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**TITLE:** NPA 905 Relief Planning Committee  
Final Report

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**DATE:** July 9, 2001

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**DISTRIBUTION:** CISC Steering Committee

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**PURPOSE OF REPORT:** This Final Report provides a summary and assessment of the  
NPA 905 Relief Planning project.

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**NOTICE:** This Final Report is submitted to the CISC Steering Committee for consideration  
and distribution to the CRTC.

## **NPA 905 RELIEF PLANNING COMMITTEE FINAL REPORT**

### **Introduction:**

The Canadian Numbering Administrator (CNA) conducts annual General Central Office Code Utilization Surveys (G-COCUS) to forecast the exhausts of all Canadian NPAs. The 1999 General Central Office Code Utilization Survey (G-COCUS) results indicated that NPA 905 would exhaust in 4<sup>th</sup> Q2004, and relief would be required in mid-2003. After control of NPA 905 CO Code Assignment was handed over to the CNA in 3<sup>rd</sup> Q1999, the CNA issued an Initial Planning Document (IPD) and conducted the Initial Relief Planning meeting in December of 1999. During this meeting, it was agreed that more specific information was required by the CNA and that a Special COCUS (S-COCUS) at the exchange level should be conducted.

The February 2000 S-COCUS results indicated that NPA 905 would exhaust by 3<sup>rd</sup> Q2001, an advance of nearly 3 years. In addition, this left only approximately 18 months to plan and implement relief for NPA 905 prior to the exhaust of available CO Codes. Based on the February 2000 S-COCUS results, the CNA consulted with CRTC staff and a Jeopardy Condition was declared on the basis that the forecast CO Code assignment rate far exceeded the recommended time required for implementing NPA Relief specified in the NPA Code Relief Planning & Notification Guidelines.

In accordance with the NPA Code Relief Planning & Notification Guidelines, the CNA then requested a Jeopardy COCUS (J-COCUS) be conducted within 30 days of the declaration of a Jeopardy Condition. A J-COCUS has been conducted every quarter since April 2000.

The NPA 905 Relief Planning Committee (RPC) is chaired by the CNA and is comprised of volunteer representatives from the industry and general public. The RPC holds open public meetings and any person may participate. The RPC reviewed the IPD and on April 17, 2000, submitted a TIF Report to the CRTC Industry Steering Committee (CISC) recommending the adoption of a Distributed Overlay Method of code relief for NPA 905.

On August 15, 2000, the Canadian Radio-television and Telecommunications Commission (CRTC) released Order CRTC 2000-772 that approved a Distributed Overlay over the exchanges that comprise the 905 area code. The Commission directed Canadian carriers that operate in the 905 area code to ensure that a standard 10-digit dialing automatic announcement is implemented no later than April 7, 2001 until mandatory 10-digit dialing is implemented on June 9, 2001.

### **Project Overview:**

In accordance with Order CRTC 2000-772, the RPC submitted an Implementation Plan including a Consumer Awareness Program to the Commission for consideration and approval. This Implementation Plan established an industry-level framework and timeframe for implementation activities for NPA 289, to ensure that relief for NPA 905 via the Distributed Overlay Method was provided by the Relief Date of June 9, 2001.

The RPC established a subtending Network Implementation Working Group (NIWG) and a Consumer Awareness Program Working Group (CAPWG) to focus on the network and communications aspects of the Implementation Plan. The NIWG and CAPWG developed

implementation plans for their respective activities. The NIWG and CAPWG held periodic conference calls and meetings to review their progress in implementing their activities and provided reports to the RPC that were reviewed and forwarded to the CISC and CRTC. The RPC provided oversight over the work of the NIWG and CAPWG, and dealt with any issues requiring its attention.

The RPC developed this Final Report for distribution to the CISC and CRTC.

**Results:**

The RPC hereby reports that the relief NPA 289 was successfully implemented on the Relief Date of June 9, 2001.

On the Relief Date there were 139 Central Office (CO) Codes remaining available for assignment in NPA 905. The RPC therefore achieved its objective of implementing relief, thus ensuring that CO Codes and telephone numbers are always available to telecommunications service providers and customers in the NPA 905 area.

**Lessons Learned:**

The following lists the main lessons learned by the RPC during this Relief Planning effort. These lessons learned may be of benefit to other Relief Planning Committees in the future.

1) NIWG Organization

The NIWG found the organization, communications and information shared within the NIWG to be effective and useful in implementing relief. The NIWG recommends that the NIWG approach be continued for future relief activities. The NIWG participants suggest that meetings and conference calls at the early stage of relief implementation are very important in order to ensure a successful implementation. The quantity of status reports appears reasonable and appropriate. The timing for the Working Groups to submit their Final Reports to the RPC within 2 weeks of the cut-over to mandatory dialing is too soon and should be delayed until about 1 month after the cut-over.

2) CAPWG Organization

The CAPWG was formed to address the communications aspects of the project. The purpose of the CAPWG was to develop a high level strategic framework for customer communications and awareness initiatives. This framework was then used by all local Telecommunications Service Providers to ensure a consistent and timely message in all customer communications tactics. The CAPWG met via conference call prior to the submission of each Progress Report to capture each provider's activities within the specified timeframe. Most providers, who were also members of the 416/905 Toronto Telecommunications Alliance provided their data collectively. However, a few other providers chose to submit their reports to the CRTC on their own. It is recommended that future Relief Planning Committees implement a CAPWG.

3) 911 Testing

The NIWG recognized a need for additional 911 trunk facilities where MF trunks are the technology base for the 911 trunks, as the 911 MF trunks only pass 7 digits and PSAPs would subsequently be unable to identify which NPA the telephone number resides in. The NIWG then proceeded to develop a test procedure for the testing of these additional 911 MF trunking facilities. This test procedure is required in order to allow the CLEC to test these 911 MF trunking facilities prior to having a NXX from the new NPA in service in an exchange, but will still allow LECs to port numbers from NPA 289, with no service delivery impacts to consumers.

It was further recognized that these additional trunks and testing is required only where MF trunking is the technology base of the 911-trunking facilities.

4) Protected Codes Issue

During implementation of relief, concerns were expressed with regards to 7-digit dialing from neighbouring NPAs 519, 705 and 613 into exchange areas in the NPA 905 and 289 area. The RPC recognized that a large quantity of CO Codes in the new overlay NPA 289 would have to be protected in order to retain 7-digit dialing.

The NPA 905 RPC has, accordingly, liaised with the NPA 519 RPC, 613/819 RPC and the CSCN seeking their involvement in addressing the protected CO Code issue in the future. In future NPA Relief Planning the RPC must consider the issue of protected CO Codes and make appropriate recommendations consistent with Canadian numbering guidelines approved by the Commission.

5) Planning for CISC Activity and Time Requirements

During Relief Planning and implementation of relief, the RPC recognized that sufficient time was not included in the schedule of activities for submitting reports to the CISC for consideration. In future NPA Relief Planning projects, the RPC must include appropriate time intervals within its schedule for submitting documents to the CISC in accordance with the CISC Administrative Guidelines.

6) Impact of Code Conservation Measures

The implementation of stringent CO Code Conservation Measures, as directed by the Commission in Order CRTC 2000-772, reduced the quantity of CO Codes that were assigned and delayed the projected exhaust date well beyond the April 2001 projected exhaust date upon which the Jeopardy Condition was based. However, it placed an additional burden on all telecommunications carriers providing service in NPA 905.

7) Length of Permissive Dialing Period

During the implementation of relief for NPA 905, the RPC learned that a 2 month 7- to 10-digit dialing network announcement period may be sufficient in situations where relief involves the initial implementation of a Distributed Overlay and callers have been exposed to a certain amount of 10-digit dialing.

## 8) Cutovers to Permissive and Mandatory Dialing Announcements

During the implementation of relief for NPA 905, the RPC learned that cutovers to permissive and mandatory dialing announcements should be phased in over a one-week time frame. This timeframe would provide carriers that have a large number of switches with sufficient time to manage the implementation of such announcements and their risk management strategies in a cost-effective manner as well as minimize potential negative impacts on customers if problems were to occur.

### **Recommendations:**

The RPC recommends that:

- 1) The CISC accept this Final Report and forward it to the CRTC.
- 2) The CISC disband the Ad Hoc NPA 905 Relief Planning Committee and its subtending working groups after the issue of CO Code protection has been addressed by the Commission.
- 3) Upon CISC acceptance, a copy of this Final Report will be submitted by the CNA to the CSCN so that the lessons learned can be accommodated in numbering administration Guidelines.
- 4) Future Relief Planning Committees should ensure that the timelines contemplated by the CISC Administrative Guidelines are built into the Relief Planning Schedule to ensure appropriate time is provided for the RPC and its associated Working Groups to develop and submit their Progress and Final Reports.
- 5) Code protection arrangements be implemented immediately on an interim basis by the CNA with respect to 7-digit local dialing from NPAs 613, 705 and 519 into the NPA 905/289 area until the issue is addressed and resolved by the CRTC. On June 29, 2001, the CNA submitted a letter directly to the CRTC with regards to this issue. The CNA is monitoring CO Code assignments in affected NPAs with regards to this issue until a determination is made by the CRTC.

### **Sources of Additional Information:**

All available meeting minutes and reports of the RPC and sub-tending working groups will be available on the CNA website until September 30, 2001. After that date, requests for that information should be addressed to the CNA using the contact information that appears on the CNA website at: [www.cnac.ca](http://www.cnac.ca). Additional information on numbering issues may be obtained from the Commission's website at: [www.crtc.gc.ca](http://www.crtc.gc.ca).

**Attachments:**

- 1) CAPWG Final Report
- 2) NIWG Final Report

**Toronto-area Telecommunications Service Provider  
 Customer Communications  
 for Local 10-Digit Dialing and 289 Area Code Overlay  
 June 2001 Progress Report**

1. The Toronto-area Telecommunications Alliance (TTA) conducted the following external communications to generate awareness of 10-digit dialing and NPA 289:

Date	Description
May 2001	<ol style="list-style-type: none"> <li>1. 1-month countdown release and media briefings (May 9)</li> <li>2. Updated addthecode.com web site with cross boundary information</li> <li>3. Traffic Tag promotion with 680News. Reminder traffic tags ran from May 28th- June 9<sup>th</sup></li> <li>4. Ongoing media relations</li> </ol>
June 2001	<ol style="list-style-type: none"> <li>1. <i>Media Advisory reminder (June 5)</i></li> <li>2. <i>Final news release and media briefings (June 8)</i></li> <li>3. Ongoing media relations</li> <li>4. Extensive media coverage was received in key print and broadcast media the week leading up to mandatory 10-digit dialing</li> </ol>

2. TTA members and other Toronto-area Telecommunications Service Providers conducted the following communications initiatives to inform their respective customers of 10-digit dialing and NPA 289:

Date	Description
May 2001	<i>AT&amp;T Canada –</i> <ol style="list-style-type: none"> <li>1. On-bill reminder messages</li> <li>2. Updated Web site</li> <li>3. Email communications to dial-up customers</li> <li>4. Updated Intranet with reminders for staff</li> </ol>
May 2001	<i>Bell Canada –</i> <ol style="list-style-type: none"> <li>1. Bill envelop message to all Ontario customers</li> <li>2. Presence at Trade show and community events including:             <ul style="list-style-type: none"> <li>- Markham board of trade lunch</li> <li>- Hamilton Seniors Month</li> <li>- Hamilton Chamber lunch</li> <li>- Markham Fire Dept. Safety program</li> </ul> </li> <li>3. Updated Website with Cross boundary information</li> <li>4. Updated Web site to advertise June 9<sup>th</sup> date and include a direct link from Homepage to 10-digit dialing information</li> <li>5. Updated new directories with 10-digit dialing information</li> </ol>

	6. Internal news piece on employee intranet communicating start of permissive dialing period and highlighting the success of the cut over.
May 2001	<b>Bell Mobility –</b> 1. Bill messages reminders to all customers
May 2001	<b>FutureWay –</b> 1. Reminder bill insert to all customers 2. Web site updated
May 2001	<b>Group Telecom –</b> 1. Bill insert reminder to all customers 2. Updated Website with an Add the Code Section 3. Email reminder to all staff 4. Updated recording - while customers are on hold with customer care – with 10-digit dialing message.
May 2001	<i>Microcell –</i> 1. Bill statement reminder to all customers 2. Text message to all mobile customers
May 2001	<i>Rogers AT&amp;T Wireless –</i> 1. Final bill insert to all customers
May 2001	<i>Sprint Canada –</i> 1. Updated website
May 2001	<i>TELUS –</i> 1. Bill statement reminders to all customers
May 2001	<i>TELUS Mobility / Clearnet –</i> 1. Reminder bill message on customer bills
June 2001	<i>AT&amp;T Canada –</i> 1. Updated Internet and E-business IVR system 2. Sent e-mail communications to internal as reminder 3. Updated customer care staff
June 2001	<b>Bell Canada –</b> 1. Distributed add-the-code post-it notes to select 905 Bell World stores 2. Internal news piece on employee intranet to communicate start of mandatory dialing 3. Reminder email to all employees
June 2001	<b>Bell Mobility –</b> 1. <i>Reminders to Customer Care staff</i> 2. Customer Service IVR message updates



June 2001	<b>FutureWay –</b> 1. Reminder email to all staff
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June 2001	<b>Group Telecom –</b> 1. Email reminder to all staff 2. Intranet Announcement posted 3 days prior to mandatory 10-digit dialing.
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June 2001	<b>Microcell –</b> 1. Updated employee Intranet 2. E-mail reminders to staff
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June 2001	<b>Rogers AT&amp;T Wireless –</b> 1. Job Aide to Customer Care reps - re: mandatory 10 Digit Dialing in 905 area 2. Article on Employee Intranet re: mandatory 10 Digit Dialing in 905 area
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June 2001	<b>Sprint Canada –</b> 1. Sent out all employee reminder 2. Sent out reminder to sales agents
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June 2001	<b>TELUS –</b> 1. Email reminders to all staff
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June 2001	<b>TELUS Mobility/ Clearnet –</b> 1. Email reminders to all staff
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3. TTA Members and other Toronto-area Telecommunications Providers plan to conduct the following communications initiatives over the next couple months to inform their respective customers of 10-digit dialing and NPA 289:

Date	Description
	N/A – transition complete

4. The TTA plans to conduct the following communications initiatives over the next few months to inform 905 area residents and businesses of 10-digit dialing and NPA 289:

Date	Description
June - July	<b>TTA –</b> 1. Ongoing media relations as required

5. Status of transition to local 10-digit dialing to date:

Mandatory local 10-digit dialing began in the 905 area on Saturday, June 9<sup>th</sup> with recordings to advise callers dialing only 7-digits to add the area code. As of Wednesday June 13<sup>th</sup>, 2001, the transition to local 10-digit dialing in the 905 region has been smooth. Statistics gathered from each TTA member indicate that over 90% of calls made in the 905 area are now being dialed with 10 digits.

In addition, the TTA membership recently learned that customers in communities bordering the 905 region, including 519, 705 and 613, may also be required to dial 10-digits when making local calls into 905. The TTA is currently waiting for word from the CRTC to confirm this issue and will determine any additional communications initiatives required. More details will follow.

**Note:**

AXXENT, Cogeco, and Norigen may be submitting their own progress report.

**For more information, please contact:**

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**Working Group Name:** NPA 905 Network Implementation Working Group

**TIF File Name:** 905\_NIWGRE03A.doc

**Task Definition:** Implementation of NPA 905 Relief within the Network

**Status:** CR – Complete With Report – Final Report

**Notes:** The NPA 905 Network Implementation Working Group (NIWG) is a sub-working group of the NPA 905 CISC ad-hoc Relief Planning Committee. The role of the NPA 905 NIWG is to oversee and facilitate the implementation of the NPA 905 relief plan within the network. This report is the final report that the NPA 905 NIWG is required to provide to the ad-hoc group.

**Estimated Date  
of Completion:** July 9, 2001

**Prepared by** Ron Douglas co-Chair - AT&T Canada  
John Baker co-Chair – Bell Canada

**NPA 905 Network Implementation Working Group (NIWG)  
 Final Report June 28, 2001**

Status codes  
 CR - Complete with Report  
 CD - Complete with Commission Decision  
 DI - Dispute to Steering Committee  
 DE - Deferred/Suspended  
 DL - Deleted  
 A - Amalgamated  
 U - Underway

TIF File Name	Task Definition	Status	Notes	Estimated Date of Completion
CCTFXXX	<b>Brief Description of the Task</b>	Status code	Use this field for any comments. The Chair should use this column to provide explanation when the "Estimated Date of Completion" is modified	<b>YYYY/MM/DD</b>
	Progress Report #1	CR	Progress Report issued to NPA 905 CISC ad-hoc Relief Planning Committee. Individual Service Providers may submit progress reports directly to commission staff.	<b>2001/03/26</b>
	Introduction of Permissive Dialing	CR		<b>2001/04/07</b>
	Progress Report # 2	CR		<b>2001/05/15</b>
	Relief Date – mandatory 10 digit dialing	CR		<b>2001/06/09</b>
	Final Report	CR		<b>2001/06/28</b>

Attachments

- 1) Proposed test plan
- 2) Meeting Minutes of June 27, 2001
- 3) Issue Log

### 905 NPA Relief Implementation Working Group Test Plan

Test Category	Description	Network Dependencies	Start Date	End Date	Report Date to 905 Relief Planning Committee
<b>1. Establish Industry Test Numbers</b>	Bell Canada 289-210-TEST	Switch translations complete		Completed	
	Call Net 289-510-TEST	Test numbers identified		Completed	
	AT&T 289-810-TEST			Completed	
<b>2. Complete Calls to Industry Test Numbers</b>		Switch translations complete Test numbers identified		Completed	
<b>3. Identify Need for Additional Test Numbers</b>	Each Service Provider with an Industry Test Number will establish 289 Test Numbers to provide answer supervision. Originating & Terminating Calls will be tested. Test numbers will be in the format 289 NXX-2455.	Test Numbers identified by Service Providers	02 Mar 01	9 August 01	
<b>4. Test Call Type (This document provides mandatory test scenarios. For a recommended test list follow LNI agreement)</b>	Local (10 Digits)	Switch translations complete Test numbers identified Prerequisite trunk groups established Class/service types established Testing as per LNI agreements	As Required	As Required	
	Toll	"	As Required	As Required	
	0-/0+, 411	Testing as per LNI agreements	As Required	As Required	
	911*	Testing as per LNI agreements Billing Numbers input to 911 management system	As Required	As Required	

Test Category	Description	Network Dependencies	Start Date	End Date	Report Date to 905 Relief Planning Committee
5. Test Call Type (This document provides mandatory test scenarios. For a recommended test list follow LNI agreement)	Billing Verification where applicable	" Record AMA	As Required	As Required	
6. Ensure Each Service Provider Outpulsing 10 Digits Intra Carrier		Verify outpulsing on trunk groups		07 April 01	In-Place
7. Bell To Set up 310 Test number for Industry Testing			02 Mar 01	09 Jun 01	Complete
8. Removal of Industry Test Numbers	See Item 1 & 2			09 Aug 01	

\* Continuity tests and feature testing can be completed prior the to establishment of the first NXX to the Service Provider.

\* End to End testing must be completed at the introduction of a new NXX to the Service Provider to ensure the call routes to the appropriate PSAP.

- Need to establish testing for 911 for companies that do not have an NXX assigned (ported) to them in NPA 289 – please contact Stephen Del Genio (Bell Canada) at 519 – 663-6593.

**NPA 905 Network Implementation Working Group (NIWG)**  
Minutes of 2001 06 27 Conference Call

**Conference Call Attendees:**

Ron Douglas, AT&T Canada, NIWG CO-Chair – Chairperson  
John Baker, Bell Canada, NIWG Co-Chair – Scribe  
Glenn Pilley, CNA  
Fiona Clegg, CNA  
Doug Birdwise, Bell Canada  
Laurie Storm, Bell Canada  
Paula Helby, Microcell  
Paul Zheng, Sprint Canada

**Agenda Item 1- Welcome and Introductions**

The attendees were welcomed to the meeting and introductions were made.

**Agenda Item 2 -Review and Accept Agenda**

The agenda was accepted.

**Agenda Item 3 – Report on the Cutover to Mandatory 10 Digit Dialing**

Each of the carriers represented provided the status of the cutover of their networks to mandatory 10 digit dialing:

Microcell – No problems were experienced. Calls routing to the mandatory announcement have dropped to 0.35%.

AT&T – No problems experienced

Sprint Canada – No problems

Bell Canada – The 47 switches serving 905 were cutover between June 9th and June 13th. There were no network troubles

Bell Mobility (status provided by John Baker) – Five of the six switches were cut over on June 9th. A problem with the announcement was evident in one switch so the cutover was delayed until June 12th. There was no customer impact.

**Agenda Item 4 – Review of the Draft NIWG Final Report**

Ron Douglas reviewed the Overall Status, Test Plan and Issue Log sections of the proposed final report of the NPA 905 NIWG. Ron pointed out that, related to the Cross NPA boundary 7-digit dialing and protected code issues, the RPC had advised the NIWG to proceed with implementation as planned.

Doug Birdwise asked if there were any “lessons learned” or other observations, general assessments or comments by the committee members that should be documented and included in the final report. Following considerable discussion it was agreed that a general assessment of the importance/usefulness of the NIWG would be included in

these minutes rather than altering the other portions of the final report. Following further discussion the following statement was agreed on:

**NIWG Overall Assessment**

The NIWG found the organization, communications and information shared within the NIWG to be effective and useful in implementing relief. The NIWG recommends that the NIWG approach be continued for future relief activities. The NIWG participants suggest that meetings and conference calls at the early stage of relief implementation are very important in order to ensure a successful implementation. The quantity of status reports appears reasonable and appropriate. The timing for the Working Groups to submit their Final Reports to the RPC within 2 weeks of the cut-over to mandatory dialing is too soon and should be delayed until about 1 month after the cut-over.

Ron Douglas asked if anyone objected to the NIWG Final Report as presented. There were no objections. The minutes were also reviewed and it was agreed that they would not be reviewed by the committee prior to their inclusion in the Final Report

**Agreements Reached**

The format and contents of the Final Report were accepted. It was also agreed that these minutes would be included in the report without being reviewed by the committee.



Inter- Carrier or Other Network Implementation Problems/Concerns Identified – NPA 905 Overlay Implementation	Proposed Resolution	Comments
Call forwarding to other numbers (e.g. voicemail) using 7 digits.	Increase consumer awareness. Re-communicate issue to CAPWG. Carriers to reinforce message with consumers.	Complete
Paging Networks	This issue occurred in the NPA 416 overlay and has already been addressed for NPA 905.	No further NIWG action required.
Switch Vendor problems – some switches have difficulty with implementing requirements.	Individual carriers are to work directly with their vendors and identify any concerns directly to Commission Staff.	No further NIWG action required.
Customers with significant equipment problems (i.e. unable to handle multiple NPAs, permissive announcements, 10 digit dialing)	Carriers are to work directly and closely with their customers to resolve the issues that may arise.	No further NIWG action required.
Cross-NPA boundary local calls from NPAs 519, 705 and 613, which can be called using 7 or 10 digits, will require that NXX codes be Protected in new NPA 289 (meaning that they have restrictions associated with their assignment)	Refer protected code issue to the Relief Planning Committee	Response from RPC required. Follow Up –RPC advised NIWG to proceed with implementation as planned. Cross boundary dialing patterns and protected code issues will be addressed elsewhere.