

**NPA 514 RELIEF IMPLEMENTATION PLAN**

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**DATE:**                    **November 1, 2004**

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**TITLE:**                    **REVISED NPA 514 Relief Implementation Plan**

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**DISTRIBUTION:**        **CRTC**

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# NPA 514 Relief Implementation Plan

## Revised November 1, 2004

### 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 514 in Montréal, Québec.

NPA 514 (also called an area code) is divided into 6 telephone company exchange areas: Île-Perrot, Pointe-Claire, Ste-Geneviève, Roxboro, Lachine and Montréal.

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

The following table summarizes the results of the various studies conducted to forecast the Projected Exhaust Date for NPA 514.

<b>NPA 514</b>			
<b>Summary of Projected Exhaust Dates</b>			
<b>NPA</b>	<b>Type of C-NRUF</b>	<b>Date of Publication</b>	<b>Projected Exhaust Date</b>
514	2000 G - COCUS	9 May 2000	May 2004
514	2000 R - COCUS	28 June 2000	June 2004
514	2000 G - COCUS (revision)	28 July 2000	June 2004
514	2001 R - COCUS	26 January 2001	April 2005
514	2001 G - COCUS	10 April 2001	May 2005
514	2001 S - COCUS	27 April 2001	August 2005
514	2001 S - COCUS	July 2001	April 2005
514	2001 S - COCUS	26-27 October 2001	June 2005
514	2002 S - COCUS	27 March 2002	June 2006
514	2002 S - NRUF/G-NRUF	1 May 2002	April 2006
514	2002 S - NRUF	18 September 2002	September 2006
514	2003 S - NRUF/G - NRUF	15 April 2003	July 2007
514	2003 S - NRUF	30 September 2003	February 2008
514	2004 S - NRUF/G - NRUF	15 April 2004	October 2007
514	2004 S - NRUF	30 September 2004	August 2007

Various Orders and Decisions related to relief for NPA 514 have been released by the Commission including Order CRTC 2000-1187, Decision CRTC 2001-648, and Telecom Decision CRTC 2003-6.

On 14 February 2003, the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) issued Telecom Decision CRTC 2003-6 that deferred the Relief Date for

area code 514 from 7 February 2004 to 24 September 2005 and provided several directives as follows. Permissive 10-digit local dialing must begin no later than 4 June 2005 (previously 18 October 2003) at 00:01 a.m. Eastern Daylight Time (EDT) (10-digit permissive local dialing is already possible in NPA 514). All Canadian carriers operating in NPA 514 must begin introducing the 10-digit dialing automatic announcement between 4 and 11 June 2005 (previously between 18 and 23 October 2003). All Telecommunications Service Providers (TSPs) must maintain the announcement for calls dialed on a 7-digit basis until mandatory 10-digit dialing is introduced on 24 September 2005 (previously 7 February 2004) at 00:01 a.m. Eastern Standard Time. The mandatory dialing announcements must be phased-in over the period from 24 September 2005 through 1 October 2005 (previously 7 through 14 February 2004). The CRTC also directed the RPC to revise the RIP, Planning Letter #315, and the consumer awareness program and to advise the Commission of the changes within four months of the date of the Decision (i.e., by 14 June 2003). The CRTC also directed the RPC to monitor future Numbering Resource Utilization Forecast (NRUF) results and the Canadian Numbering Administrator (CNA) to conduct 514 NRUF studies on a revised schedule.

On 14 May 2003, the RPC submitted TIF Report 6, *Revised NPA 514 Relief Implementation Plan*. In addition to incorporating the changes directed by the Commission in Telecom Decision CRTC 2003-6, the RPC included a substantive change to the texts to be used by TSPs in recorded announcements during the permissive and mandatory 10-digit dialing periods. Although the Commission had already approved standard texts in Decision 2002-15, the RPC suggested permitting TSPs to use one of many announcements approved for previous area code relief projects or to modify the previously used announcements to suit their individual needs.

On 21 November 2003, the RPC submitted TIF Report 7, *Revised NPA 514 Relief Implementation Plan*, to the CISC and CRTC. In TIF Report 7, the RPC made several recommendations, including:

- 1) modify the Relief Date of 24 September 2005 to **28 October 2006**.
- 2) implement permissive seven/10-digit local dialing between **17 June 2006** and **24 June 2006**; and mandatory 10-digit local dialing between **28 October 2006** and **4 November 2006**.
- 3) seek approval to revise the Planning Letter and the current RIP, including the relief implementation schedule, the associated Consumer Awareness Program and the Network Implementation Plan, to reflect the revised Relief Date and all related changes and to ensure customers are advised of the new Relief Date and the consequent effective dates for the permissive and mandatory 10-digit local dialing periods, including a rationale for the change in relief planning.
- 4) advise the Commission that the RPC will monitor the future NRUF results in aggregate form for NPA 514 and actual CO Code assignments, and advise the Commission if and when any further change in the NPA 514 Relief Date is warranted.
- 5) seek approval for the CNA to collect NRUF data for NPA 514 semi-annually in February and August of each year until relief is implemented.

In a letter dated 2 December 2003 to the Chair of the RPC, the CISC Canadian Steering Committee on Numbering (CSCN) noted that the area code 438 was assigned as a Central Office (CO) Code in area code 450, which is adjacent to the area code 514. The CSCN identified ten Exchange Areas in NPA 450 that have 7-digit local dialing to NXX 438 in the St-Jérôme Exchange Area that will also have 10-digit local dialing into NPA 438. The CSCN noted that some networks may have difficulty differentiating between seven-digit dialed calls

that should be routed immediately within area code 450 (i.e., 438-XXXX), and the first seven-digits of a 10-digit local call into the new area code (i.e., 438-NXX-XXXX).

On 15 April 2004, the RPC submitted TIF Report 8, *NPA 514 RPC Recommendation re: CO Code 450-438 Local Dial Plan Conflict*, to the CISC and CRTC. In this TIF Report the RPC recommended that 10-digit local dialing be introduced throughout area code 450 coincident with the introduction of 10-digit local dialing in area code 514.

In Telecom Decision CRTC 2004-61, the Commission addressed the recommendations contained in TIF Reports 6, 7 and 8.

Specifically, the Commission approved the RPCs recommendation to defer the relief date for area code 514 from 24 September 2005 to 28 October 2006. The phasing-in period for the permissive 10-digit local dialing announcement shall commence 17 June 2006 and end 24 June 2006, and the phasing-in period for the mandatory 10-digit local dialing announcements shall commence 28 October 2006 and end 4 November 2006. In addition, the Commission directed the RPC to file, by 1 November 2004, a revised RIP, which must include a standard announcement text to be used by all TSPs in area code 514 during the permissive 10-digit local dialing period and a standard announcement text to be used during the mandatory 10-digit local dialing period.

The Commission also denied the RPC's recommendation to introduce 10-digit local dialing in area code 450 coincident with the introduction of 10-digit local dialing in area code 514 and announced its intention of initiating a public proceeding to examine the issue of expanding 10-digit local dialing to include area codes that are not undergoing area code relief, including NPA 450.

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 area codes requiring relief.

The NPA 514 RPC hereby submits this revised RIP to the Commission as directed in Telecom Decision CRTC 2004-61. The RPC intends to implement this RIP as directed by the Commission.

# Revised NPA 514 Relief Implementation Plan November 1, 2004

(New Overlay NPA is 438)

## Introduction

The following table summarizes the results of the various studies conducted to forecast the Projected Exhaust Date for NPA 514.

<b>NPA 514 Summary of Projected Exhaust Dates</b>			
<b>NPA</b>	<b>Type of C-NRUF</b>	<b>Date of Publication</b>	<b>Projected Exhaust Date</b>
514	2000 G - COCUS	9 May 2000	May 2004
514	2000 R - COCUS	28 June 2000	June 2004
514	2000 G – COCUS (revision)	28 July 2000	June 2004
514	2001 R – COCUS	26 January 2001	April 2005
514	2001 G – COCUS	10 April 2001	May 2005
514	2001 S – COCUS	27 April 2001	August 2005
514	2001 S – COCUS	July 2001	April 2005
514	2001 S – COCUS	26-27 October 2001	June 2005
514	2002 S - COCUS	27 March 2002	June 2006
514	2002 S – NRUF/G-NRUF	1 May 2002	April 2006
514	2002 S - NRUF	18 September 2002	September 2006
514	2003 G-NRUF	April 15, 2003	July 2007
514	2003 S – NRUF	30 September 2003	February 2008
514	2004 S – NRUF/G - NRUF	15 April 2004	October 2007
514	2004 S – NRUF	30 September 2004	August 2007

In Order CRTC 2000-1187, the Commission approved the implementation of area code relief for NPA 514 using the distributed overlay method, with the new NPA to be introduced on 7 June 2003, one year prior to the Projected Exhaust Date in June 2004. The NPA 514 RPC submitted a Relief Implementation Plan (RIP) to the Canadian Radio-television and Telecommunications Commission (CRTC or Commission) for consideration and approval. Subsequently, in response to a joint application to review and vary Order CRTC 2000-1187, filed 14 May 2001, the CRTC issued Decision 2001-648 on 15 October 2001 deferring the Relief Date to 7 February 2004 and establishing a permissive dialing period beginning on 18 October 2003 and ending on 7 February 2004. In that Decision, the Commission permitted carriers to phase-in the standard text permissive dialing announcement between 18 October 2003 and 25 October 2003, and to phase-out this announcement between 7 February 2004 and 14 February 2004.

In CRTC Decision 2001-365 “Assignment of central office codes following relief of an area code”, the Commission directed that a pool of CO codes be made accessible to any carrier

applying for an initial code in a particular exchange following the introduction of a new area code using the overlay method.

On 22 November 2002, the RPC submitted NPA 514 TIF Report 005 to the CISC in which the RPC noted that the Projected Exhaust Date has been extended outwards on a consistent basis over the last few years from 2004 to 2005 and recently to 2006. In its TIF Report, the RPC recommended that the Relief Date of 7 February 2004 be changed to September 2005.

Subsequently, on 14 February 2003, in Telecom Decision CRTC 2003-6, the CRTC approved deferring the Relief Date for area code 514 from 7 February 2004 to 24 September 2005. In that Decision, the CRTC issued several directives as follows. Permissive 10-digit local dialing must begin no later than 4 June 2005 (previously 18 October 2003) at 00:01 a.m. Eastern Daylight Time (EDT) (10-digit permissive local dialing is already possible in NPA 514). All Canadian carriers operating in NPA 514 must begin introducing the 10-digit dialing automatic announcement between 4 and 11 June 2005 (previously between 18 and 23 October 2003), and must maintain the announcement for calls dialed on a 7-digit basis until mandatory 10-digit dialing is introduced on 24 September 2005 (previously 7 February 2004) at 00:01 a.m. Eastern Standard Time. The mandatory dialing announcements must be phased-in over the period from 24 September 2005 through 1 October 2005 (previously 7 through 14 February 2004). The CRTC also directed the RPC to revise the RIP, Planning Letter #315, and the consumer awareness program, as well as to monitor future Numbering Resource Utilization Forecast (NRUF) results. The CRTC also directed the Canadian Numbering Administrator (CNA) to conduct 514 NRUF studies on a revised schedule.

On 14 May 2003, the RPC submitted TIF Report 6, *Revised NPA 514 Relief Implementation Plan*. In addition to incorporating the changes directed by the Commission in Telecom Decision CRTC 2003-6, the RPC included a substantive change to the texts to be used by TSPs in recorded announcements during the permissive and mandatory 10-digit dialing periods. Although the Commission had already approved standard texts in Decision 2002-15, the RPC suggested permitting TSPs to use one of many announcements approved for previous area code relief projects or to modify the previously used announcements to suit their individual needs.

On 21 November 2003, the RPC submitted TIF Report 7, *Revised NPA 514 Relief Implementation Plan*, to the CISC and CRTC. In TIF Report 7, the RPC made several recommendations, including:

- 1) modify the Relief Date of 24 September 2005 to **28 October 2006**.
- 2) implement permissive seven/10-digit local dialing between **17 June 2006** and **24 June 2006**; and mandatory 10-digit local dialing between **28 October 2006** and **4 November 2006**.
- 3) seek approval to revise the Planning Letter and the current RIP, including the relief implementation schedule, the associated Consumer Awareness Program and the Network Implementation Plan, to reflect the revised Relief Date and all related changes and to ensure customers are advised of the new Relief Date and the consequent effective dates for the permissive and mandatory 10-digit local dialing periods, including a rationale for the change in relief planning.
- 4) advise the Commission that the RPC will monitor the future NRUF results in aggregate form for NPA 514 and actual CO Code assignments, and advise the Commission if and when any further change in the NPA 514 Relief Date is warranted.

- 5) seek approval for the CNA to collect NRUF data for NPA 514 semi-annually in February and August of each year until relief is implemented.

In a letter dated 2 December 2003 to the Chair of the RPC, the CISC Canadian Steering Committee on Numbering (CSCN) noted that the area code 438 was assigned as a Central Office (CO) Code in area code 450, which is adjacent to the area code 514. The CSCN identified ten Exchange Areas in NPA 450 that have 7-digit local dialing to NXX 438 in the St-Jérôme Exchange Area that will also have 10-digit local dialing into NPA 438. The CSCN noted that some networks may have difficulty differentiating between seven-digit dialed calls that should be routed immediately within area code 450 (i.e., 438-XXXX), and the first seven-digits of a 10-digit local call into the new area code (i.e., 438-NXX-XXXX).

On 15 April 2004, the RPC submitted TIF Report 8, *NPA 514 RPC Recommendation re: CO Code 450-438 Local Dial Plan Conflict*, to the CISC and CRTC. In this TIF Report the RPC recommended that 10-digit local dialing be introduced throughout area code 450 coincident with the introduction of 10-digit local dialing in area code 514.

In Telecom Decision CRTC 2004-61, the Commission addressed the recommendations contained in TIF Reports 6, 7 and 8.

Specifically, the Commission approved the RPC's recommendation to defer the relief date for area code 514. The phasing-in period for the permissive 10-digit local dialing announcement shall commence 17 June 2006 and end 24 June 2006, and the phasing-in period for the mandatory 10-digit local dialing announcements shall commence 28 October 2006 and end 4 November 2006. In addition, the Commission directed the RPC to file, by 1 November 2004, a revised RIP, which must include a standard announcement text to be used by all TSPs in area code 514 during the permissive 10-digit local dialing period and a standard announcement text to be used during the mandatory 10-digit local dialing period.

The Commission also denied the RPC's recommendation to introduce 10-digit local dialing in area code 450 coincident with the introduction of 10-digit local dialing in area code 514 and announced its intention of initiating a public proceeding to examine the issue of expanding 10-digit local dialing to include area codes that are not undergoing area code relief, including NPA 450.

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 area codes requiring relief.

The NPA 514 RPC hereby submits this revised RIP to the Commission as directed in Telecom Decision CRTC 2004-61. The RPC intends to implement this RIP as directed by the Commission. The Relief Implementation Schedule is contained in Attachment 1.

This revised RIP addresses the activities, deliverables, and issues impacting more than one individual TSP. It does not cover activities internal to each TSP. This RIP includes a list of activities that each TSP will need to address individually (i.e., Individual Telecommunications Service Provider Responsibilities). In addition, this RIP does not cover areas for which there is already an established process for coordination between TSPs to establish service.

In the event that circumstances change after the date when this RIP is approved by the CRTC, the RPC may propose modifications to this RIP as necessary.

## **1.0 Consumer Awareness Program**

On 15 March 2001, the Consumer Awareness Program Working Group (CAPWG) was created. Each TSP was requested to provide the name of a representative to serve on the Working Group. The CAPWG is co-chaired by volunteer participants of the CAPWG. The CNA compiled and sent the list of all representatives on the CAPWG to the CAPWG distribution list (i.e., telephone number, fax number, street address, e-mail address).

The responsibilities of the CAPWG shall include, but not be limited to:

- 1) Develop and agree on a Consumer Awareness Program
- 2) Develop and submit progress reports
- 3) Identify and address Consumer Awareness Program issues
- 4) Act as single point of contact on Consumer Awareness Program issues
- 5) Identify any consumer concerns or issues regarding the implementation of relief and advise the RPC and CRTC as necessary.

The role of the individual representatives of each TSP shall be to ensure that their organizations develop, submit and implement their individual consumer awareness plans in accordance with the Consumer Awareness Program and associated schedule. Each representative shall act as the single point of contact for implementation of the consumer awareness program and activities for its organization.

The Consumer Awareness Program is contained in Attachment 2.

## **2.0 Inter Carrier Network and Technical Interfaces**

All TSPs are required to implement the necessary network changes to route traffic to/from the new area code. Switch translations must be updated and modified in all TSPs' networks in order to process calls to/from the new area code.

### **2.1 Test Numbers**

Test numbers in the new 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 without having to incur toll charges.

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

- MTS Allstream will provide 438-810-8378 (TEST)
- Bell Canada will provide 438-610-8378 (TEST)
- Call-Net Enterprises will provide 438-510-8378 (TEST)

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 **1 May 2006** and remain active until **4 December 2006**.

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 Code (NXX) 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 bilingual as follows:

La communication a été établie avec succès au numéro de vérification de l'indicatif régional **438**, à [INSÉRER ICI LE NOM DU TÉLÉCOMMUNICATEUR], Montréal, Québec, Canada. You have successfully completed a call to the **438** Area Code Test Number at [INSERT CARRIER NAME HERE] in Montreal, Quebec, Canada.

In addition to the above, carriers may request other test CO Codes in NPA 438 for test purposes within their own networks during the NPA implementation timeframe, in accordance with the Canadian Central Office Code (NXX) Assignment Guidelines.

### **3.0 Network Implementation Working Group (NIWG)**

On 15 March 2001, the Network Implementation Working Group (NIWG) was created. Each TSP was requested to provide the name of a representative to serve on the Working Group. The NIWG is co-chaired by volunteer participants of the NIWG. The CNA compiled and sent the list of all representatives on the NIWG to the NIWG distribution list (i.e., telephone number, fax number, street address, e-mail address).

The role of the NIWG will be to identify and address network implementation issues that affect all carriers. The responsibilities of the NIWG include, but are not limited to:

1. Develop and agree on Network Implementation activities and schedule
2. Develop and submit progress reports
3. Develop inter-network test plans
4. Identify and address implementation issues
5. Act as single point of contact on network implementation issues
6. Identify any concerns and issues regarding implementation and advise the RPC and CRTC as necessary.

The role of the individual representatives of each TSP shall be to ensure that network issues involving all carriers are addressed within their organizations and that any associated work is performed within their organization to implement the new area code as per the Relief Implementation Schedule in Attachment 1.

### **4.0 Network Testing and Activation of New Area Code**

In preparation for the start of inter-carrier testing all TSPs are expected to modify their networks, systems databases, and Operator Services and Directory Assistance databases, as per the Relief Implementation Schedule contained in Attachment 1.

## **5.0 9-1-1 Service**

There are two 9-1-1 Bell Canada tandem switches in NPA 514. These switches will be used for 9-1-1 service in the new NPA. In order to distinguish between the existing 514 area code and the new overlay area code, affected carriers must provide separate trunk groups for each NPA to accommodate the multi-frequency (MF) signaling requirements of 9-1-1. The definition of affected carriers currently excludes Wireless Service Providers. The existing procedure for implementing new TSP trunk groups for 9-1-1 traffic, including testing with Bell Canada's 9-1-1 Control Center, should be used. All TSP related changes that impact 9-1-1 must be completed in accordance with the Relief Implementation Schedule contained in Attachment 1.

TSPs who intend to provide service using CO Codes in NPA 438 or to port numbers into their switch from NPA 438, 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 Public Safety Answering Point (PSAP) shall establish 9-1-1 trunking and associated interconnection arrangements as per existing interconnection agreements. These arrangements shall be made possible 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.

## **6.0 International Gateway Service Providers**

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

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

## **7.0 Payphone Service Providers**

It is the responsibility of each Payphone Service Provider to update any system associated with the operation of their payphones in order to accommodate the new NPA and local 10-digit dialing. As well, each Payphone Service Provider must update any written instructions affixed to their payphones to advise customers that 10-digit dialing is required for local calls.

It is recommended that Commission staff notify Payphone Service Providers of the implementation of the new NPA.

## **8.0 Intra Carrier Network and Customer Interface**

All TSPs must make and test the necessary internal system and customer interface changes prior to the **28 October 2006** Relief Date in order to accommodate the new overlay NPA. For example, each TSP is responsible to determine the impact of the overlay mode of operations on the products and services it provides to its own customers. Each TSP is responsible to make all necessary modifications to ensure service will be maintained during and after the relief implementation period for its own customers. Furthermore, TSPs shall notify all of their customers of the introduction of the new NPA and 10-digit dialing in accordance with the Relief Implementation Schedule (Attachment 1) and the Consumer Awareness Program (Attachment 2).

## **9.0 Other Telecommunication Service Users**

Users of telecommunications services in NPA 514 and elsewhere are required to make, by the **28 October 2006** Relief Date, the necessary changes to their telecommunications systems and equipment in order to send and receive calls over the Public Switched Telephone Network (PSTN), in order to accommodate the new overlay NPA 438. Users include, but are not limited to, 9-1-1 PSAPs, alarm companies, internet service providers, paging companies, owners of Customer Premises Equipment, unified messaging service companies, governments, apartment intercom owners, and the general public. Users that may be impacted by the implementation of the permissive dialing announcement should complete all necessary changes prior to the **17 June 2006** Start Date for Permissive Dialing Announcements.

## **10.0 Standard Network Switch Announcements**

### **10.1 Permissive Dialing Announcement**

All TSPs operating in area code 514 are required to implement permissive 7-/10-digit local dialing between **17 June 2006** and **24 June 2006**. Permissive 7-/10-digit local dialing is required to be maintained until the **28 October 2006** Relief Date. The NPA 514 RPC recommends that the Permissive Dialing Announcement text during this period be as recommended below. This announcement text is based upon industry experience, the need for bilingual announcements in the NPA 514 area, and the associated need for a short message, due to technical limitations, to educate callers.

### **10.2 Mandatory 10 Digit Dialing Announcement**

It is recommended that the Mandatory 10 Digit Dialing Announcement be provided on all local calls dialed using 7 digits commencing on the **28 October 2006** Relief Date. All TSPs operating in area code 514 are required to implement mandatory 10-digit local dialing between **28 October 2006** and **4 November 2006**. The NPA 514 RPC recommends that the Mandatory 10 Digit Dialing Announcement text during this period be as shown below. The Mandatory 10 Digit Dialing announcement will be placed on all calls dialed using 7-digits after the first announcement period ends and 10-digit local dialing becomes mandatory:

The Mandatory 10 Digit Dialing announcement should be retained on all networks for a minimum period of 3 months.

After the Mandatory 10 Digit Dialing Announcement period ends, each carrier's standard announcement should be used for all calls dialed using 7 digits (e.g., "Your call cannot be completed as dialed. Please check the number and try your call again. This is a recording.").

With respect to treatment of calls and application of announcements during the permissive dialing period, all carriers must comply with the following arrangements.

- a) It is the responsibility of each TSP to implement the appropriate network switch announcement for all calls originating from their own switch.
- b) Commencing on the start date for the permissive dialing period, **24 June 2006**, each TSP must implement its own announcements on all 7-digit dialed calls originated by its own customers. All TSPs must route such 7-digit dialed calls to other TSPs only in a 10-digit format.

- c) Commencing on the **28 October 2004** Relief Date, TSPs must not accept 7-digit dialed calls from their customers. Appropriate routing using 10 digits and announcements must be implemented by each TSP in order to stop processing local 7-digit dialed calls (with the exception of 310-XXXX calls that may continue to be dialed using 7 digits but must be routed using 10 digits). Announcements identified below will be used to advise the customer to hang up and redial again in a 10-digit format.

Prior to Telecom Decision CRTC 2004-61 and after release of Telecom Decision CRTC 2003-6, the RPC reviewed announcement texts previously approved by the CRTC, and contributions from various participants with respect to which announcement texts would be appropriate for the relief of NPA 514, and the RPC agreed that any of the identified texts would be appropriate and that carriers could modify texts as necessary as long as the new text was clear and consistent, but not necessarily identical to the identified texts.

Telecom Decision CRTC 2004-61 directed the RPC to include the standard network announcement texts that were approved by the Commission in *CRTC Interconnection Steering Committee – Consensus Items*, Telecom Decision 2002-15, dated 13 March 2002.

To comply with Telecom Decision CRTC 2004-61, the RPC recommends that all TSPs utilize the following announcement texts, previously approved by the Commission in Telecom Decision CRTC 2002-15.

#### Permissive Dialing Announcement

The local number you have dialed 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.

#### Mandatory 10-Digit Dialing Announcement

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

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 order and appearance of the English and French portions of the network announcements may be varied at the discretion of the TSP.

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.

### **11.0 Directories**

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 area code and local 10-digit dialing.

Directories published after the **28 October 2006** Relief Date must identify the area code as part of the telephone number. All directory publishers should modify their systems to accept telephone numbers in the 10-digit format.

### **12.0 Jeopardy Contingency Plan**

The recommended Jeopardy Contingency Plan (JCP) is attached to this RIP (Attachment 4). As per section 13 below, the RPC has agreed to modify the Jeopardy Contingency Plan to reflect the Commission's Decisions 2001-365 and 2001-648.

### **13.0 Special Overlay Pool for Initial Code Assignments**

In CRTC Decision 2001-365 "Assignment of central office codes following relief of an area code", the Commission considered the issue of setting aside CO Codes for future new entrants and directed that a pool of CO Codes be made accessible to any carrier applying for an initial code in a particular exchange following the introduction of a new area code using the overlay method.

Specifically, the CRTC directed that:

- a) a pool of CO codes be set aside for assignment to any carrier requesting an initial code, as described by the Canadian Central Office (NXX) Code Assignment Guidelines, for a particular exchange. CO codes assigned from this pool should not be replaced. This pool will be maintained for a period of only two years following the introduction of a new area code to avoid an undue impact on the exhaust of the new area code. Where such a pool exists, all initial code assignments shall be made from the pool. In cases where the Commission has not established the number of CO codes for this special pool, the appropriate CISC Ad Hoc Relief Planning Committee may make a recommendation to the Commission via the CISC process with regard to the number of CO codes for the pool; and
- b) all other CO codes remaining in the original area code and that are not part of the pool set aside for use as initial codes may be assigned using the normal administrative procedures set out in the Canadian Central Office (NXX) Code Assignment Guidelines.

During Canadian Steering Committee on Numbering (CSCN) 2003 G-NRUF discussions, CRTC staff issued a letter dated March 26, 2003, requesting the CNA to include an allowance for CO Code reservations for new unknown entrants, new technologies and other unforecasted demand in the area code exhaust projections. For NPA 514, CRTC staff indicated that six such CO Codes should be included in the projections.

At this time the NPA 514 Relief Planning Committee recommends that the six CO Codes directed by the CRTC staff letter will be set aside for the above purposes for a period of two

years after the relief of NPA 514 is in place. Should a Jeopardy Condition be declared by the CNA for NPA 514, the quantity of CO Codes set aside for new unknown entrants will need to be reviewed by the RPC.

**Attachment 1**

**RELIEF IMPLEMENTATION SCHEDULE  
NPA 514**

The following table identifies the major implementation activities, deliverables and associated dates based upon the tasks identified in the Canadian NPA Relief Planning Guidelines 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 revised Relief Implementation Schedule.

ITEM	PRIME	START	END
1	Commission issues Telecom Decision CRTC 2003-6 "Deferral of Area code 514 relief date"	CRTC	14 February 2002 14 February 2003
2	CNA convenes meeting of Relief Planning Committee (RPC) to revise Relief Implementation Plan (RIP), Planning Letter (PL) & Consumer Awareness Program (CAP)	CNA	14 February 2003 5 March 2003
3	RPC Meeting to discuss Decision 2003-6 and establish action plan to address changes to RIP, PL, CAP, etc.	RPC	21 March 2003 21 March 2003
4	RPC consults with two Task Forces: (1) Consumer Awareness Program (CAP) Task Force (CATF) and (2) Network Implementation (NIP) Task Force (NITF)	RPC	21 March 2003 14 April 2003
5	Additional meetings of RPC (as necessary)	RPC	21 March 2003 14 June 2003
6	Revised Due Date for Volunteers for New NPA 438 Test Numbers (submit requests to NITF)	TSPs	21 March 2003 7 April 2003
7	CATF reviews CAP	CATF	21 March 2003 14 April 2003
8	NITF reviews NIP	NITF	21 March 2003 14 April 2003
9	CATF & NITF submit comments to RPC	CATF NITF	14 April 2003 14 April 2003
10	RPC finalizes & approves RIP including CAP, NIP & PL	RPC	14 April 2003 9 May 2003
11	RPC submits RIP to CISC	RPC	9 May 2003 9 May 2003
12	CISC reviews and submits RIP to CRTC	CISC SC	23 May 2003 23 May 2003
13	CRTC reviews and approves revised RIP	CRTC	23 May 2003 27 September 2004
14	CRTC issues Telecom Decision CRTC 2004-61, requesting a revised RIP	CRTC	27 September 2004 27 September 2004
15	CNA submits Revised Planning Letter to NANPA	CNA	27 September 2004 28 September 2004
16	NANPA Publishes Revised Planning Letter	NANPA	28 September 2004 30 September 2004
17	CNA issues media release and sends approved RIP to NANPA, TRA, CLNPC & RPC participants	CNA	7 October 2004 25 October 2004
18	CRTC reviews and approves revised RIP	CRTC	1 November 2004 1 January 2005
19	All Telecom Service Providers (TSPs) to develop and file revised individual consumer awareness programs with the CRTC (may be done collectively by CAP association)	TSPs	30 August 2004 1 February 2005
20	Special Types of Telecommunications Service Users (911 PSAPs, alarm companies, ISPs, paging companies, etc.) to identify any concerns to RPC, CISC, TSPs and CRTC	Special Users	27 September 2004 17 June 2005
21	All TSPs commence and continue consumer awareness activities	TSPs	1 February 2005 28 October 2006
22	All TSPs to notify their business customers	TSPs	1 February 2005 1 April 2005

	ITEM	PRIME	START	END
	regarding 10-digit dialing			
23	All TSPs to notify all customers including residence at least once	TSPs	1 February 2005	17 June 2005
24	TSPs to submit progress report to NITF and CATF	TSPs	17 June 2005	24 June 2005
25	NITF and CATF develop & submit Progress Report to RPC	NITF & CATF	24 June 2005	8 July 2005
26	RPC develops & submits Progress Report to CISC/CRTC	RPC	8 July 2005	22 July 2005
27	TSPs apply for NPA 438 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	1 December 2005	1 May 2006
28	Activation date for NPA 438 Test CO Codes and Test Numbers in network (prior to start date for Inter-Carrier Testing)	TSPs	1 May 2006	4 December 2006
29	Telcordia TRA database updates to include new area code (6 months prior to 7/10 Digit Permissive Dialing Period)	Telcordia TRA	27 September 2004	16 December 2005
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 dialing and new overlay NPA, as necessary	Telecom Users	27 September 2004	17 June 2006
31	Payphone Providers Reprogram Payphones	Payphone Providers	27 September 2004	17 June 2006
32	TSPs and database owners/operators to modify systems and industry databases	Database Owners	27 September 2004	17 June 2006
33	Operator Services & Directory Assistance Readiness	TSPs	27 September 2004	17 June 2006
34	Directory Publisher Readiness for 10-digit dialing (to identify the NPA for telephone numbers in the directory distributed prior to the introduction of 10-digit local dialing where 7-digit cross-NPA boundary local dialing is in effect today)	Directory Publishers	27 September 2004	17 June 2005
35	Directory Publisher Readiness for overlays (ability to identify the NPA in telephone numbers in the directory published immediately after the overlay NPA is activated)	Directory Publishers	27 September 2004	11 November 2006
36	9-1-1 PSAP Systems and Databases Readiness	PSAPs & TSPs	27 September 2004	17 June 2006
37	9-1-1 TSP Readiness	TSPs	27 September 2004	17 June 2006
38	International Gateway Switch Translations Readiness	Int'l TSPs	27 September 2004	28 October 2006
39	CLNPC Database Readiness	CLNPC NPAC	27 September 2004	28 October 2006
40	Toll Free SMS Database Readiness	Toll TSPs	27 September 2004	28 October 2006
41	ISCP & Service Order Systems Readiness	TSPs	27 September 2004	28 October 2006
42	Develop Inter-Carrier Network Test Plans, if required	TSPs	16 December 2005	15 April 2006
43	TSPs prepare for Inter-Carrier Network Testing (signaling networks, toll, local)	TSPs	16 December 2005	15 April 2006
44	Inter-Carrier Testing Period (starts 2 months prior to 7- to 10-Digit Dialing Transition Period – subject to Inter-Carrier Network Test Plans – can continue up to introduction of new NPA)	TSPs	15 April 2006	4 November 2006
45	TSPs to submit progress report to NITF and	TSPs	21 April 2006	5 May 2006

	ITEM	PRIME	START	END
	CATF			
46	NITF and CATF develop & submit Progress Report #1 to RPC	NITF & CATF	5 May 2006	19 May 2006
47	RPC develops & submits Progress Report to CISC/CRTC	RPC	19 May 2006	2 June 2006
48	Permissive dialing announcements start date	TSPs	17 June 2006	17 June 2006
49	Phase-in of permissive dialing announcements	TSPs	17 June 2006	24 June 2006
50	Permissive dialing announcement period	TSPs	17 June 2006	28 October 2006
50	TSPs to submit progress report #2 to NITF and CATF	TSPs	7 July 2006	21 July 2006
51	NITF and CATF develop & submit Progress Report #2 to RPC	NITF & CATF	21 July 2006	4 August 2006
52	RPC develops & submits Progress Report #2 to CISC/CRTC	RPC	4 August 2006	18 August 2006
53	Mandatory 10-Digit Dialing Start Date	TSPs	28 October 2006	28 October 2006
54	Phase-in of Mandatory 10-Digit Dialing announcements	TSPs	28 October 2006	4 November 2006
55	Relief Date		28 October 2006	28 October 2006
56	Earliest date when CO Codes in new NPA 438 may be activated in PSTN		11 November 2006	11 November 2006
57	TSPs submit final progress report to CATF and NITF	TSPs	4 November 2006	17 November 2006
58	TSPs disconnect Test Codes & Numbers	TSPs	4 December 2006	4 January 2007
59	Submission of NITF and CATF Final Progress Report to RPC	NITF & CATF	17 November 2006	1 December 2006
60	RPC submits Final Report to CISC/CRTC	RPC	1 December 2006	12 January 2007
61	Change Mandatory 10-Digit Dialing Announcement to standard announcement	TSPs	15 January 2007	14 February 2007

## **Attachment 2**

### **NPA 514 Relief**

#### **Consumer Education and Awareness Plan (CAP)**

##### **Introduction**

In accordance with Order CRTC 2000-1187, the CISC Ad Hoc NPA 514 Relief Planning Committee (RPC) has been directed to file a Consumer Education and Awareness Plan. Accordingly, the RPC established a Consumer Awareness Plan Working Group (CAPWG) to develop and implement this Consumer Education and Awareness Plan.

This Consumer Education and Awareness Plan (CAP) identifies key milestones and establishes completion dates as agreed to by the RPC. It was the responsibility of all Telecommunications Service Providers (TSPs) operating or intending to operate in NPA 514 to file their individual consumer awareness plans with the Commission by **September 30, 2001**, implement those programs in accordance with this Consumer Education and Awareness Plan, and submit progress reports to the RPC for inclusion in the Progress and Final Reports to be filed with the Commission. When the Commission issued Decision 2001-648 on 15 October 2001, all telecommunications service providers operating or intending to operate in NPA 514 before **February 7, 2004** were required to file their modified or initial individual consumer awareness plans with the Commission by **April 1, 2002**.

In accordance with paragraph 11 of Telecom Decision CRTC 2003-6 issued on 14 February 2003, the RPC was directed to revise the RIP and associated CAP to reflect the revised Relief Date of **24 September 2005** and all related changes. In addition, the Commission directed the RPC, the CATF and TSPs operating in area code 514 to revise the content of the CAP to:

1. ensure customers are advised of the new relief date and the consequent effective dates for the permissive and mandatory 10-digit local dialing periods;
2. provide clear and consistent information to be used by all TSPs in communicating the change in relief planning in the 514 region. This information should include a rationale for the change in relief planning and recommend any future action, and the timing of any future action; and
3. ensure that each TSP's customer-contact personnel are provided with the same information and the same message.

Accordingly, this CAP has been revised to reflect the changes ordered in Telecom Decision CRTC 2004-61.

In order to implement the CAP, TSPs may act individually or collectively to accomplish their objectives. However, where TSPs act collectively, such service providers are individually responsible to report their progress to the 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.

### **Communications Objectives**

The Communications Objectives of this CAP are as follows:

1. Advise customers of the new **28 October 2005** Relief Date (previously 24 September 2005).
2. Advise customers of the need to reprogram their customer provided equipment prior to the new **24 June 2006** start date for permissive 7-/10-digit dialing network announcements (previously 4 June 2005) to facilitate the transition to 10-digit dialing.
3. Advise customers of the new **28 October 2005** mandatory 10-digit dialing date (previously 24 September 2005).
4. Advise customers of the rationale for the deferral of the Relief Date from 24 September 2005 to 28 October 2006.
5. Increase awareness of the introduction of the new area code 438.
6. Provide open communication channels to address questions and concerns from residents and businesses regarding 10-digit dialing implementation.
7. Continue to lay the foundation for seamless addition of new area codes in the future through successful transition to local 10-digit dialing.

### **Communications Tactics**

TSPs may consider using any of the following tactics to accomplish their consumer awareness activities. TSPs may opt to implement some or all of these tactics on their own or as part of an alliance with other TSPs.

#### Media Relations

To introduce and raise awareness of 10-digit dialing and the new area code 438, service providers should conduct an ongoing media relations campaign targeting key media (including local dailies, broadcast media, and community publications) in the 514 region as well as the surrounding area. Service providers 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.

Service providers 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 dialing and the introduction of the new area code.

When required, service providers should issue a series of media alerts and public service announcements to local radio and broadcast stations to provide updated information on 10-digit dialing and the new area code.

The Canadian Numbering Administration (CNA) shall act as a spokesperson for the NPA 514 RPC, including references to CRTC regulations as they relate to 10-digit dialing and the new area code.

Each service provider should identify its own spokesperson to speak on behalf of its company. Any alliance of TSPs may also have its own spokesperson.

#### Service Providers' Websites

Service providers should provide up-to-date information about local 10-digit dialing and the new area code on their internet websites. TSPs should update their websites to reflect the changes ordered in Telecom Decision CRTC 2004-61 issued on 27 September 2004.

#### Customer Bill Inserts & Messages

Service providers should distribute bill inserts or messages to their customers advising them of the key dates and changes to equipment. TSPs should distribute bill inserts and/or provide messages on customer bills to all of their customers to advise them of the changes ordered in Telecom Decision CRTC 2004-61 issued on 27 September 2004.

#### Advertising Campaign

Service providers could implement their own individual media advertising and voluntarily participate in a media advertising campaign coordinated with other TSPs' activities to increase awareness amongst consumers in NPA 514. All media advertising campaigns, whether conducted individually or collectively, should meet the objective of providing clear and consistent messages to consumers as established in this program.

#### Other Means of Customer Communications

Service provider should use other means, as required, to reach their customers and provide appropriate information about the new area code 438 (e.g., customer messaging, direct customer contacts, Interactive Voice Response, etc).

#### **Communications Theme:**

In the initial Relief Implementation Plan, it was stated that the theme for the NPA 514 Consumer Education and Awareness Plan will be determined by the CAPWG before 31 August 2001 and submitted to the RPC, CISC and CRTC accordingly.

The theme for the NPA 514 Consumer Education and Awareness Plan was determined by the CAPWG on 29 August 2001 and submitted to the RPC, CISC and CRTC accordingly.

As the CRTC changed the start date for permissive dialing in Telecom Decision CRTC 2004-61 issued on 27 September 2004, the theme is modified as follows:

"The Island of Montréal is growing with a new area code 438. Starting **24 June 2006**, dial the area code and the telephone number when making local calls in Montréal."

**Key Messages:**

The following Key Messages should be included in customer awareness activities:

1. To meet the growing demand for telecommunications services, the new area code 438 is coming to the 514 area in 2005. This will require 10-digit dialing for all local calls.
2. The new area code 438 will co-exist with the current 514 area code and cover the same geographic area.
3. Customers will keep their current area code and telephone numbers; however, after **28 October 2006**, new telephone numbers may be activated using the new area code 438.
4. Customers may begin reprogramming their telecommunications equipment today and should have it completed by **24 June 2006** (when the network announcements begin for local calls dialed using 7-digits) to accommodate the adoption of 10-digit local dialing.
5. Starting on **24 June 2006**, local calls dialed using only 7-digits may be preceded by a recorded announcement reminding callers to dial 10-digits for local calls. Voice calls will then be automatically completed. The recorded messages may prevent local data calls dialed using only 7-digits from being completed.
6. Mandatory 10-digit local dialing begins on **28 October 2006**. Commencing on that date, all calls dialed using 7-digits will be routed to an announcement and will not be completed.
7. Local calling areas and prices will not change.
8. Long distance calling areas and prices will not change.
9. Emergency calls (9-1-1), directory assistance (411), repair (611) and relay service (711) will continue to be dialed using three digits.
10. In September 2004, the Commission deferred the Relief Date from 24 September 2005 to 28 October 2006 because the need for additional numbers in the area served by NPA 514 has been delayed and customers could benefit from the additional time to plan and implement the required changes as well as the opportunity to defer associated expenditures.

### **Attachment 3**

#### **Individual Telecommunications Service Provider Responsibilities**

Each Telecommunications Service Provider (TSP) employs a variety of information/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 their systems in order to operate in the new overlay environment and specifically to process information about the full 10-digit telephone number of each subscriber. Also, each TSP is responsible to ensure its own suppliers of products and services (e.g., Operator Services) implement the changes necessary for the new NPA. Accordingly, no activities have been identified for the coordination of these functions between different TSPs. These "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
- Other

## Attachment 4

### Jeopardy Contingency Plan NPA 514

The following measures shall be implemented by all CO Code Holders in NPA 514 in the event that a Jeopardy Condition is declared by the CNA.

- 1) Telecommunications Service Providers (TSPs) will implement the following conservation methods when a Jeopardy Condition is declared:
  - a) age disconnected residential telephone numbers for a maximum of two months;
  - b) age disconnected wireless telephone numbers for a maximum of three months;
  - c) age disconnected business 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;
  - d) 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);
  - e) all CO Code Holders should work towards, and encourage existing customers, to either activate or return the reserved numbers in order to bring the reserved quantity down to a maximum of 10% of the quantity of numbers In-Service for that customer;
  - f) the quantity of reserved numbers shall not 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;
  - g) within 45 days from the date that the CNA declares a Jeopardy Condition, CO Code Holders shall submit a Part 1 Form for each reserved CO Code either returning the reserved CO Code to the CNA or requesting assignment of the reserved CO Code, as per these conservation methods. Once the 45 day period has elapsed, the CNA shall initiate reclamation activities for any reserved CO Codes for which it has not received a Part 1 Form;
  - h) reservations of CO Codes for TSPs will not be permitted until NPA relief is provided;

- i) for all CO Codes that were assigned prior to the Jeopardy Condition being declared, the CO Codes must be placed 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. The CNA shall initiate reclamation procedures for all CO Codes that have not been placed In-Service within this timeframe;
    - j) reclaimed CO Codes will be made available for general assignment after a three month aging period.
- 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 Code Holder can demonstrate that, due to circumstances beyond its control, that 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.
- 3) When applying for a CO Code for growth, CO Code Holders shall, for the switching entity/POI:
  - a) complete and submit the attached Telephone Number Utilization Report Form;
  - b) certify that all held telephone numbers have been released;
  - c) certify that reserved numbers do not exceed 10% of the total quantity of numbers;
  - d) certify that all existing CO Codes per service provided by that switching entity or POI, are projected to exhaust within four months and provide supporting documentation (i.e., complete Appendix B Months to Exhaust Certification Worksheet); and,
  - e) certify that each reseller's/dealer's inventory has been reduced to an amount equal to two times the highest month's end customer number assignment rate from the previous year for that reseller/dealer. This certification must be provided at the time of applying for a CO Code for growth or within 60 days from the date that the CNA declares a Jeopardy Condition, whichever is later. In the event that the Code Applicant does not submit the certification within 60 days of the date the CNA declares a Jeopardy Condition, then the CNA shall advise Commission staff. Exceptional issues (e.g., inventory provision for start-up resellers/dealers, inventory provision for resellers/dealers that anticipate activations in excess of historical trends, and resellers/dealers that refuse to cooperate in reducing their inventories) may be referred to the Commission for resolution pursuant to item 14 of this JCP.
- 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 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 reclaim the CO Code immediately at the end of the one month extension.
- 5) A TSP 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 compare the initial NPA 514 J-COCUS input to recent NPA 514 COCUS inputs, in order to assess forecasting trends. The CNA shall monitor all inputs and shall test them for reasonableness in consultation with the TSP. If the CNA is dissatisfied with the reasonableness, or the rationale provided for the deviations, then the matter will be referred to the Commission.
  - 7) The CNA will request subsequent J-COCUS input from all potential and current CO Code Holders quarterly until relief is provided. The initial J-COCUS input will be used as a baseline for comparison of subsequent J-COCUS input as well as to evaluate the effectiveness of the JCP. The CNA shall monitor all J-COCUS inputs and shall test them for reasonableness in consultation with the TSP. If the CNA is dissatisfied with the reasonableness, or the rationale provided for the deviations, then the matter will be referred to the Commission.
  - 8) When a CO Code Applicant requests more CO Codes than it identified in its most recent J-COCUS forecast, the CNA will discuss the matter with the Code Applicant and if the Code Applicant wishes to proceed with the request, the CNA will forward the request to CRTC staff for consideration.
  - 9) 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 Relief Planning Committee (RPC) after all CO Codes which are available for assignment at the time the Jeopardy Condition is declared have been assigned.
  - 10) After each J-COCUS, the CNA shall provide the Commission and the RPC 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-COCUS.
  - 11) This JCP shall remain in effect until NPA Relief has been implemented.
  - 12) Exceptional issues or concerns may be referred by the CNA, or by individual entities (with a courtesy copy to the CNA), to the Commission for resolution.
  - 13) If the CNA determines that the implementation of the JCP has not extended the Projected Exhaust Date of the NPA beyond the Relief Date, then it is anticipated that further CO Code conservation and assignment procedures will be ordered by the Commission (e.g., rationing, lottery, etc.).

**Telephone Number Utilization Report**

**Entity Name:** \_\_\_\_\_  
**Address :** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_  
**E-Mail :** \_\_\_\_\_  
**Date :** \_\_\_\_\_

**Contact name:** \_\_\_\_\_  
**City, Prov/Terr, Postal code:** \_\_\_\_\_  
**Facsimile:** \_\_\_\_\_

Telephone Number Utilization for: 

<b>Switch/POI CLLI:</b>	_____
<b>Exchange Name</b>	<b>Province / Territory :</b>

NPA	NXX	Portable (Y or N)	Quantities of Telephone Numbers							% Utilization
			Reseller Inventory	Assigned	R&H	Admin	Ported Out	Available	Aging	
<b>TOTAL</b>										

% Utilization = (Reseller Inventory+Assigned+R&H+Admin+Ported Out+Aging)/(100\*No of NXXs)