16, 2005	April 15, 2006	
37	Inter-Carrier Testing Period (starts 2 months prior to 7- to 10-Digit Dialing Transition Period – subject to Inter-Carrier Network Test Plans – can continue up to introduction of new NPA), if necessary	TSPs	April 15, 2006	Oct 28, 2006	
38	TSPs to submit Progress Report to NITF and CATF	TSPs	April 21, 2006	May 5, 2006	
39	NITF and CATF develop & submit Progress Report to RPC	NITF & CATF	May 5, 2006	May 19, 2006	

	Item	Prime	Start	End	Dependencies
40	RPC develops & submits Progress Report to CISC/CRTC	RPC	May 19, 2006	June 2, 2006	
41	Permissive dialing announcements start date	TSPs	June 17, 2006	June 17, 2006	
42	Phase-in of permissive dialing announcements	TSPs	June 17, 2006	June 24, 2006	
43	Permissive Dialing Announcement Period	TSPs	June 17, 2006	Oct 21, 2006	
44	TSPs to submit Progress Report to NITF and CATF	TSPs	July 7, 2006	July 21, 2006	
45	NITF and CATF develop & submit Progress Report to RPC	NITF & CATF	July 21, 2006	Aug 4, 2006	
46	RPC develops & submits Progress Report to CISC/CRTC	RPC	Aug 4, 2006	Aug 18, 2006	
47	Relief date (must be 12 to 18 months prior to the Projected Exhaust Date)	RPC	Oct. 21, 2006	Oct. 21, 2006	
48	Mandatory 10-digit dialing date	TSPs	Oct 21, 2006	Oct 21, 2006	
49	Phase-in of mandatory 10-digit dialing announcements	TSPs	Oct 21, 2006	Oct 28, 2006	
50	TSPs submit Final Progress Report to CATF and NITF	TSPs	Oct 28, 2006	Nov 17, 2006	Mandatory 10-digit local dialing implemented
51	Submission of NITF and CATF Final Progress Report to RPC	NITF & CATF	Nov 17, 2006	Dec 1, 2006	Receipt of individual TSP Progress Reports
52	RPC submits Completion Report to CISC/CRTC (within 2 months of relief date)	RPC	Dec 1, 2006	Dec 22, 2006	Receipt of NITF and CATF Progress Reports
53	Change Mandatory 10-Digit Dialing Announcement to standard announcement	TSPs	Jan 15, 2007	Feb 14, 2007	Successful implementation of 10-digit local dialing

6. OTHER ISSUES

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 10-digit local dialing. 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.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of 10-digit local dialing.

Individual Payphone Service Providers should notify the Commission or Commission staff, as appropriate, if they have any problems or concerns with respect to phase one relief (10-digit dialing).

Telecommunication Service Users

Users of telecommunications services in NPAs 613 and 819 and elsewhere are required to make the necessary changes to their telecommunications systems and equipment in order to send and receive calls using 10-digit local dialing over the PSTN. Users include, but are not limited to, 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers and the general public.

All special types of Telecommunication Service Users (e.g., 9-1-1 PSAPS, alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers) are requested to co-ordinate their equipment and system modifications with their TSPs to ensure a smooth and timely transition to 10-digit local dialing in the affected NPAs.

Users that may be impacted by the implementation of the permissive dialing announcement should complete all necessary changes prior to the beginning of the 7/10-digit permissive dialing period for network announcements as identified in the Relief Implementation Schedule. TSPs should advise their customers that any automatic dialers or automatic call forwarding systems that are programmed to use 7-digit dialing must be reprogrammed to use 10-digit dialing by the introduction of the permissive dialing announcements.

Users of telecommunications services should notify their TSP and the Commission or Commission staff, as appropriate, if they have any problems or concerns with modifying their systems and databases in time to implement phase one relief in accordance with this RIP. It is critically important that service users, in particular alarm service providers, make the required or necessary modifications to their systems, databases and terminal equipment prior to the permissive dialing start date and mandatory 10-digit dialing date in order to ensure continuity of service.

9-1-1 PSAPS must make any required changes to their systems and databases to accommodate 10-digit local dialing. 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 permissive dialing start date and mandatory 10-digit dialing date in order to ensure continuity of service.

Directories

It is the responsibility of Directory Service Providers to make the necessary changes to their systems and directories to facilitate the introduction of 10-digit local dialing in accordance with Order 2001-841. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

To facilitate the adoption of 10-digit local dialing, directories published before the relief date must identify the area code associated with the telephone number. Callers will require access to such directories in order to determine the 10-digit numbers to be dialed both during the permissive dialing period and after mandatory 10-digit dialing is adopted.

The adoption of 10-digit local dialing in accordance with the Order will impact all customers in area codes 613 and 819, as well as customers in neighboring exchange areas in area codes 418, 450 and 705 that currently have 7-digit cross-NPA local dialing into NPAs 613 and 819. This means that the directories provided for all exchange areas in 613 and 819, as well as 15 exchanges in 418, 15 exchanges in 450, and 6 exchanges in 705 may require modifications to the local dialing plan instructions and an indication of whether and which area code must be dialed before the 7-digit telephone numbers.

7. RECOMMENDATIONS

The RPC hereby recommends that the CISC accept this revised RIP and forward it to the Commission for approval.

This RIP contains specific recommendations for a CAP and a NIP, as well as dates for the implementation of the 7/10-digit dialing permissive dialing network announcements and the mandatory 10-digit dialing date.

Recommended 7/10-digit Permissive Dialing Period

The recommended start date for the 7/10-digit permissive dialing period for network announcements is **17 June 2006**. This date is required by Order 2001-841 to be 4 months prior to the mandatory 10-digit dialing date.

The RPC recommends that all TSPs be permitted to phase-in the 7/10-digit permissive dialing period network announcements over a 7 calendar day period commencing on the start date for the 7/10-digit permissive dialing period for network announcements.

Recommended Mandatory 10-digit Dialing Date

The recommended mandatory 10-digit dialing date is **21 October 2006**.

The RPC recommends that all TSPs be permitted to phase-in the mandatory 10-digit dialing announcements over a 7 calendar day period commencing on the mandatory 10-digit dialing date (coincident with the phase-out of the permissive dialing announcement).

Jeopardy Contingency Plan

As a Jeopardy Contingency Plan (JCP) was not submitted to the CISC and CRTC as part of the Planning Document, the RPC has developed and is recommending the JCP attached to this RIP (see Attachment 4).

Rationale

The RPC submits that this RIP was developed in accordance with the directives contained in Order 2001-841 and Decision 2003-10, and is consistent with the Canadian NPA Relief Planning Guidelines approved by the Commission. The RPC submits that this RIP will achieve the objective of the NPA Relief Planning Process to ensure an adequate supply of CO Codes and telephone numbers is always available to the Canadian telecommunications industry and users. The RPC advises that all of its meetings and conference calls have been open to the public and that interested parties have been encouraged to participate in the relief planning and implementation process. This was done in order to identify and implement relief solutions that satisfy the needs and requirements of consumers as well as the TSPs operating in the area codes requiring relief.

Attachments:

1. Consumer Awareness Program
2. Network Implementation Plan
3. Individual Telecommunications Service Provider Responsibilities
4. Jeopardy Contingency Plan
5. North American Numbering Plan Planning Letter

ATTACHMENT 1
NPAs 613 and 819 Relief
Consumer Awareness Program (CAP)

Introduction

In accordance with Order CRTC 2001-841 (Order 2001-841), the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) directed the Relief Planning Committee (RPC) to develop a CAP to be submitted to the CRTC Interconnection Steering Committee (CISC) no later than 1 October 2002, regarding the removal of CO Code protection and the introduction of 10-digit local dialing for the relief of area codes 613 and 819. In accordance with directives contained in Telecom Decision CRTC 2003—10 (Decision 2003-10), the RPC has revised the CAP. The RPC has established a Consumer Awareness Program Task Force (CATF) to develop and implement this CAP.

The CAP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in NPAs 613 and 819 or adjacent area codes to file their individual consumer awareness plan with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry CAP and submit progress reports to the CATF and RPC for inclusion in the Progress and Final Reports to be filed with the Commission.

In order to implement the CAP, TSPs may act individually or collectively to accomplish their objectives. However, where TSPs act collectively (e.g., 613/819 TSP Alliance), such TSPs are individually responsible to report their progress to the CATF and RPC.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

The RPC requested that the CATF develop a CAP in accordance with Order 2001-841 and Decision 2003-10 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 (i.e., 613, 819, but also affected exchange areas in area codes 418, 450, 705)
- 8) Communications tactics
- 9) Communications theme
- 10) Key messages
- 11) Specific messages, if any, related to the Ottawa-Hull exchange split

Communications Objectives

The Communications Objectives of this CAP are as follows:

- 1) Increase consumer and user awareness of the introduction of 10-digit local dialing in area codes 613 and 819 as well as in affected areas in neighbouring area codes 418, 450 and 705, as appropriate.
- 2) Advise customers and users of the potential need to reprogram their customer provided equipment and systems prior to the beginning of the permissive dialing announcement period (see Relief Implementation Schedule for dates) to facilitate the transition to 10-digit local dialing.
- 3) Encourage callers to adopt 10-digit dialing for all local calls in accordance with the timeframe in the Relief Implementation Schedule.
- 4) Provide open communication channels to address questions and concerns from residents and businesses regarding 10-digit local dialing implementation.
- 5) Continue to lay the foundation for seamless addition of new area codes in the future through successful transition to local 10-digit dialing.

Communications Tactics

TSPs should consider using the following tactics to accomplish their individual consumer awareness program activities. TSPs may opt to implement some or all of these tactics on their own or as part of an association with other TSPs. In the event that an association of TSPs is formed to coordinate consumer awareness activities, all TSPs operating in area codes 613 and 819, as well as in affected area codes 418, 450 and 705 are strongly encouraged to participate in the association's activities.

Government Relations

TSPs should ensure that governmental authorities in the affected area codes are informed of the relief plan (federal, provincial and municipal governments, government offices, and elected representatives).

Media Relations

To introduce and raise awareness of 10-digit local dialing, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in the 613 and 819 area codes as well as the affected exchange areas in neighboring area codes 418, 450 and 705. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the transition and to encourage them to start getting ready now.

TSPs should determine newsworthy announcements and issue press releases accordingly. The press release program will serve to update local media on the progress of 10-digit local dialing.

When required, TSPs should issue a series of media alerts and public service announcements to local radio and broadcast stations to provide updated information on 10-digit local dialing.

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 10-digit local dialing, and references to related CRTC orders and regulations.

Each TSP should identify its own spokesperson to speak on its behalf to the media. Any alliance of TSPs may also have its own spokesperson.

Telecommunications Service Providers' Web Sites

TSPs should provide up-to-date information about the implementation of 10-digit local dialing in the affected area codes on their Internet web sites.

Customer Bill Inserts & Messages

TSPs should print information on customer bills and/or distribute bill inserts to their customers advising them of the key dates for the implementation of 10-digit local dialing, and the changes required to customer equipment and systems.

Advertising Campaign

TSPs should implement their own individual media advertising, as necessary, and voluntarily participate in a media advertising campaign coordinated with other TSPs' activities to increase awareness amongst consumers in the affected area codes. All media advertising campaigns, whether conducted individually or collectively, should meet the objective of providing clear and consistent messages to consumers and users as established in this CAP.

Targeted Customer Communications

TSPs should identify and communicate directly with their customers who will be required to make major changes to their telecommunications equipment and systems to accommodate 10-digit local dialing. Targeted communications identifying the changes required should be sent to those customers well in advance of the start date for the 7/10-digit permissive dialing network announcements in order to provide those customers with sufficient time to make the necessary changes. Such targeted customers may include 9-1-1 PSAPs, alarm companies, Internet service providers, paging companies, unified messaging service companies, apartment building owners, and hydro meter readers.

Other Means of Customer Communications

TSPs should use other means, as required, to reach their customers and provide appropriate information about the implementation of 10-digit local dialing (e.g., customer messaging, direct customer contacts, Interactive Voice Response, etc.).

Communications Themes and Key Messages:

The proposed theme for the CAP should be:

“Add-the-code and Dial 10-digits for all local calls to, from and within area codes 613 and 819.”

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

- 1) To meet the growing demand for telecommunications services and numbers, changes are required for local dialing in area codes 613, 819, 418, 450 and 705 in 2006. In area codes 613 and 819, 10-digit dialing will be required for all local calls originated within those area codes. In certain exchanges in area codes 418, 450 and 705, 10-digit dialing will be required for local calls to area codes 613 and 819. Local calls that are originated and terminated within area codes 418, 450 and 705 will continue to be dialed using only the 7-digit telephone numbers.
- 2) Customers may begin reprogramming their telecommunications equipment today to accommodate 10-digit local dialing and should have it completed by **17 June 2006** when network announcements will begin for local calls dialed using 7-digits to and within area codes 613 and 819.
- 3) Starting on **17 June 2006**, local calls to, from and within area codes 613 and 819 that are dialed using only 7-digits will generally be preceded by a recorded announcement reminding callers to dial 10-digits consisting of the 3-digit area code and 7-digit telephone number. Voice calls will then be automatically completed. The recorded messages may prevent local data calls dialed using only 7-digits from being completed.
- 4) Starting on **21 October 2006**, all local calls to, from and within area codes 613 and 819 must be dialed using 10-digits consisting of the 3-digit area code and 7-digit telephone number. Commencing on that date, all local calls to, from and within area codes 613 and 819 that are dialed using 7-digits will be routed to an announcement and will not be completed.
- 5) Local and long distance calling areas and prices will not change with the adoption of 10-digit local dialing to, from and within area codes 613 and 819.
- 6) Emergency calls (9-1-1), public information and referral (211), directory assistance (411), repair (611) and relay service (711) will continue to be dialed using 3-digits.

Consumer Awareness Program Timeline

All TSPs who have or plan to have customers in the affected area codes, must implement their own consumer awareness program activities in accordance with this CAP and associated dates contained in the Relief Implementation Schedule.

Individual Telecommunications Service Provider Consumer Awareness Programs

It is the responsibility of each TSP to submit its individual consumer awareness program to the Commission and to provide progress reports to the CATF on its own consumer awareness program activities so that the CATF can submit its required Progress Reports. In the event that a TSP does not submit its individual progress report to the CATF, the CATF will note this discrepancy in its Progress Report.

Each TSP must include the texts of its announcement messages as part of its individual consumer awareness program to be filed with the Commission in accordance with the Relief Implementation Schedule.

ATTACHMENT 2
NPA 613 and 819 Relief
Network Implementation Plan (NIP)

Introduction

In accordance with the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) approved Canadian NPA Relief Planning Guidelines, the Relief Planning Committee (RPC) created the Network Implementation Task Force (NITF) with a mandate to develop a phase one NIP to be submitted to the CRTC Interconnection Steering Committee (CISC) no later than 1 October 2002. In accordance with directives contained in Telecom Decision CRTC 2003-10 (Decision 2003-10), the RPC has revised the NIP. This NIP addresses the removal of Central Office (CO) Code protection and the introduction of 10-digit local dialing in NPAs 613 and 819, as well as in affected exchange areas in 418, 450 and 705, for the relief of NPAs 613 and 819. The RPC has established a NITF to develop and implement this NIP.

The NIP identifies key milestones and establishes completion dates as agreed to by the RPC. It is the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in NPAs 613 and 819 or adjacent area codes to file their individual network implementation plan with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry NIP and submit progress reports to the NITF and RPC for inclusion in the Progress and Final Reports to be filed by the RPC with the Commission.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

The RPC requested that the NITF develop a NIP in accordance the Canadian NPA Relief Planning Guidelines that incorporates the following:

- 1) Develop and agree on a NIP schedule
- 2) Co-ordinate and schedule progress reports with the CATF
- 3) Identify and address NIP issues
- 4) Network implementation objectives
- 5) Co-ordinate equipment modifications with special types of telecommunications users (e.g., alarm companies, apartment building owners, hydro meter readers)
- 6) NPA-specific network changes (i.e., 613, 819, but also affected exchange areas in area codes 418, 450, 705 and 709)
- 7) Specific network adjustments, if any, related to the Ottawa-Hull exchange split
- 8) Inter-carrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)
- 9) Recommend standard network switch announcements to be reviewed with the CATF (permissive dialing announcement and mandatory dialing announcement) for all exchange areas and NPAs affected by Order CRTC 2001-841 (Order 2001-841)
- 10) Recommend phase-in and phase-out periods for standard network announcements
- 11) Recommend mandatory 10-digit dialing date

Network Implementation Objectives

The objectives of this NIP are as follows:

- 1) Implement the standard network announcements for 7/10-digit permissive dialing and mandatory 10-digit dialing in accordance with the phase-in plan and schedule.
- 2) Make all network and interconnection modifications to implement 10-digit local dialing in NPAs 613 and 819.
- 3) Make all network and interconnection modifications to implement 10-digit local dialing for all cross-NPA local calls from NPAs 418, 450 and 705 to NPAs 613 and 819.
- 4) Lay the foundation for seamless addition of new area codes in the future through successful transition to local 10-digit dialing in NPAs 613 and 819.

All TSPs are required to implement the necessary network changes to implement relief. Relief includes the introduction of 10-digit local dialing for all local calls from, to and within area codes 613 and 819, and the removal of CO Code protection in area codes 613 and 819.

Such changes include any network changes for area codes 613 and 819, as well as affected exchange areas in area codes 418, 450, 705 and 709.

TSP Coordination with Special Types of Telecommunications Users

All TSPs are requested to co-ordinate their network and service modifications with special types of telecommunications users (e.g., 9-1-1 PSAPS, alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers) to ensure a smooth and timely transition to 10-digit local dialing in the affected NPAs.

Test Plans

All TSPs are required to modify their networks, systems databases, and Operator Services and Directory Assistance databases, to accommodate 10-digit local dialing as per the Relief Implementation Schedule.

Test numbers are not required on an industry-level to implement 10-digit local dialing in the affected NPAs. Some TSPs have already implemented 10-digit local dialing on a permissive dialing basis in their networks (e.g., Bell Canada, Sprint Canada).

Test plans, if required, should be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements.

In the event that a TSP requires test numbers, that entity may request test CO Codes for test purposes within its own networks during the relief implementation timeframe, in accordance with the Canadian Central Office Code (NXX) Assignment Guidelines.

Recommended 7/10-Digit Permissive Dialing Period

The recommended start date for the 7/10-digit permissive dialing period network announcement is **17 June 2006**. This date is required by Order 2001-841 to be 4 months prior to the mandatory 10-digit dialing date.

The RPC recommends that all TSPs be permitted to phase-in the 7/10-digit permissive dialing period network announcements over a 7 calendar day period commencing on the start date for the 7/10-digit permissive dialing period network announcements.

Recommended Mandatory 10-Digit Dialing Date

The recommended mandatory 10-digit dialing date is **21 October 2006**.

The RPC recommends that all TSPs be permitted to phase-in the mandatory 10-digit dialing announcements over a 7 calendar day period commencing on the mandatory 10-digit dialing date.

The requirement for mandatory 10-digit dialing should be synchronized with the implementation of the mandatory 10-digit dialing announcements on a switch-by-switch basis.

9-1-1 Service

The introduction of 10-digit local dialing in NPAs 613, 819 and affected exchange areas in neighboring NPAs 418, 450 and 705, 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).

TSPs who intend to provide service in NPAs 613 and 819 shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. TSPs that provide 9-1-1 networking services to any PSAP shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. These arrangements shall be made possible prior to the relief date upon request of TSPs, and provided that these arrangements are in accordance with the timelines, terms and conditions set out in existing interconnection agreements.

Intra Carrier Network and Customer Interface

All TSPs must make and test the necessary internal system, network and customer interface changes as per the Relief Implementation Schedule in order to accommodate 10-digit local dialing. For example, each TSP is responsible to determine the impact of 10-digit dialing on its network and the products and services it provides to its own customers. Each TSP is responsible to make all necessary modifications to ensure service will be maintained during and after the relief implementation period for its own customers. Furthermore, TSPs shall notify all of their customers of the introduction of 10-digit local dialing in accordance with the CAP.

Standard Network Switch Announcements

All carriers operating in NPAs 613, 819, 418, 450 and 705 must implement the following standard network announcements, where necessary, in accordance with the dates contained in the Relief Implementation Schedule. Commencing on the mandatory 10-digit dialing date identified in the Relief Implementation Schedule, TSPs must not accept 7-digit dialed calls to local telephone numbers from their customers with the exception of numbers in CO Codes approved by the Commission that can be dialed using 7-digits (e.g., 950-XXXX, 555-XXXX, 310-XXXX). Appropriate 10-digit routing between networks and network announcements must be implemented by each TSP.

All TSPs are expected to provision appropriate capacity on their announcement systems to provide these announcements for a reasonable quantity of call traffic. This is necessary in order to provide callers with appropriate instruction about the new dial plan and to ensure a smooth transition to mandatory 10-digit dialing. However, it is recognized that in peak calling periods the quantity of calls dialed using 7 digits may exceed the network announcement capacity available. In such circumstances, TSPs should process such calls without the 7/10-digit dialing announcements in order to protect the network and ensure customers are not adversely affected.

Relief Planning Committee Discussion of Dialing Announcements

Prior to Telecom Decision CRTC 2004-55, the RPC reviewed announcement texts previously approved by the CRTC, and contributions from the NPA 613/819 CATF, the NPA 613/819 NITF, Bell Canada, Rogers Wireless Inc., and TELUS with respect to which announcement texts would be appropriate for the relief of NPAs 613/819, and the RPC agreed that any of the identified texts would be appropriate and that carriers could modify texts as necessary as long as the new text was clear and consistent, but not necessarily identical to the identified texts.

Telecom Decision CRTC 2004-55 directed the RPC to develop a single announcement text to be used by all TSPs in area codes 613 and 819 during the permissive 10-digit local dialing period, as well as a single announcement text to be used during the mandatory 10-digit local dialling periods, and to file a revised RIP, which includes these texts, by 15 September 2004.

To comply with Telecom Decision 2004-55, the RPC recommends that all TSPs utilize the following announcement texts previously approved by the CRTC for NPA 514:

Permissive Dialing Announcement

The local number you have dialed must be preceded by its area code. Your call will now proceed. For future calls to this number, please dial the area code.

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel sera maintenant acheminé. Lors d'appels subséquents au même numéro, veuillez composer l'indicatif régional.

Mandatory 10-Digit Dialing Announcement

The local number you have dialed must be preceded by its area code. This call cannot be completed as dialed. Please hang up and redial using the area code.

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel ne peut être établi. Veuillez raccrocher et recommencer en composant l'indicatif régional.

The order and appearance of the English and French portions of the network announcements may be varied at the discretion of the TSP.

If at any time a TSP desires to use any announcement text that differs from that identified above, then the TSP shall submit the revised announcement text to the CRTC or CRTC staff for approval.

The mandatory 10-digit dialing announcement should be retained on all networks for a minimum period of 3 months.

After the mandatory 10-digit dialing announcement period ends, each carrier's standard announcement should be used for all calls dialed using 7 digits (e.g., "Your call cannot be completed as dialed. Please check the number and try your call again. This is a recording.").

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

- 1) It is the responsibility of each TSP to implement the appropriate network switch announcement for all calls originating on their own network.
- 2) Commencing on the start date for the permissive dialing period, each TSP must implement its own announcements where necessary for all 7-digit dialed calls originated by its own customers on its network. All TSPs must route such 7-digit dialed calls to other TSPs only in a 10-digit format.
- 3) Commencing on the mandatory 10-digit dialing date identified in the Relief Implementation Schedule, TSPs must not accept 7-digit dialed calls to local telephone numbers from their customers with the exception of numbers in CO Codes approved by the Commission that can be dialed using 7-digits (e.g., 950-XXXX, 555-XXXX, 310-XXXX). The RPC is aware that the 7-digit or 10-digit dialing of 310-XXXX numbers will be determined once the Commission issues a decision on the dispute with respect to CSCN TIF 36. Appropriate 10-digit routing between networks and network announcements must be implemented by each TSP. Announcements stated above will be used to advise the customer to hang up and redial again in a 10-digit format.

Network Implementation Plan Timeline

All TSPs who have or plan to have customers in the affected area codes, must implement their own network implementation plan activities in accordance with this NIP and associated dates contained in the Relief Implementation Schedule.

It is the responsibility of each TSP to provide progress reports to the NITF on its own network implementation plan activities so that the NITF can submit its required Progress Reports. In the event that a TSP does not submit its individual progress report to the NITF, the NITF will note this discrepancy in its Progress Report.

ATTACHMENT 3
NPAs 613 and 819 Relief
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
- Other

ATTACHMENT 4
NPA 613 and 819 Relief
Jeopardy Contingency Plan

All Code Holders shall implement the following measures in the event that a Jeopardy Condition is declared by the Canadian Numbering Administrator (CNA).

- 1) Telecommunications Service Providers (TSPs) shall:
 - a) age disconnected residential telephone numbers for a maximum of two months;
 - b) age disconnected wireless telephone numbers for a maximum of three months;
 - c) age disconnected business telephone numbers for a maximum of six months. Under special circumstances, the six month aging limit for business telephone numbers may be extended to twelve months if required to accommodate local directory publishing dates for high volume call-in applications (e.g., heavily advertised local business numbers such as radio talk shows, food ordering services, ticket sales, chat lines), or for numbers associated with public service emergency applications or for numbers advertised in directories for which customers have requested reference of calls;
 - d) return all CO Codes that are not being used nor intended to be used to directly serve customers to the assignment pool within two months (e.g., plant test codes);
 - e) all CO Code Holders should work towards, and encourage existing customers, to either activate or return the reserved numbers in order to bring the reserved quantity down to a maximum of 10% of the quantity of numbers In-Service for that customer;
 - f) the quantity of reserved numbers shall not be increased by new reservation requests by existing customers to more than 10% of the quantity of numbers in service for that customer. In the case of new customers, number reservations shall be limited to 10% of the total quantity of telephone numbers being placed into service for that customer;
 - g) within 45 days from the date that the CNA declares a Jeopardy Condition, CO Code Holders shall submit a Part 1 Form for each reserved CO Code either returning the reserved CO Code to the CNA or requesting assignment of the reserved CO Code (excluding the two dual-dialable CO Codes reserved for the Government of Canada, unless directed otherwise by the Commission). Once the 45 day period has elapsed, the CNA shall initiate reclamation activities for any reserved CO Codes for which it has not received a Part 1 Form;
 - h) new reservations of CO Codes for TSPs will not be permitted until NPA relief is provided;
 - i) for all CO Codes that were assigned prior to the Jeopardy Condition being declared, the CO Codes must be placed In-Service within three months of the effective date for CO Code activation in the network, or within three months of the date that the Jeopardy Condition was declared. The CNA shall initiate reclamation procedures for all CO Codes that have not been placed In-Service within this timeframe;

- j) reclaimed CO Codes will be made available for general assignment after a three-month aging period starting on the date of deletion of the ACD screen from the Telcordia™ Business Integrated Routing and Rating Database System.
- 2) For new applications for Initial Codes, each CO Code Holder shall certify that the CO Code will be activated in the Public Switched Telephone Network (PSTN) and placed In-Service within four months of the date of application for the Code. If the CNA does not receive a Part 4 Form within this four month timeframe confirming that the CO Code has been placed In-Service, the CNA will initiate reclamation measures. If the Code Holder can demonstrate that, due to circumstances beyond its control, the In-Service date has been delayed not more than six months from the original application date, then the CNA may grant an extension to the In-Service date, so long as the In-Service date is not more than six months beyond the original application date. If the In-Service date has been delayed more than six months from the original application date, then the CNA shall reclaim the Code.
 - 3) When applying for a CO Code for growth, CO Code Holders shall, for the switching entity/POI:
 - a) complete and submit the attached Telephone Number Utilization Report Form;
 - b) certify that all held telephone numbers have been released;
 - c) certify that reserved numbers do not exceed 10% of the total quantity of numbers;
 - d) certify that all existing CO Codes per service provided by that switching entity or POI, are projected to exhaust within four months and provide supporting documentation (i.e., complete Appendix B Months to Exhaust Certification Worksheet); and,
 - e) certify that each reseller's/dealer's inventory has been reduced to an amount equal to two times the highest month's end customer number assignment rate from the previous year for that reseller/dealer. This certification must be provided at the time of applying for a CO Code for growth or within 60 days from the date that the CNA declares a Jeopardy Condition, whichever is later. In the event that the Code Applicant does not submit the certification within 60 days of the date the CNA declares a Jeopardy Condition, then the CNA shall advise Commission staff. Exceptional issues (e.g., inventory provision for start-up resellers/dealers, inventory provision for resellers/dealers that anticipate activations in excess of historical trends, and resellers/dealers that refuse to cooperate in reducing their inventories) may be referred to the Commission for resolution.
 - 4) Any CO Codes for growth requested and assigned after the implementation of this JCP must be activated in the PSTN and placed In-Service within four months of assignment. In the event that a CO Code Holder is unable to place the CO Code In-Service within four months of the date of assignment, the CO Code Holder must submit a written request for extension to the CNA. Such written requests must include documentation explaining the reason(s) for the missed date and proposing the new In-Service date. If the explanation includes reasons

beyond the control of the CO Code Holder, the CNA may extend the In-Service date a maximum of one month. If the CO Code Holder does not place the CO Code In-Service within the one-month extension, the CNA shall reclaim the CO Code immediately at the end of the one-month extension.

- 5) A TSP that has multiple switching entities within an exchange area shall examine the possibility of, and implement where feasible, number sharing between those switches as a potential method to delay requirements for additional CO Codes.
- 6) The CNA will compare the TSP's initial J-NRUF input to past COCUS or NRUF inputs, in order to assess forecasting trends. The CNA shall monitor all inputs and shall test them for reasonableness in consultation with the TSP. If the CNA is dissatisfied with the reasonableness, or the rationale provided for the deviations, then the matter will be referred to the Commission.
- 7) The CNA will request subsequent J-NRUF input from all potential and current CO Code Holders quarterly until 2 months before relief is provided. The initial J-NRUF input will be used as a baseline for comparison of subsequent J-NRUF input as well as to evaluate the effectiveness of the JCP. The CNA shall monitor all J-NRUF inputs and shall test them for reasonableness in consultation with the TSPs. If the CNA is dissatisfied with the reasonableness, or the rationale provided for the deviations, then the matter will be referred to the Commission.
- 8) When a CO Code Applicant requests more CO Codes in the jeopardy NPA with an Effective Date prior to relief than it identified in its most recent J-NRUF forecast at the switch/Point of Interconnection (POI) and/or exchange level, the CNA will discuss the matter with the Code Applicant and if the Code Applicant wishes to proceed with the request, the CNA will forward the request to CRTC staff for consideration.
- 9) The CO Codes identified in the NPA CO Code Inventory Chart as "Assignable CO Codes in a Jeopardy Condition" will be assigned in the order determined by the Relief Planning Committee (RPC) after all CO Codes which are available for assignment at the time the Jeopardy Condition is declared have been assigned.
- 10) After each J-NRUF, the CNA shall provide the Commission and the RPC participants with a report providing an updated NPA CO Code Inventory Chart for the NPA in jeopardy as well as the aggregate results of the most recent J-NRUF.
- 11) This JCP shall remain in effect until NPA Relief has been implemented or as directed by the Commission.
- 12) Exceptional issues or concerns may be referred by the CNA, or by individual entities (with a courtesy copy to the CNA), to the Commission for resolution.
- 13) If the CNA determines that the implementation of the JCP has not extended the Projected Exhaust Date of the NPA beyond the relief date, then it is anticipated that further CO Code conservation and assignment procedures will be ordered by the Commission (e.g., rationing, lottery, etc.).

Telephone Number Utilization Report

Entity Name &
 OCN: _____
 Address : _____
 Telephone: _____
 E-Mail : _____
 Date : _____

Contact name: _____
 City, Prov/Terr, Postal code: _____
 Facsimile: _____

Telephone Number Utilization for:

Switch/POI CLLI:	
Exchange Name	Province / Territory :

NPA	NXX	Portable (Y or N)	Quantities of Telephone Numbers							% Utilization
			Reseller Inventory	Assigned	R&H	Admin	Ported Out	Available	Aging	
TOTAL										

% Utilization = (Reseller Inventory+Assigned+R&H+Admin+Ported Out+Aging)/(100*No of NXXs)

**ATTACHMENT 5
NORTH AMERICAN NUMBERING PLAN PLANNING LETTER**

Number: PL-NANP-XXX

Date: XXXXXXXXXXXX, 200X

From: North American Numbering Plan Administration (NANPA)

Subject: NPA 613 & NPA 819 Relief Phase One (Dial Plan Change)

In Order CRTC 2001-841, dated 28 November 2001, the Canadian Radio-television and Telecommunications Commission (CRTC) directed a two-phased approach for the purpose of implementing NPA relief in the geographic areas covered by NPA 613 (eastern Ontario) and NPA 819 (northern and western Quebec). On 28 February 2003, the CRTC issued Telecom Decision CRTC 2003-10, *Deferral of relief dates for area codes 613 and 819*, in which it approved deferring the phase one relief date for area codes 613 and 819 from the fourth quarter of 2004 to the fourth quarter of 2006, and suspending phase two relief for area code 613 indefinitely.

This Planning Letter addresses the introduction of 10-digit local dialing for all local calls, from, to and within area codes 613 and 819. Exchange areas in neighbouring NPAs 418, 450 and 705 that currently have 7-digit local dialing into NPAs 613 and 819 will be affected by this relief activity.

To accommodate the provisions of Order CRTC 2001-841 and Telecom Decisions CRTC 2003-10, permissive 10-digit dialing will begin on 17 June 2006 at 00:01 a.m. Eastern Daylight Time (EDT). During the permissive dialing period, subscribers making local calls from, to and within area codes 613 and 819 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. All Canadian carriers operating in NPAs 613 and 819 will begin introducing the 10-digit dialing automatic announcement between 17 June and 19 June 2006, and will maintain the announcement for calls dialed on a 7-digit basis until mandatory 10-digit dialing is introduced on 21 October 2006 at 00:01 a.m. Eastern Standard Time (EST). After the beginning of mandatory 10-digit dialing on 21 October 2006, an announcement will be activated for 7-digit calls, informing the subscriber that 10-digit dialing is required. The mandatory dialing announcement will be phased-in over the period from 21 October 2006 through 28 October 2006.

Order CRTC 2001-841 requires that the six CO Codes assigned to the federal government in area code 819 (City of Gatineau, formerly Hull) are to remain protected in NPA 613 to maintain the current dual-dialable codes to ensure that long distance calls to government numbers in the City of Gatineau that are dialed using either area code 613 or 819 will reach the proper government office. At this time, five CO Codes have been activated as dual-dialable codes for the Government of Canada in NPAs 819 and 613 (i.e., 953, 956, 994, 997 and 934). One additional CO Code has been allocated for the

exclusive use of the Government of Canada as dual-dialable codes (i.e., 939), and will be activated as required.

All domestic carriers should ensure that 10-digit local dialing capability has been implemented throughout their networks in the affected area codes prior to 17 June 2006.

The dial plan for calls originating from NPAs 613 and 819 will change as follows:

NPA	Local Dial Plan		Toll Dial Plan	
	Current	Future	Current	Future
613	7 digits	10 digits	1 + 10 digits	1 + 10 digits
819	7 digits	10 digits	1 + 10 digits	1 + 10 digits

The dial plan for calling from Canadian exchange areas outside of NPAs 613 and 819 that currently have 7-digit local dialing into NPAs 613 and 819 will change as follows:

NPA	Local Dial Plan		Toll Dial Plan	
	Current	Future	Current	Future
418 450 705	7 digits for all local calls except for 10-digit local dialing into NPA 514	7 digits for all local calls except for 10-digit local dialing into NPAs 514, 613 and 819 (and NPA 438, when implemented)	1 + 10 digits	1 + 10 digits

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.

John Manning
North American Numbering Plan Administration

Attachment

NPAs 613 and 819

