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**Aging and Administration of Disconnected Telephone Numbers and Block Donation**

# 1. Introduction

1. This Appendix was developed by the Canadian Steering Committee on Numbering (CSCN) and is based upon the NANPA Working Group Final Report and Recommendation to the North American Numbering Council (NANC) dated February 24, 1998.
2. This Appendix applies to telephone numbers within Canadian geographic Central Office (NXX) Codes. It identifies the duties of all Telecommunications Service Providers (TSPs) for the Aging and administration of Disconnected Telephone Numbers.
3. This Appendix applies throughout Canada and may be subject to modification by the CSCN.
4. This Appendix is required because of the potential negative impact on customers who may be re-assigned telephone numbers that are not aged for an appropriate time period, as well as the potential inefficient use of numbering resources if numbers are aged too long.
5. The use of standardized Aging processes and intervals promotes the efficient management of Disconnected Telephone Numbers.
6. Appropriate enforcement mechanisms are required to ensure that all TSPs comply with this Appendix.

# 2. Definition of Aging

1. Aging is the process of making a Disconnected Telephone Number temporarily unavailable for re-assignment to another customer for a specified period of time called the Aging Interval. The Aging Interval includes the Announcement Treatment Period which includes any Specific Announcement Treatment Period for the customer of record, as well as the Blank Telephone Number Intercept Period. A number is disconnected when it is no longer used to route calls to equipment owned or leased by the disconnecting customer of record. The Aging Interval commences on the date the number is disconnected and ends after the Aging Intervals specified in this Appendix. A Suspended Telephone Number shall not be considered to be a Disconnected Telephone Number for the purpose of this Appendix.

# 3. Purpose of Aging

1. The primary purposes of Aging are to:
2. provide TSPs time to fulfill their administrative requirements, e.g., billing cycle completion, 911 record reconciliation;
3. allow TSPs to provide their disconnecting customers with the opportunity to request Specific Announcement Treatment, e.g., referral to a new telephone number;
4. minimize misdirected calls intended for the previous customer when the telephone number has been re-assigned to a new customer; and
5. enable the disconnecting customer to re-connect service, using the same telephone number and TSP during the Aging Interval.

# 4. Aging Principles

1. The disconnecting customer’s TSP shall be responsible for Aging, call treatment (e.g., Specific Announcement Treatment, blank number announcement, etc.) and, in the case of a disconnected ported telephone number, notification of the disconnection to the Number Portability Administration Center (NPAC).
2. The Aging Interval shall begin on the date that the telephone number is disconnected and end after the completion of the appropriate Aging Interval specified in this Appendix.
3. Once the Disconnecting TSP has initiated the Aging process for a Disconnected Telephone Number, the Disconnecting TSP shall not modify the Aging Interval unless requested by the disconnected customer or the Aging Interval is modified as a result of industry consensus and/or regulatory order in an NPA jeopardy situation.
4. A Disconnecting TSP shall not re-assign a telephone number that is being aged, except to re-assign the telephone number to the customer who originally disconnected the telephone number and who is reconnecting service with the Disconnecting TSP.
5. Aging Intervals for Disconnected Telephone Numbers shall be applicable to all TSPs using North American Numbering Plan geographic numbering resources in Canada.
6. Telephone numbers that are being aged shall not be made available for reservation to any entity, including the Disconnecting TSP or other customer, other than to the customer who disconnected the telephone number prior to Aging.

4.7. All Disconnected Telephone Numbers which have completed the Aging process shall be:

1. returned to internal inventory for use when the Disconnecting TSP is the CO Code Holder or Block Holder i.e., the Disconnected Telephone Number is within the range of TNs assigned by the CNA to the Disconnecting TSP, or
2. disconnected at NPAC by the Disconnecting TSP to return the TN to the CO Code Holder, Block Holder, or CNA Thousands-Block Pool as applicable (refer to section 7 and 8 of this appendix), or
3. retained for future assignment to a new end-customer, subject to the terms of the Disconnecting TSP's agreement with the CO Code Holder or Thousands-Block Holder (as applicable) if the Disconnecting TSP is not a CO Code Holder or Thousands-Block Holder (e.g., a reseller), and the Telephone Number had not been ported. (refer to section 7 for the processes involving ported numbers).

4.8 All TSPs shall consistently apply Aging Intervals, as outlined in this Appendix, to all Disconnected Telephone Numbers which they had assigned, or which had been ported to them.

# 5. Aging Intervals

1. The following Aging Intervals shall be applied by all TSPs to Disconnected Telephone Numbers:

|  |  |  |
| --- | --- | --- |
| **Class of Service** | **Aging Interval in Months** | |
|  | **Minimum** | **Maximum** |
| **Residential Wireline** | 1 | 3 |
| **Business Wireline** | 3 | 12 \* |
| **Wireless** | 1 | 3 |
| \* The 12 month maximum may be extended to 15 months if required to accommodate local directory publishing dates, high-volume call-in applications, or changes to numbers associated with public service emergency applications. | | |

1. In an NPA jeopardy situation, these intervals may be temporarily modified as a result of industry consensus or regulatory order.
2. Reserved Telephone Numbers and Held Telephone Numbers which are released by the customer from reserved or held status shall not be subject to Aging. In the case of non-ported numbers, such numbers shall be immediately made available for assignment. In the case of ported numbers, such numbers shall be immediately returned by the TSP to the CO Code Holder, Thousands-Block Holder or CNA as applicable.

# 6. Thousands-Block Donation/NPAC Disconnect

6.1 Prior to donating/disconnecting Thousands-Block(s) to the Thousand Block Pool, the Thousands-Block Holder shall confirm that:

* 1. the Thousands-Block does not contain more than 100 unavailable Telephone Numbers (TN). This includes the donating/disconnecting Carrier’s Unavailable TNs and all other ported TNs identified in Number Portability Administration Center (NPAC) to other Carriers. Applications to Donate/Disconnect Thousands-Blocks with more than 100 unavailable TNs shall be permitted where the Thousands-Block Holder indicates on the Part 1A form that it is exiting the market where the Thousands-Block is assigned (or as part of a reclamation process) in which case CNA reclamation procedures shall be performed in order to find another Carrier willing to accept the Thousands-Block. If no other Carrier comes forward, the CNA will treat the Thousands-Block as stranded.
  2. all Unavailable TNs within contaminated Thousands-Blocks have been Intra-Service Provider (ISP) Ported.[[1]](#footnote-1) For purposes of this provision, a TN is not available for assignment if it is classified as Administrative, Aging, Assigned, Intermediate, or reserved as defined in the Guideline.[[2]](#footnote-2)
  3. the Thousands-Block(s) has been protected from further Carrier number assignment;

1. the associated Central Office (CO) Code (NPA-NXX) is currently available for call routing and is flagged as Local Number Portability (LNP)-capable in the LERG Routing Guide and the NPAC, and the NPA-NXX query triggers are applied in all switches and reflected in the appropriate network databases [e.g., Spanning Tree Protocol) STP routing tables];
2. the CO Code’s-Assigned Switching Entity/Point of Interconnection (POI) is currently LNP-capable and shall process terminating traffic appropriately;
3. interconnection facilities have been established between the CO Code’s Assigned Switching Entity/POI and other interconnecting networks;
4. the Thousands-Block identified for Donation/disconnect does not contain a test line number. If a Thousands-Block being donated/disconnected contains a test line number, the CO Code Holder shall disconnect the test line number before Donating/disconnecting the Thousands-Block. The test line shall be re-Assigned to a number in a Thousands-Block retained by, or Assigned to the CO Code Holder; and

h) the Thousands-Block identified for Donation/disconnect does not contain a Location Routing Number (LRN). If a Thousands-Block being donated/disconnected contains an LRN, the CO Code Holder shall migrate any ported numbers or pooled Thousands-Blocks utilizing the LRN to another LRN within a Thousands-Block retained by or Assigned to the CO Code Holder and delete the LRN from the NPAC and the LERG Routing Guide before donating/disconnecting the Thousands-Block. LRNs shall only be established in Thousands-Blocks retained by, or Assigned to, the CO Code Holder.

# 7. Aging and Snapback Administration Process for Ported Telephone Numbers

7.1 The following administration processes are included in this document to provide a general understanding of the process for aging of disconnected ported telephone numbers in a Local Number Portability (LNP) environment, including Wireless Number Portability (WNP). Readers are encouraged to obtain the most recent applicable process descriptions from the appropriate CRTC Industry Steering Committee (CISC) Sub Working Group which, at the time of this writing, was the Business Process Working Group (BPWG).

7.2 The following administration processes developed for aging Disconnected ported telephone numbers are based on LNP operation flows.

7.3 The following sequential process flow identifies the duties to be performed by TSPs, CO Code Holders, Thousands-Block Holders, and the Number Portability Administration Centre (NPAC) for disconnecting ported telephone numbers and making such numbers available for re-assignment.

1. The end-customer initiates disconnect identifying the desired date of disconnect and whether any Specific Announcement Treatment is desired. The Disconnecting TSP arranges Specific Announcement Treatment.
2. The Disconnecting TSP must place the disconnected ported telephone number into an internal aging status where the Disconnect Date flags the beginning of the Aging Interval that is managed by the Disconnecting TSP.
3. Prior to the end of the Aging Interval, if the end-customer desires to re-connect their telephone service using the same telephone number, the end-customer must contact the Disconnecting TSP to re-establish service.
4. The Disconnecting TSP must notify the NPAC of the Disconnect Date and Effective Release Date of the disconnected ported telephone number. The Disconnect Date identifies the beginning of the Aging Interval, and the Effective Release Date identifies the date NPAC will broadcast the NPAC disconnect. If a Disconnecting TSP notifies NPAC prior to the Effective Release date, they must also update NPAC if service was re-established prior to the end of the Aging Interval.
5. On the Effective Release Date, the NPAC notifies the CO Code Holder or Thousands-Block Holder of the disconnection of the telephone number and the Effective Release and Disconnect Dates (i.e., snapback).
6. The NPAC then broadcasts a “subscription deletion” message to all applicable TSPs and deletes the telephone number(s) from its active database.

# 8. Snapback of Ported Telephone Numbers

8.1 When a ported telephone number is disconnected from the NPAC, if the TN is within a Thousands-Block that is active in the NPAC, the Thousands-Block Holder will receive a snapback message from the NPAC indicating that the TN must be taken back into inventory for re-assignment.

8.2 When a ported telephone number is disconnected from the NPAC, if the TN is not within a Thousands-Block that is active in the NPAC, the CO Code Holder will receive a snapback message from the NPAC indicating that the TN has been disconnected. If the CO Code is not pooled, then the TN must be taken back into inventory for reassignment. If the CO Code is pooled, the CO Code Holder must first check to see if it has been assigned the Thousands-Block which contains the TN before taking the TN back into inventory for re-assignment.

# 9. Audit Process

9.1. Audits of TSPs may be required to ensure that TSPs adhere to this Appendix. Such audits should be performed in accordance with Appendix A of the Canadian Central Office Code (NXX) Assignment Guidelines. The audit should at a minimum:

* 1. compare the customer’s requested Disconnect Date and telephone number with the TSP’s actual Disconnect Date (and NPAC notification date for ported telephone numbers) and telephone number;
  2. compare the actual Aging Interval applied with the applicable industry approved Aging Interval;
  3. verify that if the Aging Interval was aborted, the telephone number was reconnected to the disconnecting customer and not to a new customer;
  4. verify that the TSP is consistently applying the same Aging Interval to ported telephone numbers and non-ported telephone numbers.

# 10. Glossary

**Aging**

Aging is the process of making a Disconnected Telephone Number temporarily unavailable for re-assignment to another customer for a specified period of time, called the Aging Interval.

**Aging Interval**

The Aging Interval is the period of time that a Disconnected Telephone Number is made temporarily unavailable for re-assignment to another customer. The Aging Interval commences on the date the number is disconnected and ends after the appropriate Aging Intervals specified in this Appendix. The Aging Interval includes the Announcement Treatment Period.

**Announcement Treatment Period**

The Announcement Treatment Period is the period of time during which the Disconnecting Telecommunications Service Provider (TSP) advises persons who call the disconnecting customer’s telephone number that the number is no longer in service. It includes any Specific Announcement Treatment Period for the disconnecting customer of record (e.g., inform callers of the customer’s new telephone number) as well as the Blank Telephone Number Intercept Period.

**Blank Telephone Number Intercept Period**

The Blank Telephone Number Intercept Period is the period of time during which the Disconnecting Telecommunications Service Provider (TSP) advises persons who call the disconnecting customer’s telephone number that the number is no longer in service.

**Business Service**

Business Service is a class of service that is used primarily or substantially for a commercial, industrial, professional, institutional, vocational or otherwise occupational purpose other than that of a domestic or family nature.

**Disconnect Date**

The Disconnect Date is the date upon which a customer’s service and telephone number is disconnected (i.e., calls placed to the number will not be completed to the customer). See Disconnected Telephone Number.

**Disconnected Telephone Number**

A Disconnected Telephone Number is a number that is no longer used to route calls to equipment owned or leased by the disconnecting customer of record. A Suspended Telephone Number shall not be considered to be a Disconnected Telephone Number for the purpose of this Appendix.

**Disconnecting Telecommunications Service Provider (TSP)**

A Disconnecting Telecommunications Service Provider (TSP) is a Telecommunications Service Provider (e.g., LEC, Wireless Carrier, reseller) which has disconnected the customer’s service and telephone number.

**Effective Release Date**

The Effective Release Date for ported telephone numbers is the date upon which the NPAC broadcasts the disconnection to all local Telecommunications Service Providers’ Service Management Systems (SMSs), notifies the CO Code Holder or Thousands-Block Holder of the disconnection of the telephone number, and the telephone number is returned to the Code Holder or Thousands-Block Holder (i.e., snapback).

**Held Telephone Number**

A Held Telephone Number is a number which has been allocated by a Telecommunications Service Provider (TSP) for the potential future use of a specific customer without payment by that customer.

**Ported Telephone Number**

A Ported Telephone Number is a telephone number which has been transferred from the Code Holder to another Telecommunications Service Provider (TSP) and which shall be used to originate and terminate calls to a customer on the other TSP’s network.

**Reserved Telephone Number**

A Reserved Telephone Number is a number which has been allocated by a Telecommunications Service Provider (TSP) for the potential future use of a specific customer under a legally binding agreement (e.g. a contract or tariff) at the request of the customer, with or without payment.

**Residential Service**

Service other than Business Service which is used primarily for domestic or family purposes.

**Specific Announcement Treatment**

Specific Announcement Treatment is the service, provided by the Telecommunications Service Provider (TSP), or its Underlying Carrier, to the disconnecting customer, which provides an announcement to persons who call the disconnected number advising that the telephone number is no longer in service and, in some cases, the customer’s new telephone number.

**Specific Announcement Treatment Period**

The Specific Announcement Treatment Period is the period of time during which the Disconnecting Telecommunications Service Provider (TSP), or its underlying carrier, advises persons who call the disconnecting customer’s telephone number that the number is no longer working and informs callers of the customer’s new telephone number.

**Suspended Telephone Number**

A telephone number which is temporarily taken out of service by the Telecommunications Service Provider (TSP) at the request of the customer (e.g., seasonal suspension of service at a cottage) or at the TSP’s initiative (e.g., for non-payment of a bill).

**Underlying Carrier**

An Underlying Carrier is a Canadian carrier as defined in the Telecommunications Act or a Wireless Carrier licensed by the Government of Canada pursuant to the Radiocommunication Act, that leases telecommunications services to other entities, such as other LECs or Wireless Carriers, to allow those entities to meet CRTC regulatory requirements. Paragraph 343 of Telecom Decision CRTC 2005-28 states “the Commission notes that the regulatory framework set out in Decision 97-8 does not preclude CLECs from relying on the facilities of third parties to provide services and to meet their obligations pursuant to that Decision.” In Transiting and points of interconnection, Telecom Order CRTC 98-486, 19 May 1998, the Commission accepted the argument that the facilities of a third party can be considered as being the CLEC's designated facility for the purposes of meeting certain obligations in Decision 97-8. In Telecom Decision CRTC 2007-49, the Commission determined that a CLEC that relies on an underlying LEC for switching and/or interconnection can meet its CLEC obligation to obtain a CO Code per ILEC exchange or per LIR by using a CO Code of the underlying LEC from whom it obtains its switching and/or local interconnection facilities to the PSTN.

1. An intra-service provider port allows a Carrier to retain unavailable TNs in contaminated thousands-blocks that are being donated to an industry inventory pool. Specifically, numbers assigned to customers from donated thousands-blocks that are contaminated will be ported back to the donating carrier to enable it to continue to provide service to those customers. An intra-service provider port can also be used to move a TN(s) from one switch serving a rate center to another switch serving the same rate center where LRN-LNP technology is in use. [↑](#footnote-ref-1)
2. Carriers may choose to wait until there are no TNs in Aging status within the Thousands-Block prior to return of the block. However, this could delay the return of Thousands-Blocks. This is consistent with a regulatory environment where contaminated block returns are voluntary. [↑](#footnote-ref-2)