From Science to Solutions

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Date: May 28, 2010

Mr. Robert A. Morin
Secretary General
Canadian Radio-television &
Telecommunications Commission
Les Terrasses de la Chaudiere
1 Promenade du Portage
Gatineau, Quebec J8X 4B1

Subject: **Revised NPA 289/905 Relief Implementation Plan**

Dear Mr. Morin,

On 13 April 2010 the Commission released Telecom Decision CRTC 2010-213, *Code relief for area codes 289 and 905 in southern Ontario*. In the Decision, it was noted that since the notice of consultation was issued the Commission has received two Numbering Resource Utilization Forecasts that have predicted different exhaust dates. The first, dated 1 June 2009, indicated that area codes 289 and 905 were to exhaust by October 2016. The second, dated 1 February 2010, indicates that the exhaust date is March 2014.

In the Decision, the Commission noted that the March 2014 Projected Exhaust Date is 29 months earlier than the originally anticipated exhaust date, and 19 months earlier than the Relief Date recommended by the Relief Planning Committee in its Planning Document. Consequently, the Commission determined that the area served by area codes 289 and 905 is to be overlaid with area code 365, effective 25 March 2013, and requested that the Relief Planning Committee update the Relief Implementation Plan to reflect recommendations and milestones that correspond with the 25 March 2013 Relief Date.

The attached revised NPA 289/905 Relief Implementation Plan was prepared in accordance with the directives contained in the Decision (i.e., submission of an updated RIP to the CRTC).

The NPA 289/905 Relief Planning Committee hereby submits the attached revised NPA 289/905 Relief Implementation Plan for Commission approval.

Sincerely,

Glenn Pilley
Director –
Canadian Numbering Administrator &
Chair of the NPA 289/905 RPC

Attachment

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NPA 289/905 RELIEF IMPLEMENTATION PLAN (RIP)

Revised 28 May 2010

Date of RPC Consensus: 26 May 2010

TITLE: Revised NPA 289/905 Relief Implementation Plan (RIP)

DISTRIBUTION: CRTC

ISSUED BY: NPA 289/905 Relief Planning Committee (RPC)

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Revised NPA 289/905 Relief Implementation Plan (RIP)

1. INTRODUCTION

This Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines and modified to reflect Telecom Decision CRTC 2010-213 in which the CRTC made certain changes to the original RIP submission of the RPC including changing the Relief Date from 24 October 2015 to 25 March 2013. 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.

Purpose of RIP

The purpose of this RIP is to establish a framework and timeframe for implementing relief for NPA 289/905. This RIP addresses the implementation of new NPA Code 365 as a distributed overlay to the NPA 289/905 region.

This RIP contains a Relief Implementation Schedule (see Section 4), 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).

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

Telecom Notice of Consultation CRTC 2009-310

On 23 March 2009, the Canadian Numbering Administrator (CNA) advised the CRTC and the industry that NPA 289/905 had entered the relief planning window of 72 months according to the aggregate results from the 2009 General Numbering Resource Utilization Forecast (G-NRUF).

On 28 May 2009, the CRTC issued Telecom Notice of Consultation CRTC 2009-310 *Establishment of a CISC ad hoc committee for area code relief planning for area codes 289 and 905 in southern Ontario*, in which it established the CISC ad hoc Relief Planning Committee (RPC) for NPA 289/905.

Planning Document (PD)

During October and November 2009, the RPC met to review the Initial Planning Document and to develop a Planning Document (PD) including a Relief Implementation Schedule.

The Planning Document recommended relief as follows:

a) The relief method should be a distributed overlay of a new NPA Code on NPA 289/905 (option 4a);

b) NPA Code 365 should be used for the Relief NPA Code for NPA 289/905;

c) NPA Code 742 should be reserved for subsequent relief in the 365/289/905 region as the 289/905 region has been forecast in the latest R-NRUF (June 2009) to exhaust twice in the next 26 years.

d) The Relief Date should be 24 October 2015 in order to provide Carriers and customers with advance notification and sufficient lead-time to implement relief, which would be 12 months in advance of the current Projected Exhaust Date;

e) The local dialling plan should remain as 10 digits for all local calls originating within the NPA 289/905 area and the new relief NPA Code;

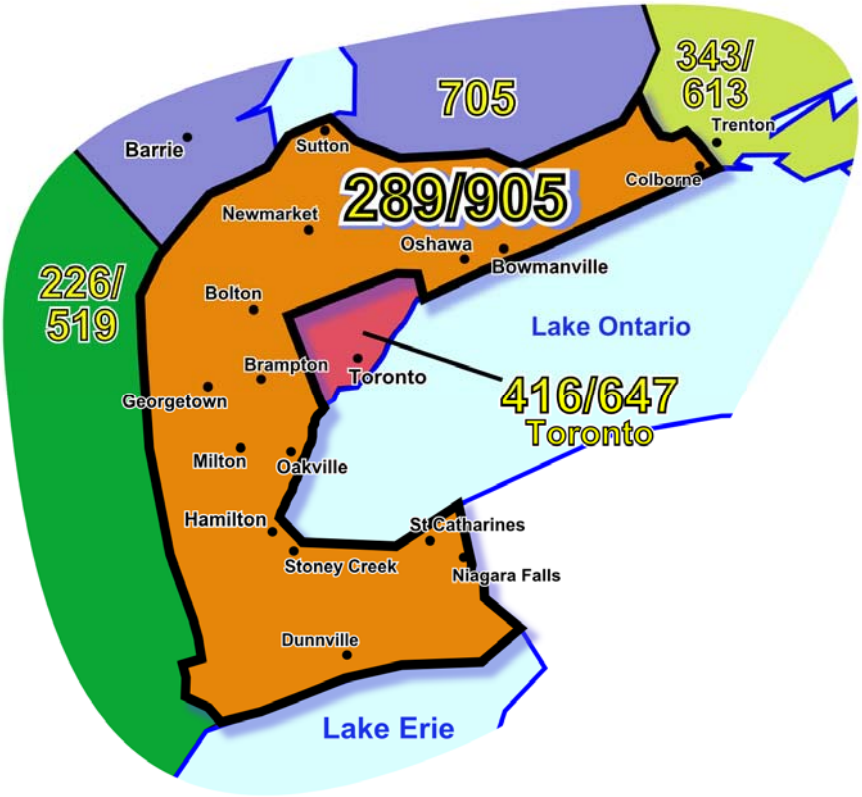
f) Per section 9, if a Jeopardy Condition is declared, it is recommended that the 7 CO Codes for initial code assignments for Carriers already providing service should be made available for general assignment prior to relief, and the 15 CO Codes for initial code assignments for new entrants should also become available prior to relief for initial code assignments for new entrants only.

Telecom Decision CRTC 2010-213

On 13 April 2010, the CRTC issued Telecom Decision CRTC 2010-213, *Code relief for area codes 289 and 905 in southern Ontario.* In the Decision, the CRTC noted that some of the recommendations and milestones included in the RIP had been altered by the Commission's determinations. The Commission requested that the RPC update the RIP to reflect the determinations set out in the Decision and re-file the plan for Commission approval. The major modification was changing the relief date from 24 October 2015 to 25 March 2013 thus requiring changes to the Relief Schedule.

<u>Map of NPA 289/905</u>

A map showing NPA 289/905 is on the following page. The 289/905 Numbering Plan Area (NPA) consists of 94 Exchange Areas serving southern Ontario, which includes the major communities of Ajax, Brampton, Burlington, Hamilton, Markham, Milton, Mississauga, Oakville, Oshawa, Pickering, Richmond Hill, St. Catharines, and Whitby.


705
343/
613
Trenton
Barrie
Sutton
289/905
Colborne
Newmarket
Oshawa
Bowmanville
226/
519
Bolton
Lake Ontario
Brampton
Toronto
416/647
Toronto
Georgetown
Milton
Oakville
Hamilton
St Catharines
Stoney Creek
Niagara Falls
Dunnville
Lake Erie

Dial Plan Impacts

Currently 10-digit dialling is mandatory for local calls originating within area code 289/905, and for local calls to area code 289/905 from adjacent area codes 226/519, 343/613, 416/647 and 249/705.

Local dialling plans will not change when NPA 289/905 relief is implemented. Mandatory 10-digit dialling will continue to apply on local calls originating in the NPA 289/905 area and on local calls to the NPA 289/905 area from adjacent NPAs. Mandatory 10-digit dialling will apply to local calls to and from the new NPA that will be implemented in the NPA 289/905 area.

The ILEC Local Calling Areas (LCAs) for some Exchange Areas in NPA 289/905 include Exchange Areas in adjacent NPAs 226/519, 343/613, 416/647 and/or 249/705. See Annex C, Table 2 for a list of the 10-digit local calling that exists where LCAs cross NPA boundaries. As previously indicated, the dialling plan for local calls across NPA boundaries will not change due to NPA relief.

NPA relief will not affect the dialling plan for long-distance calls originating in NPA 289/905 or any other NPA. No local calling will become long-distance and no long-distance calling will become local as a result of NPA relief.

2. NPA RELIEF PLANNING PROCESS

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

The Canadian NPA Relief Planning Guidelines and related information on relief planning may be obtained from the www.cnac.ca web site. The CISC operates under the CISC Administrative Guidelines that may be obtained from the Commission web site (see www.crtc.gc.ca).

For each NPA projected to exhaust within a 72 month time period, the Commission informs the public that an RPC, chaired by the CNA, will be formed as an Ad Hoc Working Group of the CISC to do relief planning for the exhausting NPA. Any interested party may participate in the relief planning process. All RPCs operate as open public forums. Any party wanting to participate in this process is encouraged to visit the above web sites to obtain information on the process and schedule of events and activities. Any questions regarding the relief planning process may be directed to the CNA as follows:

Contact: Glenn Pilley

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Facsimile: 613-563-9293
E-mail: pilleyg@saiccanada.com
Address: CNA – SAIC Canada
Suite 1516 - 60 Queen Street
Ottawa, Ontario, Canada K1P 5Y7

Individual TSPs are responsible for their own activities to implement relief (see Attachment 3). Each TSP employs a variety of information and operation support systems for the operation, maintenance, control, and administration of its network and to serve its customers. Each TSP is responsible to make the necessary changes in its systems in order to operate in the new environment and specifically to process the full 10-digit telephone number of each subscriber. Each TSP is responsible to ensure its customers are informed and implement the changes necessary to support the relief activity. Also, each TSP is responsible to ensure its own suppliers of products and services (e.g., Operator Services) implement the changes necessary to support the relief activity. Accordingly, no activities have been identified for the coordination of these functions between different TSPs, except as otherwise provided for in this RIP (e.g., Consumer Awareness Program (CAP) and Network Implementation Plan (NIP)).

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

3. PROPOSED NPA RELIEF IMPLEMENTATION TASK FORCE(S)

The RPC developed this RIP. Implementation will be conducted with the assistance and input of two Task Forces that will be created by the RPC after a CRTC Decision is issued concerning the recommendations contained in the Planning Document:

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

The CNA 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 will 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 and implement a CAP, the RPC will create a CATF. Each TSP operating in this NPA will be requested to provide the name of a representative to serve on the CATF. The CATF will be 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 Guideline.

To develop and implement a NIP, the RPC will create a NITF. Each TSP operating in this NPA will be requested to provide the name of a representative to serve on the NITF. The NITF will be 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).

4. PROPOSED NPA RELIEF IMPLEMENTATION SCHEDULE

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

RELIEF IMPLEMENTATION SCHEDULE
NPA 289/905 Relief
(Implementation of Overlay NPA 365)

	ITEM	PRIME	START	END
1	CNA identifies NPA exhaust and notifies CRTC staff, CSCN, NANPA & CISC	CNA	23 Mar 2009	23 Mar 2009
2	CNA conducts first R-NRUF (June 2009 R-NRUF)	CNA	23 Mar2009	June 2009
3	CRTC issues Telecom Notice of Consultation regarding RPC Ad Hoc CISC and Interested Parties list	CRTC		28 May 2009
4	CNA develops and distributes IPD to RPC	CNA	23 Mar 2009	23 Sept 2009
5	CNA holds initial RPC meeting to review NPA 289/905 situation, relief planning process, IPD, create CATF and NITF, and commence development of Planning Document (PD), and Relief Implementation Plan (RIP)	CNA	26 Oct 2009	27 Oct 2009
6	CNA chairs subsequent RPC meetings & conference calls to finalize PD, & RIP	CNA RPC	28 Oct 2009	30 Nov 2009
7	CNA submits PD, & RIP to the CISC and CRTC for approval	CNA		30 Nov 2009
8	Special Types of Telecommunications Service Users (911 PSAPs, N11 call center operators, alarm companies, ISPs, paging companies, etc.) to identify any concerns regarding relief to CRTC	Special Users	28 May 2009	30 Nov 2009
9	CRTC issues Telecom Decision approving Relief Method, Relief Date and RIP	CRTC		13 April 2010
10	RPC develops and submits revised RIP to the Commission	RPC	13 April 2010	28 May 2010
11	CRTC issues Telecom Decision approving revised RIP	CRTC	28 May 2010	27 Aug 2010
12	RPC develops Planning Letter (PL)	RPC	27 Aug 2010	11 March 2011
13	All Carriers to develop Consumer Awareness Plans to be filed with the CRTC (may be done collectively by the Telecommunications Alliance)		13 April2010	25 March 2011
14	CNA prepares and issues media release (in coordination with Telecommunications Alliance)	CNA	13 April 2010	25 March 2011
15	CNA submits PL and RIP to NANPA	CNA	27 Aug 2010	25 March 2011
16	NANPA posts PL (within 2 weeks of receipt from CNA) (usually at least 12 months prior to Relief Date)	NANPA	25 March 2011	8 April 2011
17	Task Forces, Carriers and users implement relief	Task Forces TSPs Users	13 April 2010	25 March 2013
18	All Carriers implement consumer awareness activities	Carriers	25 March 2011	25 March 2013
19	All Carriers to notify all customers (including residence, business & special customers) of the new NPA	Carriers	25 March 2011	25 Sept 2011
20	Telcordia TRA database updates to add exchanges to NPA 365 (starts on the issue date of the PL and must be completed by 6 months prior to the Relief Date for the distributed overlay and in advance of the assignment of test codes)	Telcordia TRA	8 April 2011	25 Sept 2012
21	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		13 April 2010	25 March 2013
22	Payphone Providers Reprogram Payphones	Payphone Providers	13 April 2010	25 March 2013
23	TSPs and database owners/operators to modify systems and industry databases	Database Owners	13 April 2010	25 March 2013
24	Operator Services & Directory Assistance Readiness	Carriers	13 April 2010	25 March 2013
25	Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published after the Overlay NPA is activated)	Directory Publishers	13 April 2010	25 March 2013
26	9-1-1 PSAP Systems and Databases Readiness	PSAPS	13 April 2010	25 March 2013
27	9-1-1 TSP Database & Network Readiness	TSPs	13 April 2010	25 March 2013
28	Integrated Service Control Point (ISCP) & Service Order Systems	Carriers	13 April 2010	25 March 2013

	ITEM	PRIME	START	END
	Readiness			
29	Carriers to submit Progress Report #1 to NITF and CATF	Carriers	25 Sept 2011	9 Oct 2011
30	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	9 Oct 2011	23 Oct 2011
31	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	23 Oct 2011	6 Nov 2011
32	Carriers to submit Progress Report #2 to NITF and CATF	Carriers	9 Nov 2012	23 Nov 2012
33	NITF and CATF develop & submit Progress Report #2 to RPC	NITF & CATF	23 Nov 2012	7 Dec 2012
34	RPC develops & submits Progress Report #2 to CISC/CRTC	RPC	7 Dec 2012	21 Dec 2012
35	Carriers apply for Test CO Codes in new NPA (no more than 6 months and no less than 66 days prior to the start date for testing (Section 7.16.4 Canadian RP GL)	TSPs	7 July 2012	2 Nov 2012
36	Develop Inter-Carrier Network Test Plans and prepare for testing (individual carriers to make arrangements in accordance with interconnection agreements)	NITF Carriers	27 Aug 2010	7 Jan 2013
37	All international and domestic Telecommunications Service Providers (TSPs) must activate the new NPA throughout their networks (starts on the publication of the PL and ends on the start date for testing)	TSPs	8 Apr 2011	7 Jan 2013
38	Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans) (start about 3 months prior to Relief Date and should end about 1 month after the Relief Date)	NITF Carriers	7 Jan 2013	25 April 2013
39	Relief Date (earliest date when CO Codes in new NPA may be activated)			25 March 2013
40	Carriers submit Final Report to CATF and NITF	Carriers	25 March 2013	8 April 2013
41	Submission of NITF and CATF Final Report to RPC	NITF & CATF	8 April 2013	22 April 2013
42	RPC submits Final Report to CISC/CRTC	RPC	22 April 2013	6 May 2013
43	Carriers disconnect Test Codes & Numbers, and submit Part 1 form to return or request Test Codes		25 April 2013	25 May 2013

5. 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.

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

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.

Special types of Telecommunication Service Users (e.g., 911 PSAPS, N11 Service Providers (i.e., the entities that provides the services that are accessed via dialling the N11 Codes), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment requiring modification, unified messaging service companies, governments, apartment building owners, hydro meter readers) must take special measures to ensure that their services continue to function properly. All special types of Telecommunication Service Users are requested to co-ordinate their equipment and system modifications with their Carriers to implement the new overlay NPA Code.

Users of telecommunications services should notify their TSP and the Commission or Commission staff, as appropriate, if they have any problems or concerns with modifying their systems and databases in time to implement relief in accordance with this RIP. It is important that service users, in particular alarm service providers, make the required or necessary modifications to their systems, databases and terminal equipment.

9-1-1 PSAPS must make any required changes to their systems and databases to accommodate the new overlay NPA. 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.

As NPA 289 was overlaid on NPA 905 in 2001, all Directory Service Providers should have already made all necessary modifications to their systems to accept telephone numbers in the 10-digit format and directories should already identify the NPA Code associated with the telephone number so that customers can obtain the appropriate 10-digit number.

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.

To facilitate the implementation of the new overlay NPA Code, directories must contain appropriate dialling instructions and information.

6. RECOMMENDATIONS

The RPC submits this RIP with revised milestones to 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 will establish 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 289/905 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.

The CAP shall incorporate 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 Code 365 in the NPA 289/905 area.
2) Advise callers that the prefix 1 is not required for local 10-digit dialling to, from, within the new overlay NPA Code.
3) Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of the new NPA Code.
4) Continue to lay the foundation for 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 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 Code, 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 introduction of the new NPA 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 area code.

Each TSP shall provide the news media and general public with basic information about the new NPA Code 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 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 Code on their Internet web sites.

Customer Bill Inserts & Messages

TSPs should print information on customer bills and/or distribute bill inserts to their customers advising them of the key dates for the implementation of the new NPA Code 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 the new NPA Code. Targeted communications identifying the changes required should be sent to those customers well in advance of the relief date 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 the new NPA Code.

Communications Themes and Key Messages:

The proposed theme for the CAP should be:

> "New area code 365 is being added to the 289/905 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 365 will be introduced in the 289/905 geographic area in **March**

2013. The new area code will co-exist within the same geographic region as area codes 289 and 905. There will be no change to customers' existing 289 and 905 telephone numbers. Telephone numbers beginning with the new area code may be assigned for use starting **25 March 2013**.

2) 10-digit dialing will continue to be used for local calls within the area served by area codes 289, 905 and 365. Prefix 1+ will not be required for local calls between area codes 289, 905 and 365; however long distance calls will continue to be dialed using 1+ 10-digits.

3) Local and long distance calling areas and prices will not change with the adoption of the new overlay NPA Code. Customers with telephone numbers in the new area code 365 will get the same calling areas and prices as customers in the same exchange areas with telephone numbers in area codes 289 and 905.

4) Emergency calls (911) and other N11 services 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 Guidelines require 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 will establish a Network Implementation Task Force (NITF) to develop and implement this NIP.

This NIP addresses the introduction of new NPA code 365 in the NPA 289/905 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 Codes 289 and 905 to file their individual network implementation plans with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry NIP and submit progress reports to the NITF and RPC for inclusion in the Progress and Final Reports to be filed by the RPC with the Commission.

All TSPs are required to report any major relief plan concerns as they are identified, along with proposed solutions, and to address consumer concerns reported directly to the Commission.

The NIP should incorporate the following:

1) Develop and agree on a NIP schedule
2) Co-ordinate and schedule progress reports with the CATF
3) Identify and address NIP issues
4) Network implementation objectives
5) Co-ordinate equipment modifications with special types of telecommunications users (e.g., alarm companies, apartment building owners, hydro meter readers)
6) NPA-specific Network changes
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 ensure that all necessary network and interconnections are modified to implement the overlay NPA Code 365 in the NPA 289/905 area.

All Carriers are required to implement the necessary network changes to implement relief.

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 introduction of the new overlay NPA Code.

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 NPA Code 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 intercarrier testing.

Test numbers in the new NPA Code will permit all carriers and other entities to test their equipment and ensure that the proper network changes have been made to route calls to each carrier operating in the new NPA Code. 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 the new NPA to facilitate testing of network and billing system functionality. Routing of calls to the new NPA can be verified by dialling the new NPA-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 the new NPA can be verified by dialling the new NPA-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 the new NPA:

- Bell Canada
- Rogers Communications Inc.
- MTS AllStream

Other Carriers may request and receive test CO Codes and numbers for publication in the Test Plan, 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 365 Area Code Test Number at [CARRIER NAME] in Ontario, 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.

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

The Effective Date for the introduction of the new NPA is **25 March 2013**, which is the earliest date that a CO Code from the new NPA can be activated in the PSTN. This date is the Relief Date.

9-1-1 Service

The introduction of the new Overlay NPA Code will not have any impact on the dialling of the 9-1-1 number nor the routing of emergency calls to the appropriate Public Service Answering Point (PSAP).

However, 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 Centers. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule.

Other N-1-1 Services

Calls to other N-1-1 numbers will continue to be dialed using only 3 digits. 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.

The RPC recommended that Commission staff notify Payphone Service Providers of the implementation of relief for this NPA, and the new overlay NPA Code.

International Gateway Service Providers

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

The RPC recommended that Commission staff notify Canadian International Gateway Service Providers of the implementation of the new NPA.

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 new NPA.

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 the new NPA Code.

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 the new NPA Code 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 the new NPA Code 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 the CRTC.

Dial Plan Changes

As mandatory 10-digit local dialling was implemented throughout NPA 289/905 during 2006, and is in place in neighbouring NPAs, relief of NPA 289/905 will have no impacts on the local dial plans in NPA 289/905 and neighbouring NPAs.

The dial plans for calls originating in NPA 289/905 and the new overlay NPA will remain as follows:

NPA	Local Dial Plan		Toll Dial Plan	
	Current	Future	Current	Future
289/905/365	10 digits	10 digits	1 + 10 digits	1 + 10 digits

Currently 10-digit dialling is mandatory for local calls originating in adjacent area codes and terminating in the area served by area codes 289 and 905. Mandatory 10-digit local dialling will continue to apply for all local calls originating in adjacent area codes and terminating in the area served by area codes 289 and 905 when the new overlay area code is added to the area served by area codes 289 and 905.

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