**438/514 Relief Implementation Plan**

**4 August 2021**

**NPA 438/514 Relief Implementation Plan (RIP)**

(For a Distributed Overlay of new NPA 263 over NPA 438/514)

# INTRODUCTION

This Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines. This RIP is a set of activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting 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 assumes that the Commission will approve the RPC recommendation in the Planning Document which selects the Distributed Overlay Relief Option, using NPA 263 as the relief NPA for NPA 438/514 on 22 October 2022.

**Purpose of RIP**

The purpose of this RIP is to establish a framework and timeframe for implementing relief for NPA 438/514. This RIP addresses the implementation of new NPA Code 263 as a Distributed Overlay to the NPA 438/514 region.

This RIP contains a Relief Implementation Schedule (see Section 3), 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 2020-37

On 26 March 2019, the CNA announced that NPA 438/514 had entered the relief planning window of 72 months according to the aggregate results from the 2019 General Numbering Resource Utilization Forecast (G-NRUF). The CNA advised the Canadian Radio-television and Telecommunications Commission (CRTC) and industry of this situation. At the Canadian Steering Committee on Numbering (CSCN) conference call held to review the draft aggregate 2019 G‑NRUF results the CNA advised the CSCN that NPA 438/514 had entered the relief planning window of 72 months.

On 30 January 2020, the CRTC issued Telecom Notice of Consultation CRTC 2020‑37 *Establishment of a CISC ad hoc committee for relief planning for area codes 438 and 514 in* Montreal, Quebec, by which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 438 and 514 (the 438/514 RPC) under CISC and directed the CNA to chair this committee.

**Planning Document (PD)**

This RIP has been developed in accordance with the recommendations contained in the Planning Document (PD). In an effort to expedite the process, the RIP & PD are being jointly submitted to the CRTC for approval.

After assessing the Relief Options and other issues contained in the PD, the RPC submitted the following recommendations to the CISC and CRTC:

1. The Relief Method should be a **Distributed Overlay** of a new NPA Code on NPA 438/514 in Montreal, Quebec;
2. Relief NPA Code for NPA 438/514 should be NPA 263 as per Telecom Decision CRTC 2017-38; and
3. The Relief Date should be 22 October 2022 to provide Carriers and customers with advanced notification and sufficient lead-time to implement relief in NPA 438/514 and to coordinate with the implementation of relief in NPA 354/450/579 and NPA 819/873 in the province of Quebec.

**Map of NPA 438/514**

The 438/514 Numbering Plan Area (NPA) consists of 6 Exchange Areas in the province of Quebec and includes the major communities of Metro Montreal.

Map

Description automatically generated

**Dial Plan Impacts**

Currently 10-digit dialling is mandatory for all local calls originating within area code 438/514. Local dialling plans will not change when NPA 438/514 relief is implemented.

NPA relief will not affect the dialling plan for long distance calls originating in NPA 438/514.

The dial plans for calls originating in NPA 438/514 and the new overlay NPA 263 will be as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NPA** | **Local Dial Plan** | **Local Dial Plan** | **Toll Dial Plan** | **Toll Dial Plan** |
|  | **Current** | **Future** | **Current** | **Future** |
| 263**/**438/514 | 10 digits | 10 digits | 1 + 10 digits | 1 + 10 digits |

Currently 10-digit dialling is and will continue to be mandatory for local calls originating in adjacent area codes and terminating in the 263/438/514 area.

# NPA RELIEF PLANNING PROCESS

NPA Relief Planning is conducted under the regulatory oversight of the Commission in accordance with the *Canadian NPA Relief Planning Guideline*. This 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 <https://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 <https://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 at www.cnac.ca.

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 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 will send 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 will have 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 develop and submit 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 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 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 Guidelines.

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).

# 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 a Distributed Overlay of new NPA 263 over NPA 438/514**

| **Item** | **Task or Event** | **PRIME** | **START** | **END** |
| --- | --- | --- | --- | --- |
| 1 | NPA 263 is set aside for future relief of QC NPAs 438-514 per CRTC decision 2017-38 but could be used elsewhere if required. **For the purpose of this document the new NPA will be 263** | CRTC |  | 2/3/2017 |
| 2 | CNA identifies NPA exhaust of October 2023 and notifies CRTC staff, CSCN, NANPA & CISC, via email, that the NPA will exhaust within the future six year time period | CNA |  | 3/26/2019 |
| 3 | CNA published the Initial R-NRUF (July 2019) results which indicated that PED has moved out to June 2024 | CNA | 6/15/2019 | 9/20/2019 |
| 4 | CRTC issues Telecom Notice of Consultation regarding establishment of an ad hoc Relief Planning Committee | CRTC |  | 1/30/2020 |
| 5 | RPC Chair starts preparing and submitting RPC Chair Reports to the CISC, on an as required basis | RPC Chair | 1/30/2020 | 2/17/2023 |
| 6 | CNA conducts January 2020 R-NRUF results indicating the PED has moved out to March 2026 | CNA |  | 3/24/2020 |
| 7 | CNA issues July 2020 R-NRUF results indicating the PED has advanced to December 2024 | CNA |  | 8/18/2020 |
| 8 | CNA issues January 2021 R-NRUF results showing the PED has advanced to July 2024 | CNA |  | 2/23/2021 |
| 9 | CNA issues revised January 2021 R-NRUF results showing the PED has advanced to February 2024 | CNA |  | 6/9/2021 |
| 10 | CNA identifies NPA exhaust of February 2024 and notifies CRTC staff, CSCN, NANPA & CISC, via email, that the NPA will exhaust within the future three year time period | CNA |  | 6/9/2021 |
| 11 | CNA shares Revised January 2021 R-NRUF results with the CSCN and RPC indicating that the PED has advanced to February 2024 | CNA | 6/9/2021 | 6/11/2021 |
| 12 | CNA releases the PROC and announces the date for the initial RPC conference call | CNA | 6/9/2021 | 6/17/2021 |
| 13 | RPC participants review PROC & submit contributions base on revised January 2021 R-NRUF results to RPC |  | 6/17/2021 | 7/2/2021 |
| 14 | CNA chairs initial RPC conference call to start development of PD, RIP, and Planning Letter and schedules future meetings/conference calls including creation & consultation with CATF and NITF | CNA, RPC | 7/2/2021 | 7/16/2021 |
| 15 | CNA chairs subsequent RPC conference calls to finalize PD & RIP | CNA, RPC | 7/19/2021 | 8/2/2021 |
| 16 | CNA forwards the PD and RIP to the CISC and CRTC for approval | CNA | 8/2/2021 | 8/9/2021 |
| 17 | Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to RPC & CRTC | Special Users | 7/16/2021 | 8/9/2021 |
| 18 | CRTC issues Telecom Decision approving the Relief Method, Relief Date, New NPA & Relief Implementation Plan (RIP) | CRTC | 8/9/2021 | 12/9/2021 |
| 19 | CNA obtains relief NPA from NANPA | CNA | 12/9/2021 | 12/16/2021 |
| 20 | Task Forces, TSPs and users implement relief (starts on CRTC approval of RIP and ends on Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 21 | All Telecom Service Providers (TSPs) to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance) (starts on CRTC approval of RIP) | TSPs | 12/9/2021 | 1/22/2022 |
| 22 | CNA submits PL to NANPA | CNA | 12/9/2021 | 12/16/2021 |
| 23 | NANPA receives and posts Planning Letter to NANPA website (within 2 weeks of receipt from the CNA) | NANPA | 12/16/2021 | 12/30/2021 |
| 24 | All TSPs implement consumer awareness activities (starts on filing of Consumer Awareness Programs with the CRTC and is completed on the Relief Date) | TSPs | 1/22/2022 | 10/22/2022 |
| 25 | CNA issues media release (in coordination with TSPs and/or Telecommunication Alliance) (may start upon CRTC approval of RIP) | CNA | 12/9/2021 | 3/22/2022 |
| 26 | All TSPs to notify all customers (including residence, business & special customers) of the new overlay NPA (may start upon the filing of Consumer Awareness Programs with the CRTC) | TSPs | 1/22/2022 | 3/22/2022 |
| 27 | 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 | 3/22/2022 | 4/5/2022 |
| 28 | NITF and CATF develop & submit Progress Report #1 to RPC (linked to TSP reports to NITF and CATF) | NITF & CATF | 4/5/2022 | 4/21/2022 |
| 29 | RPC submits Progress Report #1 to CISC/CRTC (linked to NITF and CATF reports) | RPC | 4/21/2022 | 5/5/2022 |
| 30 | iconectiv TRA database updates to add Exchange Areas 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 | 12/9/2021 | 12/21/2021 |
| 31 | All Telecommunications Service Users (including Special Users 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment & systems to accommodate the new NPA (starts upon CRTC approval of RIP and ends on the Relief Date) | Telecom Service Users | 12/9/2021 | 10/22/2022 |
| 32 | Payphone Providers Reprogram Payphones (starts on CRTC approval of RIP and ends on the Relief Date) | Payphone Providers | 12/9/2021 | 10/22/2022 |
| 33 | 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 | 12/9/2021 | 10/22/2022 |
| 34 | Operator Services & Directory Assistance Readiness (starts on CRTC approval of RIP and ends on the Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 35 | Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published after the Overlay NPA is activated) (starts on CRTC approval of RIP and ends on the Relief Date) | Directory Publishers | 12/9/2021 | 10/22/2022 |
| 36 | 9-1-1 Systems and Databases Readiness (starts upon CRTC approval of RIP and ends on the Relief Date) | PSAPS, 9-1-1 Service Providers & TSPs | 12/9/2021 | 10/22/2022 |
| 37 | Network Systems & Equipment Readiness (starts upon CRTC approval of RIP and ends on the Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 38 | Service Order & Business System Readiness (starts on CRTC approval of RIP and ends on the Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 39 | International Gateway Switch Translations Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date) | Int’l TSPs | 12/9/2021 | 10/22/2022 |
| 40 | 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 | 12/9/2021 | 10/22/2022 |
| 41 | Toll Free SMS Database Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date) | Toll TSPs | 12/9/2021 | 10/22/2022 |
| 42 | 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 | 12/22/2021 | 4/17/2022 |
| 43 | Develop Inter-Carrier Network Test Plans and prepare for testing (individual TSPs to make arrangements in accordance with interconnection agreements) (may start on CRTC approval of RIP and must be completed by start date for the Inter-Carrier Testing Period) | NITF & TSPs | 12/9/2021 | 6/22/2022 |
| 44 | All international and domestic Telecommunications Service Providers (TSPs) must activate the new NPA in their networks by the start date for the Inter-Carrier Testing Period | TSPs | 12/9/2021 | 6/22/2022 |
| 45 | Activation date for Overlay NPA Test CO Codes and Test Numbers in network (should be completed by the start date for the Inter-Carrier Testing Period) | TSPs |  | 6/22/2022 |
| 46 | Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans) (starts about 3 months prior to the Relief Date, and ends about 1 month after the Relief Date) | NITF & TSPs | 6/22/2022 | 11/21/2022 |
| 47 | TSPs to submit Progress Report #2 to NITF (starts on commencement of Inter-Carrier Testing Period) | TSPs | 6/22/2022 | 7/8/2022 |
| 48 | NITF develops & submits Progress Report #2 to RPC (linked to TSP reports to NITF) | NITF | 7/8/2022 | 7/22/2022 |
| 49 | RPC submits Progress Report #2 to CRTC staff (linked to NITF report) | RPC | 7/22/2022 | 8/8/2022 |
| 50 | Relief Date (earliest date when CO Codes in new NPA may be activated) |  |  | 10/22/2022 |
| 51 | TSPs submit Final Report to CATF and NITF (starts on Relief Date and provides 2 weeks for preparation & submission) | TSPs | 10/24/2022 | 11/7/2022 |
| 52 | NITF and CATF develop & submit Final Progress Report to RPC (linked to TSP reports to NITF and CATF) | NITF | 11/8/2022 | 11/22/2022 |
| 53 | The RPC submits Final Progress Report to CRTC staff (linked to NITF and CATF reports) | RPC | 11/22/2022 | 12/6/2022 |
| 54 | 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) | TSPs | 11/21/2022 | 1/13/2023 |
| 55 | RPC Chair submits, to the CISC, the final RPC Chair report indicating that the **NPA 263/438/514** ad hoc RPC is no longer required | RPC Chair | 1/13/2023 | 2/17/2023 |

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 to accommodate relief.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA and the new overlay NPA.

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 to accommodate the new overlay NPA code. Users include, but are not limited to, 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers and the general public.

All special types of Telecommunication Service Users are requested to co-ordinate their equipment and system modifications with their Carriers to implement the new overlay NPA. This is necessary to ensure a smooth and timely transition.

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 and 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.

Alarm Service Providers

It is critically important that alarm service providers, make the necessary modifications to their systems, databases and terminal equipment 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 code. 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 Relief Date.

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

After the implementation of the new overlay NPA, all future directories in the NPA 263/438/514 area should identify the NPA associated with the telephone number so that customers can obtain the appropriate 10‑digit number.

**6. RECOMMENDATIONS**

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

Attachments:

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

**ATTACHMENT 1**

**Consumer Awareness Program (CAP)**

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 438/514 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).

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.

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; and
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 263 in the NPA 438/514 area.
2. Advise customers that local and long distance calling areas, prices and dialling plans will not change with the adoption of the new overlay area code.
3. Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of the new overlay NPA code.
4. Continue to lay the foundation for the seamless addition of new NPA codes in the future.

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 NPA 438/514 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 area code, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media and community publications) in area code 438/514. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the new overlay area code and to encourage them to start getting ready now.

TSPs should determine newsworthy announcements and issue press releases accordingly. The press releases will serve to update local media on the progress of the introduction of the new overlay area code.

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 the new overlay area code.

TSPs shall provide the media and general public with basic information about the new NPA and Commission decisions and regulations. TSPs should identify a spokesperson to speak on behalf of all the TSPs to the media. Individual TSPs may form an alliance with other TSPs for media relations purposes and such an alliance may also have its own spokesperson.

The Canadian Numbering Administration (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 the new NPA on their Internet web sites.

Customer Bill Messages

TSPs should print information on customer bills and/or send messages to customers via email, SMS or text advising them of the key dates for the implementation of the new NPA code and associated changes required to customer equipment and systems.

Advertising Campaign

TSPs should participate in an advertising campaign coordinated with other TSPs’ activities to increase awareness amongst consumers in the affected NPA 438/514 region. All media advertising campaigns 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 own customers who will be required to make major changes to their telecommunications equipment and systems to accommodate the new NPA. Targeted communications identifying the changes required should be sent to those customers well in advance of the Relief Date 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 the new overlay NPA code.

Communications Themes and Key Messages:

The proposed theme for the CAP should be:

“Area code 263 is being added to the 438/514 area.”

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 263 will be introduced in the 438/514 geographic area on 22 October 2022. The new area code will co-exist within the same geographic region as area code 438/514. There will be no change to customers’ existing 438/514 telephone numbers. Telephone numbers beginning with the new area code 263 may be assigned for use starting 22 October 2022.
2. 10‑digit dialling will continue to be used for all local calls within the area served by area codes 263, 438 and 514.
3. Local and long distance calling areas will not change with the adoption of the new area code 263. Customers with telephone numbers in the new area code 263 will get the same calling areas as customers in the same exchange areas with telephone numbers in area code 438/514.
4. 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**

**Network Implementation Plan (NIP)**

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 a new NPA 263 in the NPA 438/514 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 438/514 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; and
7. Intercarrier network and technical interfaces (e.g., test plan and test numbers, 9‑1‑1 impacts if any).

Network Implementation Objectives

The objective of this NIP is to make all network and interconnection modifications to implement the new NPA Code 263 in the NPA 438/514 area.

**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 |
| --- | --- |
| 22 June 2022 | Activation of NPA 263 in all networks |
| 22 June 2022 | Start of Intercarrier Testing Period |
| 22 October 2022 | In-service date of NPA 263 |

Test Codes, Numbers & Plans

All TSPs are required to modify their networks, systems, databases, and operator services and directory assistance databases, to accommodate the new overlay NPA 263 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 Relief Implementation Schedule to facilitate intercarrier testing.

TSPs may choose to begin adding NPA 263 to their networks immediately and conduct internal testing prior to intercarrier testing.

Test numbers in NPA 263 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 263. 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 263 to facilitate testing of network and billing system functionality. Routing of calls to NPA 263 can be verified by dialling 263‑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 263 can be verified by dialling 263‑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 263 as follows:

|  |  |  |
| --- | --- | --- |
| **NPA-NXX** | **Carrier** | **Exchange Area** |
| 263-610 | Bell Canada | Montreal |
| 263-210 | Videotron | Montreal |

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:

La communication a été établie avec succès au numéro de vérification de l'indicatif régional 263, à [NOM DU TÉLÉCOMMUNICATEUR], Quebec, Canada.

You have successfully completed a call to the 263 Area Code Test Number at [CARRIER NAME] in Quebec, 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.

Dial Plan Changes

The dial plan for calls originating from NPA 438/514 will not change. The dial plan for NPA 438/514 and the new overlay NPA 263 will be as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NPA** | **Local Dial Plan** | **Local Dial Plan** | **Toll Dial Plan** | **Toll Dial Plan** |
|  | **Current** | **Future** | **Current** | **Future** |
| **263/438/514** | 10 digits | 10 digits | 1 + 10 digits | 1 + 10 digits |

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

The Effective Date for the introduction of NPA 263 is 22 October 2022, which is the earliest date that a CO Code from NPA 263 can be activated in the PSTN. The Relief Date is 22 October 2022.

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 to ensure a smooth and timely introduction of the new overlay NPA 263.

9-1-1 Service

The introduction of the new overlay NPA Code 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**

Carriers should review routing to other N-1-1 numbers including 211, 311, 411, 511, 611, 711 and 811 as necessary to ensure that calls will be properly routed.

**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 code. As well, each Payphone Service Provider must update any instructions for using their payphones to advise customers regarding the new overlay area code if necessary.

The RPC recommends that CRTC staff notify Payphone Service Providers of the implementation of NPA 263.

**International Gateway Service Providers**

International Gateway Service Providers are responsible to implement changes to their network in order to accommodate the new overlay NPA 263.

The RPC recommends that CRTC staff notify Canadian International Gateway Service Providers of the implementation of the new overlay NPA 263.

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 introduction of NPA 263.

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 to process calls to/from NPA 263.

Each TSP is responsible for determining the impact of the new NPA code 263 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 263 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. If 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:

1. Operations Support
2. Products & Services
3. Marketing & Sales
4. Carrier Services
5. Network Planning & Provisioning
6. Network Operations
7. Service Assurance
8. Billing
9. Financial Systems
10. Customer Care & Customer Services (e.g., Business Offices)
11. Operator Services
12. Directories
13. Direct Marketing Centers
14. Quality Control
15. Service Provisioning & Activation
16. Repair Services
17. Human Resources/Logistics
18. Corporate Information Databases
19. Customer Provided Equipment Reprogramming, Upgrades and Testing