

NPA 250-403-780 RELIEF IMPLEMENTATION PLAN

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TITLE: Relief Implementation Plan (RIP) for NPAs 250, 403 and 780
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Relief Implementation Plan for NPAs 250-403-780

July 26, 2007

1. INTRODUCTION

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 Relief Planning Committees (RPCs) that are required to provide relief to the exhausting NPA 250 (Vancouver Island and Mainland of British Columbia outside the Lower Mainland), NPA 403 (Southern Alberta), and NPA 780 (Northern Alberta).

NPA 250 (also called an area code) consists of 273 Exchange Areas located in BC outside the Lower Mainland which is served by NPA 604/778. NPA 250 includes the rapidly growing exchanges of Victoria, Nanaimo, Parksville, Campbell River, Comox, Duncan, Port Hardy and Saanich, located on Vancouver Island, and Kelowna, North and South Kamloops, Prince George, Vernon, Penticton, Fort St. John, Nelson, Prince Rupert and Quesnel, located on the mainland.

NPA 403 consists of 142 Exchange Areas located in the southern part of Alberta, including the rapidly growing Exchange Areas of Calgary, Red Deer, Lethbridge, Medicine Hat, Banff, and High River.

NPA 780 consists of 195 Exchange Areas located in the northern part of Alberta, including the rapidly growing Exchange Areas of Edmonton, Bonnyville, Sherwood Park, Drayton Valley and St. Albert.

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.

The Canadian Numbering Administrator (CNA) has conducted a series of Numbering Resource Utilization Forecasts (NRUFs) for NPAs 250, 403 and 780, the latest of which were the April 2007 Jeopardy NRUFs (J-NRUFs) The results of these J-NRUFs for NPAs 250, 403 and 780 were as follows:.

Summary of Projected Exhaust Dates			
NPA	Date & type of NRUF	Publication date	Projected NPA exhaust date
250	April 2007 J-NRUF	25 May 2007	November 2007
403	April 2007 J-NRUF	25 May 2007	December 2008
780	April 2007 J-NRUF	25 May 2007	November 2009

Per the process laid out in the Canadian NPA Relief Planning Guidelines, the CRTC established CRTC Interconnection Steering Committee (CISC) ad-hoc Relief Planning Committees (RPCs) for NPAs 250, 403 and 780 in 2004, and relief planning started. Significant changes in the projected exhaust dates occurred in the years after 2004 and the pace of planning activity was varied accordingly. The RPCs' Planning Documents describing relief options and

recommending a plan were completed in October and November of 2006 and submitted to the CRTC via the CISC.

In January and February of 2007, the CRTC solicited and received comments on the options and recommendations for the relief of NPAs 250, 403 and 780, and in June 2007 issued their Decisions on these reliefs.

Telecom Decision CRTC 2007-38 – Code relief for area code 250

On 7 June 2007, the Commission issued Telecom Decision CRTC 2007-38, in which they addressed the following issues:

- a) the relief method and timing of the implementation;
- b) the timing of the end of the Jeopardy Condition;
- c) the treatment of unassignable CO Codes in area code 250 at the end of the Jeopardy Condition;
- d) the inclusion of Northwestel's exchanges in northern British Columbia in the relief measures;
- e) the use of alternative measures for the consumer awareness program during permissive dialing; and
- f) the reservation of area code 236 for future relief in British Columbia.

In the Decision, the Commission approved the area code relief measures proposed by the RPC for area code 250, namely that the boundary of area code 778 be extended to cover all of British Columbia and that the CNA be permitted to assign area code 604 CO codes in the area served by area code 778.

The Commission directed that the introduction of mandatory 10-digit local dialing in area code 250 be coordinated with the area code relief measures for Alberta, and instructed the CNA to use SCOCAP measures until mandatory 10-digit local dialing is implemented in the area served by area code 250.

With respect to the dates for area code 250 relief, the Commission determined the following:

- a) The implementation of the boundary realignment for area code 778 and the use of CO codes from area code 604 in the area presently served by area code 778 will commence 4 July 2007;
- b) The introduction of permissive 10-digit local dialing will commence 23 June 2008, and carriers are permitted to phase in this change from that date until 27 June 2008; and
- c) The requirement for mandatory 10-digit local dialing will commence 8 September 2008, and carriers are permitted to phase in this change from that date until 12 September 2008.

The Commission noted that the first phase of relief implementation will begin within 60 days of the date of the Decision and, therefore, considered that the end of the Jeopardy Condition should be set coincident with the date of the Decision (i.e., 7 June 2007).

The Commission also directed that the normally unassignable area code 250 CO Codes that correspond to the projected future and neighbouring Canadian geographic area codes remain assignable by the CNA after the end of the area code 250 Jeopardy Condition.

It was noted in the Decision that reserving three CO Codes from area code 250 will have no impact on the exhaust dates for area codes 250 and 778. Accordingly, the Commission directed the CNA to reserve three CO Codes from area code 250 for Northwestel's growth requirements in its northern British Columbia exchanges.

The Commission acknowledged that certain Telecommunications Service Providers (TSPs) including small TSPs and NorthwESTel have network limitations that prevent them from providing automatic call completion with a recorded announcement and directed those small TSPs in British Columbia that cannot complete calls after a recorded announcement to take the following measures during the permissive dialing period for area code 250:

- a) monthly bill inserts are to be sent to all affected customers during July 2008 and August 2008;
- b) two notices are to be placed in local newspapers, one during August 2008 and the other during September 2008, before the beginning of mandatory 10-digit local dialing;
- c) each affected customer is to be sent a personal letter, to be received 10 days prior to the beginning of mandatory 10-digit local dialing;
- d) information is to be placed on the TSP's website in a prominent, highly visible location for the minimum period of July 2008 to the end of September 2008 inclusive; and
- e) the text to be included in the bill inserts and personal letters is to be filed with the Commission at least 30 days prior to the inserts or letters being sent.

Lastly, the Commission directed the CNA to reserve area code 236 for future area code relief in British Columbia and that area code 236 not be assigned as a CO Code in area code 250, 604 or 778.

Telecom Decision CRTC 2007-42 – Code relief for area codes 403 and 780

On 14 June 2007, the Commission issued Telecom Decision CRTC 2007-42, in which they addressed the following issues:

- a) the relief method and the timing of its implementation;
- b) retention of 7-digit local dialing for Lloydminster and Marshall areas;
- c) the timing of the end of the jeopardy condition;
- d) the reservation of area codes 587 and 825; and
- e) the use of alternative measures for the consumer awareness program during permissive dialing period.

In the Decision, the Commission approved the area code relief measures proposed by the RPC for area code 403 and 780, namely that a single area code be distributed over both area codes 403 and 780 effective 12 September 2008.

The Commission directed that the introduction of mandatory 10-digit local dialing in area codes 403 and 780 be coordinated with the area code relief measures for British Columbia as approved by the Commission.

With respect to the dates for area code 403 and 780 relief, the Commission determined the following:

- a) The introduction of permissive 10-digit local dialing will commence 23 June 2008, and carriers are permitted to phase in this change from that date until 27 June 2008; and

- b) The requirement for mandatory 10-digit local dialing will commence 8 September 2008, and carriers are permitted to phase in this change from that date until 12 September 2008.

The Commission approved retaining 7-digit dialing in the Lloydminster/Marshall area in Saskatchewan.

The Commission determined that the jeopardy conditions for area codes 403 and 780 will end 60 days prior to the commencement of mandatory 10-digit local dialing

Approval was given to reserving area codes 587 and 825 for present and future area code relief in Alberta

Although the issue was not raised by the RPC, the Commission directed small TSPs in Alberta that cannot complete calls after a recorded announcement due to technical network limitations to take the following alternative measures during the permissive dialing period for area codes 403 and 780:

- a) monthly bill inserts are to be sent in July 2008 and August 2008;
- b) two notices are to be placed in local newspapers, one in August 2008 and the other in September 2008, before the commencement of mandatory 10-digit local dialing;
- c) each affected customer is to be sent a personal letter, to be received 10 days prior to the commencement of mandatory 10-digit local dialing;
- d) information is to be placed on the TSPs' websites in a prominent, highly visible location for the minimum period of July 2008 to the end of September 2008 inclusive; and
- e) the text to be included in the bill inserts and personal letters is to be filed with the Commission for its information at least 30 days prior to the bill inserts or letters being sent.

In its News Release issued on June 14, 2007, the Commission stated that effective September 12, 2008, a new area code, 587, will be introduced to provide area code 403 and 780 regions with new numbers.

In accordance with the process described in the Canadian NPA Relief Planning Guidelines, the RPC developed this Relief Implementation Plan (RIP) to implement relief as approved by the CRTC in Telecom Decisions CRTC 2007-38 and 2007-42 summarized above.

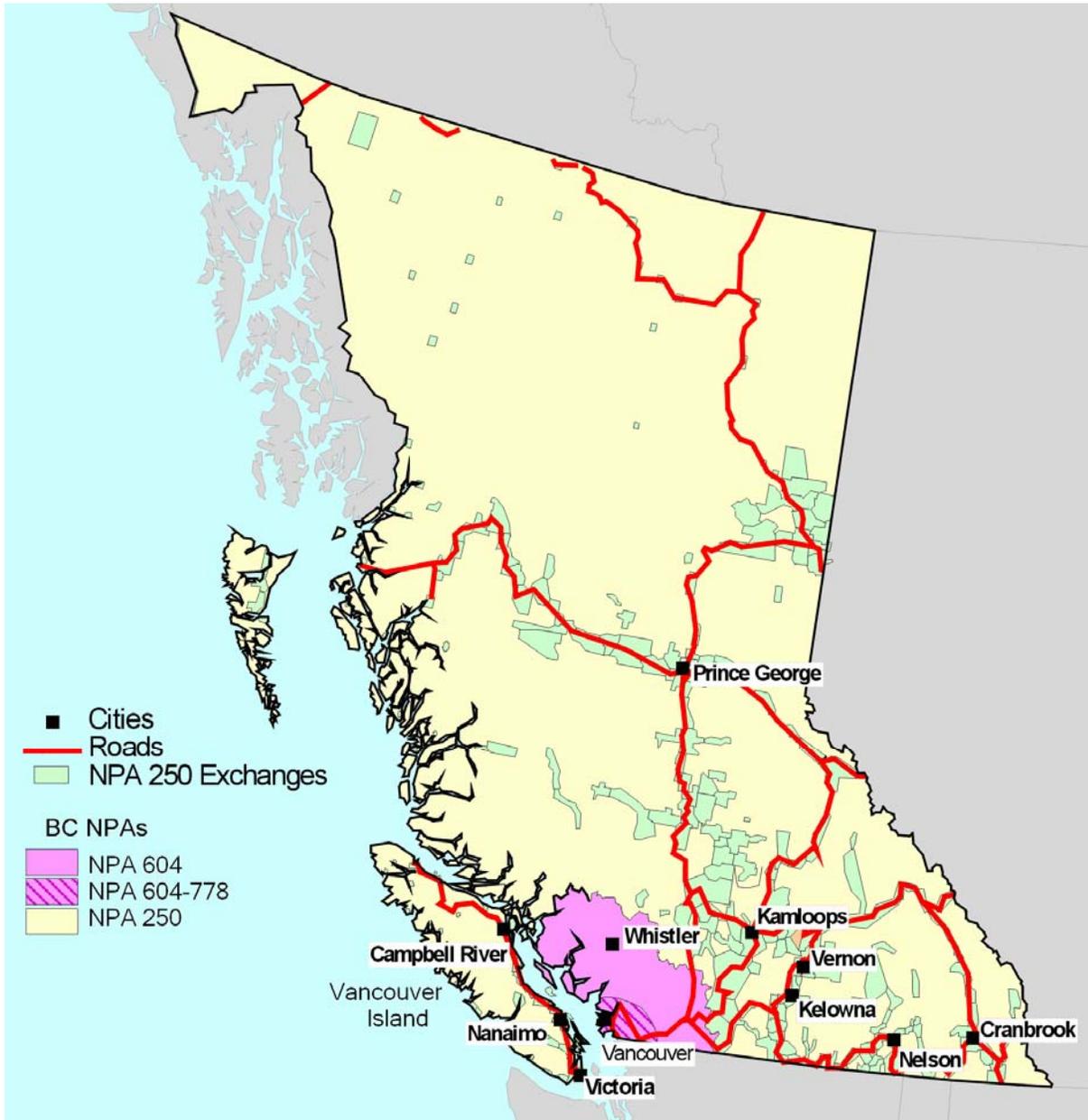
This RIP will impact all customers in area codes 250, 403 and 780.

Interested parties are encouraged to participate in the RPCs' 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 operating in the area code requiring relief.

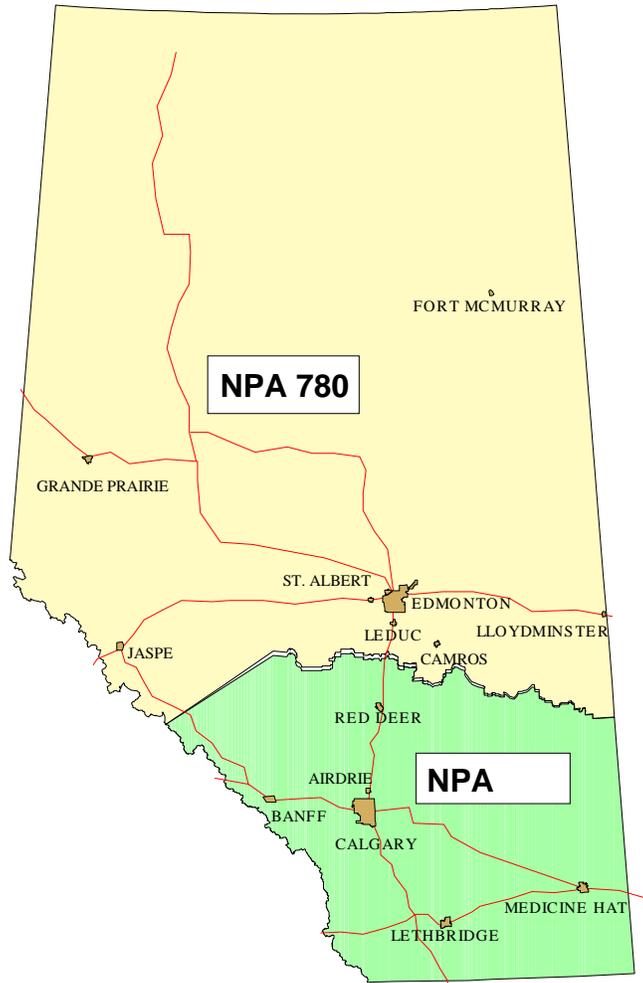
In section 8 of this RIP, the RPCs make a number of recommendations.

The RPCs hereby submit this RIP to the CISC and the Commission for their approval.

Map of NPAs 250, 604 and 778 prior to Relief



Map of NPAs 403 & 780 prior to Relief



Dial Plan Impacts

The Toll call dialing arrangement is not impacted by NPA relief. The tables below identify the old and new local dialing plans in NPA 250, 403 and 780 and the new AB NPA 587, as well as in BC NPAs 604 and 778.

Local Dialing Plan for Customers in BC NPAs 250 & 778

Dial Plan Scenarios	In NPA 250 today	In NPAs 250/778 after phase 2 NPA 250 relief
Landline to Wireless within NPA 250	7-digits	10-digits
Landline to Wireless from NPA 250 to adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA	7-digits	10-digits
Landline to Landline from NPA 250 to NPA 867	7-digits	10-digits
Wireless to Wireless within NPA	7/10/11-digits	10/11-digits
Wireless to Wireless from NPA 250 to adjacent NPAs	10/11-digits	10/11-digits

Local Dialing Plan for Customers in Neighbouring BC NPAs 604/778 (no change)

Dial Plan Scenarios	In NPAs 604/778 today	In NPAs 604/778 after phase 2 NPA 250 relief
Landline to Wireless within NPA	10-digits	10-digits
Landline to Wireless from NPA 604/778 to Adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA	10-digits	10-digits
Wireless to Wireless within NPA	10/11-digits	10/11-digits
Wireless to Wireless from NPA 604/778 to Adjacent NPAs	10/11-digits	10/11-digits

Local Dialing Plan for Customers in AB NPAs 403/780 and new NPA 587

Dial Plan Scenarios	In NPAs 403/780 today	In NPAs 403/780/587 after overlay
Landline to Wireless within NPA	7-digits	10-digits
Landline to Wireless from NPA 403/780 to Adjacent NPAs	7-digits	10-digits
Landline to Landline within NPA	7-digits	10-digits
Landline to Landline from NPA 403/780 to Adjacent NPAs	7-digits	10-digits
Wireless to Wireless within NPA	7/10/11-digits	10/11-digits
Wireless to Wireless from NPA 403/780 to Adjacent NPAs	7/10/11-digits	10/11-digits
Wireless to Landline within NPA	7/10/11-digits	10/11-digits
Wireless to Landline from NPA 403/780 to Adjacent NPAs	7/10/11-digits	10/11-digits

Local Dialing Plan for Customers in NPA 306 - Lloydminster & Marshall SK (no change)

Dial Plan Scenarios	In NPA 306 today	In NPA 306 after overlay of NPAs 403/780
Landline to Wireless within NPA 306	7-digits	7-digits
Landline to Wireless from NPA 306 to adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA 306	7-digits	7-digits
Landline to Landline from NPA 306 to NPA 780/587	7-digits	7-digits
Wireless to Wireless within NPA 306	7/10/11-digits	7/10/11-digits
Wireless to Wireless from NPA 306 to adjacent NPAs	10/11-digits	10/11-digits

Purpose of RIP

The purpose of this RIP is to establish a public framework and timeframe for implementing relief for area codes 250, 403 and 780. This RIP addresses the:

- 1) implementation of NPA 778 boundary realignment in phase 1 of NPA 250 relief.
- 2) introduction of mandatory 10-digit local dialing in a NPAs 403 and 780, and phase 2 of NPA 250 relief.

This RIP also 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 in its own network, systems and business operations. In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

In the event that circumstances change after the date when the Commission approves this RIP, the RPC may propose modifications to this RIP as necessary.

2. NPA RELIEF PLANNING PROCESS

NPA Relief Planning is conducted under the regulatory oversight of the Commission in accordance with the Canadian NPA Relief Planning Guidelines. Those Guidelines were developed by the Canadian Steering Committee on Numbering (CSCN), accepted by the CISC and approved by the Commission.

The Canadian NPA Relief Planning Guidelines and related information on relief planning may be obtained from the www.crtc.gc.ca/public/cisc/n-docs/NPAGuidelines.doc. 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 Commission informs the public that an RPC, chaired by the CNA, will be formed as an Ad Hoc Working Group of the CISC to do relief planning for the exhausting NPA. Any interested party may participate in the relief planning process. 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 the full 10-digit telephone number of each subscriber. Each TSP is responsible to ensure its customers are informed and implement the changes necessary to support the relief activity. Also, each TSP is responsible to ensure its own suppliers of products and services (e.g., Operator Services) implement the changes necessary to support the relief activity. Accordingly, no activities have been identified for the coordination of these functions between different TSPs, except as otherwise provided for in this RIP (e.g., Consumer Awareness Program (CAP) and Network Implementation Plan (NIP)).

Individual TSPs and industry database owners/operators shall advise Commission staff of any concerns or problems as they arise with respect to modifying their systems and databases in time to implement relief in accordance with this RIP.

3. NPA RELIEF IMPLEMENTATION TASK FORCE(S)

The RPC developed this RIP with the assistance and input of two Task Forces created by the RPC:

- 1) Consumer Awareness Task Force (CATF), and
- 2) Network Implementation Task Force (NITF).

The CNA sent an e-mail to all current and prospective Code Holders in the affected area codes requesting those entities to provide a contact name to the Co-chairs of the two Task Forces (with a courtesy copy to Commission staff). Independent telephone companies may choose to be represented by their associations.

Each Task Force has at least one voluntary Co-chair. The Co-chairs of the CATF and NITF act as the single point of contact and spokespersons for their respective Task Forces. The Co-chairs maintain the list of participants on their Task Forces as confidential. All TSPs operating in the affected NPAs 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 industry level functions identified in this RIP. The RPC will provide oversight and coordination of the CATF and NITF in accordance with the RIP.

Consumer Awareness Task Force (CATF)

Telecom Decisions CRTC 2007-38 and 2007-42 did not specifically direct the RPCs to create a CATF or to develop a CAP to be submitted to the CISC. However, the RPCs agreed to create a CATF to coordinate the implementation of relief for area codes 250, 403 and 780 in order to comply with the Canadian NPA Relief Planning Guidelines. This task was completed in the same timeframe as the creation of the CATF. The CAP includes a schedule of CATF activities for the relief of NPAs 250, 403 and 780.

To develop a CAP, the RPCs created a CATF. Each TSP operating in NPA 250, 403 and 780 was requested to provide the name of a representative to serve on the CATF. The CATF is Co-chaired by volunteer participants of the CATF. The Co-chairs of the CATF compile, maintain and distribute the list of all representatives on the CATF to the CATF distribution list (i.e., contact name, title, telephone number, fax number, street address, e-mail address), including the CNA.

Purpose and Mandate

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

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

The role of the individual CATF representative of each TSP is to ensure that its TSP organization develops, submits and implements its individual consumer awareness program in accordance with the CAP and associated schedule. Each representative acts as the single point of contact with respect to implementation of the CAP and activities for its organization. Each TSP is responsible for developing, submitting and implementing 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 RPCs in accordance with the Relief Implementation Schedule.

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

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

Network Implementation Task Force (NITF)

Telecom Decisions CRTC 2007-38 and 2007-42 did not specifically direct the RPCs to create a NITF or to develop a NIP to be submitted to the CISC. However, the RPCs agreed to create a NITF to coordinate the implementation of relief for area codes 250, 403 and 780 in order to comply with the Canadian NPA Relief Planning Guidelines. This task was completed in the same timeframe as the creation of the CATF. The NIP includes a schedule of NITF activities for the relief of NPAs 250, 403 and 780s.

Each TSP operating in NPAs 250, 403 and 780 was requested to provide the name of a representative to serve on the NITF. The NITF is Co-chaired by volunteer participants of the NITF. The Co-chairs of the NITF compile, maintain and distribute the list of all representatives on the NITF to the NITF distribution list (i.e., contact name, title, telephone number, fax number, street address, e-mail address), including the CNA.

Purpose and Mandate

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

- 1) Develop and agree on a NIP and schedule;
- 2) Develop and submit progress reports;
- 3) Identify and address NIP issues;
- 4) Act as single point of contact on NIP issues;

- 5) Identify any network concerns or issues regarding the implementation of relief and advise the RPC, the Commission or Commission staff as appropriate; and,
- 6) Develop inter-network test plans, as necessary.

The role of the individual NITF representative of each TSP is to ensure that its TSP organization develops, submits and implements its individual network implementation plan in accordance with the NIP and associated schedule. Each representative acts as the single point of contact for implementation of the NIP and activities for its organization. Each 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, shall be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements and the Relief Implementation Schedule.

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

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

4. PROPOSED NPA RELIEF IMPLEMENTATION SCHEDULE

The following table identifies the major implementation activities, deliverables and associated dates based upon the tasks identified in the Canadian NPA Relief Planning Timeline as well as major events in both the CAP and NIP. All TSPs and telecommunications service users should plan their internal relief activities in accordance with the following Relief Implementation Schedule.

RELIEF IMPLEMENTATION SCHEDULE Relief of NPAs 250, 403 and 780

	ITEM	PRIME	250		403/780	
			START	END	START	END
1	CRTC issues Telecom Decision CRTC 2007-38 approving relief method for NPA 250	CRTC		07 Jun 2007		
2	CRTC issues Telecom Decision CRTC 2007-42 approving relief method for NPAs 403/780	CRTC				14 Jun 2007
3	RPC prepares NPA 250 Planning Letter and NANPA posts the NPA 250 Planning Letter		20 Jun 2007	26 Jun 2007		
4	RPC consults with CATF and NITF to prepare 250/403/780 RIP	RPC CATF NITF	20 Jun 2007	24 July 2007	20 Jun 2007	24 July 2007
5	CNA submits NPA 250 Planning Letter to NANPA and notifies Telcordia TRA			26 Jun 2007		
6	RPC prepares NPA 403/780 Planning Letter				28 Jun 2007	24 July 2007
7	CNA submits NPA 403/780 Planning Letter to NANPA and notifies Telcordia TRA					24 July 2007
8	NANPA Posts NPA 403/780 Planning Letter					3 Aug 2007
9	RPC submits RIP to CISC & CRTC for approval	RPC		26 July 2007		26 July 2007
10	CISC approves RIP	CISC		17 Aug 2007		17 Aug 2007
11	CRTC approves RIP	CRTC	17 Aug 2007	17 Sept 2007	17 Aug 2007	17 Sept 2007
12	CNA issues media release and sends approved RIP to NANPA, Telcordia TRA, CLNPC & RPC participants	CNA	17 Sept 2007	1 Oct 2007	17 Sept 2007	1 Oct 2007
13	Telcordia TRA database updates to records associated with the expanded geographic area for NPA 778, and introduction of new AB NPA 587	Telcordia TRA		26 Jun 2007	3 Aug 2007	10 Aug 2007
14	All Telecom Service Providers (TSPs) to develop and file a collective consumer awareness program with the CRTC	TSPs	20 Jun 2007	30 Sept. 2007	20 Jun 2007	30 Sept. 2007
15	NPA 250 Relief Date (earliest date when NPA 778 CO Codes in NPA 250 may be activated)	TSPs		04 Jul 2007	n/a	n/a
16	CATF to notify business and residence customers of the NPA 778 boundary realignment and NPA 587 via media release and other materials (phase 1)	CATF	07 Jun 2007	04 Jul 2007	07 Jun 2007	04 Jul 2007
17	All TSPs to notify their business and residence customers of the introduction of NPA 587 in Alberta and NPA 778 realignment in B.C. via multiple communications channels	CATF & TSPs	14 Jun 2007	07 Sep 2008	14 Jun 2007	07 Sep 2008
18	All TSPs commence and continue consumer awareness activities	TSPs	07 Jun 2007	07 Sep 2008	14 Jun 2007	07 Sep 2008
19	All TSPs to notify all of their business & special customers of 10-digit local dialing	TSPs	07 Jun 2007	07 Sep 2008	14 Jun 2007	07 Sept 2008
20	All TSPs to notify all residence customers by bill		07 Jun 2007	22 May 2008	14 Jun 2007	22 May 2008

	ITEM	PRIME	250		403/780	
			START	END	START	END
	insert or message of 10-digit local dialing	TSPs				
21	TSPs to submit Progress Report #1 to NITF and CATF	TSPs		12 Oct 2007		12 Oct 2007
22	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	12 Oct 2007	26 Oct 2007	12 Oct 2007	26 Oct 2007
23	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	26 Oct 2007	09 Nov 2007	26 Oct 2007	09 Nov 2007
24	Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to TSPs and CRTC	Special Users	20 Jun 2007	03 Dec 2007	20 Jun 2007	03 Dec 2007
25	All Telecommunications Service Users (including Special Users 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment (e.g., CPEs) & systems to accommodate NPA 778	Telecom Users in NPA 250	20 Jun 2007	04 Jul 2007		
26	All Telecommunications Service Users (including Special Users 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment (e.g., CPEs) & systems to accommodate NPA 587 in Alberta and 10-digit local dialing in Alberta and BC	Telecom Users	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
27	Payphone Providers Reprogram Payphones	Payphone Providers	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
28	TSPs and database owners/operators to modify systems and industry databases	Database Owners	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
29	Directory Assistance Readiness for the introduction of NPA 778 into the NPA 250 region in British Columbia	TSPs	20 Jun 2007	04 Sep 2007		
30	Directory Assistance Readiness for the introduction of NPA 587 into the NPA 403/780 regions in Alberta	TSPs			20 Jun 2007	12 Sep 2008
31	Operator Services Readiness for 10-digit dialing	TSPs	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
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)	Directory Publishers	20 Jun 2007	07 Sep 2008	20 Jun 2007	07 Sep 2008
33	9-1-1 PSAP Systems and Databases Readiness	PSAPs & TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	12 Sep 2008
34	9-1-1 TSP Readiness	TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	12 Sep 2008
35	Canadian Local Number Portability Consortium (CLNPC) Database Readiness	CLNPC NPAC	20 Jun 2007	04 Sep 2007	20 Jun 2007	08 Sep 2008
36	Toll Free SMS Database Readiness	Toll TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	07 Sep 2008
37	Intelligent Service Control Point & Service Order Systems Readiness	TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	07 Sep 2008
38	Apply for test CO Codes in NPA 587	TSPs	n/a	n/a	22 Oct 2007	18 Feb 2008
39	Develop Inter-Carrier Network Test Plans (individual carriers to make arrangements in accordance with interconnection agreements) to accommodate the boundary realignment of NPA 778	NITF TSPs	20 Jun 2007	15 Oct 2007		
40	Develop Inter-Carrier Network Test Plans (individual carriers to make arrangements in accordance with interconnection agreements) for the introduction of 10-digit dialing and to accommodate NPA 587 implementation	NITF TSPs	20 Jun 2007	22 Apr 2008	20 Jun 2007	22 Apr 2008
41	TSPs prepare for Inter-Carrier Network Testing (signaling networks, toll, local)	TSPs	20 Jun 2007	23 Apr 2008	20 Jun 2007	23 Apr 2008

	ITEM	PRIME	250		403/780	
			START	END	START	END
42	Activation Date for NPA 587 Test CO Codes and test numbers (prior to start date for inter-carrier testing)					22 Apr 2008
43	Inter-Carrier Testing Period (starts 2 months prior to 7- to 10-Digit Dialing Transition Period – subject to Inter-Carrier Network Test Plans)	NITF TSPs	23 Apr 2008	22 Jun 2008	23 Apr 2008	22 Jun 2008
44	Phase-in of 7- to 10-Digit Dialing Transition Period announcements	TSPs	23 Jun 2008	27 Jun 2008	23 Jun 2008	27 Jun 2008
45	7- to 10-Digit Dialing Transition Period Announcement Timeframe	TSPs	23/27 Jun 2008	08/12 Sep 2008	23/27 Jun 2008	08/12 Sep 2008
46	Discontinue special CO Code assignment practices in NPA 250/778	CNA		10 Jul 2008	n/a	n/a
47	TSPs to submit Progress Report #2 to NITF and CATF	TSPs	27 Jun 2008	11 Jul 2008	27 Jun 2008	11 Jul 2008
48	NITF and CATF develop & submit Progress Report #2 to RPC	NITF & CATF	11 Jul 2008	25 Jul 2008	11 Jul 2008	25 Jul 2008
49	RPC develops & submits Progress Report #2 to CISC/CRTC	RPC	25 Jul 2008	08 Aug 2008	25 Jul 2008	08 Aug 2008
50	Phase-in of mandatory 10-digit dialing announcements	TSPs	08 Sep 2008	12 Sep 2008	08 Sep 2008	12 Sep 2008
51	Mandatory 10-digit dialing date for NPAs 250, 403 and 780, (and completion of Phase 2 of NPA 250 relief)	TSPs		12 Sep 2008		12 Sep 2008
52	NPA 403/780 Relief Date (earliest date when NPA 587 CO Codes may be activated)					19 Sep 2008
53	TSPs submit final Progress Report #3 to CATF and NITF	TSPs	19 Sep 2008	20 Oct 2008	19 Sep 2008	20 Oct 2008
54	Submission of NITF and CATF Final Progress Report #3 to RPC	NITF & CATF	20 Oct 2008	03 Nov 2008	20 Oct 2008	03 Nov 2008
55	RPC submits Final Report #3 to CISC/CRTC	RPC	03 Nov 2008	17 Nov 2008	03 Nov 2008	17 Nov 2008
56	Return of Test CO Codes	TSPs				13 Oct 2008
57	Change Mandatory 10-Digit Dialing Announcement to standard announcement	TSPs	8 Dec 2008	15 Jan 2009	8 Dec 2008	15 Jan 2009

5. OTHER ISSUES

Payphone Service Providers

All Payphone Service Providers are required to comply with the requirements contained in this RIP and Telecom Decisions CRTC 2007-38 and 2007-42.

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate relief of NPA 250, 403 and 780 including the implementation of 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 relief for NPA 250, 403 and 780 and 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 NPA 250, 403 and 780 relief.

Telecommunications Service Users

All users are required to comply with the requirements contained in this RIP and Telecom Decisions CRTC 2007-38 and 2007-42.

Users of telecommunications services in NPA 250, 403 and 780 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 Public Switched Telephone Network (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.

Special types of Telecommunication Service Users (e.g., 9-1-1 PSAPS, alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment requiring modification, unified messaging service companies, governments, apartment building owners, hydro meter readers) must take special measures to ensure that their services continue to function properly. All special types of Telecommunication Service Users are requested to co-ordinate their equipment and system modifications with their TSPs to implement the 10-digit local dialing. This is necessary 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- to 10-Digit Dialing Transition 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 7- to 10-Digit Dialing Transition Period announcement.

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 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 7- to 10-Digit Dialing Transition Period 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 7- to 10-Digit Dialing Transition Period start date and mandatory 10-digit dialing date in order to ensure continuity of service.

Directories

All Directory Service Providers are required to comply with the requirements contained in this RIP and Telecom Decisions CRTC 2007-38 and 2007-42.

The adoption of 10-digit local dialing in accordance with the Decisions will impact all customers in area codes 250, 403 and 780.

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. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

To facilitate the implementation of 10-digit local dialing, certain directories published before the introduction of 10-digit dialing should identify the area code associated with the telephone number.

All future directories in NPA 250, 403 and 780 should identify the area code associated with the telephone number so that customers can obtain the appropriate 10-digit number.

If directories contain local dialing instructions, the instructions will require modifying to indicate that the area code must be dialed with the 7-digit telephone number for all local calls in NPA 250, 403 and 780.

8. RECOMMENDATIONS

In this RIP, the RPC makes recommendations for various events and implementation details. As directed in the Decision, this RIP contains specific recommendations for a CAP. In addition the RIP contains a Relief Implementation Schedule and a NIP.

Some of the major activities and recommendations contained in this document are:

- 1) The start date for the 7- to 10-Digit Dialing Transition Period for network announcements is **Monday, June 23, 2008**. TSPs are permitted to phase-in the 7- to 10-Digit Dialing Transition Period announcement over a 5 calendar day period commencing on the start date above and complete all such work by **Friday, June 27, 2008**.
- 2) The mandatory 10-digit dialing date is **Monday, September 8, 2008**. TSPs are permitted to phase-in the mandatory 10-digit dialing announcements over a 5 calendar day period, commencing on the mandatory 10-digit dialing date (coincident with the phase-out of the 7- to 10-Digit Dialing Transition Period announcement), and complete all such work by **Friday, September 12, 2008**.
- 3) The recommended Relief Implementation Schedule is contained in Section 4.
- 4) The recommended Consumer Awareness Program (CAP) is contained in Attachment 1.
- 5) The recommended Network Implementation Plan (NIP) is contained in Attachment 2.

The RPC submits that this RIP was developed in accordance Telecom Decisions CRTC 2007-38 and 2007-42 dated June 7 and 14, 2007 respectively, 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 code requiring relief.

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

Attachments:

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

ATTACHMENT 1

Consumer Awareness Program (CAP)

Introduction

On June 7, 2007 the Commission issued Telecom Decision CRTC 2007-38, *Code relief for area code 250 – British Columbia*. In that Decision, the Commission directed the realignment of the NPA 778 boundaries in phase one starting on July 4, 2007, and the introduction of mandatory 10-digit local dialing in coordination with the relief implementation activities in Alberta in phase 2.

On June 14, 2007, the Commission issued Telecom Decision CRTC 2007-42, *Code relief for area codes 403 and 780 – Alberta*. In that Decision, the Commission directed a distributed overlay of a single new area code on area codes 403 and 780. The Commission ordered that 10-digit local dialing be introduced within area codes 403 and 780 and from area codes 403 and 780 to neighboring area codes, coincident with the introduction of the new Alberta area code and implementation of 10-digit dialing in BC area code 250.

The CRTC approved the phasing in of the permissive 10-digit local dialing announcement in BC and Alberta commencing Monday, June 23, 2008 and ending Friday, June 27, 2008, and the phasing in of mandatory 10-digit local dialing and the related announcement commencing September 8, 2008 and ending September 12, 2008.

Appendix E of the Canadian NPA Relief Planning Guidelines requires the development of a Consumer Awareness Program (CAP) that is to be attached to the Relief Implementation Plan (RIP).

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

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

This CAP 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 250, 403 and 780 to file their individual consumer awareness plans 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. The Relief Implementation Schedule contains start and end dates for industry consumer awareness activities (see Section 4 of the Relief Implementation Plan).

In order to implement the CAP, TSPs may act individually or collectively to accomplish their objectives. However, where TSPs act collectively (e.g., Western

Telecommunications 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 the Canadian NPA Relief Planning Guidelines 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 companies, apartment owners, hydro readers)
- 7) NPA-specific communications messages (i.e., NPAs 250, 403 and 780)
- 8) Communications tactics
- 9) Communications theme
- 10) Key messages

Communications Objectives

The Communications Objectives of this CAP are as follows:

- 1) Advise customers and users about the introduction of NPA 778 CO Codes in the NPA 250 region (phase 1).
- 2) Advise customers and users about the introduction of new Alberta NPA 587 in the NPA 403 and 780 regions
- 3) Increase consumer and user awareness of the introduction of 10-digit local dialing in the NPA 250, 403 and 780 area.
- 4) Advise customers and users of the potential need to reprogram their customer provided equipment and systems prior to the beginning of the 7- to 10-Digit Dialing Transition Period announcement period (see Relief Implementation Schedule for dates) to facilitate the transition to 10-digit local dialing.
- 5) Encourage callers to adopt 10-digit dialing for all local calls in British Columbia and Alberta in accordance with the timeframe in the Relief Implementation Schedule.
- 6) Provide open communication channels to address questions and concerns from residents and businesses regarding the realignment of the NPA 778 boundary and the implementation of 10-digit local dialing in British Columbia and Alberta.
- 7) Continue to lay the foundation for seamless addition of new area codes in the future through successful transition to 10-digit local 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 the affected area codes are strongly encouraged to participate in the association 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 the NPA 778 boundary realignment in area code 250, the new NPA in Alberta, and 10-digit local dialing throughout British Columbia and Alberta, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications). 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 of the realignment of the NPA 778 boundary, the new NPA in Alberta, and 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 NPA 778 boundary realignment, the introduction of 10-digit local dialing in British Columbia and Alberta, the introduction of new NPA 587 in Alberta, and referrals to related Commission decisions 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 NPAs 250, 403 and 780 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 the NPA 778 boundary realignment, the introduction of a new area code in Alberta, and the requirement for 10-digit local dialing in NPAs 250, 403 and 780, as well as associated 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- to 10-Digit Dialing Transition Period network announcements in order to provide those customers with sufficient time to make the necessary changes. Such targeted customers may include 9-1-1 Public Safety Answering Points (PSAPs), 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 (e.g., customer messaging, direct customer contacts, Interactive Voice Response, etc.), as required, to reach their customers and provide appropriate information about the implementation of 10-digit local dialing and the new area code.

In Telecom Decision CRTC 2007-38, the Commission acknowledged that certain small Telecommunications Service Providers (TSPs) and NorthwTel have network limitations that prevent them from providing automatic call completion with a recorded announcement and directed those small TSPs in British Columbia that cannot complete calls after a recorded announcement to take the following measures during the permissive dialing period for area code 250:

- a) monthly bill inserts are to be sent to all affected customers during July 2008 and August 2008;
- b) two notices are to be placed in local newspapers, one during August 2008 and the other during September 2008, before the beginning of mandatory 10-digit local dialing;
- c) each affected customer is to be sent a personal letter, to be received 10 days prior to the beginning of mandatory 10-digit local dialing;
- d) information is to be placed on the TSP's website in a prominent, highly visible location for the minimum period of July 2008 to the end of September 2008 inclusive; and
- e) the text to be included in the bill inserts and personal letters is to be filed with the Commission at least 30 days prior to the inserts or letters being sent.

In Telecom Decision CRTC 2007-42, the Commission made a similar provision for other means of customer communications in the event that any small TSPs in Alberta cannot complete calls after a recorded announcement.

Communications Themes and Key Messages:

The proposed themes for the CAP should be:

“Area code 778 is being added to the 250 area. Add-the-code and dial 10-digits for all local calls in British Columbia.”

"A new area code is being added to the 403 and 780 area. Add-the-code and dial 10-digits for all local calls in Alberta."

These themes should be reinforced with more detailed key messages in customer awareness activities:

- 1) To meet the growing demand for telecommunications services and numbers, the boundaries of area code 778 will be extended to cover the NPA 250 geographic area in July 2007. The 778 area code will co-exist within the same geographic region as area code 250. There will be no change to customers' existing 250 telephone numbers. Telephone numbers beginning with the 778 area code may be assigned for use after July 4, 2007.
- 2) Changes are required for local dialing in area codes 250, 403 and 780 starting on June 23, 2008. In area codes 250, 403 and 780 10-digit dialing will be required for all local calls.
- 3) Customers may begin reprogramming their telecommunications equipment today to accommodate 10-digit local dialing and should have it completed by **Monday, June 23, 2008** when 7- to 10-Digit Dialing Transition announcements will begin for local calls dialed using 7-digits originating within area codes 250, 403 and 780.
- 4) Starting on **Monday, June 23, 2008**, local calls originating within area codes 250, 403 and 780 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.
- 5) Starting on **Monday, September 8, 2008**, all local calls originating within area codes 250, 403 and 780 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 originating within these area codes that are dialed using 7-digits will be routed to an announcement and will not be completed.
- 6) Customers with telephone numbers in area code 778 will get the same calling areas and prices as customers with telephone numbers in the same Exchange Areas in area code 250. Customers with telephone numbers in new Alberta area code 587 will get the same calling areas and prices as customers with telephone

numbers in the same Exchange Areas in area code 403 or 780. Local and long distance calling areas and prices will not change with the adoption of 10-digit local dialing to, from and within area code 250.

- 7) Emergency calls (911), 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.

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.

ATTACHMENT 2

Network Implementation Plan (NIP)

Introduction

On June 7, 2007, the Commission issued Telecom Decision CRTC 2007-38, *Code relief for area code 250 – British Columbia*. In that Decision, the Commission directed a boundary realignment for area code 778 to extend over the area code 250 region starting on July 4, 2007. The Commission ordered that 10-digit local dialing be introduced within area code 250 and in both directions between the area code 250 region and neighboring area codes, coincident with the implementation of 10-digit dialing in Alberta.

On June 14, 2007, the Commission issued Telecom Decision CRTC 2007-42, *Code relief for area codes 403 and 780 – Alberta*. In that Decision, the Commission directed a distributed overlay of a single new area code on area codes 403 and 780. The Commission ordered that 10-digit local dialing be introduced within area codes 403 and 780 and from area codes 403 and 780 to neighboring area codes, coincident with the introduction of the new Alberta area code and implementation of 10-digit dialing in BC area code 250. The new Alberta area code will be 587.

In both decisions, the CRTC approved the phasing in of the permissive 10-digit local dialing announcement commencing Monday, June 23, 2008 and ending Friday, June 27, 2008, and the phasing in of mandatory 10-digit local dialing and the related announcement commencing September 8, 2008 and ending September 12, 2008.

Appendix E of the Canadian NPA Relief Planning Guidelines requires the development of a Consumer Awareness Program (CAP) that is to be attached to the Relief Implementation Plan (RIP).

The Canadian NPA Relief Planning Guidelines require the RPC to create a Network Implementation Task Force (NITF) with a mandate to develop a NIP for implementing relief and to submit such NIP to the CISC.

Accordingly, the RPC has established a Network Implementation Task Force (NITF) to develop and implement this NIP.

This NIP addresses the boundary realignment of NPA 778 to extend over the NPA 250 region in phase 1, and the subsequent introduction of new Alberta NPA 587, as well as the introduction of 10-digit local dialing in NPAs 250, 403 and 780.

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 250, 403 and 780 to file their individual network implementation plans 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., NPAs 250, 403 and 780)
- 7) Intercarrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)
- 8) Recommend standard network switch announcements to be reviewed with the CATF (7- to 10-Digit Dialing Transition Period announcement and mandatory dialing announcement) for all Exchange Areas and NPAs affected by the Decision

Network Implementation Objectives

The objectives of this NIP are as follows:

- 1) Coordinate preparation of their networks to accommodate the activation of NPA 778 CO Codes in the NPA 250 region (phase 1).
- 2) Implement the standard network announcements for 7- to 10-Digit Dialing Transition Period dialing and mandatory 10-digit dialing in accordance with the Decisions, RIP and Relief Implementation Schedule.
- 3) Make all network and interconnection modifications to implement 10-digit local dialing in NPAs 250, 403 and 780.
- 4) Lay the foundation for seamless addition of new area codes in the future through successful transition to local 10-digit dialing in NPAs 250, 403 and 780.

All TSPs are required to implement the necessary network changes to implement relief. This includes the introduction of NPA 778 CO Codes in the NPA 250 region, the introduction of new Alberta NPA 587, and implementation of 10-digit local dialing for all local calls from and within area codes 250, 403 and 780.

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 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). This is necessary in order to ensure the introduction of NPA 778 in the NPA 250 region, the introduction of NPA 587 in the NPA 403 and 780 regions and a smooth and timely transition to 10-digit local dialing in British Columbia and Alberta.

Network Modifications

All TSPs are required to modify their networks, systems databases, and operator services and directory assistance databases, to accommodate activation of NPA 778 CO Codes in the NPA 250 area, the introduction of new NPA 587 in Alberta, and the introduction of 10-digit local dialing as per the Relief Implementation Schedule.

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

In preparation for the start of intercarrier testing, all TSPs are expected to complete modifications to their networks, systems databases, and Operator Services and Directory Assistance databases, as necessary and per the Implementation Schedule contained to facilitate intercarrier testing.

Test numbers in new Alberta NPA 587 will permit all carriers and other entities to test their equipment and ensure that the proper network changes have been made to route calls to each carrier operating in the NPA 403 and 780 regions. The test numbers shall permit TSPs and users to test their equipment with or without having to incur toll charges.

Carriers may request and receive test CO Codes in NPA 587 and numbers for publication in the Test Plan, in accordance with the timeframe contained in the Relief Implementation Schedule.

If required, test numbers must be activated in all networks by the date in the Relief Implementation Schedule and remain active until at least one month after the Relief Date.

If assigned, the test CO Codes used for the test numbers must be returned to the CNA in accordance with the Relief Implementation Schedule. The CNA shall initiate CO Code reclamation in accordance with the Canadian Central Office (NXX) Code Assignment Guidelines for all CO Codes allocated for testing purposes in the event that such CO Codes are not returned by the above carriers to the CNA in accordance with the Relief Implementation Schedule.

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

“You have successfully completed a call to the 587 Area Code Test Number at [INSERT CARRIER NAME HERE] in Alberta, Canada.”

In addition to the above, TSPs may request other test CO Codes in NPA 587 for test purposes within their own networks during the relief implementation timeframe, in accordance with the Canadian Central Office Code (NXX) Assignment Guidelines.

Some TSPs have already implemented 10-digit local dialing on a permissive dialing basis in their networks (e.g., TELUS).

Date for CO Code Activation for NPA 778 in the NPA 250 Region

The earliest date for activation of CO Codes from NPA 778 in the NPA 250 region is July 4, 2007 as per Telecom Decision 2007-38. However, as no applications for NPA 778 CO Codes in the NPA 250 area have been made as of July 9^t, 2007 the earliest date has moved to September 2007.

Date for CO Code Activation for NPA 587 in the NPA 403 and 780 Regions

The earliest date for activation of CO Codes in NPA 587 is September 19, 2008.

7- to 10-Digit Local Dialing Transition Period

In Telecom Decisions CRTC 2007-38 and 2007-42, the Commission directed that the introduction of "permissive" 10-digit local dialing will commence on Monday, June 23, 2008 and carriers are permitted to phase in this change from that date until Friday, June 27, 2008.

Mandatory 10-Digit Dialing Date

In Telecom Decisions CRTC 2007-38 and 2007-42, the Commission directed that the introduction of mandatory 10-digit local dialing will commence on Monday, September 8, 2008 and carriers are permitted to phase in this change from that date until September 12, 2008.

9-1-1 Service

The introduction of 10-digit local dialing in NPAs 250, 403 and 780, is not intended 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).

The introduction of NPA 778 CO Codes in the NPA 250 region and the new Alberta NPA 587 may have an impact on 9-1-1 service, trunking and systems.

TSPs who intend to provide service using CO Codes from NPA 778 in the NPA 250 region or CO Codes from the new Alberta NPA 587, or to port numbers into their switch from NPA 778 or 587, shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements wherever such additional arrangements are necessary. 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 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.

The existing procedure for implementing new TSP trunk groups for 9-1-1 traffic, including testing with TELUS's 9-1-1 Control Center, should be used. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.

Payphone Service Providers

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate the 778 and 587 area codes and 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 in British Columbia and Alberta.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of the boundary realignment of NPA 778, the new Alberta NPA 587, and the subsequent introduction of 10 digit dialing.

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 the realignment of the NPA 778 boundaries and the introduction of 10-digit local dialing in British Columbia and Alberta.

All TSPs are required to implement the necessary network changes to route traffic to/from the new area code. Switch translations must be updated and modified in all TSPs' networks in order to process calls to/from NPA 778 in the NPA 250 region and NPA 587 in Alberta.

Each TSP is responsible for determining the impact of the NPA 778 boundary realignment, the new Alberta NPA 587, and the introduction of 10-digit local dialing on its operations and the products and services it provides to its own customers. Each TSP is responsible for making all necessary modifications to ensure service 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 NPA 778 telephone numbers in the NPA 250 region, the new Alberta NPA 587, and 10-digit local dialing throughout British Columbia and Alberta in accordance with the CAP (see Attachment 1).

Standard Network Switch Announcements

All carriers operating in NPAs 250, 403 and 780 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, 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.

The RPC recommends the use of the following standard network announcement texts by all TSPs operating in NPAs 250, 403 and 780. These announcement texts are the English parts of the NPA 514 announcement texts previously approved by the CRTC. The RPC notes that there is no requirement to use the French language translation for the announcement texts for NPAs 250, 403 and 780.

7- to 10-Digit Local Dialing Transition 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.

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.

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.").

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

- a) It is the responsibility of each TSP to implement the appropriate network switch announcement for all calls originating on their own network.
- b) Commencing on the start date for the 7- to 10-digit local dialing transition 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.
- c) Commencing on the mandatory 10-digit dialing date, TSPs must not complete 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, , 310-XXXX). 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.

Dial Plan Changes

The dial plans for calls originating from NPAs 250, 403 and 780 will change as follows:

Local Dial Plan		Toll Dial Plan	
Current	Future	Current	Future
7 digits	10 digits	1 + 10 digits	1 + 10 digits

ATTACHMENT 3

Individual Telecommunications Service Provider Responsibilities

Each Telecommunications Service Provider (TSP) is responsible to make the necessary changes in their information/operation support systems for the operation, maintenance, control, and administration of its network and to serve its customers. Accordingly, no activities have been identified in the Relief Implementation Plan (RIP) for the coordination of these functions between different TSPs. Such "internal" systems include, but are not limited to, the following functions:

- Operations Support
- Products & Services
- Marketing & Sales
- Carrier Services
- Network Planning & Provisioning
- Network Operations
- Service Assurance
- Billing
- Financial Systems
- Customer Care & Customer Services (e.g., Business Offices)
- Operator Services
- Directories
- Direct Marketing Centers
- Quality Control
- Service Provisioning & Activation
- Repair Services
- Human Resources/Logistics
- Corporate Information Databases
- Customer Provided Equipment Reprogramming, Upgrades and Testing