

NPA 435/514 Planning Document (PD)

Version 1.0 – 4 August 2021

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Distribution List

**ACRONYM LIST**

|  |  |
| --- | --- |
| CATF | Consumer Awareness Task Force |
| CNA | Canadian Numbering Administrator |
| CISC | CRTC Interconnection Steering Committee |
| CLEC | Competitive Local Exchange Carrier |
| CLNPC | Canadian Local Number Portability Consortium |
| CO | Central Office |
| CRTC | Canadian Radio-television and Telecommunications Commission |
| CSCN | Canadian Steering Committee on Numbering |
| EAS | Extended Area Service |
| G-NRUF | General Numbering Resource Utilization Forecast |
| ILEC | Incumbent Local Exchange Carrier |
| IPD | Initial Planning Document |
| ISP | Internet Service Provider |
| JCP | Jeopardy Contingency Plan |
| J‑NRUF | Jeopardy Numbering Resource Utilization Forecast |
| LEC | Local Exchange Carrier |
| LIR | Local Interconnection Region |
| LNP | Local Number Portability |
| NANP | North American Numbering Plan |
| NANPA | North American Numbering Plan Administrator |
| NITF | Network Implementation Task Force |
| NoC | Notice of Consultation |
| NPA | Numbering Plan Area (Area Code) |
| NRUF | Numbering Resource Utilization Forecast |
| PD | Planning Document |
| PED | Projected Exhaust Date |
| PL | Planning Letter |
| POI | Point of Interconnection |
| PROC | Proposal for Relief of an Overlay NPA Complex |
| PSAP | Public Safety Answering Point |
| RIP | Relief Implementation Plan |
| R-NRUF | Relief Planning Numbering Resource Utilization Forecast |
| RPC | Relief Planning Committee |
| TSP | Telecommunications Service Provider |
| WNP | Wireless Number Portability |
| WSP | Wireless Service Provider |

**Planning Document (PD)**

**Numbering Plan Area (NPA) 438/514**

**Highlight implies that these sections should be reviewed and updated in any planning document contribution(s).**

# INTRODUCTION

Numbering Plan Areas (NPAs) 418 and 514, commonly referred to as area codes, were originally assigned to Quebec by AT&T in 1947 as two of the 86 area codes to be used in Canada and the continental United States. In 1957 parts of NPAs 418 and 514 were split to create a new NPA 819. In 1998 NPA 514 was split to create new NPA 450. NPA 514 was retained for the Montreal area while NPA 450 became the area code for the area surrounding Montreal. In 2006 NPA 438 was added using the Distributed Overlay method in the NPA 514 Montreal area and mandatory ten-digit local dialling was implemented in area codes 438, 450 and 514. The following table provides a high-level summary of the history of area code usage in the area currently served by NPA 438/514 since 1947.

|  |  |
| --- | --- |
| **Year** | **Activity** |
| 1947 | Area Codes 418 and 514 are assigned to Quebec by AT&T |
| 1957 | New Area Code 819 for Quebec split from parts of 514 & 418 to serve western Quebec |
| 1998 | New area code 450 splits from 514 in Quebec; 514 is retained for the Montreal area, and 450 for the area surrounding Montreal |
| 2006 | New area code 438 overlay of 514 Montreal area; mandatory ten-digit local dialling implemented in area codes 438, 450 and 514 |

NPA 438/514 consists of 6 Exchange Areas serving Montreal and 5 other Exchange Areas in southern Quebec.

A list of the Exchange Areas in NPA 438/514 is provided in Annex B.

The table below provides a brief overview of recent activities leading to the development of this PD for NPA 438/514.

| **Date** | **Activity** |
| --- | --- |
| 3 February 2017 | In Telecom Decision CRTC 2017-38, the Commission determined that area code 263 should be set aside as a potential future relief area code for NPA complex 438/514.For the purposes of this document, it is assumed that the new NPA will be 263. |
| 26 March 2019 | The Canadian Numbering Administrator (CNA) published the January 2019 G‑NRUF results which indicated that the Projected Exhaust Date (PED) had advanced to October 2023. |
| 20 September 2019 | The CNA published the July 2019 R-NRUF results which indicated that the PED had moved out to June 2024. |
| 30 January 2020 | The CRTC released Telecom Notice of Consultation CRTC 2020‑37 - *Establishment of a CISC ad hoc committee for relief planning for area codes 438 and 514 in* Montreal, Quebec*.* In this Notice,the CRTC announced the establishment of a CRTC Interconnection Steering Committee ad hoc Relief Planning Committee (RPC) to examine options and make recommendations for providing numbering relief to area codes 438 and 514 in Montreal, Quebec. |
| 24 March 2020 | The CNA published the January 2020 R-NRUF results which indicated that the PED had moved out to March 2026. |
| 18 August 2020 | The CNA published the July 2020 R-NRUF results which indicated that the PED had advanced to December 2024. |
| 23 February 2021 | The CNA published the January 2021 R-NRUF results which indicated that the PED had advanced to July 2024. |
| 4 June 2021 | The CNA published the revised January 2021 G- & R-NRUF results which indicated that the PED had advanced to January 2022 and the NPA had entered a Jeopardy Condition. |
| 9 June 2021 | The CNA published the revised January 2021 G- & R-NRUF June 9 Revision results which indicated that the PED had advanced to February 2024 and the NPA was no longer in a Jeopardy Condition. |

This PD is prepared by the RPC in accordance with Telecom Notice of Consultation CRTC 2020‑37 and the *Canadian NPA Relief Planning Guideline*, Version 7.0 dated 29 January 2019 (the Guideline). A copy of the Guideline is available from the Canadian Radio‑television and Telecommunications Commission (CRTC), CRTC Interconnection Steering Committee (CISC), Canadian Steering Committee on Numbering (CSCN) guidelines web page at: <https://crtc.gc.ca/cisc/eng/cisf3fg.htm>.

The objective of the NPA Relief Planning process is to ensure that Central Office (CO) Codes and telephone numbers are always available for use by Telecommunication Service Providers (TSPs) and their customers in the geographic area requiring relief.

It is very important to closely monitor the CO Code requirements of all existing and prospective CO Code Holders so that relief can be timed to ensure that CO Codes and telephone numbers are always available for service providers and customers.

In this PD, a single option is identified for providing NPA relief in the NPA 438/514 geographic area. Given the magnitude of this undertaking, intercompany commitment and co‑operation are essential throughout the planning, provisioning and implementation stages of the introduction of the new NPA.

# NPA RELIEF PLANNING PROCESS

The NPA Relief Planning process and the roles of the participants (i.e., CRTC, CNA, CISC, Relief Planning Committee (RPC) participants and Interested Parties) for NPA Relief Planning are identified in the Guideline.

To increase public awareness and participation in the NPA Relief Planning process, the CRTC has determined that NPA RPCs will be established as ad hoc committees of the CISC. Generally, a separate ad hoc committee is created to deal with relief in each area code. The CNA, in its function as NPA Relief Planning Coordinator, acts as chair of these ad hoc committees. Meetings and conference calls of the ad hoc NPA RPCs are all open to public participation and are conducted in accordance with the *CISC Administrative Guidelines* which are available from the CRTC website at: <http://www.crtc.gc.ca/cisc/eng/cag.htm>.

NPA Relief Planning is conducted under the regulatory oversight of the CRTC. Notwithstanding the process detailed in the Guideline, the CRTC may exercise its authority under the *Telecommunications Act* to alter this process at any time. The CRTC has the authority under the *Telecommunications Act* to review, modify and give final approval to the Planning Document (PD) and the Relief Implementation Plan (RIP) developed and submitted by the RPC to the CRTC via the CISC process.

Section 7.1.6 of the *Canadian NPA Relief Planning Guideline* requires the CNA to create and maintain a distribution list of parties who may be interested in participating in the RPC and to provide them with advance notice of the initial RPC meeting and the release of a PROC.

Any person wishing to participate in the NPA Relief Planning process can contact the CNA and request to be added to the RPC distribution list. More information on how to participate in CRTC public processes is available at: <http://www.crtc.gc.ca/eng/info_sht/g4.htm>.

A summary of Canadian geographic area code relief history is available at: <http://www.cnac.ca/npa_codes/NPA_History.pdf>.

# NPA RELIEF METHODS

The purpose of this section is to identify and briefly describe NPA Relief Methods.

The Guideline states that: “The only NPA Relief Method considered in Canada is the Distributed Overlay Method which superimposes or “overlays” a Relief NPA on top of an entire existing NPA or NPAs.” There are three types of Distributed Overlay:

1. a Distributed Overlay over an existing geographic area served by a single existing NPA (A new NPA is overlaid over a single existing NPA (i.e., the geographic area) that is served by a single NPA);
2. a Distributed Overlay over an existing geographic area served by multiple existing overlay NPAs (A new NPA is overlaid over a single existing NPA (i.e., the geographic area) that is served by multiple existing overlay NPAs); and,
3. a Distributed Overlay over multiple existing geographic areas, each served by one or more existing NPAs (A new NPA is overlaid over multiple existing NPAs (i.e., different geographic areas served by multiple NPAs. This type of overlay may be considered for NPA relief for two or more adjacent NPAs (i.e., geographic areas) within a province).

# NPA EXHAUST INFORMATION

As indicated in the following table, NRUFs for NPA 438/514 were used to determine PEDs, (i.e. the dates when CO Codes in NPA 438/514 would be expected to exhaust).

|  |  |
| --- | --- |
| **NRUF** | **Projected Exhaust Date (PED)** |
| G‑NRUF January 2019 | October 2023 |
| R‑NRUF July 2019 | June 2024 |
| R‑NRUF January 2020 | March 2026 |
| R‑NRUF July 2020 | December 2024 |
| R‑NRUF January 2021 | July 2024 |
| R-NRUF January 2021 (Revised 4 June 2021) | January 2022 |
| R-NRUF January 2021 (Revised 9 June 2021) | February 2024 |

Refer to Annex A, [Figures 2](#_Toc525724614) through Figure 4 for graphs of forecast CO Code demand from current and prospective CO Code Holders and Administrative Codes set aside in Area Code 438/514 for the two most recent NRUFs (January 2021 (Revised 9 June 2021)).

# RELIEF OPTION

The Relief Option identified and examined in this PD is a Distributed Overlay over an existing geographic area served by multiple existing overlay NPAs.

Using this method, a new NPA is overlaid over the geographic area that is served by the NPA 438/514 complex.

The Relief Option identified above was evaluated using the following assumption: The Relief Date for the Distributed Overlay will be 22 October 2022 (i.e., 15 months prior to the NPA 438/514 PED of February 2024 identified using the January 2021 (Revised 9 June 2021) R‑NRUF results) and to coordinate with the implementation of relief in NPA 354/450/579 and NPA 819//873 in the province of Quebec).

See Annex A, Figure 5 **–** Distributed Overlay for a diagram of this Relief Option.

## Distributed Overlay

A Distributed Overlay Relief Option was evaluated which would overlay the NPA 263 over all 6 Exchange Areas comprising the NPA 438/514 area. See Annex A, Figure 5 **–** Distributed Overlay.

The introduction of a Distributed Overlay would keep the same number of NPA Relief Planning areas in Quebec.

After this Distributed Overlay, CO Codes in NPA 263/438/514 would be expected to exhaust in Q2 2036.

Subsequent exhaust of NPA 438/514 was forecast using the historical Five-year Median growth value of 60 CO Codes per year by comparing the January 2021 R-NRUF (Revised 9 June 2021) data in the table below:

| **Statistical Method** | **Data** | **Period** | **Quantity of CO Codes** |
| --- | --- | --- | --- |
| Median | forecast growth | next six years | 84 |
| Average | forecast growth | five-year period (January 2022 until January 2027) | 82 |
| Average | forecast growth | next six years | 88 |
| Average | historical growth | past five years | 62 |
| Median | historical growth | past five years | 60 |

# SUMMARY OF RELIEF OPTION

|  |  |  |
| --- | --- | --- |
| **Relief Option** | **Projected Exhaust Dates** | **Subsequent Relief Dates** |
| **NPA 438/514** | **NPA 263/438/514** |
| Distributed Overlay | February-2024 | April-2036 | April-2035 |

**Note: Distributed Overlay of NPA 263 would be in service on 22 October 2022.**

# DIALLING CHANGES FOR LOCAL CALLS

Currently 10-digit dialling is mandatory for local calls originating within area code NPA 438/514 and neighbouring NPAs (i.e., NPA 345/450/579). Local dialling plans will not change with this relief.

# PROPOSED SCHEDULE

The RPC submits the following schedule for NPA 438/514 relief based on the recommendations contained in this PD and the current PED of February 2024. The RPC will monitor the PED, and if it changes significantly in the future, the RPC will assess the situation and, if necessary, submit recommendations including a revised schedule to the CRTC for consideration and approval.

**RELIEF IMPLEMENTATION SCHEDULE**

**For a Distributed Overlay of NPA 263 over NPA 438/514**

| **Item** | **Task or Event** | **PRIME** | **START** | **END** |
| --- | --- | --- | --- | --- |
| 1 | NPA 263 is set aside for future relief of QC NPAs 438-514 per CRTC decision 2017-38 but could be used elsewhere if required. **For the purpose of this document the new NPA will be 263** | CRTC |  | 2/3/2017 |
| 2 | CNA identifies NPA exhaust of October 2023 and notifies CRTC staff, CSCN, NANPA & CISC, via email, that the NPA will exhaust within the future six year time period | CNA |  | 3/26/2019 |
| 3 | CNA published the Initial R-NRUF (July 2019) results which indicated that PED has moved out to June 2024 | CNA | 6/15/2019 | 9/20/2019 |
| 4 | CRTC issues Telecom Notice of Consultation regarding establishment of an ad hoc Relief Planning Committee | CRTC |  | 1/30/2020 |
| 5 | RPC Chair starts preparing and submitting RPC Chair Reports to the CISC, on an as required basis | RPC Chair | 1/30/2020 | 2/17/2023 |
| 6 | CNA conducts January 2020 R-NRUF results indicating the PED has moved out to March 2026 | CNA |  | 3/24/2020 |
| 7 | CNA issues July 2020 R-NRUF results indicating the PED has advanced to December 2024 | CNA |   | 8/18/2020 |
| 8 | CNA issues January 2021 R-NRUF results showing the PED has advanced to July 2024 | CNA |   | 2/23/2021 |
| 9 | CNA issues revised January 2021 R-NRUF results showing the PED has advanced to February 2024 | CNA |   | 6/9/2021 |
| 10 | CNA identifies NPA exhaust of February 2024 and notifies CRTC staff, CSCN, NANPA & CISC, via email, that the NPA will exhaust within the future three year time period | CNA |   | 6/9/2021 |
| 11 | CNA shares Revised January 2021 R-NRUF results with the CSCN and RPC indicating that the PED has advanced to February 2024 | CNA | 6/9/2021 | 6/11/2021 |
| 12 | CNA releases the PROC and announces the date for the initial RPC conference call | CNA | 6/9/2021 | 6/17/2021 |
| 13 | RPC participants review PROC & submit contributions base on revised January 2021 R-NRUF results to RPC |   | 6/17/2021 | 7/2/2021 |
| 14 | CNA chairs initial RPC conference call to start development of PD, RIP, and Planning Letter and schedules future meetings/conference calls including creation & consultation with CATF and NITF | CNA, RPC | 7/2/2021 | 7/16/2021 |
| 15 | CNA chairs subsequent RPC conference calls to finalize PD & RIP | CNA, RPC | 7/19/2021 | 8/2/2021 |
| 16 | CNA forwards the PD and RIP to the CISC and CRTC for approval | CNA | 8/2/2021 | 8/9/2021 |
| 17 | Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to RPC & CRTC | Special Users | 7/16/2021 | 8/9/2021 |
| 18 | CRTC issues Telecom Decision approving the Relief Method, Relief Date, New NPA & Relief Implementation Plan (RIP) | CRTC | 8/9/2021 | 12/9/2021 |
| 19 | CNA obtains relief NPA from NANPA | CNA | 12/9/2021 | 12/16/2021 |
| 20 | Task Forces, TSPs and users implement relief (starts on CRTC approval of RIP and ends on Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 21 | All Telecom Service Providers (TSPs) to develop and file individual consumer awareness programs with the CRTC (may be done collectively by Telecommunications Alliance) (starts on CRTC approval of RIP) | TSPs | 12/9/2021 | 1/22/2022 |
| 22 | CNA submits PL to NANPA | CNA | 12/9/2021 | 12/16/2021 |
| 23 | NANPA receives and posts Planning Letter to NANPA website (within 2 weeks of receipt from the CNA) | NANPA | 12/16/2021 | 12/30/2021 |
| 24 | All TSPs implement consumer awareness activities (starts on filing of Consumer Awareness Programs with the CRTC and is completed on the Relief Date) | TSPs | 1/22/2022 | 10/22/2022 |
| 25 | CNA issues media release (in coordination with TSPs and/or Telecommunication Alliance) (may start upon CRTC approval of RIP) | CNA | 12/9/2021 | 3/22/2022 |
| 26 | All TSPs to notify all customers (including residence, business & special customers) of the new overlay NPA (may start upon the filing of Consumer Awareness Programs with the CRTC) | TSPs | 1/22/2022 | 3/22/2022 |
| 27 | TSPs to submit Progress Report #1 to NITF and CATF (starts after completion date for all TSPs to notify their customers and requires 2 weeks) | TSPs | 3/22/2022 | 4/5/2022 |
| 28 | NITF and CATF develop & submit Progress Report #1 to RPC (linked to TSP reports to NITF and CATF) | NITF & CATF | 4/5/2022 | 4/21/2022 |
| 29 | RPC submits Progress Report #1 to CISC/CRTC (linked to NITF and CATF reports) | RPC | 4/21/2022 | 5/5/2022 |
| 30 | iconectiv TRA database updates to add Exchange Areas to new overlay NPA (starts on the date that the PL is posted to the NANPA web site and must be completed by 6 months prior to the Relief Date) | iconectiv TRA | 12/9/2021 | 12/21/2021 |
| 31 | All Telecommunications Service Users (including Special Users 911 PSAPs, alarm companies, ISPs, paging companies, etc.) to implement changes to their telecom equipment & systems to accommodate the new NPA (starts upon CRTC approval of RIP and ends on the Relief Date) | Telecom Service Users | 12/9/2021 | 10/22/2022 |
| 32 | Payphone Providers Reprogram Payphones (starts on CRTC approval of RIP and ends on the Relief Date) | Payphone Providers | 12/9/2021 | 10/22/2022 |
| 33 | TSPs and database owners/operators to modify systems and industry databases (starts on CRTC approval of RIP and ends on the Relief Date) | TSPs & Database Owners | 12/9/2021 | 10/22/2022 |
| 34 | Operator Services & Directory Assistance Readiness (starts on CRTC approval of RIP and ends on the Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 35 | Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published after the Overlay NPA is activated) (starts on CRTC approval of RIP and ends on the Relief Date) | Directory Publishers | 12/9/2021 | 10/22/2022 |
| 36 | 9-1-1 Systems and Databases Readiness (starts upon CRTC approval of RIP and ends on the Relief Date) | PSAPS, 9-1-1 Service Providers & TSPs | 12/9/2021 | 10/22/2022 |
| 37 | Network Systems & Equipment Readiness (starts upon CRTC approval of RIP and ends on the Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 38 | Service Order & Business System Readiness (starts on CRTC approval of RIP and ends on the Relief Date) | TSPs | 12/9/2021 | 10/22/2022 |
| 39 | International Gateway Switch Translations Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date) | Int’l TSPs | 12/9/2021 | 10/22/2022 |
| 40 | Canadian Local Number Portability Consortium (CLNPC) Database Readiness for new NPA (starts on CRTC approval of RIP and ends on the Relief Date) | CLNPC & NPAC | 12/9/2021 | 10/22/2022 |
| 41 | Toll Free SMS Database Readiness for new NPA (starts upon CRTC approval of RIP and ends on the Relief Date) | Toll TSPs | 12/9/2021 | 10/22/2022 |
| 42 | TSPs apply for Test CO Codes in new NPA (applications may be submitted no more than 6 months and no less than 66 days prior to the start date for the Inter-Carrier Testing Period) (Section 7.16.4 Canadian RP GL) | TSPs | 12/22/2021 | 4/17/2022 |
| 43 | Develop Inter-Carrier Network Test Plans and prepare for testing (individual TSPs to make arrangements in accordance with interconnection agreements) (may start on CRTC approval of RIP and must be completed by start date for the Inter-Carrier Testing Period) | NITF & TSPs | 12/9/2021 | 6/22/2022 |
| 44 | All international and domestic Telecommunications Service Providers (TSPs) must activate the new NPA in their networks by the start date for the Inter-Carrier Testing Period | TSPs | 12/9/2021 | 6/22/2022 |
| 45 | Activation date for Overlay NPA Test CO Codes and Test Numbers in network (should be completed by the start date for the Inter-Carrier Testing Period) | TSPs |   | 6/22/2022 |
| 46 | Inter-Carrier Testing Period (subject to Inter-Carrier Network Test Plans) (starts about 3 months prior to the Relief Date, and ends about 1 month after the Relief Date) | NITF & TSPs | 6/22/2022 | 11/21/2022 |
| 47 | TSPs to submit Progress Report #2 to NITF (starts on commencement of Inter-Carrier Testing Period) | TSPs | 6/22/2022 | 7/8/2022 |
| 48 | NITF develops & submits Progress Report #2 to RPC (linked to TSP reports to NITF) | NITF | 7/8/2022 | 7/22/2022 |
| 49 | RPC submits Progress Report #2 to CRTC staff (linked to NITF report) | RPC | 7/22/2022 | 8/8/2022 |
| 50 | Relief Date (earliest date when CO Codes in new NPA may be activated) |   |   | 10/22/2022 |
| 51 | TSPs submit Final Report to CATF and NITF (starts on Relief Date and provides 2 weeks for preparation & submission) | TSPs | 10/24/2022 | 11/7/2022 |
| 52 | NITF and CATF develop & submit Final Progress Report to RPC (linked to TSP reports to NITF and CATF) | NITF | 11/8/2022 | 11/22/2022 |
| 53 | The RPC submits Final Progress Report to CRTC staff (linked to NITF and CATF reports) | RPC | 11/22/2022 | 12/6/2022 |
| 54 | TSPs disconnect Test Codes & Numbers, and submit Part 1 form to return Test Codes (starts 1 month after Relief Date and allows 1 month for completion) | TSPs | 11/21/2022 | 1/13/2023 |
| 55 | RPC Chair submits, to the CISC, the final RPC Chair report indicating that the **NPA 263/438/514** ad hoc RPC is no longer required | RPC Chair | 1/13/2023 | 2/17/2023 |

# JEOPARDY CONTINGENCY PLAN (JCP)

The RPC has developed the following JCP for inclusion in the PD for NPA 438/514. This JCP is based on the example contained in Appendix F to the *Canadian NPA Relief Planning Guideline*.

This JCP shall remain in effect until superseded by another CRTC-approved JCP, the Jeopardy Condition is suspended or 66 days prior to the Relief Date.

The following measures shall be implemented in NPA 438/514 while a Jeopardy Condition is in effect.

During a Jeopardy Condition, CO Code Applicants shall submit all CO Code applications and related correspondence for the Jeopardy NPA to CRTC staff in addition to the CNA. The CNA shall only assign CO Codes from the exhausting NPA to a CO Code Applicant when instructed by CRTC staff.

1. Carriers and/or Telecommunications Service Providers (TSPs):
	1. shall age disconnected residential wireline telephone numbers for a maximum of two months;
	2. shall age disconnected wireless telephone numbers for a maximum of three months;
	3. shall age disconnected business wireline telephone numbers for a maximum of six months. Under special circumstances, the six month aging limit for business telephone numbers may be extended to twelve months, if required, to accommodate local directory publishing dates for high volume call-in applications (e.g., heavily advertised local business numbers such as radio talk shows, food ordering services, ticket sales, chat lines), or for numbers associated with public service emergency applications or for numbers advertised in directories for which customers have requested reference of calls;
	4. shall return all CO Codes that are not being used, nor intended to be used to directly serve customers to the assignment pool within two months (e.g., plant test codes);
	5. should work towards, and encourage existing customers, to either activate or return the reserved numbers to bring the reserved quantity down to a maximum of 10% of the quantity of numbers In-Service for that customer;
	6. shall not allow the quantity of reserved numbers to be increased by new reservation requests by existing customers to more than 10% of the quantity of numbers in service for that customer. In the case of new customers, number reservations shall be limited to 10% of the total quantity of telephone numbers being placed into service for that customer;
	7. shall, within 45 days from the date that the CNA declares a Jeopardy Condition submit a Part 1 Form for each remaining reserved CO Code either returning the reserved CO Code to the CNA or requesting assignment of the reserved CO Code. Once the 45-day period has elapsed, the CNA shall make available for general assignment all CO Codes that are still reserved and have not been applied for as assignments on a Part 1 Form received by the CNA. Within 60 days from the date that the CNA declares a Jeopardy Condition, the CNA shall report to CRTC staff and the RPC as to how many of these codes have been assigned or made available for general assignment;
	8. shall not be permitted to obtain a new CO Code reservation;
	9. shall place all CO Codes assigned prior to the Jeopardy Condition being declared In-Service within three months of the effective date for CO Code activation in the network, or within three months of the date that the Jeopardy Condition was declared. If the CO Code is an Initial Code and the CO Code Holder can demonstrate that, due to circumstances beyond its control, the In-Service date has been delayed beyond the applicable timeframe, then the CNA may grant an extension of up to two months to the In-Service date. The CNA shall initiate reclamation procedures for all CO Codes that have not been placed In-Service within these timeframes unless CRTC staff provides a further extension.
2. For new applications for Initial Codes, each CO Code Holder shall certify that the CO Code will be activated in the network and placed In-Service within four months of the date of application for the Code. If the CNA does not receive a Part 4 Form within this timeframe, confirming that the CO Code has been placed In-Service, the CNA will initiate reclamation measures. If the CO Code Holder can demonstrate that, due to circumstances beyond its control, the In-Service date has been delayed not more than six months from the original application date, then the CNA may grant an extension to the In-Service date, so long as the In-Service date is not more than six months beyond the original application date. If the In-Service date has been delayed more than six months from the original application date, then the CNA shall reclaim the Code unless CRTC staff provides a further extension.
3. When applying for an Additional Code for Growth, a CO Code Holder who is submitting a Part 1 Form and Appendix B worksheet shall also submit a completed Supplementary Form for a Growth CO Code Application (attached) which certifies and/or provides the following information for the specific switching entity/POI and Exchange Area when the Growth CO Code is being requested in a Jeopardy Condition:
	1. certification that all held telephone numbers have been released;
	2. certification that reserved numbers do not exceed ten percent of the total quantity of numbers as defined in Appendix G of the Canadian CO Code (NXX) Assignment Guideline;
	3. certification that each reseller/dealer had been advised of the Jeopardy Condition and the requirement that they would only be allocated additional numbers during the Jeopardy Condition on the provision to the CO Code Holder of written confirmation that their number inventory has been reduced to an amount less than two times the highest quantity of customer numbers assigned in any month during the previous 12 months. Additional numbering resources will only be provided by the CO Code Holder to the reseller/dealer to the extent that the reseller's/dealer's inventory can only increase up to a maximum of three months' inventory;
	4. confirmation that the Part 1 form submitted with the application has the Jeopardy Condition box in section 1.6 checked to certify that the existing CO Codes are projected to exhaust within 4 months of the date of application and that the months-to-exhaust is documented on an Appendix B submitted to the CNA;
	5. a completed Telephone Number Utilization Report for the applicable switching entity signed by both a company officer and the company’s authorized representative;
	6. confirmation that the requested Growth CO Code was forecasted in the most recent NRUF or an explanation as to why it was not is attached; and,
	7. confirmation that the requested Growth CO Code will be placed In-Service within four months of the date of assignment.
4. Any CO Codes for growth assigned after the implementation of this JCP must be activated in the network and placed In-Service within four months of assignment. In the event that a CO Code Holder is unable to place the CO Code In-Service within four months of the date of assignment, the CO Code Holder must return the assigned CO Codes or submit a written request for extension to the CNA. Such written requests must include documentation explaining the reason(s) for the missed date and proposing the new In-Service date. If the explanation includes reasons beyond the control of the CO Code Holder, the CNA may extend the In-Service date a maximum of one month. If the CO Code Holder does not place the CO Code In-Service within the one-month extension, the CNA shall initiate the reclamation process at the end of the one-month extension unless CRTC staff provides a further extension.
5. A Carrier that has multiple switching entities within an Exchange Area shall examine the possibility of, and implement where feasible, number sharing between those switches as a potential method to delay requirements for additional CO Codes.
6. The CNA will request two versions (two separate worksheets (Form 1 and Form 2)) of the J-NRUF input from all current and prospective CO Code Holders quarterly until three (3) months before relief is provided.
	1. The forecast quantities in Form 1 should be the same as or lower than the last R‑NRUF input submitted, prior to declaration of a Jeopardy Condition. CO Code Holder forecasts may reflect an increase in demand in the period subsequent to the Relief Date.
	2. Form 2 will reflect the actual demand required by the CO Code Holder's current business plan and will be provided for information purposes only.
7. The CNA will compare the initial J-NRUF input to the recent NRUF inputs, to assess forecasting trends. The CNA shall monitor all inputs and shall test them for reasonableness in consultation with the Carrier. If the CNA is dissatisfied with the reasonableness, or the rationale provided for the deviations, then the matter will be referred to the CRTC staff.
8. The CNA will request subsequent J-NRUF input from all current and prospective CO Code Holders quarterly until 3 months before relief is provided. If one or more R-NRUFs have already been conducted, and depending on the severity of the Jeopardy Condition, the CNA may defer a J-NRUF by up to two months if such a deferral brings the timing of that J‑NRUF and subsequent J-NRUFs into alignment with other NRUFs that are conducted at 12, 6 or 3 month intervals. Subsequent J-NRUF input will be compared with the initial J‑NRUF input to evaluate the effectiveness of the JCP. The CNA shall monitor all J-NRUF inputs and shall test them for reasonableness in consultation with the Telecommunications Service Providers. If the CNA is dissatisfied with the reasonableness, or the rationale provided for the changed forecasts, then the matter will be referred to CRTC staff.
9. A CO Code Applicant must have submitted a completed J-NRUF to the CNA before the CNA may assign a CO Code to that CO Code Applicant.
10. If a CO Code applicant wishes to request more CO Codes than it identified in its most recent J NRUF, the CO Code Applicant should discuss the matter with the CNA. If the CO Code Applicant wishes to proceed with the request, the CO Code Applicant will forward the request and revised forecast to CRTC staff and the CNA for consideration.
11. The CO Codes identified in the NPA CO Code Inventory Chart as “Assignable CO Codes in a Jeopardy Condition” will be assigned in the order determined by the RPC after all CO Codes which are “Available for Assignment as of [day month year] have been assigned.
12. After each J-NRUF, the CNA shall provide CRTC staff, the RPC and CSCN participants with a report providing an updated NPA CO Code Inventory Chart for the NPA in jeopardy as well as the aggregate results of the most recent J-NRUF.
13. Exceptional issues or concerns may be referred by the CNA, or by individual entities (with a courtesy copy to the CNA), to the CRTC staff for resolution.
14. In a situation where the Relief Date is on or after the PED, the quantity of CO Codes that may be assigned to a CO Code Applicant prior to the end of the Jeopardy Condition (i.e. 66 days prior to the Relief Date) shall be limited to the quantity forecasted by the CO Code Applicant in its most recent NRUF forecast submitted prior to the Jeopardy Condition being declared by the CNA (if no previous NRUF was submitted, then the previous forecast will be deemed to be zero codes). When making requests to obtain CO Codes prior to the end of the Jeopardy Condition (i.e., 66 days prior to the Relief Date), the CO Code Applicant may change the Exchange Area or the month when the CO Code assignment is required, provided a new J-NRUF and explanation accompanies the application. The control imposed by this option may be relaxed if subsequent J-NRUFs defer the PED to after the Relief Date. CO Codes that become available for assignment due to future reduced demand from other current and prospective CO Code Holders may be assigned at the discretion of CRTC staff.
15. If the CNA determines that the implementation of the JCP has not extended the Projected Exhaust Date of the NPA beyond the Relief Date, the CNA will consult with CRTC staff and further CO Code conservation and assignment procedures may be ordered by the Commission (e.g., rationing, lottery, etc.).

Supplementary form for a Growth CO Code Application – Page 1 of 2 – Telephone Number Utilization Report

This form is required with each request for an Additional Code for Growth in an NPA where a Jeopardy Condition is in effect. It should be submitted to the CNA together with the Part 1 and Appendix B forms that are required for an application for an Additional Code for Growth. See the Part 1 form for information on how and where to submit the form.

I hereby certify that the following information is true and accurate to the best of my knowledge and has been prepared in accordance with Special Conservation Procedures for a Jeopardy Condition contained in the *Canadian NPA Relief Planning Guideline* or the applicable approved Jeopardy Contingency Plan.

Name & Signature of Authorized Representative of Code Holder Title Date

Name & Signature of Company Officer (see item 3 of this JCP) Title Date

Contact information: Entity Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_

 Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City, Province, Postal Code: \_\_\_\_\_\_\_\_\_\_\_\_\_

 Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Facsimile: \_\_\_\_\_\_\_\_\_\_\_\_\_

 E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Switch Identification (Switching Entity/POI) CLLI: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Exchange Area: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For the above Switch Identification and Exchange Area for which a Growth CO Code is requested:

 [ ]  I certify that all held telephone numbers have been released

 [ ]  I certify the total quantity of reserved numbers does not exceed ten percent (10%) of the total quantity of telephone numbers as defined in Appendix G of the *Canadian CO Code (NXX) Assignment Guideline*

 [ ]  I certify that each reseller/dealer has been advised of the Jeopardy Condition and the requirement that they would only be allocated additional numbers during the Jeopardy Condition on the provision to the CO Code Holder of written confirmation that their number inventory has been reduced to an amount less than two (2) times the highest quantity of customer numbers assigned in any month during the previous twelve (12) months. Additional numbering resources will only be provided by the CO Code Holder to the reseller/dealer to the extent that the reseller's/dealer's inventory can only increase up to a maximum of three months' inventory.

 [ ]  The Part 1 form submitted with the application has the Jeopardy Condition box in section 6 checked (this certifies that the existing CO Codes are projected to exhaust within four (4) months of the date of the application or within the period specified in an approved Jeopardy Contingency Plan, and that the months-to-exhaust is documented on an Appendix B submitted to the CNA).

 [ ]  The Telephone Number Utilization Report on page 2 of this form has been completed.

 [ ]  The requested Growth CO Code was forecasted in the most recent NRUF, or an explanation as to why it was not is attached.

 [ ]  The requested Growth CO Code will be placed In-Service within four (4) months of the date of assignment.

**Supplementary Form for a Growth CO Code Application – Page 2 of 2 – Telephone Number Utilization Report**

Use Arial 9 to complete this form. (Note: If the spreadsheet below does not show on your display, please change the Work view to "Print Layout" or "Reading Layout")



Remarks: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**NPA 438/514 CO Code Inventory Chart**

The following chart and the instructions it contains will apply in NPA 438/514 in a Jeopardy Condition.

The chart below lists quantities of CO Codes unassignable prior to a Jeopardy Condition, CO Codes that become assignable in a Jeopardy Condition and CO Codes in NPA 438/514 assigned and In‑service as of 4 August 2021. The CO Codes that become assignable in a Jeopardy Condition shall only be made available for assignment when all other available CO Codes have been assigned in the order listed below.

|  |  |  |
| --- | --- | --- |
|  |  | **Quantity** |
| **A** | **Total CO Codes in NPAs 438/514** **(NXX format)** | **1600** |
|  |
| **B** | **CO Codes unassignable prior to a Jeopardy Condition** |  |
|  | N11 Service Codes (211, 311, 411, 511, 611, 711, 811, 911) | 16 |
|  | Special Use Codes (555, 950 & 976) | 5 |
|  | Home NPA Code(s) | 4 |
|  | Current Neighbouring NPA Codes (450, 579) | 4 |
|  | Future Geographic NPA Codes (263, 460, 468, 537, 584, 753)(Note 1) | 12 |
|  | Plant Test Codes (958 & 959) | 4 |
|  | Special 7-digit Dialling Codes (310, 610 & 810) | 5 |
|  | **Total B** | 50 |
|  |
| **C** | **CO Codes assignable prior to a Jeopardy Condition (C=A-B)** | **1550** |
|  |
| **D** | CO Codes unassignable prior to a Jeopardy Condition that become assignable in a Jeopardy Condition: |  |
| Future Canadian Geographic NPA Codes (Note 1 & 2) | 10 |
| Current Neighbouring NPA Codes (450, 579) (Note 3) | 4 |
| **Total D** | **14** |
|  |
| **E** | **Assignable CO Codes in a Jeopardy Condition (E=C+D)** | **1554** |
| **F** | **Assigned CO Codes as of 4 August 2021** | **1275** |
| **G** | **Net CO Codes available for assignment as of 4 August 2021 without a Jeopardy Condition (G=C-F)** | 275 |
| **H** | **Net CO Codes available for assignment as of 4 August 2021 in a Jeopardy Condition (H=E-F)** | 289 |

**Notes:**

1. In Telecom Decision CRTC 2017-38, the Commission determined that area code 263 should be set aside as a potential future relief area code for area codes 438 and 514.
2. CO Codes 460, 468, 537, 584 and 753 should become assignable in a Jeopardy Condition.
3. In a Jeopardy Condition (i.e., when the Projected Exhaust Date is earlier than the Relief Date), the current Neighbouring NPA Codes 450 and 579 could be assignable with CRTC staff approval.

# SELECTION OF RELIEF NPA CODE

If the recommended Relief Option requires a new NPA Code, the criteria for selection of an appropriate area code for relief is addressed in section 4.11 of the *Canadian NPA Relief Planning Guideline*. The criteria that should be taken into account when Future Canadian Geographic NPAs are being considered as candidates for relief of a specific current Canadian Geographic NPA include the following:

1. The preferred Future Canadian Geographic NPA Code should not be an NPA Code that is assigned as a CO Code in the area that is being relieved (Home NPA(s)).
2. The preferred Future Canadian Geographic NPA Code should not be an NPA Code that is assigned as a CO Code in another NPA within the same province where there is a possibility that a single new NPA Code could be overlaid on more than one NPA within the province, or where boundary realignment could occur that affects another NPA.
3. The preferred Future Canadian Geographic NPA Code should not be an NPA Code that is assigned as a CO Code in an Exchange Area in a neighbouring NPA, if the neighbouring NPA has 7-digit local calling within the NPA and i) the Exchange Area in the neighbouring NPA where the CO Code is assigned has local calling to the NPA being relieved or ii) the Exchange Area in the neighbouring NPA where the CO Code is assigned does not have local calling to the NPA being relieved, but other Exchange Areas within that neighbouring NPA have 7-digit local calling to the Exchange Area where the CO Code is assigned as well as local calling to the new NPA.

CO Codes corresponding to Future Canadian Geographic NPA Codes which are not assigned in NPA 438/514 and therefore meet criterion a) above are 263, 460, 468, 537, 584 and 753.

CO Codes 263, 460, 468, 537, 584 and 753 are all assigned in at least one neighbouring NPA so none of these resources meet criterion b).

Criterion c) is not applicable since NPA 438/514 and all neighbouring NPAs have 10‑digit local calling.

The NPA Code Selection Tool located on the CNA web site at <http://www.cnac.ca/npa_codes/relief/NPA_Selection_Tool.xlsx> can assist in selecting a relief NPA Code from the pool of NPA Codes reserved for relief of geographic Canadian NPAs. The following table, extracted from the NPA Code Selection Tool, shows all codes corresponding to Future Canadian Geographic NPA Codes that are designated as unassignable CO Codes in the Home NPA, and therefore are preferred candidates when selecting a relief NPA Code for NPA 438/514.

| **NXX corresponding to Future NPA** | **263** | **460** | **468** | **537** | **584** | **753** |
| --- | --- | --- | --- | --- | --- | --- |
| Distributed Overlay | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

✓ Indicates that corresponding CO Code is designated as unassignable in Home NPA(s)

All of the NPA Codes (263, 460, 468, 537, 584 and 753) are equally suitable as a new NPA Code for the relief of NPA 438/514, unless analysis of potential future code reservations for NPA reliefs in other areas of Canada, or TSP cost considerations indicate a preference for one code over another for the relief of NPA 438/514.

In Telecom Decision CRTC 2017‑38, the Commission determined that area code 263 should be set aside as a potential future relief area code for area codes 438, 514 (NPA 438/514 complex).

# RECOMMENDATIONS

The RPC recommends:

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

ANNEXES

1. Maps and Figures



Figure 1 – Overview Map of NPA 438/514



Figure 2 – NPA 438/514 Actual and Forecast CO Code Assignments



Figure 3 – NPA 438/514 CO Code Exhaust: January 2021 R-NRUF

Figure 4 – NPA 438/514 CO Code Exhaust: January 2021- (Rev 9 June) R-NRUF



Figure 5 – Distributed Overlay

1. NPA 263/438/514 Exchange Areas

Table 1 – NPA 263/438/514 Exchange Areas After Distributed Overlay

| **NPA 263/438/514****Exchange Areas** |
| --- |
|
|
|   Ile-Perrot   |
|   Lachine   |
|   Montreal   |
|   Pointe-Claire   |
|   Roxboro   |
|   Ste-Genevieve |

1. Distribution List

|  |  |
| --- | --- |
| 9144-3036 Quebec Inc. (Navigue.com )reglementaire.clec@navigue.com | Iristelteam.regulatory@iristel.com |
| Iristel Inc.11 Bowan CourtToronto, ONCanadaM2K 3A8didorders@iristel.com | RogersNumberAdmin@rci.rogers.com |
| Telecommunications Xittel Inc1350 rue Royale, bureau 800Trois-Rivieres, QCCanadaG9A 4J4clec-admin@xittel.net | CLEC Admin Comwave Networks61 Wildcat RoadToronto, ONCanadaM3J 2P5clecteam@comwave.net |
| Numbering E-Mail Distributel Communications Limited177 Nepean StreetOttawa, ONCanadaK2P 0B4numbering@distributel.ca | NXX Admin Bell Canadanxx.admin@bell.ca |
| Regulatory Fibernetics Corporation605 Boxwood DrCambridge, ONCanadaN3E1A5regulatory@corp.fibernetics.ca | Regulatory Dept. InnSysVoice Corp.4500 Sheppard Ave E, Suite 111Toronto, ONCanadaM1S 3R6regulatory@innsys.ca |
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