



Our File: NPA 709 Relief
16 May 2018

C
N
A

Mr. Claude Doucet
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, Ontario K1A 0N2

Fax: 819-994-0218

Subject: Revised NPA 709 Relief Implementation Plan

Dear Mr. Doucet,

On 2 February 2017 the Canadian Radio-television and Telecommunications Commission (Commission or CRTC) released Telecom Decision CRTC 2017-35, *Area code relief for area code 709 in Newfoundland and Labrador*. In that Decision, the Commission approved the Relief Implementation Plan developed by the CRTC Interconnection Steering Committee (CISC) NPA 709 ad hoc Relief Planning Committee (RPC), and submitted to the CRTC on 11 October 2016. The Commission also determined that NPA relief would be provided by implementing a distributed overlay of new area code 879, effective 24 November 2018.

Subsequently, on 5 September 2017, the Canadian Numbering Administrator informed CRTC staff and the NPA 709 RPC that, based on the results of the most recent Jeopardy Numbering Resource Utilization Forecast, the Projected Exhaust Date had moved out to the first quarter of 2024. Based on this announcement, Bell Canada submitted a contribution to the RPC, dated 6 October 2017, in which the company requested deferral of the relief implementation date from 24 November 2018 to 20 May 2022.

The contribution precipitated non-consensus in the NPA 709 RPC concerning the relief implementation date, and the CISC dispute resolution process was invoked.

In Telecom Decision CRTC 2018-59, *CRTC Interconnection Steering Committee – Dispute regarding deferral of the relief implementation date for area code 709 in Newfoundland and Labrador*, dated 14 February 2018, the Commission requested that “the RPC recommend an appropriate relief implementation date, taking into consideration the results of upcoming semi-annual area code 709 relief numbering resource utilization reports.”

Accordingly, the NPA 709 RPC has revised the NPA 709 Relief Implementation Plan and hereby submits it to the Commission for consideration and approval.

Please contact me if you require additional information on this topic.

Sincerely,



Glen Brown
Canadian Numbering Administrator
Chair, NPA 709 Relief Planning Committee

Attachment – NPA 709 Revised Relief Implementation Plan

c.c.: Joseph Cabrera – CRTC Staff
Valerie Plaskacz – CRTC Staff
Michel Murray – CISC Chair
NPA 709 RPC

NPA 709 RELIEF IMPLEMENTATION PLAN (RIP)

16 May 2018

DATE of RPC Consensus: 16 May 2018

TITLE: NPA 709 Relief Implementation Plan (RIP)

DISTRIBUTION: CRTC

ISSUED BY: NPA 709 Relief Planning Committee (RPC)

Chair: Glen Brown
Telephone: 613-683-3291
Facsimile: 613-563-9293
E-mail: browng@leidos.ca
Address: CNA – Leidos Canada Inc.
Suite 1516 - 60 Queen Street
Ottawa, Ontario, Canada K1P 5Y7

NPA 709 Revised Relief Implementation Plan (RIP)

(for a Distributed Overlay of new NPA 879 over NPA 709)

1. INTRODUCTION

This revised Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines. This RIP is a set of activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPA. The objective of the NPA Relief Planning Process is to ensure an adequate supply of CO Codes and telephone numbers is always available to the Canadian telecommunications industry and users.

This RIP is based on the January 2018 R-NRUF that defers the Projected Exhaust Date (PED) of NPA 709 to April 2023.

Purpose of RIP

The purpose of this RIP is to revise the relief date and establish a framework and timeframe for implementing relief for NPA 709. This RIP addresses the:

1. Introduction of mandatory 10-digit dialling for all local calls originating within and to the NPA 709 region prior to the introduction of new NPA Code 879.
2. Implementation of new NPA Code 879 as a distributed overlay to the NPA 709 region.

This RIP contains a revised Relief Implementation Schedule (see Section 4). This RIP also contains a modified Consumer Awareness Program (CAP) (see Attachment 1) and Network Implementation Plan (NIP) (see Attachment 2).

This RIP addresses the activities, deliverables, and events 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 issues for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between Carriers).

Telecom Notice of Consultation CRTC 2016-205

On 9 March 2016 the CNA advised CRTC staff that NPA 709 was in a Jeopardy Condition, and asked the CRTC to issue a Telecom Notice of Consultation (NoC) for the establishment of a CRTC Interconnection Steering Committee (CISC) ad hoc committee for area code relief planning in Area Code 709 for the province of Newfoundland and Labrador.

On 31 May 2016, the CRTC issued Telecom Notice of Consultation CRTC 2016-205 *Establishment of a CISC ad hoc committee for relief planning for area code 709 in Newfoundland and Labrador*, in which it established a CISC ad hoc Relief Planning Committee (RPC) to examine options for providing relief to Area Code 709 in Newfoundland and Labrador.

Telecom Decision CRTC 2017-23

On 2 February 2017 the CRTC issued Telecom Decision CRTC 2017-23 in which it determined that:

... area code relief for area code 709 in Newfoundland and Labrador is to be provided by implementing a distributed overlay of new area code 879, effective 24 November 2018. Customers in that province will be transitioned to 10-digit local dialling, beginning 17 August 2018, as part of the implementation of the distributed overlay. The Commission also approves the relief implementation plan that was submitted by the relief planning committee.

July 2017 J-NRUF results and Dispute

Subsequently the July 2017 J-NRUF results indicated that the new PED for NPA 709 is deferred to 1Q 2024. Due to the delay in the PED, Bell Canada submitted a contribution to the RPC proposing a revised Relief Implementation Schedule. The RPC was unable to come to an agreement with respect to the revised Relief Implementation Schedule and a Dispute Information Form was submitted on 19 November 2017 to the CRTC via the CISC process for consideration.

Telecom Decision CRTC 2018-59

On 14 February 2018 the CRTC issued Telecom Decision CRTC 2018-59 in which it determined that:

- the relief implementation date should be deferred; and
- The RPC recommend an appropriate relief implementation date, taking into consideration the results of upcoming semi-annual area code 709 relief numbering resource utilization forecasts.

January 2018 R-NRUF results

This revised RIP recommends the relief implementation date and proposed schedule based upon the January 2018 R-NRUF results which forecast an April 2023 Exhaust Date.

Projected Exhaust Dates

The Projected Exhaust Date for an NPA is the date on which it is expected that the NPA will run out of assignable CO Codes (NXXs). When an NPA is projected to exhaust within about a 6 year period, the CNA initiates relief planning for that NPA with the objective of implementing relief 12 to 18 months in advance of the then Projected

Exhaust Date. Over time, the Projected Exhaust Date may change as the forecast requirement for CO Codes and telephone numbers changes in response to customer demand for existing and new telecommunications services and the requirements of existing and new TSPs. The CNA monitors assignment data and conducts special studies called the C-NRUF in order to predict NPA exhaust.

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

Summary of Projected Exhaust Dates

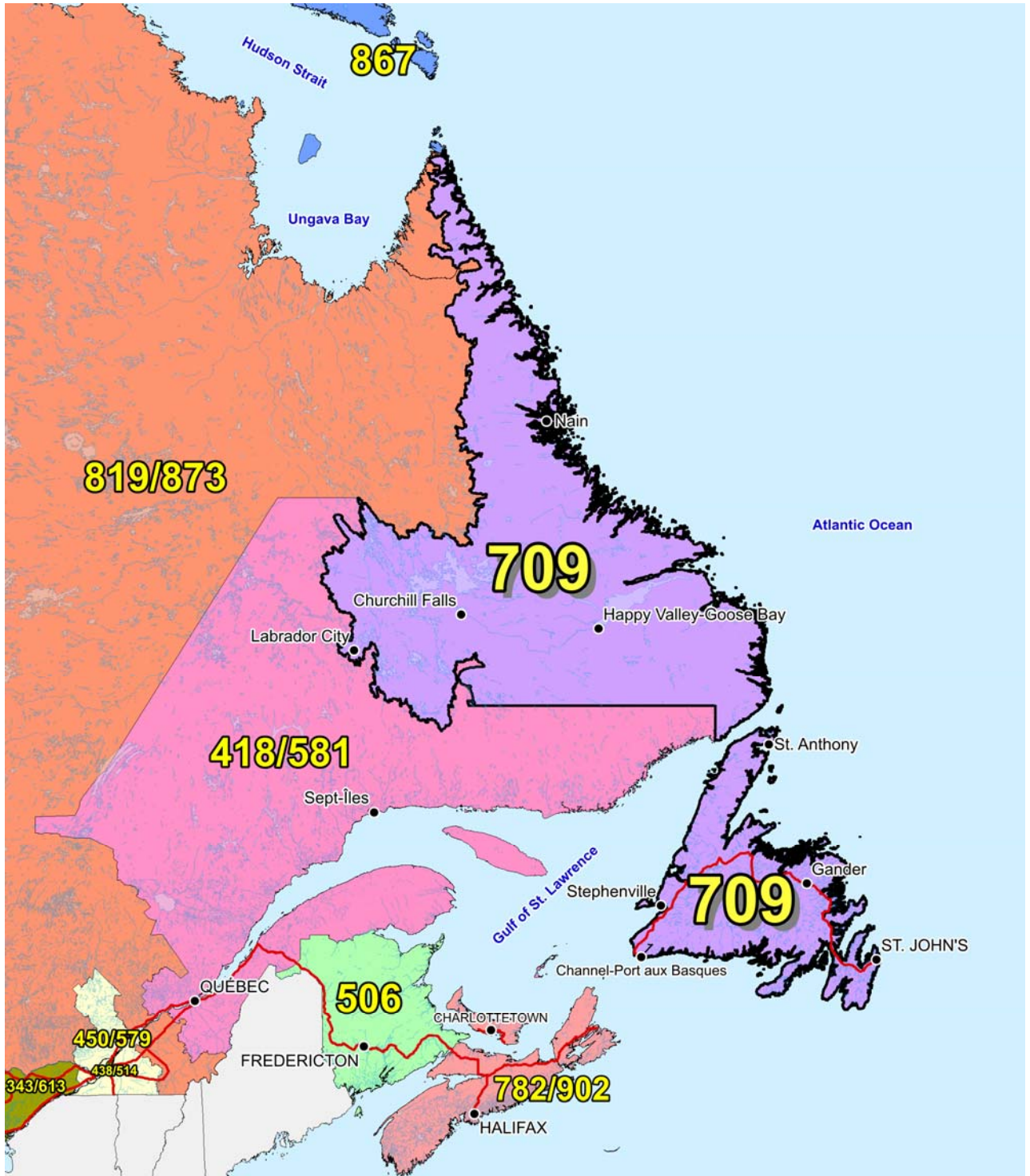
709 NRUF	Projected Exhaust Date
G-NRUF January 2015	August 2024
G-NRUF January 2016	May 2019
J-NRUF April 2016 – based on revised TSP input and iaw Telecom Notice of Consultation CRTC 2016-205	March 2019
J-NRUF July 2016	March 2019
J-NRUF October 2016	March 2019
J-NRUF January 2017	August 2019
J-NRUF April 2017	August 2019
J-NRUF July 2017	March 2024
R-NRUF January 2018	April 2023

Revised RIP Recommendations

1. The revised Relief Date should be 20 May 2022;
2. All Carriers must have modified their network infrastructure to permit 10-digit local dialling by 12 November 2021;
3. A 7- to 10-digit local dialling transition period should be implemented commencing on 11 February 2022, with network announcements on calls dialled using 7 digits phased in over one week between 11 February 2022 and 18 February 2022;
4. Mandatory 10-digit local dialling should be implemented commencing on 6 May 2022, with network announcements on calls dialled using 7 digits phased in over one week between 6 May 2022 and 13 May 2022; and
5. Standard network announcements should be implemented commencing on 22 August 2022 and completed within one month by 22 September 2022.

Map of NPA 709

The following map shows NPA 709. The 709 Numbering Plan Area (NPA) consists of 211 Exchange Areas serving the province of Newfoundland and Labrador which includes the major communities of Corner Brook, Gander, Grand Falls, Happy Valley-Goose Bay, Labrador City-Wabush, Marystown and St. John's.



Dial Plan Impacts

Currently the dialling for local calls within NPA 709 and across its boundaries is as follows:

- 7-digit dialling for local calls within NPA 709;
- in addition to providing 7-digit dialling for local calls within NPA 709, most TSPs permit 10-digit dialling, or 10- and 11-digit dialling;
- 7-digit local calling from NPA 709 and adjacent Canadian NPA 418/581 from Labrador City-Wabush, Labrador and Fermont, Quebec;
- 10-digit local calling from Fermont, Quebec (NPA 418/581) to Labrador City-Wabush, Labrador; and,
- No local calling between NPA 709 and other adjacent NPAs.

NPA relief will have the following impacts on dialling for local calls originated in the NPA 709 area:

- All existing 7-digit dialling will be eliminated and 10-digit local dialling will become mandatory.

The Toll call dialling arrangement for NPA 709 is not impacted due to the NPA relief.

2. NPA RELIEF PLANNING PROCESS

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

The Canadian NPA Relief Planning Guideline and related information on relief planning may be obtained from the <http://www.crtc.gc.ca/cisc/eng/cisf3fg.htm> web site. The CISC operates under the CISC Administrative Guidelines that may be obtained from the Commission web site (see <http://www.crtc.gc.ca/cisc/eng/cag.htm>).

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: Glen Brown
Telephone: 613-683-3291
Facsimile: 613-563-9293
E-mail: browng@leidos.ca
Address: CNA – Leidos 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.

PROPOSED 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 RPC Secretary sent an e-mail to all current and prospective Code Holders in the affected NPA requesting those entities to provide a contact name to the Co-chairs of the two Task Forces (with a courtesy copy to Commission staff). Independent telephone companies may choose to represent themselves or 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 spokesperson 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)

The purpose of the CATF is to develop a comprehensive and consistent consumer awareness program for relief activities in this NPA, and to forward it to the CISC by the due date in the Relief Implementation Schedule.

To develop a CAP, the RPC created a CATF. Each TSP operating in this NPA is 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 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 RPC 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)

The purpose of the NITF is to develop a Network Implementation Plan (NIP) to be submitted to the CISC. This complies with the Canadian NPA Relief Planning Guideline.

Each TSP operating in this NPA is 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 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).

3. PROPOSED NPA RELIEF IMPLEMENTATION SCHEDULE

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

RELIEF IMPLEMENTATION SCHEDULE For 7- to 10-Digit Dialling Transition & a Distributed Overlay of new NPA over NPA 709

Item #	Task or Event	PRIME	START	END
1	CNA identifies NPA exhaust and notifies by e-mail CRTC staff, CSCN, NANPA & CISC that the NPA will exhaust within 72 months	CNA	-	11-Mar-16
2	CNA conducts J-NRUF & releases results	CNA	14-Mar-16	16-May-16
3	CRTC issues Telecom Notice of Consultation regarding establishment of an ad hoc Relief Planning Committee (RPC)	CRTC	-	31-May-16
4	CNA announces the date for the initial NPA Relief Planning face-to-face meeting & requests contributions	CNA	05-Aug-16	20-Sep-16
5	CNA develops and distributes Initial Planning Document (IPD) to RPC	CNA	31-May-16	05-Aug-16
6	RPC participants review IPD & submit contributions to RPC	RPC	05-Aug-16	13-Sep-16
7	CNA chairs initial RPC meeting to start development of Planning Document (PD) & Relief Implementation Plan (RIP) & schedules future meetings/conference calls	CNA, RPC	20-Sep-16	22-Sep-16
8	CNA chairs subsequent RPC meetings/conference calls to finalize PD and RIP	CNA, RPC	23-Sep-16	07-Oct-16
9	The RPC creates Consumer Awareness (CATF) and Network Implementation (NITF) Task Forces	RPC	21-Sep-16	21-Oct-16
10	CNA forwards PD and RIP to the CISC and CRTC for approval	CNA	11-Oct-16	11-Oct-16
11	Special Types of Telecommunications Service Users (9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet Service Providers (ISPs), paging companies, etc.) to identify any concerns to RPC & CRTC	Special Users	31-May-16	07-Oct-16
12	CRTC issues Telecom Decision approving a Relief Option, Relief Date, & New NPA, and RIP (Telecom Decision CRTC 2017-35)	CRTC	11-Oct-16	02-Feb-17
13	CNA obtains relief NPA from NANPA	CNA	02-Feb-17	06-Feb-17

Item #	Task or Event	PRIME	START	END
14	RPC develops the Planning Letter (PL)	RPC	03-Feb-17	14-Mar-17
15	Task Forces, Telecommunications Service Providers (TSPs) and users implement relief (starts at CRTC approval of Relief Option & Date and ends on Relief Date)	TSPs	02-Feb-17	24-Nov-18
16	All TSPs to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance) (starts at CRTC approval of RIP and should be completed about 24 months prior to the Relief Date)	TSPs	02-Feb-17	24-Feb-17
17	CNA issues media release (in coordination with Telecommunications Alliance) (may start upon CRTC approval of RIP and should be issued at least 18 months prior to the Relief Date)	CNA	02-Feb-17	24-Feb-17
18	CNA submits PL and RIP to NANPA (should be submitted at least 18 months prior to the Relief Date)	CNA	14-Mar-17	14-Mar-17
19	NANPA receives and posts Planning Letter to NANPA website (within 2 weeks of receipt from the CNA)	NANPA	14-Mar-17	15-Mar-17
20	All TSPs implement consumer awareness activities (starts upon filing of Consumer Awareness Programs with the CRTC and is completed on the Relief Date)	TSPs	24-Feb-17	24-Nov-18
21	All TSPs to notify all customers (residence, business & special customers) of the new NPA and, if applicable, of the need to transition from 7- to 10-digit local dialling (may start with the filing of Consumer Awareness Programs with the CRTC and all customers should be notified at least 18 months prior to the Relief Date)	TSPs	24-Feb-17	24-May-17
22	TSPs to submit Progress Report #1 to NITF and CATF (starts after completion date for all TSPs to notify their customers and requires 2 weeks)	TSPs	24-May-17	07-Jun-17
23	NITF and CATF develop & submit Progress Report #1 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	07-Jun-17	21-Jun-17
24	RPC submits Progress Report #1 to CRTC staff (linked to NITF and CATF reports)	RPC	21-Jun-17	05-Jul-17
25	CNA issues July 2017 J-NRUF results	CNA	-	05-Sep-17
26	CNA holds RPC meetings to reach agreement on deferral of Relief Date and development of revised Relief Implementation Plan	RPC	25-Oct-17	17-Nov-17
27	Dispute filed with the CISC/CRTC	RPC/TSPs	-	29-Nov-17

Item #	Task or Event	PRIME	START	END
28	CRTC issues Telecom Decision CRTC 2018-59 approving the deferral of the Relief Date and directing the RPC to recommend an appropriate Relief Date based on the January 2018 R-NRUF results	CRTC	29-Nov-17	14-Feb-18
29	CNA issues January 2018 R-NRUF results	CNA	-	08-Mar-18
30	Telecommunications Alliance issued media release to inform the media and population of the deferral of the introduction of 10 digit dialling and the new NPA in Newfoundland and Labrador.	Telecom Alliance	14-Feb-18	28-Feb-18
31	Telecommunications Alliance advised key stakeholders including municipalities, governments, chamber of commerce, etc. of deferral of 10-digit dialling and New NPA	TSPs, Telecom Alliance	14-Feb-18	28-Feb-18
32	RPC updates the PL to advise of the deferral of Relief		14-Feb-18	30-Mar-18
33	CNA submits PL to NANP		30-Mar-18	09-Apr-18
34	CNA holds RPC meetings to reach agreement on appropriate Relief Date and development of revised Relief Implementation Plan	CNA	08-Mar-18	14-Sep-18
35	CNA forwards revised RIP to the CISC and CRTC for approval	CNA	14-Sep-18	14-Oct-18
36	CRTC issues Telecom Decision approving Relief Date and revised RIP	CRTC	14-Oct-18	28-Feb-19
37	RPC updates the Planning Letter (PL)	RPC	28-Feb-19	12-Mar-19
38	All TSPs to develop and file any changes to individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance) (starts at CRTC approval of RIP and should be completed about 24 months prior to the Relief Date)	TSPs	28-Feb-19	20-May-20
39	CNA issues media release (in coordination with Telecommunications Alliance) to advise customers of the new relief implementation dates (may start upon CRTC approval of RIP and should be issued at least 18 months prior to the Relief Date)	CNA	28-Feb-19	20-Nov-20
40	CNA submits revised PL and RIP to NANPA (should be submitted at least 18 months prior to the Relief Date)	CNA	12-Mar-19	20-Nov-20
41	NANPA receives and posts revised Planning Letter to NANPA website (within 2 weeks of receipt from the CNA)	NANPA	20-Nov-20	03-Dec-20

Item #	Task or Event	PRIME	START	END
42	All TSPs to notify all customers (residence, business & special customers) of the new NPA and, if applicable, of the need to transition from 7- to 10-digit local dialling (may start with the filing of changes to the Consumer Awareness Programs with the CRTC and all customers should be notified at least 18 months prior to the revised Relief Date)	TSPs	20-May-20	20-Nov-20
43	TSPs to submit Progress Report #2 to NITF and CATF (starts after completion date for all TSPs to notify their customers and requires 2 weeks)	TSPs	20-Nov-20	04-Dec-20
44	NITF and CATF develop & submit Progress Report #2 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	04-Dec-20	18-Dec-20
45	RPC submits Progress Report #2 to CRTC staff (linked to NITF and CATF reports)	RPC	18-Dec-20	08-Jan-21
46	iconectiv TRA database updates to add Exchanges to new overlay NPA (starts on the date that the PL is posted to the NANPA web site and must be completed by 6 months prior to the Relief Date)	iconectiv TRA	20-Nov-20	12-Nov-21
47	All Telecommunications Service Providers and Telecommunications Service Users (including Special Users 9-1-1 PSAPs, alarm companies, ISPs, paging companies, payphone providers, etc.) to implement changes to their telecom equipment & systems to accommodate the new NPA and the transition from 7- to 10-digit local dialling (starts upon CRTC approval of RIP and ends on the Relief Date)	TSPs & Telecom Service Users	28-Feb-19	20-May-22
48	Payphone Providers reprogram payphones (starts upon CRTC approval of RIP and ends on the Relief Date)	Payphone Providers	28-Feb-19	20-May-22
49	TSPs and database owners/operators to modify systems and industry databases (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs & Database Owners	28-Feb-19	20-May-22
50	Operator Services & Directory Assistance Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	28-Feb-19	20-May-22
51	Directory Publisher Readiness for relief (ability to identify the NPA in telephone numbers in the directory published after the new NPA is activated) (starts upon CRTC approval of RIP and ends on the Relief Date)	Directory Publishers	28-Feb-19	20-May-22

Item #	Task or Event	PRIME	START	END
52	9-1-1 Systems and Databases Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	PSAPS, 9-1-1 Service Providers & TSPs	28-Feb-19	20-May-22
53	Network Systems & Equipment Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	28-Feb-19	20-May-22
54	Service Order & Business System Readiness (starts on CRTC approval of RIP and ends on the Relief Date)	TSPs	28-Feb-19	20-May-22
55	International Gateway Switch Translations Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	Int'l TSPs	28-Feb-19	20-May-22
56	Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	CLNPC & NPAC	28-Feb-19	20-May-22
57	Toll Free SMS Database Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date)	Toll TSPs	28-Feb-19	20-May-22
58	TSPs apply for Test CO Codes in new NPA (applications may be submitted no more than 6 months and no less than 66 days prior to the start date for the Inter-Carrier Testing Period) (Section 7.16.4 Canadian RP GL)	TSPs	12-May-21	18-Mar-22
59	Develop Inter-Carrier Network Test Plans and prepare for testing (individual TSPs to make arrangements in accordance with interconnection agreements) (may start upon CRTC approval of RIP and must be completed by start date for the Inter-Carrier Testing Period)	NITF & TSPs	28-Feb-19	12-Nov-21
60	All international and domestic TSPs must activate the new NPA in their networks by the start date for the Inter-Carrier Testing Period	TSPs	28-Feb-19	12-Nov-21
61	Date by which TSPs must route all calls using 10-digit signalling (i.e., cease use of 7-digit signalling) for local traffic sent to and received from other TSPs (must be completed by the start date for the Inter-Carrier Testing Period) (TSPs may, but are not obligated to, negotiate special routing arrangements on a bilateral basis if required)	TSPs	-	12-Nov-21
62	Activation date for new NPA Test CO Codes and Test Numbers in network must be completed by the start date for the Inter-Carrier Testing Period)	TSPs	-	12-Nov-21

Item #	Task or Event	PRIME	START	END
63	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans) (starts about 3 months prior to the start date for the 7- to 10-Digit dialling transition period)	NITF & TSPs	12-Nov-21	20-May-22
64	TSPs to submit Progress Report #3 to NITF and CATF (starts on commencement of Inter-Carrier Testing Period)	TSPs	12-Nov-21	26-Nov-22
65	NITF and CATF develop & submit Progress Report #3 to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	26-Nov-22	03-Dec-22
66	RPC submits Progress Report #3 to CRTC staff (linked to NITF and CATF reports)	RPC	03-Dec-22	10-Dec-22
67	Phase-in of 7- to 10-Digit Dialling Transition Period announcements (starts about 3 months prior to Relief Date and occurs over 1 week)	TSPs	11-Feb-22	18-Feb-22
68	Phase-in of mandatory 10 digit dialling announcements (occurs over 1 week and should be completed at least 1 week prior to Relief Date to address any problems that may arise)	TSPs	06-May-22	13-May-22
69	Relief Date (earliest date when CO Codes in new NPA may be activated)		-	20-May-22
70	TSPs submit Final Report to CATF and NITF (starts on Relief Date and provides 2 weeks for preparation & submission)	TSPs	20-May-22	03-Jun-22
71	NITF and CATF develop & submit Final Progress Report to RPC (linked to TSP reports to NITF and CATF)	NITF & CATF	03-Jun-22	10-Jun-22
72	RPC submits Final Progress Report to CRTC staff (linked to NITF and CATF reports) [note: moved this out to after Christmas period]	RPC	10-Jun-22	17-Jun-22
73	TSPs disconnect Test Codes & Numbers, and submit Part 1 form to return Test Codes (starts 1 month after Relief Date and allows 1 month for completion) [note: moved this out to after Christmas period]	TSPs	20-Jun-22	20-Jul-22
74	TSPs change Mandatory 10-Digit Dialling Announcement to standard announcement (mandatory announcement is required for a minimum of 3 months) (removal starts about 3 months after Relief Date and must be completed within 1 month)	TSPs	22-Aug-22	22-Sep-22
75	RPC Chair submits, to the CISC, the final RPC Chair report indicating that the NPA 709 ad hoc RPC is no longer required	RPC Chair	20-Jun-22	25-Jul-22

4. OTHER ISSUES

Payphone Service Providers

All Payphone Service Providers are required to comply with the requirements contained in this RIP and Commission Decisions.

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 including the implementation of 10-digit local dialling. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialling is required for local calls.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA, the new overlay NPA, and 10-digit local dialling.

Individual Payphone Service Providers should notify the Commission or Commission staff, as appropriate, if they have any problems or concerns.

Telecommunication Service Users

All users are required to comply with the requirements contained in this RIP and Commission Decisions.

Users of telecommunications services are required to make the necessary changes to their telecommunications systems and equipment in order to send and receive calls using 10-digit local dialling 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.

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

Any devices programmed to automatically dial 7 digits cannot be changed until the TSP has implemented permissive 7/10 digit dialling in their network. These devices must then be programmed to dial 10 digits before the network announcements are introduced.

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.

Special Types of Telecommunication Service Users

Special types of Telecommunication Service Users (e.g., 9-1-1 Public Safety Answering Points (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 appropriate 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 new overlay NPA. This is necessary to ensure a smooth and timely transition to 10-digit local dialling in the affected NPAs.

Alarm Service Providers

It is critically important that alarm service providers, make the necessary modifications to their systems, databases and terminal equipment after their TSP has implemented permissive 10-digit dialling and prior to the 7- to 10-Digit Dialling Transition Period start date in order to ensure continuity of service.

9-1-1 PSAPs

9-1-1 PSAPs must make any required changes to their systems and databases to accommodate the new overlay NPA and 10-digit local dialling. 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 after their TSP has implemented permissive 10-digit dialling and prior to the 7- to 10-Digit Dialling Transition Period start date in order to implement the new overlay NPA and ensure continuity of service.

Directories

All Directory Service Providers are required to comply with the requirements contained in this RIP and Commission Decisions.

It is the responsibility of Directory Service Providers to make the necessary changes to their systems and directories to facilitate the introduction of the new overlay NPA and 10-digit local dialling. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

To facilitate the implementation of 10-digit local dialling, directories published before the Relief Date should identify the NPA associated with the telephone number.

After the implementation of the new overlay NPA, all future directories in the NPA 709 area should identify the NPA associated with the telephone number so that customers can obtain the appropriate 10-digit number.

If Directories in Exchange Areas in NPA 709 have local dialling instructions, they will require modifications to indicate that all local calls must be dialled using the 10-digit telephone number.

6. RECOMMENDATIONS

The RPC submits this revised RIP to the CISC and the CRTC for approval and recommends that relief be implemented in accordance with the revised Relief Implementation Schedule, Consumer Awareness Program (CAP) and Network Implementation Plan (NIP).

Attachments:

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

ATTACHMENT 1

Revised Consumer Awareness Program (CAP)

Background

This revised Consumer Awareness Program is based on the revised RIP that defers relief of NPA 709 to May 2022.

Revision of Relief Implementation Plan

The revised Relief Implementation Plan was developed in accordance with Telecom Decision CRTC 2018-59, *CRTC Interconnection Steering Committee – Dispute regarding deferral of the relief implementation date for area code 709 in Newfoundland and Labrador*, and the January 2018 R-NRUF results.

The revised implementation plan recommends:

1. The revised Relief Date should be 20 May 2022;
2. All Carriers must have modified their network infrastructure to permit 10-digit local dialling by 12 November 2021;
3. A 7- to 10-digit local dialling transition period should be implemented commencing on 11 February 2022, with network announcements on calls dialled using 7 digits phased in over one week between 11 February 2022 and 18 February 2022;
4. Mandatory 10-digit local dialling should be implemented commencing on 6 May 2022, with network announcements on calls dialled using 7 digits phased in over one week between 6 May 2022 and 13 May 2022; and
5. Standard network announcements should be implemented commencing on 22 August 2022 and completed within one month by 22 September 2022.

Introduction

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 NPA 709 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 the Relief Implementation Schedule included in this 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., 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.

As there are both English and French speaking communities within NPA709, there is a need to provide communications in both official languages. Communications may also be provided in additional languages at the option of TSPs.

The RPC requested that the CATF develop a CAP that incorporates the following:

1. Develop and agree on a CAP schedule
2. Co-ordinate and schedule progress reports with the NITF
3. Identify and address CAP issues
4. Communications objectives
5. Target audiences (e.g., government, media and various business and residence market segments)
6. Special types of telecommunications users (e.g., alarm, apartment owners, hydro readers)
7. NPA-specific communications messages (i.e., in the exhausting NPA as well as affected Exchange Areas in neighbouring NPAs, if any)
8. Communications tactics
9. Communications theme
10. Key messages

Communications Objectives

The Communications Objectives of this CAP are as follows:

1. Increase consumer and user awareness of the introduction of the new NPA and 10-digit local dialling in the NPA 709 area.
2. 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 Dialling Transition Period announcement period (see Relief Implementation Schedule for dates) to facilitate the transition to 10-digit local dialling.

3. Encourage callers to adopt 10-digit dialling for all local calls originating within NPA 709 and the new NPA in accordance with the timeframe in the Relief Implementation Schedule.
4. Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of 10-digit local dialling and the new NPA.
5. Continue to lay the foundation for seamless addition of new NPAs in the future through successful transition to 10-digit local dialling.

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 NPAs are strongly encouraged to participate in the association activities.

Government Relations

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

Media Relations

To introduce and raise awareness of the new NPA and 10-digit local dialling, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in the exhausting NPA. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the transition and to encourage them to start getting ready now.

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

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 dialling.

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

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

Telecommunications Service Providers' Web Sites

TSPs should provide up-to-date information about the implementation of 10-digit local dialling in the exhausting NPA and the introduction of the new NPA on their Internet web sites.

Customer Bill Inserts & Messages

TSPs should print information on customer bills and/or distribute bill inserts to their customers advising them of the key dates for the implementation of 10-digit local dialling, the new NPA, and 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 NPAs. 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 dialling and the new NPA. 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 Dialling 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 dialling and the new NPA.

Communications Themes and Key Messages:

The proposed theme for the CAP should be:

A new area code is being added to the 709 area. Add-the-code and dial 10-digits for all local calls originating within area code 709 and the new area code 879.

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

1. To meet the growing demand for telecommunications services and numbers, new area code 879 will be introduced in the 709 geographic area in May 2022. The new area code will co-exist within the same geographic region as area code 709. There will be no change to customers' existing 709 telephone numbers. Telephone numbers beginning with the new area code may be assigned for use starting 20 May 2022.
2. Adding a new area code to a calling region requires changes in local dialling. Changes are required for local dialling in area code 709 starting on 11 February 2022. In area code 709 and the new area code, 10-digit dialling will be required for all local calls after that date.
3. In order to prepare for this change, consumers and businesses will be required to reprogram their telephone functions, mobile phones, fax machines, modems, lifeline equipment and other communications equipment by adding their area code to all programmed numbers.
4. Customers may begin reprogramming their telecommunications equipment today to accommodate 10-digit local dialling and should have it completed by 11 February 2022 when 7- to 10-Digit Dialling Transition network announcements will begin for local calls dialled using 7-digits originating within area code 709.
5. Special types of telecommunications service users with large volumes of reprogramming should contact their Telecommunications Service Provider to determine the date that they can start reprogramming their equipment.
6. Starting on 11 February 2022, local calls originating within area code 709 that are dialled using only 7 digits will generally receive a recorded announcement reminding callers to dial local calls using 10 digits consisting of the 3-digit area code and 7-digit telephone number. Calls will then be automatically completed. The recorded messages may prevent local data calls dialled using only 7-digits from being completed.
7. Starting on 6 May 2022, all local calls originating within area code 709 and the new area code must be dialled using 10 digits consisting of the 3-digit area code and 7-digit telephone number. Also on that date, all local calls originating within area code 709 and the new area code that are dialled using 7 digits will be routed to a recorded announcement advising callers to dial local calls using 10 digits and the call will not be completed.
8. Local and long distance calling areas and prices will not change with the adoption of 10-digit dialling on local calls originating within area code 709. Customers with telephone numbers in the new area code will get the same calling areas and prices as customers in the same exchange areas with telephone numbers in area code 709.
9. N11 service access codes such as emergency calls (911), directory assistance (411), repair (611) and relay service (711) will continue to be dialled using 3-digits.

Consumer Awareness Program Timeline

All TSPs who have or plan to have customers in the affected NPAs 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

Revised Network Implementation Plan (NIP)

Background

This revised Network Implementation is based on the revised RIP that defers relief of NPA 709 to May 2022.

Revision of Relief Implementation Plan

The revised Relief Implementation Plan was developed in accordance with Telecom Decision CRTC 2018-59, *CRTC Interconnection Steering Committee – Dispute regarding deferral of the relief implementation date for area code 709 in Newfoundland and Labrador*, and the January 2018 R-NRUF results.

The revised implementation plan recommends:

1. The revised Relief Date should be 20 May 2022;
2. All Carriers must have modified their network infrastructure to permit 10-digit local dialling by 12 November 2021;
3. A 7- to 10-digit local dialling transition period should be implemented commencing on 11 February 2022, with network announcements on calls dialled using 7 digits phased in over one week between 11 February 2022 and 18 February 2022;
4. Mandatory 10-digit local dialling should be implemented commencing on 6 May 2022, with network announcements on calls dialled using 7 digits phased in over one week between 6 May 2022 and 13 May 2022; and
5. Standard network announcements should be implemented commencing on 22 August 2022 and completed within one month by 22 September 2022.

Introduction

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

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

This NIP addresses the introduction of 10-digit local dialling in NPA 709 as well as the introduction of new NPA 879 in the NPA 709 area.

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 the area served by NPA 709 to file their individual

network implementation plans with CRTC staff 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 CRTC staff.

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 CRTC staff.

The RPC requested that the NITF develop a NIP in accordance the Canadian NPA Relief Planning Guideline 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. Network changes;
7. Inter-carrier 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 Dialling Transition Period announcement and mandatory dialling announcement) for all Exchange Areas and NPAs affected by the Decision;
9. Recommend phase-in and phase-out periods for standard network announcements;
10. Recommend mandatory 10-digit local dialling date; and
11. Recommend earliest effective date for activation of new CO Codes in NPA 879.

Network Implementation Objectives

The objectives of this NIP are as follows:

1. Make all network and interconnection modifications to implement 10-digit dialling for all local calls originating within NPA 709.
2. Implement the standard network announcements for the 7- to 10-Digit Dialling Transition Period and for mandatory 10-digit local dialling in accordance with the CRTC Decision, RIP and Relief Implementation Schedule.

3. Implement all necessary network modifications for the introduction of new NPA Code 879 in the NPA 709 area.
4. Lay the foundation for seamless addition of new NPAs in the future through successful transition to local 10-digit dialling.

Key Network Implementation Dates

The following table contains some of the key dates from the Relief Implementation Schedule which is included in an earlier section of this document. For a complete list of high-level activities, please refer to the Relief Implementation Schedule.

Date	Activity
12 November 2021	Activation of NPA 879 in all networks
12 November 2021	Date by which all inter-carrier calls must be routed using 10-digit signalling (i.e., cease use of 7-digit signalling)
12 November 2021	Start of Inter-carrier Testing Period
11 February 2022	Start of 7- to 10-digit Dialling Transition Period
11 February 2022	Start of Carrier phase-in of Permissive 7- to 10-digit Dialling network announcements
18 February 2022	Completion of Carrier phase-in of Permissive 7- to 10-digit Dialling network announcements
6 May 2022	End of 7- to 10-digit Dialling Transition Period
6 May 2022	Start of Carrier phase-in of Mandatory 10-digit Dialling network announcements
13 May 2022	End of Carrier phase-in of Mandatory 10-digit Dialling network announcements
20 May 2022	In-service date of NPA 879
22 August 2022	Start of Carrier implementation of standard network announcements
22 September 2022	End of Carrier implementation of standard network announcements

Test Codes, Numbers & Plans

All TSPs are required to modify their networks, systems, databases, and operator services and directory assistance databases, to accommodate 10-digit local dialling for all calls originating in NPA 709 (Newfoundland and Labrador) and NPA 879 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 inter-carrier 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 Relief Implementation Schedule to facilitate inter-carrier testing.

Test numbers in NPA 879 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 NPA 879. The test numbers shall permit TSPs and users to test their equipment both with and without having to incur toll charges.

Each Carrier may establish two test numbers in a test CO Code (NXX) for NPA 879 to facilitate testing of network and billing system functionality. Routing of calls to NPA 879 can be verified by dialling 879-NXX-8378 (TEST) numbers which shall not provide answer supervision and therefore shall not result in a billed call to the “calling” party. Billing of calls to NPA 879 can be verified by dialling 879-NXX-2455 (BILL) numbers which shall provide answer supervision and therefore shall result in a billed call to the “originating” network.

The following carriers have agreed to provide test numbers in NPA 879 as follows:

- Bell Canada 879-610 – St John’s
- Bell Canada 879-620 – St. John’s
- Bell Canada 879-630 – Corner Brook
- Bell Canada 879-640 – Happy-Valley – Goose Bay
- TELUS Integrated Communications 879-710 – St. John’s
- TELUS Mobility 879-999 – St. John’s
- Rogers Communications Partnership (Wireless) 879-888 – St. John’s
- Rogers Communications Partnership (Wireline) 879-777 – St. John’s

Other carriers may request and receive test CO Codes and numbers for publication in the Planning Letter, in accordance with the timeframe contained in the Relief Implementation Schedule.

The 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.

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 Guideline 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 879 Area Code Test Number at [CARRIER NAME] in Newfoundland and Labrador, Canada.

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

In general, in NPA 709 10-digit local dialling is provided on a permissive basis in most networks as an option to 7-digit local dialling.

Dial Plan Changes

Currently the dialling for local calls within NPA 709 and across its boundaries is as follows:

- 7-digit dialling for local calls within NPA 709;
- in addition to providing 7-digit dialling for local calls within NPA 709, most TSPs permit 10-digit dialling, or 10- and 11-digit dialling;
- 7-digit local calling from NPA 709 and adjacent Canadian NPA 418/581 from Labrador City-Wabush, Labrador and Fermont, Quebec;
- 10-digit local calling from Fermont, Quebec (NPA 418/581) to Labrador City-Wabush, Labrador; and,
- No local calling between NPA 709 and other adjacent NPAs.

NPA relief will have the following impacts on dialling for local calls originated in the NPA 709 area:

- All existing 7-digit dialling will be eliminated and 10-digit local dialling will become mandatory.

The Toll call dialling arrangement for NPA 709 is not impacted due to the NPA relief.

7- to 10-Digit Local Dialling Transition Period

The 7- to 10-Digit Local Dialling Transition Period is the time period during which customers may dial local telephone numbers using either 7 digits or 10 digits that is typically provided prior to the implementation of a first overlay NPA. The transition period is generally three (3) months in duration and in this case will run from 11 February 2022 to 6 May 2022.

TSPs are permitted to phase-in the 7- to 10-Digit Dialling Transition Period network announcement over a 7 calendar day period commencing on the start date for the 7- to 10-Digit Dialling Transition Period (i.e., from 11 to 18 February 2022).

Based on the CRTC's determinations in Telecom Regulatory Policy CRTC 2009-156, section 13, regarding dialling plan changes, the RPC notes that the Commission has retained the general obligation for all relevant Telecommunications Service Providers (TSPs) to inform all customers about dialling plan changes but that TSPs may determine the appropriate methods to inform their customers. In situations where TSPs have network limitations in providing recorded announcements with call completion, and the provision of such announcements and call completion would be prohibitively expensive (e.g., for companies in small and/or remote locations served by legacy technology), such TSPs may determine the appropriate methods for informing their customers (e.g., bill messages and inserts, customer letters, e-mail messages, media advertising, web sites, etc.).

7- to 10-Digit Local Dialling Transition Period Announcement

The RPC recommends the use of the following standard network announcement text by all TSPs.

The local number you have dialled must be preceded by its area code.
Your call will now proceed.

Commencing on the start date for the permissive dialling period, each TSP must implement its own network announcements where necessary for all 7-digit dialled calls originated by its own customers on its network.

All TSPs are expected to provision appropriate capacity on their network 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 local dialling prior to the introduction of the new NPA. However, it is recognized that in peak calling periods the quantity of calls dialled using 7 digits may exceed the network announcement capacity available. In such circumstances, TSPs should process excess peak period calls without the 7- to 10-digit dialling announcements in order to protect the network and ensure customers are not adversely affected.

Equipment used by local exchange carriers to provide service in some exchanges, typically those serving small communities, is generally able to provide both 7- and 10-digit local dialling (10-digit permissive dialling), and can route calls to a network announcement, e.g. when 10-digit dialling is mandatory, or an NPA has changed; however, such equipment may not be able to connect a call following a network announcement (i.e., cut-through), as is usually required during transition to 10-digit local dialling. Investments that would be required to upgrade or replace network elements to provide transition announcements in some communities could be significant relative to their size, and such investments would provide a capability that would only be used for a short time, i.e. during the dialling transition period. Carriers seeking relief from providing network announcements may implement alternate communications to inform their customers of the 10-digit dialling requirement (e.g., network announcements on 7-digit dialled calls, bill messages and inserts, customer letters, e-mail messages, media advertising, web sites, etc.).

Mandatory 10-Digit Local Dialling Start Date

The mandatory 10-digit local dialling start date is 6 May 2022.

All TSPs must phase-in the mandatory 10-digit dialling announcement over a 7 calendar day period commencing on the mandatory 10-digit dialling start date of 6 May 2022 (which is coincident with the phase-out of the 7- to 10-Digit Dialling Transition Period announcement) and ending on 13 May 2022.

Mandatory 10-Digit Local Dialling Announcement

All carriers 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 local dialling date identified in the Relief Implementation Schedule, TSPs must not complete 7-digit dialled calls to telephone numbers with the exception of numbers in CO Codes approved by the Commission that can be dialled using 7-digits (e.g., 310-XXXX). Appropriate 10-digit routing between networks and network announcements must be implemented by each TSP.

The RPC recommends the use of the following standard network announcement text by all TSPs.

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

The mandatory 10-digit dialling announcement should be retained on all networks for a minimum period of 3 months per the Relief Implementation Schedule.

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

Date for CO Code Activation in the New NPA (Relief Date)

The Effective Date for the introduction of NPA 879 is **20 May 2022**, which is the earliest date that a CO Code from NPA 879 can be activated in the PSTN. The Relief Date is 20 May 2022.

The 7 calendar day delay between the end of the phase-in of the 10-digit mandatory dialling announcement and the Relief Date (i.e., from 13 to 20 May 2022) is necessary to address any network routing, dialling or other issues that may arise.

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 a smooth and timely transition to 10-digit local dialling for all calls originating in NPA 709 (Newfoundland and Labrador), and the introduction of NPA 879.

9-1-1 Service

The introduction of 10-digit local dialling is not expected to have any impact on the dialling of the 9-1-1 abbreviated dialling number nor the routing of emergency calls to the appropriate Public Service Answering Point (PSAP).

The introduction of the new NPA may have an impact on 9-1-1 service, trunking and systems.

TSPs who intend to provide service using CO Codes in the new NPA or to port numbers into their switch from the new NPA, shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. TSPs that provide 9-1-1 networking services to any PSAP shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. These arrangements shall be made 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 should be used, such as testing with other TSPs' 9-1-1 Control Centres. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.

Other N11 Services

The introduction of 10-digit local dialling is not expected to have any impact on the dialling of the N11 abbreviated dialling numbers such as 211, 311 and 811.

Payphone Service Providers

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate the new NPA and mandatory local 10-digit dialling. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialling is required for local calls.

The RPC recommends that CRTC staff notify Payphone Service Providers of the implementation of NPA 879 and 10-digit local dialling.

International Gateway Service Providers

International Gateway Service Providers are responsible to implement changes to their network in order to accommodate NPA 879.

The RPC recommends that CRTC staff notify Canadian International Gateway Service Providers of the implementation of NPA 879.

Intra Carrier Network and Customer Interface

All TSPs must make and test the necessary internal system, network and customer interface changes as per the Relief Implementation Schedule in order to accommodate 10-digit local dialling and the introduction of NPA 879.

All TSPs are required to implement the necessary network changes to route traffic to/from the new NPA. Switch translations must be updated and modified in all TSPs' networks in order to process calls to/from NPA 879.

By the start of the inter-carrier testing period, Carriers must use 10-digit signalling for all local traffic they send to other Carriers, and must be able to receive 10-digit signalling on

local traffic they receive from other carriers. In the event that Carriers have network equipment limitations that cannot accommodate 10-digit signalling, alternative arrangements may be negotiated with interconnecting carriers to route calls using only 7-digit signalling, where feasible.

Each TSP is responsible for determining the impact of 10-digit local dialling and NPA 879 on its network, systems and operations including 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 879 and 10-digit local dialling in accordance with the Consumer Awareness Program (CAP) (see Attachment 1 to the Relief Implementation Plan).

Network Implementation Plan Timeline & Progress Reports

All TSPs who have or plan to have customers in the affected NPAs 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 to the RPC. 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. If a TSP does not submit its Progress Report to the NITF, it must submit it directly to CRTC staff.

ATTACHMENT 3

Individual Telecommunications Service Provider Responsibilities

Each Telecommunications Service Provider (TSP) is responsible to make the necessary changes in their information and operation support systems as well as 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