

NPA 418 RELIEF IMPLEMENTATION PLAN

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TITLE: NPA 418 Relief Implementation Plan (RIP)

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NPA 418 Relief Implementation Plan

1. EXECUTIVE SUMMARY

This Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines. This document contains a set of industry-level activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPA 418 (northern and eastern Québec).

NPA 418 consists of 258 Exchange Areas, including the rapidly growing exchanges of Québec, Rimouski, Chicoutimi, Rivière-du-Loup, St-Georges-de-Beauce and Thetford Mines in the province of Québec in Canada.

The objective of the NPA Relief Planning Process is to ensure an adequate supply of CO Codes and telephone numbers is always available to the Canadian telecommunications industry and users.

The results of the January 2006 General Numbering Resource Utilization Forecast (G-NRUF) indicated that NPA 418 would exhaust by December 2013. At the request of Canadian Radio-television and Telecommunications Commission (CRTC) staff, the Canadian Numbering Administrator (CNA) conducted a Special August 2006 Wireless Number Portability (WNP) NRUF for all Canadian NPAs. The results of that NRUF indicated that the Projected Exhaust Date for NPA 418 had advanced to March 2012. In January 2007 the CNA conducted an initial Relief Planning Numbering Resource Utilization Forecast (R-NRUF) for NPA 418. The January 2007 R-NRUF results indicated that NPA 418 was projected to exhaust in October 2008, due to increased impacts of the introduction of WNP and Telecom Decision CRTC 2004-46 (Trunking arrangements for the interchange of traffic and the point of interconnection between local exchange carriers). The April 2008 J-NRUF results confirmed that the Projected Exhaust Date for NPA 418 was still October 2008.

Currently 7-digit local dialling is permitted within NPA 418. There is 7-digit local dialling between NPA 418 and certain exchange areas in adjacent NPAs 506 and 709, and 10-digit local dialling between NPA 418 and certain exchange areas in NPA 819. When relief is implemented, dialling of all local calls originating in NPA 418 will change to mandatory 10-digit local dialling. Dialling changes will not be required in adjacent NPAs 506, 709 and 819.

Relief for NPA 418 will be provided by implementation of an overlay NPA on September 19, 2008.

This RIP will impact all customers and Telecommunications Service Providers in NPA 418.

Interested parties are encouraged to participate in the RPC's future meetings to implement this RIP. Such participation is important to ensure that the RIP satisfies the needs and requirements of consumers as well as the TSPs operating in the NPAs requiring relief.

The RPC recommends this RIP which includes, but is not limited to:

- a detailed schedule of activities and target dates;
- Consumer Awareness Program (CAP);

- Network Implementation Plan (NIP); and,
- Standard Network Dialling Announcements.

This RIP is predicated on the Commission issuing a Decision by the end of August 2007 approving the recommendations of the Relief Planning Committee contained in the Planning Document submitted on July 11, 2007.

If a CRTC Decision is not issued by the end of August 2007 and/or a relief option other than 5a) must be adopted, then the Relief Implementation Plan will have to be revised.

This RIP assumes the following RPC recommendations will be approved by the CRTC:

- 1) relief for NPA 418 be implemented using the Distributed Overlay option 5a;
- 2) NPA 581 be selected as the Relief NPA;
- 3) the relief date be 19 September 2008;
- 4) 10-digit local dialling become mandatory on 6 September 2008;
- 5) mandatory 10-digit local dialling be implemented with a 7- to 10-digit local dialling transition period starting 21 June 2008 and ending 6 September 2008;
- 6) TSPs be permitted to implement a standard permissive dialling network announcement followed by automatic all completion between 21 to 27 June 2008;
- 7) TSPs be permitted to implement a standard mandatory 10 digit local dialling network announcement between 6 to 12 September 2008;
- 8) in situations where a TSP may not be able to support a standard permissive dialling network announcement with automatic call completion due to network limitations, the TSP be permitted to use alternative measures during the 7- to 10-Digit Local Dialling Transition Period as described in the attached documents; and
- 9) the 7-digit local dialling that currently exists from the exchange areas of Campbellton NB in neighbouring NPA 506 and Labrador City – Wabush NL in neighboring NPA 709 into NPA 418 be allowed to continue so that those customers would not have a mix of 7- and 10-digit local dialling and customers and TSPs in those exchange areas would not need to make changes to their equipment or networks to accommodate 10-digit dialling for some of their local calling.

In the event that a CRTC Decision is not issued by the end of August 2007, then option 5a may not provide relief until after exhaust has occurred, with potentially adverse effects on carriers, and particularly on those planning to compete in new markets and serve new customers. Therefore, if a CRTC Decision is not issued by the end of August 2007, the RPC submits that relief for NPA 418 should be implemented using the Distributed Overlay option 5b. Under this option, the implementation of the new overlay NPA 581 would occur as indicated above under option 5a; however, the implementation of mandatory 10-digit local dialling would be delayed until after the relief date. If the CRTC directs implementation of option 5b, then the RPC notes that Special Practices for CO Code Assignments must be applied to any CO Codes that are assigned in the NPA 418 area from the relief date until two months prior to the completion of mandatory 10-digit local dialling.

In this RIP, the RPC makes recommendations for various events and implementation details. The RIP contains a detailed Relief Implementation Schedule, Consumer Awareness Program (CAP) and Network Implementation Plan (NIP).

The RPC hereby recommends submits this RIP to the CISC and the CRTC for approval.

2. INTRODUCTION

This Relief Implementation Plan (RIP) was developed in accordance with the Canadian NPA Relief Planning Guidelines approved by the Commission. This RIP contains a set of activities and deliverables established by the Relief Planning Committee (RPC) that are required to provide relief to the exhausting NPA 418. 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.

New Overlay NPA

Following the release of the Commission's Decision, the CNA will request and announce a new NPA from the North American Numbering Plan (NANP) Administrator for the relief of NPA 418.

This RIP will impact all Telecommunications Service Providers (TSPs) and their customers in NPA 418.

Interested parties are encouraged to participate in the RPC's future meetings to implement this RIP. Such participation is important to ensure that the RIP satisfies the needs and requirements of consumers as well as the TSPs operating in the NPAs requiring relief.

In this RIP, the RPC makes several recommendations including a detailed schedule of activities and target dates, a Consumer Awareness Program (CAP), and a Network Implementation Plan (NIP).

Projected Exhaust Dates

The Projected Exhaust Date for an NPA is the date on which it is expected that the NPA will run out of assignable CO Codes (NXXs). When an NPA is projected to exhaust within about a 6 year period, the CNA initiates relief planning for that NPA with the objective of implementing relief 12 to 18 months in advance of the then Projected Exhaust Date. Over time, the Projected Exhaust Date may change as the forecast requirement for CO Codes and telephone numbers changes in response to customer demand for existing and new telecommunications services and the requirements of existing and new TSPs. The CNA monitors assignment data and conducts special studies called the C-NRUF in order to predict NPA exhaust.

The results of the January 2006 General Numbering Resource Utilization Forecast (G-NRUF) indicated that NPA 418 would exhaust by December 2013. At the request of Canadian Radio-television and Telecommunications Commission (CRTC) staff, the Canadian Numbering Administrator (CNA) conducted a Special August 2006 Wireless Number Portability (WNP) NRUF for all Canadian NPAs. The results of that NRUF indicated that the Projected Exhaust Date for NPA 418 had advanced to March 2012. Subsequently, the CNA conducted an initial Relief Planning Numbering Resource Utilization Forecast (R-NRUF) for NPA 418 with a due date of February 7, 2007. The R-NRUF results indicated that NPA 418 was projected to exhaust in October 2008, due to increased impacts of the introduction of WNP and Telecom Decision CRTC 2004-46 (Trunking arrangements for the interchange of traffic and the point of interconnection between local exchange carriers).

The following table summarizes the Projected Exhaust Dates from the various surveys conducted in recent years.

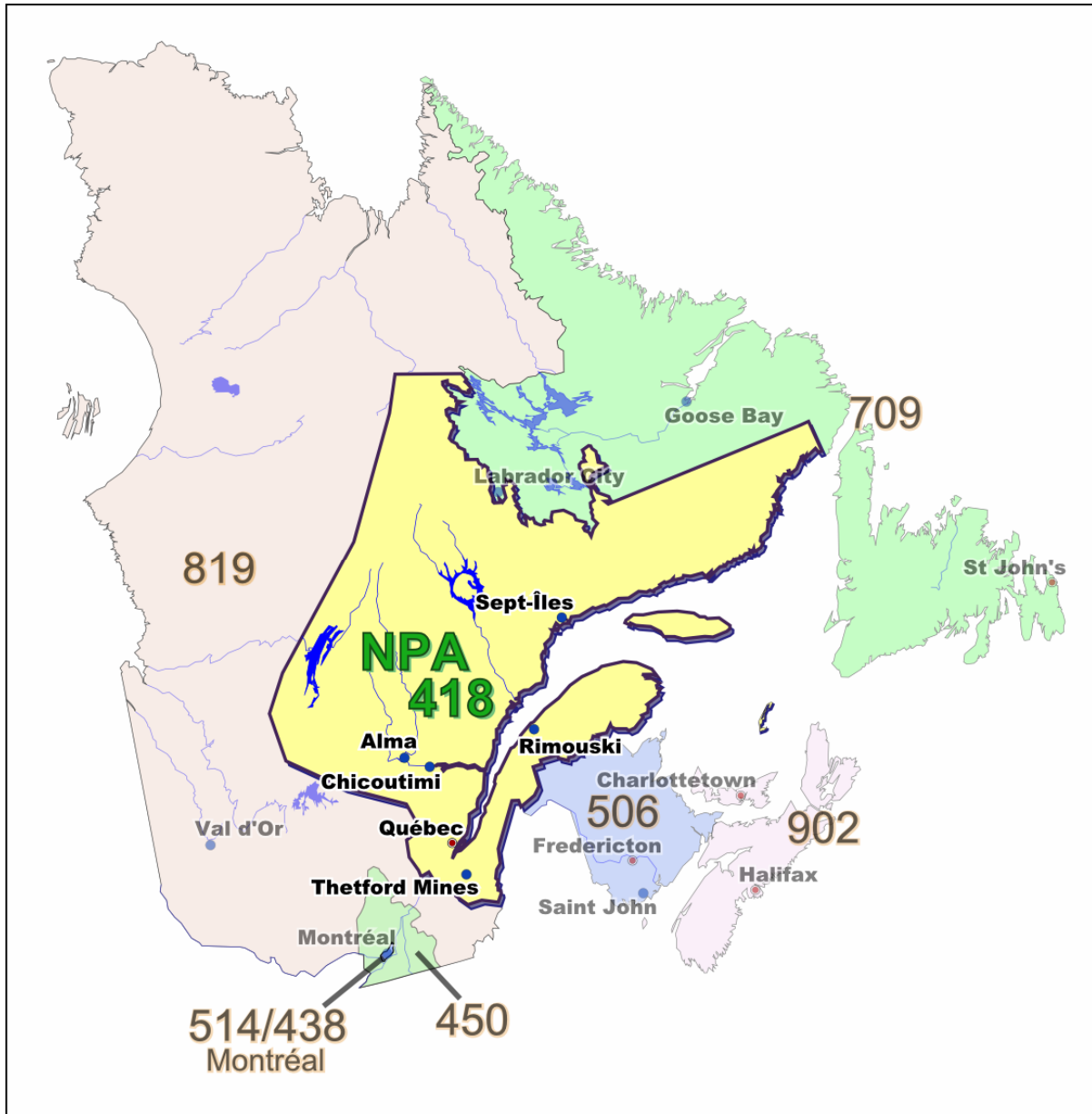
Summary of Projected Exhaust Dates

NPA	Type of NRUF/COCUS	Publication Date	Projected Exhaust Date
418	2000 G-COCUS	9 May 2000	February 2011
418	2001 G-COCUS	10 April 2001	August 2010
418	2002 G-NRUF	1 May 2002	May 2013
418	2003 G-NRUF	15 April 2003	July 2011
418	2004 G-NRUF	15 April 2004	March 2013
418	2005 G-NRUF	14 April 2005	March 2015
418	2006 G-NRUF	14 April 2006	December 2013
418	2006 S-NRUF (WNP)	9 November 2006	March 2012
418	2007 R-NRUF	13 April 2007	October 2008
418	2007 J-NRUF	26 May 2007	October 2008

Map of NPA 418

A map showing NPA 418 is on the following page. NPA 418 consists of 258 Exchange Areas, including the rapidly growing exchanges of Québec, Rimouski, Chicoutimi, Rivière-du-Loup, St-Georges-de-Beauce and Thetford Mines in the northern and eastern parts of the province of Québec in Canada.

Map of NPA 418



Dial Plan Impacts

The toll call dialling arrangement will not be impacted by NPA relief. Local dialling plans in NPA 418 will have to change to accommodate the implementation of an overlay NPA.

Currently, there is 7-digit local dialling between the following locations in NPA 418 and NPAs 506/709.

NPA 418 Exchange Areas	NXXs	Status of Corresponding NXX in Neighbouring NPA	Neighbouring NPA	Exchange Area	NXXs	Status of corresponding NXX in NPA 418
Fermont (Telebec)	418-287	Available outside of Labrador City - Wabush area	709	Labrador City – Wabush, NL	709-280 709-282 709-285 709-288 709-944	All are assigned in locations remote to Fermont PQ, except 418-944 which is available for assignment in a location remote to Fermont, PQ
Matapédia (Telus Québec)	418-865	Available outside of Campbellton Local Calling Areas	506	Campbellton, NB	506-753 506-759 506-760 506-789 509-790	All are assigned in locations remote to Matapédia and Point-à-la-Croix PQ, except 418-753 which is a future Canadian NPA and therefore not available for assignment
Pointe-à-la-Croix (Telus Québec)	418-788	Available outside of Campbellton Local Calling Areas				

The tables below identify recommended modifications to the local dialling plans in NPA 418 and the NPA 418 Relief NPA, The dialling plan for exchange areas in neighbouring NPAs 506, 709 and 819 will not change.

After relief is provided, 7-digit local dialling from NPAs 506 and 709 to the NPA 418 area will be retained and 7-digit local dialling from NPA 418 to NPAs 506 and 709 will become mandatory 10-digits.

Local Dialling Plan for Customers in NPA 418 & the new Overlay NPA

Dial Plan Scenarios	Today	After 418 Overlay
Landline to Wireless within NPA 418	7-(&10)* digits	10-digits
Landline to Wireless from NPA 418 to adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA	7- (&10)* digits	10-digits
Landline to Landline from NPA 418 to NPAs 506 and 709	7-(&10)* digits	10-digits
Landline to Landline from NPA 418 to NPA 819	10-digits	10-digits
Wireless to Wireless within NPA	7/10/11-digits	10/11-digits
Wireless to Wireless from NPA 418 to adjacent NPAs	10/11-digits	10/11-digits

* Note: Today 10-digit local dialling is provided on a permissive basis in almost all cases as well as 7-digits

Local Dialling Plan for Customers in Neighbouring Exchange Areas of Campbellton NB in NPA 506 and Labrador City – Wabush NL in NPA 709 (No Change)

Dial Plan Scenarios	Today	After 418 Overlay
Landline to Wireless from NPAs 506 and 709 to NPA 418	10-digits	10-digits
Landline to Landline from NPAs 506 and 709 to NPA 418	7- (&10)* digits	7- (&10)* digits
Wireless to Wireless from NPAs 506 and 709 to NPA 418	10/11-digits	10/11-digits

* Note: Today 10-digit local dialling is provided on a permissive basis in almost all cases as well as 7-digits

Local Dialling Plan for Customers in Neighbouring NPA 819

Dial Plan Scenarios	Today	After 418 Overlay
Landline to Wireless from NPA 819 to NPA 418	10-digits	10-digits
Landline to Landline from NPA 819 to NPA 418	10-digits	10-digits
Wireless to Wireless from NPA 819 to NPA 418	10/11-digits	10/11-digits

Purpose of RIP

The purpose of this RIP is to establish a public framework and timeframe for implementing relief for NPA 418. This RIP addresses the:

- 1) implementation of a new NPA as a distributed overlay to the NPA 418 region.
- 2) introduction of mandatory 10-digit dialling for all local calls originating within NPA 418, prior to the introduction of the new NPA.

This RIP also addresses the activities, deliverables, and issues impacting more than one individual TSP. It does not cover activities internal to each TSP. Attachment 3, Individual Telecommunications Service Provider Responsibilities, provides a list of activities that each TSP will need to address in its own network, systems and business operations. In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service (e.g., interconnection agreements between carriers).

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

3. 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:

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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.

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

Each Task Force has at least one voluntary Co-chair. The Co-chairs of the CATF and NITF act as the single point of contact and spokespersons for their respective Task Forces. The Co-chairs maintain the list of participants on their Task Forces as confidential. All TSPs operating in the affected NPAs have a participant on each of the Task Forces.

The two Task Forces have developed and submitted separate but coordinated plans for their respective activities:

- 1) Consumer Awareness Program (CAP), and
- 2) Network Implementation Plan (NIP).

Individual TSPs are expected to develop individual consumer awareness programs and network implementation plans within the parameters of the CAP and NIP contained in this RIP. The CATF and NITF will meet periodically to perform their industry level functions identified in this RIP. The RPC will provide oversight and coordination of the CATF and NITF in accordance with the RIP.

Consumer Awareness Task Force (CATF)

The purpose of the CATF is to develop a comprehensive and consistent consumer awareness program for relief activities in the NPA 418 region, 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 NPA 418 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 NPA 418 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, if required, shall be arranged on a bilateral basis between interconnecting TSPs in accordance with bilateral agreements and the Relief Implementation Schedule.

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

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

5. 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 418 Relief Mandatory 10 Digit Local Dialling and New Overlay NPA

ITEM	PRIME	START	END
1 CNA identifies NPA exhaust and notifies by e-mail CRTC staff, CSCN, NANPA & CISC that the NPA will exhaust*	CNA	03-2006	04-2006
2 CNA conducts R-NRUF	CNA	12-2006	02-2007
3 CNA identifies and declares Jeopardy Condition and conducts J-NRUF	CNA	03-2007	05-2007
4 CNA begins preparation of IPD	CNA	04-2007	
5 CNA holds initial Industry Stakeholder conference call to discuss NPA 418 situation, relief planning process, and creation of CATF and NITF	CNA	19 April 2007	19 April 2007
6 CNA announces the date for the initial NPA Relief Planning face-to-face meeting, requests contributions and issues the initial press release.	CNA	8 May 2007	8 May 2007
7 CNA completes and distributes IPD to RPC	CNA	16 May 2007	16 May 2007
8 RPC participants review IPD & submit comments to RPC	RPC	16 May 2007	29 May 2007
9 CRTC issues Public Notice regarding RPC Ad Hoc CISC and Interested Parties list	CRTC		28 May 2007
10 CNA chairs initial RPC meeting to present, explain and discuss the NPA Relief Planning process and the IPD. RPC starts development of PD, RIP & PL. RPC schedules next meetings/conference calls as required	CNA RPC	29 May 2007	31 May 2007
11 CNA distributes revised PD & RIP based upon initial meeting discussions	CNA		8 June 2007
12 RPC participants provide comments on revised PD, RIP & PL as contributions to the RPC	RPC	8 June 2007	10 July 2007
13 RPC consults with CATF and NITF to prepare RIP	CNA CATF NITF	8 June 2007	10 July 2007
14 CNA chairs subsequent RPC meetings/conference calls to finalize Planning Document & RIP & PL	CNA RPC	18 June 2007	11 July 2007
15 CNA revises and forwards Planning Document (PD), RIP to the CISC and CRTC for approval	CNA	8 June 2007	11 July 2007
16 Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to CRTC	Special Users	22 May 2007	31 July 2007
17 CRTC issues Telecom Decision CRTC XXXXX approving the Relief Method, Relief Date & Relief Implementation Plan (RIP)	CRTC		31 August 2007
18 CNA issues media release and sends approved RIP to TRA, CLNPC & RPC participants	CNA		5 Sept 2007
19 CNA submits Planning Letter and RIP to NANPA	CNA		5 Sept 2007
20 NANPA Posts Planning Letter	NANPA		14 Sept 2007
21 Task Forces, TSPs and users execute the RIP		31 August 2007	15 Jan 2009
22 All Telecom Service Providers (TSPs) to develop and file individual consumer awareness programs	TSPs	31 August 2007	30 Sept 2007

	ITEM	PRIME	START	END
	with the CRTC (may be done collectively by Telecommunications Alliance)			
23	All TSPs commence and continue consumer awareness activities	TSPs	31 August 2007	19 Sept 2008
24	All TSPs to notify all of their business & special customers of 10-digit dialling & Overlay NPA	TSPs	31 August 2007	31 Oct 2007
25	All TSPs to notify all customers including residence at least once	TSPs	31 August 2007	31 Oct 2007
26	TSPs to submit Progress Report #1 to NITF and CATF	TSPs	9 Nov 2007	23 Nov 2007
27	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	23 Nov 2007	7 Dec 2007
28	RPC develops & submits Progress Report #1 to CISC/CRTC	RPC	7 Dec 2007	21 Dec 2007
29	Telcordia TRA database updates to include new NPA	Telcordia TRA	14 Sept 2007	28 Sept 2007
30	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 10-digit local dialling	Telecom Users	31 August 2007	21 June 2008
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 new overlay NPA		31 August 2007	12 Sept 2008
32	Payphone Providers Reprogram Payphones	Payphone Providers	31 August 2007	21 June 2008
33	TSPs and database owners/operators to modify systems and industry databases	Database Owners	31 August 2007	21 June 2008
34	Operator Services & Directory Assistance Readiness	TSPs	31 August 2007	21 June 2008
35	Directory Publisher to include new dialling instructions for NPA 418 in a directory published prior to the Relief Date	Directory Publishers	31 August 2007	19 Sept 2008
36	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	31 August 2007	19 Sept 2008
37	9-1-1 PSAP Systems and Databases Readiness	PSAPs & TSPs	31 August 2007	21 June 2008
38	9-1-1 TSP Readiness	TSPs	31 August 2007	21 June 2008
39	International Gateway Switch Translations Readiness for new NPA	Int'l TSPs	31 August 2007	27 April 2008
40	Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA	CLNPC NPAC	31 August 2007	12 Sept 2008
41	Toll Free SMS Database Readiness for new NPA	Toll TSPs	31 August 2007	12 Sept 2008
42	ISCP & Service Order Systems Readiness	TSPs	31 August 2007	12 Sept 2008
43	TSPs apply for Overlay NPA Test CO Codes and TNs (no more than 6 months and no less than 66 days prior to start date for testing (Section 6.23.4 Canadian RP GL)	TSPs	27 Oct 2007	21 Feb 2008
44	Activation date for Overlay NPA Test CO Codes and Test Numbers in network (prior to start date for Inter-Carrier Testing)	TSPs		27 April 2008
45	Develop Inter-Carrier Network Test Plans (individual carriers to make arrangements in accordance with interconnection agreements)	NITF TSPs	31 August 2007	21 June 2008
46	TSPs prepare for Inter-Carrier Network Testing (signalling networks, toll, local)	TSPs	31 August 2007	21 April 2008
47	Inter-Carrier Testing Period (starts 2 months prior to 7- to 10-Digit Dialling Transition Period – subject to Inter-Carrier Network Test Plans – can continue up to introduction of new NPA)	NITF TSPs	21 April 2008	19 Sept 2008
48	Phase-in of 7- to 10-Digit Dialling Transition Period announcements	TSPs	21 June 2008	27 June 2008
49	TSPs to submit Progress Report #2 to NITF and CATF	TSPs	27 June 2008	11 July 2008

	ITEM	PRIME	START	END
50	NITF and CATF develop & submit Progress Report #2 to RPC	NITF & CATF	11 July 2008	25 July 2008
51	RPC develops & submits Progress Report #2 to CISC/CRTC	RPC	25 July 2008	8 August 2008
52	Phase-in of mandatory 10-digit dialling announcements	TSPs	6 Sept 2008	12 Sept 2008
53	Relief Date (earliest date when CO Codes in new NPA XXX may be activated in PSTN)			19 Sept 2008
54	TSPs submit final Progress Report #3 to CATF and NITF	TSPs	19 Sep 2008	3 Oct 2008
55	TSPs disconnect Test Codes & Numbers	TSPs	19 Sept 2008	20 Oct 2008
56	Submission of NITF and CATF Final Progress Report #3 to RPC	NITF & CATF	3 Oct 2008	17 Oct 2008
57	RPC submits Final Report #3 to CISC/CRTC	RPC	17 Oct 2008	31 Oct 2008
58	Change Mandatory 10-Digit Dialling Announcement to standard announcement	TSPs	8 Dec 2008	15 Jan 2009

* When an NPA is projected to exhaust within a 72 months period, the CNA must commence the Relief Planning process.

** In the event that a new R-NRUF or actual demand indicates that the exhaust date will change significantly, the CNA may convene a meeting of the NPA Relief Planning Committee to review the issue and make a recommendation to the CISC and CRTC.

6. 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 of NPA 418 including the implementation of 10-digit local dialling. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialling is required for local calls.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of relief for NPA 418, the overlay NPA, and 10-digit local dialling.

Individual Payphone Service Providers should notify the Commission or Commission staff, as appropriate, if they have any problems or concerns with respect to NPA 418 relief.

Telecommunication Service Users

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

Users of telecommunications services in NPA 418 are required to make the necessary changes to their telecommunications systems and equipment in order to send and receive calls using 10-digit local dialling over the Public Switched Telephone Network (PSTN). Users include, but are not limited to, 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers and the general public.

Special types of Telecommunication Service Users (e.g., 9-1-1 PSAPS, alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment requiring modification, unified messaging service companies, governments, apartment building owners, hydro meter readers) must take special measures to ensure that their services continue to function properly. All special types of Telecommunication Service Users are requested to co-ordinate their equipment and system modifications with their TSPs to implement the new overlay NPA. This is necessary to ensure a smooth and timely transition to 10-digit local dialling in the affected NPAs.

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

Users of telecommunications services should notify their TSP and the Commission or Commission staff, as appropriate, if they have any problems or concerns with modifying their systems and databases in time to implement relief in accordance with this RIP. It is critically important that service users, in particular alarm service providers, make the required or necessary modifications to their systems, databases and terminal equipment prior to the 7- to10-Digit Dialling Transition Period start date and mandatory 10-digit dialling date in order to ensure continuity of service.

9-1-1 PSAPS must make any required changes to their systems and databases to accommodate the new overlay NPA and 10-digit local dialling. Individual 9-1-1 PSAP system operators shall identify specific problems or concerns to the Commission or Commission staff, as appropriate. It is critically important that 9-1-1 PSAPs make the required or necessary modifications to their systems, databases and terminal equipment prior to the 7- to10-Digit Dialling Transition Period start date and mandatory 10-digit dialling date in order to implement the new overlay NPA and ensure continuity of service.

Directories

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

The adoption of 10-digit local dialling in accordance with the Decision will impact all customers in NPA 418.

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

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

After the implementation of the new overlay NPA, all future directories in NPA 418 should identify the NPA associated with the telephone number so that customers can obtain the appropriate 10 digit number.

If Directories in exchange areas in NPA 418 have local dialling instructions, they will require modifications to indicate that the NPA must be dialled with the 7-digit telephone number for all local calls.

7. RECOMMENDATIONS

In this RIP, the RPC makes recommendations for various events and implementation details. The RIP contains a detailed Relief Implementation Schedule, Consumer Awareness Program (CAP) and Network Implementation Plan (NIP).

The RPC hereby recommends submits this RIP to the CISC and the CRTC for approval.

Recommended 7- to 10- Digit Local Dialling Transition Period

The recommended start date for the 7- to 10-Digit Dialling Transition Period network announcements is **Saturday, 21 June 2008**.

TSPs are permitted to phase-in the 7- to 10-Digit Dialling Transition Period network announcement during the first week of the 7- to 10-Digit Dialling Transition Period, from **21 to 28 June 2008**.

In addition, all TSPs are required to use clear and consistent network announcements during the 7- to 10-Digit Dialling Transition Period to remind customers of the changes to the local dialling plan. All TSPs must use CRTC-approved announcement texts in NPA 418 during the 7- to 10-Digit Dialling Transition Period and the mandatory 10-digit local dialling period.

The RPC recommends that, at the discretion of each TSP operating in NPA 418, one of the following two alternative bilingual network announcements shall be used by that TSP.

The 7- to 10-Digit Dialling Transition Period announcement texts are the short and long announcement texts previously approved by the CRTC for use in NPAs 450 and 514. The short version was approved by the CRTC as an option to be selected by each TSP to address a concern raised by the alarm industry regarding the length of the announcements and the negative effect such longer announcements would have on their security services.

Short 7- to 10-Digit Local Dialling Transition Period Announcement

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel sera maintenant acheminé.

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

or

Long 7- to 10-Digit Local Dialling Transition Period Announcement

The local number you have dialled must be preceded by its area code. Your call will now proceed. For future calls to this number, please dial the area code.

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel sera maintenant acheminé. Lors d'appels subséquents au même numéro, veuillez composer l'indicatif régional.

If at any time a TSP desires to use any announcement text that differs from that identified above, then the TSP shall submit the revised announcement text to the CRTC or CRTC staff for approval.

Equipment used by local exchange carriers to provide service in some exchanges, typically those serving small communities, is able to provide both 7 and 10-digit local dialling (permissive dialling), and can route calls to an announcement, e.g. when 10-digit dialling is mandatory, or an NPA has changed, but may not be able to connect a call following an announcement (i.e., cut-through), as is usually required during transition to an overlay. Investments that would be required to upgrade or replace network elements to provide transition announcements in some communities could be significant relative to their size, and such investments would provide a capability that would only be used for a short time, i.e. during the dialling transition period. It is therefore suggested that if the relief method that is adopted includes an overlay, then where a TSP's network equipment does not support an announcement followed by cut-through, the TSP would not be required to provide announcement plus cut-through during the transition period, and only be required to provide permissive 7/10 digit dialling in that community with no announcement until 10-digit dialling becomes mandatory. In such cases, TSPs would also be required to use additional and/or alternative methods of educating customers in the affected communities. Such methods of education could include, but may not be limited to, advertisements in local newspapers (in areas where local newspapers are published), notices provided to customer using their billing notification method (e.g. paper mail or email), and information on websites.

In Telecom Decisions CRTC 2007-38 and 2007-42, the CRTC addressed the above situation and established a process and requirements for carriers to follow. The RPC reviewed these Decisions and recommends the following approach be adopted for NPA 418 which is based upon these Decisions.

In situations where TSPs have network limitations in providing recorded announcements with call completion, and the provision of such announcements and call completion would be prohibitively expensive (e.g., for independent companies in small and/or remote locations served by legacy technology), it is recommended that such TSPs may submit written requests to CRTC staff seeking relief from the obligation of providing industry standard network announcements with automatic call completion on calls dialled using 7 digits prior to the implementation of mandatory 10-digit dialling. In such circumstances, those TSPs seeking relief shall be required to inform their customers of the 10-digit dialling requirement by:

- sending monthly bill inserts (to be submitted at least one month prior to insertion to CRTC staff for approval) in each of the 2 months immediately prior to the month when mandatory 10-digit local dialling is scheduled to be implemented;
- placing two notices in local newspapers (if available), one during the month prior local to the month when mandatory 10-digit local dialling is scheduled to be implemented, and one during the month when mandatory 10-digit local dialling is scheduled to be implemented;

- sending a personal letter to each affected customer, to be received approximately 10 days prior to the commencement of mandatory 10-digit dialling; and
- placing information on the TSPs' websites in a prominent, highly visible location for the minimum period of about 3 months ending at the end of the month when mandatory 10-digit local dialling is scheduled to be implemented.

Recommended Mandatory 10-Digit Local Dialling Start Date

The recommended mandatory 10-digit local dialling start date is **Saturday, 6 September 2008**.

The RPC recommends that TSPs phase-in the mandatory 10-digit local dialling announcement over a period from 6 to 12 September 2008 coincident with the phase-out of the 7- to 10-Digit Dialling Transition Period announcement as indicated in the Relief Implementation Schedule.

Mandatory 10-Digit Local Dialling Announcement

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel ne peut être établi. Veuillez raccrocher et recommencer en composant l'indicatif régional.

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

Recommended Date for CO Code Activation for New Overlay NPA

The recommended Effective Date for the introduction of the new overlay NPA is **Friday, 19 September 2008**, 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. The 7 calendar day delay between the end of the phase-in of the 10-digit mandatory dialling announcement and the Relief Date is necessary to address any issues that may arise.

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 418 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., 418 Telecom 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., 418, but also affected exchange areas in neighbouring NPAs)
- 8) Communications tactics
- 9) Communications theme
- 10) Key messages

Communications Objectives

The Communications Objectives of this CAP are as follows:

- 1) Increase consumer and user awareness of the introduction of the new NPA and 10-digit local dialling in the 418 area.
- 2) Advise customers and users of the potential need to reprogram their customer provided equipment and systems prior to the beginning of the 7- to 10-Digit

- Dialling Transition Period announcement period (see Relief Implementation Schedule for dates) to facilitate the transition to 10-digit local dialling.
- 3) Encourage callers to adopt 10-digit dialling for all local calls originating within NPA 418 and the new overlay NPA in accordance with the timeframe in the Relief Implementation Schedule.
 - 4) Provide open communication channels to address questions and concerns from residents and businesses regarding the implementation of 10-digit local dialling and the new NPA.
 - 5) Continue to lay the foundation for seamless addition of new NPAs in the future through successful transition to 10-digit local dialling.

Communications Tactics

TSPs should consider using the following tactics to accomplish their individual consumer awareness program activities. TSPs may opt to implement some or all of these tactics on their own or as part of an association with other TSPs. In the event that an association of TSPs is formed to coordinate consumer awareness activities, all TSPs operating in the affected NPAs are strongly encouraged to participate in the association activities.

Government Relations

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

Media Relations

To introduce and raise awareness of the new NPA and 10-digit local dialling, TSPs should conduct an ongoing media relations campaign targeting key media (including local newspapers, broadcast media, and community publications) in NPA 418. TSPs should offer spokespersons for interviews that focus on how residents and businesses can prepare for the transition and to encourage them to start getting ready now.

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

When required, TSPs should issue a series of media alerts and public service announcements to local radio and broadcast stations to provide updated information on 10-digit local dialling.

The Canadian Numbering Administration (CNA) shall act as a spokesperson for the RPC, providing the news media and general public with basic information about the introduction of 10-digit local dialling and the new NPA, and referrals to related Commission decisions and regulations.

Each TSP should identify its own spokesperson to speak on its behalf to the media.

Any alliance of TSPs may also have its own spokesperson.

Telecommunications Service Providers' Web Sites

TSPs should provide up-to-date information about the implementation of 10-digit local dialling in NPA 418 and the new NPA on their Internet web sites.

Customer Bill Inserts & Messages

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

Advertising Campaign

TSPs should implement their own individual media advertising as necessary and voluntarily participate in a media advertising campaign coordinated with other TSPs' activities to increase awareness amongst consumers in the affected NPAs. All media advertising campaigns, whether conducted individually or collectively, should meet the objective of providing clear and consistent messages to consumers and users as established in this CAP.

Targeted Customer Communications

TSPs should identify and communicate directly with their customers who will be required to make major changes to their telecommunications equipment and systems to accommodate 10-digit local dialling and the new NPA. Targeted communications identifying the changes required should be sent to those customers well in advance of the start date for the 7- to 10-Digit Dialling Transition Period network announcements in order to provide those customers with sufficient time to make the necessary changes. Such targeted customers may include 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, Internet service providers, paging companies, unified messaging service companies, apartment building owners, and hydro meter readers.

Other Means of Customer Communications

TSPs should use other means (e.g., customer messaging, direct customer contacts, Interactive Voice Response, etc.), as required, to reach their customers and provide appropriate information about the implementation of 10-digit local dialling and the new NPA.

Communications Themes and Key Messages:

The proposed theme for the CAP should be:

“A new area code is being added to the 418 area. Add-the-code and dial 10-digits for all local calls originating within area code 418 and the new area code.”

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, a new area code will be overlaid on top of the 418 geographic area in October 2008. The new area code will co-exist within the same geographic region as area code 418. There will be no change to customers' existing 418 telephone numbers. Telephone numbers beginning with the new area code may be assigned for use starting 19 September 2008.
- 2) Changes are required for local dialling in area codes 418 starting in June 2008. In area codes 418 and the new overlay area code, 10-digit dialling will be required for all local calls.
- 3) Customers may begin reprogramming their telecommunications equipment today to accommodate 10-digit local dialling and should have it completed by **21 June 2008** when 7- to 10-Digit Dialling Transition announcements will begin for local calls dialled using 7-digits originating within area code 418.
- 4) Starting on **21 June 2008**, local calls originating within area code 418 that are dialled using only 7-digits will generally be preceded by a recorded announcement reminding callers to dial 10-digits consisting of the 3-digit area code and 7-digit telephone number. Calls will then be automatically completed. The recorded messages may prevent local data calls dialled using only 7-digits from being completed.
- 5) Starting on **6 September 2008**, all local calls originating within area code 418 must be dialled using 10-digits consisting of the 3-digit area code and 7-digit telephone number. Commencing on that date, all local calls originating within area code 418 that are dialled using 7-digits will be routed to an announcement and will not be completed.
- 6) Local and long distance calling areas and prices will not change with the adoption of 10-digit dialling on local calls originating within area code 418. Customers with telephone numbers in the new overlay area code will get the same calling areas and prices as customers in the same exchange areas with telephone numbers in area code 418.
- 7) 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 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 has established a Network Implementation Task Force (NITF) to develop and implement this NIP.

This NIP addresses the introduction of 10-digit local dialling in NPA 418 as well as the introduction of a new overlay NPA in the NPA 418 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 418 to file their individual network implementation plans with the Commission in accordance with the Relief Implementation Schedule. TSPs must implement those programs in accordance with this industry NIP and submit progress reports to the NITF and RPC for inclusion in the Progress and Final Reports to be filed by the RPC with the Commission.

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

The RPC requested that the NITF develop a NIP in accordance the Canadian NPA Relief Planning Guidelines that incorporates the following:

- 1) Develop and agree on a NIP schedule
- 2) Co-ordinate and schedule progress reports with the CATF
- 3) Identify and address NIP issues
- 4) Network implementation objectives
- 5) Co-ordinate equipment modifications with special types of telecommunications users (e.g., alarm companies, apartment building owners, hydro meter readers)
- 6) NPA 418 network changes
- 7) Intercarrier network and technical interfaces (e.g., test plan and test numbers, 9-1-1 impacts if any)
- 8) Recommend standard network switch announcements to be reviewed with the CATF (7- to 10-Digit Dialling Transition Period announcement and mandatory dialling announcement) for all exchange areas and NPAs affected by the Decision
- 9) Recommend phase-in and phase-out periods for standard network announcements
- 10) Recommend mandatory 10-digit local dialling date
- 11) Recommend earliest effective date for activation of new CO Codes in the new overlay NPA.

Network Implementation Objectives

The objectives of this NIP are as follows:

- 1) Implement the standard network announcements for 7- to 10-Digit Dialling Transition Period dialling and mandatory 10-digit dialling in accordance with the Decisions, RIP and Relief Implementation Schedule.
- 2) Make all network and interconnection modifications to implement 10-digit dialling for all local calls originating within NPA 418.
- 3) Lay the foundation for seamless addition of new NPAs in the future through successful transition to local 10-digit dialling in NPA 418.

All TSPs are required to implement the necessary network changes in NPA 418 to implement relief. This includes the introduction of 10-digit local dialling for all local calls originating within NPA 418 and the introduction of the new overlay NPA.

TSP Coordination with Special Types of Telecommunications Users

All TSPs are requested to co-ordinate their network and service modifications with special types of telecommunications users (e.g., 9-1-1 Public Safety Answering Points (PSAPs), alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment building owners, hydro meter readers). This is necessary in order to ensure a smooth and timely transition to 10-digit local dialling in the affected NPAs, and the introduction of the new overlay NPA.

Test Codes, Numbers & Plans

All TSPs are required to modify their networks, systems databases, and operator services and directory assistance databases, to accommodate 10-digit local dialling and the new overlay NPA 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 overlay NPA 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. The test numbers shall permit TSPs and users to test their equipment both with and without having to incur toll charges.

The following carriers have agreed to provide test numbers in the new overlay NPA as follows:

- Bell Canada
- TELUS Québec

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 Guidelines for all CO Codes allocated for testing purposes in the event that such CO Codes are not returned by the above carriers to the CNA in accordance with the Relief Implementation Schedule.

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

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

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

All TSPs in NPA 418 have already implemented 10-digit local dialling on a permissive dialling basis in their networks.

Mandatory 10-Digit Local Dialling Start Date

The mandatory 10-digit local dialling start date is **Saturday, 6 September 2008**.

10-digit local dialling will be introduced on all local calls from originating within NPA 418, prior to the Relief Date.

All TSPs may phase-in the mandatory 10-digit dialling announcement over a 6 calendar day period commencing on the mandatory 10-digit dialling start date (coincident with the phase-out of the 7- to 10-Digit Dialling Transition Period announcement) and ending on 12 September 2008.

Date for CO Code Activation in the New NPA

The Effective Date, for the introduction of the new overlay NPA is **Friday, 19 September 2008**, 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. The 7 calendar day delay between the end of the phase-in of the 10-digit mandatory dialling announcement and the Relief Date is necessary to address any issues that may arise.

It is recommended that Central Office Codes (NXXs) in new overlay NPA not be activated in the PSTN until at least 14 calendar days after the mandatory 10-digit dialling date of 4 October 2008. This is necessary in order to allow for the 7 calendar day period for the implementation of the mandatory 10-digit dialling announcements as indicated

above, plus a one week period to provide additional time to address any issues that may arise.

7- to 10-Digit Local Dialling Transition Period

The start date for the 7- to 10-Digit Dialling Transition Period network announcements is **Saturday, 21 June 2008**.

TSPs are permitted to phase-in the 7- to 10-Digit Dialling Transition Period network announcement during the first week of the 7- to 10-Digit Dialling Transition Period, from **21 to 28 June 2008**.

In addition, all TSPs are required to use clear and consistent network announcements during the 7- to 10-Digit Dialling Transition Period to remind customers of the changes to the local dialling plan. All TSPs must use CRTC-approved announcement texts in NPA 418 during the 7- to 10-Digit Dialling Transition Period and the mandatory 10-digit local dialling period.

At the discretion of each TSP operating in NPA 418 one of the following two alternative bilingual network announcements shall be used by that TSP.

The 7- to 10-Digit Dialling Transition Period announcement texts are the short and long announcement texts previously approved by the CRTC for use in NPAs 450 and 514. The short version was approved by the CRTC as an option to be selected by each TSP to address a concern raised by the alarm industry regarding the length of the announcements and the negative effect such longer announcements would have on their security services.

Short 7- to 10-Digit Local Dialling Transition Period Announcement

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel sera maintenant acheminé.

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

or

Long 7- to 10-Digit Local Dialling Transition Period Announcement

The local number you have dialled must be preceded by its area code. Your call will now proceed. For future calls to this number, please dial the area code.

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel sera maintenant acheminé. Lors d'appels subséquents au même numéro, veuillez composer l'indicatif régional.

If at any time a TSP desires to use any announcement text that differs from that identified above, then the TSP shall submit the revised announcement text to the CRTC or CRTC staff for approval.

Commencing on the start date for the permissive dialling period, each TSP must implement its own announcements where necessary for all 7-digit dialled calls originated by its own customers on its network. All TSPs must route such 7-digit dialled calls to other TSPs only in a 10-digit format.

All TSPs are expected to provision appropriate capacity on their announcement systems to provide these announcements for a reasonable quantity of call traffic. This is necessary in order to provide callers with appropriate instruction about the new dial plan and to ensure a smooth transition to mandatory 10-digit local dialling prior to the introduction of the new overlay NPA. However, it is recognized that in peak calling periods the quantity of calls dialled using 7 digits may exceed the network announcement capacity available. In such circumstances, TSPs should process such calls without the 7/10-digit dialling announcements in order to protect the network and ensure customers are not adversely affected.

Equipment used by local exchange carriers to provide service in some exchanges, typically those serving small communities, is able to provide both 7 and 10-digit local dialling (permissive dialling), and can route calls to an announcement, e.g. when 10-digit dialling is mandatory, or an NPA has changed, but may not be able to connect a call following an announcement (i.e., cut-through), as is usually required during transition to an overlay. Investments that would be required to upgrade or replace network elements to provide transition announcements in some communities could be significant relative to their size, and such investments would provide a capability that would only be used for a short time, i.e. during the dialling transition period. It is therefore suggested that if the relief method that is adopted includes an overlay, then where a TSP's network equipment does not support an announcement followed by cut-through, the TSP would not be required to provide announcement plus cut-through during the transition period, and only be required to provide permissive 7/10 digit dialling in that community with no announcement until 10-digit dialling becomes mandatory. In such cases, TSPs would also be required to use additional and/or alternative methods of educating customers in the affected communities. Such methods of education could include, but may not be limited to, advertisements in local newspapers (in areas where local newspapers are published), notices provided to customer using their billing notification method (e.g. paper mail or email), and information on websites.

In Telecom Decisions CRTC 2007-38 and 2007-42, the CRTC addressed the above situation and established a process and requirements for carriers to follow. The RPC reviewed these Decisions and recommends the following approach be adopted for NPA 418 which is based upon these Decisions.

In situations where TSPs have network limitations in providing recorded announcements with call completion, and the provision of such announcements and call completion would be prohibitively expensive (e.g., for independent companies in small and/or remote locations served by legacy technology), it is recommended that such TSPs may submit written requests to CRTC staff seeking relief from the obligation of providing industry standard network announcements with automatic call completion on calls dialled using 7 digits prior to the implementation of mandatory 10-digit dialling. In such circumstances, those TSPs seeking relief shall be required to inform their customers of the 10-digit dialling requirement by:

- sending monthly bill inserts (to be submitted at least one month prior to insertion to CRTC staff for approval) in each of the 2 months immediately prior to the month when mandatory 10-digit local dialling is scheduled to be implemented;
- placing two notices in local newspapers (if available), one during the month prior to the month when mandatory 10-digit local dialling is scheduled to be implemented, and one during the month when mandatory 10-digit local dialling is scheduled to be implemented;
- sending a personal letter to each affected customer, to be received approximate 10 days prior to the commencement of mandatory 10-digit local dialling; and
- placing information on the TSPs' websites in a prominent, highly visible location for the minimum period of about 3 months ending at the end of the month when mandatory 10-digit local dialling is scheduled to be implemented.

9-1-1 Service

The introduction of 10-digit local dialling in NPA 418 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 overlay 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 overlay NPA or to port numbers into their switch from the new overlay 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 Bell Canada's and 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.

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 overlay NPA and mandatory local 10-digit dialling. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialling is required for local calls.

The RPC recommended that Commission staff notify Payphone Service Providers of the implementation of the new overlay NPA.

International Gateway Service Providers

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

The RPC recommended that Commission staff notify Canadian International Gateway Service Providers of the implementation of the new overlay 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 10-digit local dialling and the introduction of the new overlay 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 overlay NPA.

Each TSP is responsible for determining the impact of the 10-digit local dialling and the new overlay NPA on its operations and the products and services it provides to its own customers. Each TSP is responsible for making all necessary modifications to ensure service will be maintained during and after the relief implementation period for its own customers. Furthermore, TSPs shall notify all of their customers of the introduction of the new overlay NPA and 10-digit local dialling in accordance with the CAP (see Attachment 1).

Standard Network Switch Announcements

All carriers operating in NPA 418 must implement the following standard network announcements, where necessary, in accordance with the dates contained in the Relief Implementation Schedule. Commencing on the mandatory 10-digit local dialling date identified in the Relief Implementation Schedule, TSPs must not complete 7-digit dialled calls to telephone numbers with the exception of numbers in CO Codes approved by the Commission that can be dialled using 7-digits (e.g., 950-XXXX, 310-XXXX). Appropriate 10-digit routing between networks and network announcements must be implemented by each TSP.

The RPC recommends the use of the following standard network announcement text by all TSPs operating in NPA 418.

The Mandatory 10-Digit Dialling Announcement texts are those used for prior relief projects in NPAs 450, 514, 519, 613 and 819 during 2006.

Mandatory 10-Digit Dialling Announcement

Le numéro local que vous avez composé doit être précédé de son indicatif régional. Votre appel ne peut être établi. Veuillez raccrocher et recommencer en composant l'indicatif régional.

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

If at any time a TSP desires to use any announcement text that differs from that identified above, then the TSP shall submit the revised announcement text to the CRTC or CRTC staff for approval.

Appropriate 10-digit routing between networks and network announcements must be implemented by each TSP. Announcements stated above will be used to advise the customer to hang up and redial again in a 10-digit format.

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

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

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. In the event that a TSP does not submit its individual progress report to the NITF, the NITF will note this discrepancy in its Progress Report.

Dial Plan Changes

The toll call dialling arrangement will not be impacted by NPA relief. Local dialling plans in NPA 418 will have to change to accommodate the implementation of an overlay NPA.

Currently, there is 7-digit local dialling between the following locations in NPA 418 and NPAs 506/709;

NPA 418 Exchange Areas	NXXs	Status of Corresponding NXX in Neighbouring NPA	Neighbouring NPA	Exchange Area	NXXs	Status of corresponding NXX in NPA 418
Fermont (Telebec)	418-287	Available outside of Labrador City - Wabush area	709	Labrador City – Wabush, NL	709-280 709-282 709-285 709-288 709-944	All are assigned in locations remote to Fermont PQ, except 418-944 which is available for assignment in a location remote to Fermont, PQ
Matapédia (Telus Québec)	418-865	Available outside of Campbellton Local Calling Areas	506	Campbellton, NB	506-753 506-759 506-760 506-789 509-790	All are assigned in locations remote to Matapédia and Point-à-la-Croix PQ, except 418-753 which is a future Canadian NPA and therefore not available for assignment
Pointe-à-la-Croix (Telus Québec)	418-788	Available outside of Campbellton Local Calling Areas				

The tables below identify recommended modifications to the local dialling plans in NPA 418 and the NPA 418 Relief NPA, The dialling plan for exchange areas in neighbouring NPAs 506, 709 and 819 will not change.

After relief is provided, 7-digit local dialling from NPAs 506 and 709 to the NPA 418 area will be retained and 7-digit local dialling from NPA 418 to NPAs 506 and 709 will become mandatory 10-digits.

Local Dialling Plan for Customers in NPA 418 & the new Overlay NPA

Dial Plan Scenarios	Today	After 418 Overlay
Landline to Wireless within NPA 418	7-(&10)* digits	10-digits
Landline to Wireless from NPA 418 to adjacent NPAs	10-digits	10-digits
Landline to Landline within NPA	7- (&10)* digits	10-digits
Landline to Landline from NPA 418 to NPAs 506 and 709	7-(&10)* digits	10-digits
Landline to Landline from NPA 418 to NPA 819	10-digits	10-digits

Dial Plan Scenarios	Today	After 418 Overlay
Wireless to Wireless within NPA	7/10/11-digits	10/11-digits
Wireless to Wireless from NPA 418 to adjacent NPAs	10/11-digits	10/11-digits

* Note: Today 10-digit local dialling is provided on a permissive basis in almost all cases as well as 7-digits

Local Dialling Plan for Customers in Neighbouring Exchange Areas of Campbellton NB in NPA 506 and Labrador City – Wabush NL in NPA 709 (No Change)

Dial Plan Scenarios	Today	After 418 Overlay
Landline to Wireless from NPAs 506 and 709 to NPA 418	10-digits	10-digits
Landline to Landline from NPAs 506 and 709 to NPA 418	7- (&10)* digits	7- (&10)* digits
Wireless to Wireless from NPAs 506 and 709 to NPA 418	10/11- digits	10/11- digits

* Note: Today 10-digit local dialling is provided on a permissive basis in almost all cases as well as 7-digits

Local Dialling Plan for Customers in Neighbouring NPA 819

Dial Plan Scenarios	Today	After 418 Overlay
Landline to Wireless from NPA 819 to NPA 418	10-digits	10-digits
Landline to Landline from NPA 819 to NPA 418	10-digits	10-digits
Wireless to Wireless from NPA 819 to NPA 418	10/11- digits	10/11- digits

ATTACHMENT 3

Individual Telecommunications Service Provider Responsibilities

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

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