

NETWORK IMPLEMENTATION TASK FORCE (NITF)

NPAs 250, 403 & 780

PROGRESS REPORT #3

10 Nov 2008

This Final NITF Progress Report is submitted to the Relief Planning Committee (RPC) for NPAs 250, 403 & 780, the extension of overlay NPA 778 on NPA 250 and the new overlay NPA 587.

The NITF reports that all reporting TSPs implemented all activities in accordance with the major milestones and schedule in the Relief Implementation Plans (RIPs) for NPAs 250, 403 & 780.

All reporting TSPs have advised that the mandatory network announcements on calls dialled using only 7 digits have been implemented. None of the reporting TSP's have encountered any major issues.

The NITF has no concerns to identify at this time as no major problems were encountered that could have jeopardized implementation of relief in accordance with the current RIP.

All TSPs will disconnect their test codes and numbers by 20 October 2008 and change the mandatory 10-digit dialling announcement to a standard announcement by 15 January 2009, in accordance with the RIP.

Some TSPs reported that that the numbers of calls going to the mandatory announcement was low as a result of how successful the communication plan was.

TELUS Mobility suggested that for future overlays requiring the introduction of mandatory 10-digit local dialling, wireless companies not be required to provide a transition announcement plus cut-through.

Attached to this NITF Progress Report are the Progress Reports submitted by the following TSPs:

- MTS Allstream
- Bell Mobility
- Bell (West)
- Call-Net Communications (now Rogers Communications)
- City-West
- Fido (now Rogers Communications)
- Northwestel
- Northwestel Mobility
- Rogers Wireless (now Rogers Communications)
- Shaw Telecom
- TELUS
- TELUS Mobility

The known TSPs that did not submit a progress report to the NITF are:

Globalstar
Globility
GT Group Telecom
ISP Telecom

The NITF is not aware of any other current or future TSPs that may decide to operate in the affected NPAs prior to the relief dates in September 2008.

Submitted by: George Wasylkiewicz Chair NITF (TELUS)

**PROGRESS REPORT TO THE NETWORK IMPLEMENTATION TASK FORCE
(NITF)
NPA 403, 780**

MTS / Allstream submits this progress report to the NITF to provide an update on the status of its activities to implement 10 digit local dialing in NPA's 403 and 780, as well as the implementation of the new overlay NPA 587.

MTS / Allstream is following the schedule in the Relief Implementation Plans (RIPs) for NPA's 403 and 780. Mandatory local 10 digit dialing announcements were established the week of September 8th to 12th 2008 in the affected NPA's served by MTS/Allstream. At this time callers in the affected NPA's, dialing 7 digits, will receive the Mandatory local 10 digit dialing announcement before their call is terminated. Ten digit local dialing is in place in the affected NPA's.

MTS / Allstream further advises that all activities are being implemented in accordance with the described schedule of NITF identified in the Relief Implementation Plans. MTS / Allstream intends to replace the Mandatory local 10 digit dialing announcement with a standard network announcement for 7 digit dialed calls between December 8th 2008 and January 15th 2009

Kevin McGouran
MTS / Allstream

Bell Mobility
7th Oct, 2008
PROGRESS REPORT TO THE NETWORK IMPLEMENTATION TASK FORCE
(NITF)
NPA's 250, 403 & 780

INTRODUCTION

The NPA Relief Implementation Plan (RIP) for NPAs 250, 403 and 780 require periodic progress reports by each Telecommunications Service Provider (TSP) operating in the above identified NPAs and by the Network Implementation Task Forces (NITF) established for each NPA relief project. This Progress Report is submitted to the NITF and CRTC staff for the above NPAs. This Progress Report will be attached to the NITF Progress Report to the RPCs.

PROGRESS REPORT

Bell Mobility is following the schedule in the RIPs for NPAs 250, 403 and 780 reports its general network readiness for implementing 10 digit local dialing in the above NPAs plus the one overlay NPA, specifically NPA 587 as an overlay of NPA 403. All network implementation activities are proceeding according to the schedule contained in the Relief Implementation Plans (RIPs) for these NPAs. The Bell Mobility network can already accommodate 10 digit local dialing in these NPAs. The Bell Mobility was unable to play the recording for the 7 digit dialing to Ported out customers. The Mandatory cutover was rolled out with no issues for the above NPA's.

PROPOSED NPA RELIEF IMPLEMENTATION SCHEDULE – As contained in RPC NPA 250-403-780 RIP 2007-07-26.doc document.

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

NITF related activities are highlighted in **GREEN**. Network and operational activities that individual TSPs are required to implement are highlighted in **YELLOW**.

RELIEF IMPLEMENTATION SCHEDULE
Relief of NPAs 250, 403 and 780

	ITEM	PRIME	250		403/780	
			START	END	START	END
1	CRTC issues Telecom Decision CRTC 2007-38 relief method for NPA 250	CRTC		07 Jun 2007		
2	CRTC issues Telecom Decision CRTC 2007-42 relief method for NPAs 403/780	CRTC				14 Jun 2007
3	RPC prepares NPA 250 Planning Letter and the NPA 250 Planning Letter		20 Jun 2007	26 Jun 2007		
4	RPC consults with CATF and NITF to prepare RIP	RPC CATF NITF	20 Jun 2007	24 July 2007	20 Jun 2007	24 July 2007
5	CNA submits NPA 250 Planning Letter to NANPA elcordia TRA			26 Jun 2007		
6	RPC prepares NPA 403/780 Planning Letter				28 Jun 2007	24 July 2007

	ITEM	PRIME	250		403/780	
			START	END	START	END
7	CNA submits NPA 403/780 Planning Letter to notifies Telcordia TRA					24 July 2007
8	NANPA Posts NPA 403/780 Planning Letter					3 Aug 2007
9	RPC submits RIP to CISC & CRTC for approval	RPC		26 July 2007		26 July 2007
10	CISC approves RIP	CISC		17 Aug 2007		17 Aug 2007
11	CRTC approves RIP	CRTC	17 Aug 2007	17 Sept 2007	17 Aug 2007	17 Sept 2007
12	CNA issues media release and sends approved A, Telcordia TRA, CLNPC & RPC participants	CNA	17 Sept 2007	1 Oct 2007	17 Sept 2007	1 Oct 2007
13	Telcordia TRA database updates to records with the expanded geographic area for NPA 778, and of new AB NPA 587	Telcordia A		26 Jun 2007	3 Aug 2007	10 Aug 2007
14	All Telecom Service Providers (TSPs) to develop effective consumer awareness program with the	TSPs	20 Jun 2007	30 Sept. 2007	20 Jun 2007	30 Sept. 2007
15	NPA 250 Relief Date (earliest date when NPA 778 NPA 250 may be activated)	TSPs		04 Jul 2007	n/a	n/a
16	CATF to notify business and residence customers 78 boundary realignment and NPA 587 via media other materials (phase 1)	CATF	07 Jun 2007	04 Jul 2007	07 Jun 2007	04 Jul 2007
17	All TSPs to notify their business and residence the introduction of NPA 587 in Alberta and NPA 587 in B.C. via multiple communications channels	CATF & s	14 Jun 2007	07 Sep 2008	14 Jun 2007	07 Sep 2008
18	All TSPs commence and continue consumer activities	TSPs	07 Jun 2007	07 Sep 2008	14 Jun 2007	07 Sep 2008
19	All TSPs to notify all of their business & special 10-digit local dialing	TSPs	07 Jun 2007	07 Sep 2008	14 Jun 2007	07 Sept 2008
20	All TSPs to notify all residence customers by bill message of 10-digit local dialing	TSPs	07 Jun 2007	22 May 2008	14 Jun 2007	22 May 2008
21	TSPs to submit Progress Report #1 to NITF and	TSPs		12 Oct 2007		12 Oct 2007
22	NITF and CATF develop & submit Progress Report #1 to	NITF & F	12 Oct 2007	26 Oct 2007	12 Oct 2007	26 Oct 2007
23	RPC develops & submits Progress Report #1 to	RPC	26 Oct 2007	09 Nov 2007	26 Oct 2007	09 Nov 2007
24	Special Types of Telecommunications Service SAPs, alarm companies, ISPs, paging companies, notify any concerns to TSPs and CRTC	Special s	20 Jun 2007	03 Dec 2007	20 Jun 2007	03 Dec 2007
25	All Telecommunications Service Users (including 911 PSAPs, alarm companies, ISPs, paging etc.) to implement changes to their telecom (e.g., CPEs) & systems to accommodate NPA 778	Telecom PA 250	20 Jun 2007	04 Jul 2007		
26	All Telecommunications Service Users (including 911 PSAPs, alarm companies, ISPs, paging etc.) to implement changes to their telecom (e.g., CPEs) & systems to accommodate NPA 587 in 10-digit local dialing in Alberta and BC	Telecom s	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
27	Payphone Providers Reprogram Payphones	Payphone s	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
28	TSPs and database owners/operators to modify industry databases	Database s	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
29	Directory Assistance Readiness for the introduction into the NPA 250 region in British Columbia	TSPs	20 Jun 2007	04 Sep 2007		
30	Directory Assistance Readiness for the introduction into the NPA 403/780 regions in Alberta	TSPs			20 Jun 2007	12 Sep 2008
31	Operator Services Readiness for 10-digit dialing	TSPs	20 Jun 2007	22 Jun 2008	20 Jun 2007	22 Jun 2008
32	Directory Publisher Readiness for 10-digit dialing in NPA for telephone numbers in the directory	Directory s	20 Jun 2007	07 Sep 2008	20 Jun 2007	07 Sep 2008

	ITEM	PRIME	250		403/780	
			START	END	START	END
	or to the introduction of 10-digit local dialing)					
33	9-1-1 PSAP Systems and Databases Readiness	PSAPs & s	20 Jun 2007	04 Sep 2007	20 Jun 2007	12 Sep 2008
34	9-1-1 TSP Readiness	TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	12 Sep 2008
35	Canadian Local Number Portability Consortium Database Readiness	CLNPC NPAC	20 Jun 2007	04 Sep 2007	20 Jun 2007	08 Sep 2008
36	Toll Free SMS Database Readiness	Toll TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	07 Sep 2008
37	Intelligent Service Control Point & Service Order Readiness	TSPs	20 Jun 2007	04 Sep 2007	20 Jun 2007	07 Sep 2008
38	Apply for test CO Codes in NPA 587	TSPs	n/a	n/a	22 Oct 2007	18 Feb 2008
39	Develop Inter-Carrier Network Test Plans (carriers to make arrangements in accordance with inter-carrier agreements) to accommodate the boundary of NPA 778	NITF TSPs	20 Jun 2007	15 Oct 2007		
40	Develop Inter-Carrier Network Test Plans (carriers to make arrangements in accordance with inter-carrier agreements) for the introduction of 10-digit dialing to accommodate NPA 587 implementation	NITF TSPs	20 Jun 2007	22 Apr 2008	20 Jun 2007	22 Apr 2008
41	TSPs prepare for Inter-Carrier Network Testing (works, toll, local)	TSPs	20 Jun 2007	23 Apr 2008	20 Jun 2007	23 Apr 2008
42	Activation Date for NPA 587 Test CO Codes and (prior to start date for inter-carrier testing)					22 Apr 2008
43	Inter-Carrier Testing Period (starts 2 months prior to start of Dialing Transition Period – subject to Inter-Carrier Test Plans)	NITF TSPs	23 Apr 2008	22 Jun 2008	23 Apr 2008	22 Jun 2008
44	Phase-in of 7- to 10-Digit Dialing Transition Period	TSPs	23 Jun 2008	27 Jun 2008	23 Jun 2008	27 Jun 2008
45	7- to 10-Digit Dialing Transition Period End Timeframe	TSPs	23/27 Jun 2008	08/12 Sep 2008	23/27 Jun 2008	08/12 Sep 2008
46	Discontinue special CO Code assignment practices for NPA 778	CNA		10 Jul 2008	n/a	n/a
47	TSPs to submit Progress Report #2 to NITF and CATF	TSPs	27 Jun 2008	11 Jul 2008	27 Jun 2008	11 Jul 2008
48	NITF and CATF develop & submit Progress Report #2	NITF & CATF	11 Jul 2008	25 Jul 2008	11 Jul 2008	25 Jul 2008
49	RPC develops & submits Progress Report #2 to NITF and CATF	RPC	25 Jul 2008	08 Aug 2008	25 Jul 2008	08 Aug 2008
50	Phase-in of mandatory 10-digit dialing	TSPs	08 Sep 2008	12 Sep 2008	08 Sep 2008	12 Sep 2008
51	Mandatory 10-digit dialing date for NPAs 250, 403 and completion of Phase 2 of NPA 250 relief)	TSPs		12 Sep 2008		12 Sep 2008
52	NPA 403/780 Relief Date (earliest date when NPAs may be activated)					19 Sep 2008
53	TSPs submit final Progress Report #3 to CATF and NITF	TSPs	19 Sep 2008	20 Oct 2008	19 Sep 2008	20 Oct 2008
54	Submission of NITF and CATF Final Progress Report to NITF and CATF	NITF & CATF	20 Oct 2008	03 Nov 2008	20 Oct 2008	03 Nov 2008
55	RPC submits Final Report #3 to CISC/CRTC	RPC	03 Nov 2008	17 Nov 2008	03 Nov 2008	17 Nov 2008
56	Return of Test CO Codes	TSPs				13 Oct 2008
57	Change Mandatory 10-Digit Dialing Announcement	TSPs	8 Dec 2008	15 Jan 2009	8 Dec 2008	15 Jan 2009



Bell

October 14, 2008

PROGRESS REPORT TO THE NETWORK IMPLEMENTATION TASK FORCE (NITF)

NPAs 250, 403, 587, 778 & 780

Bell – Western Region - PROGRESS REPORT

Bell in the Western Region has successfully implemented all routing and testing for 10 digit dialling in Alberta and British Columbia. E911 Isup trunks are in the process of being turned up and tested. The cut over schedule is 50% complete. The blocking announcement has been implemented. The usage is very low. Preparations have been completed to route calls to the first scheduled 587 nxx's in Calgary.

Robert Dyki
National Network Trunking and Translations
Bell Canada

Oct 17, 2008

To the Network Implementation Task Force Chairman.

Progress report #3 of activities for NPAs 250, 403, and 780.

Rogers Communications Inc. is following the schedule in the RIPs for NPAs **250, 403 & 780** and reports its general network readiness for implementing relief. The company has successfully implemented mandatory dialing announcement on calls dialed using only 7 digits in NPA 403 & 780 serving areas on September 10, 2008. The new NPA 587 has been provisioned and tested in the network. No issue or problem is reported by Rogers network operations with regards to this change. Rogers doesn't have local service in NPA250 area so that no activity needs to be conducted. The company has no specific concerns to identify to the CRTC staff at this time.

Respectfully,

Alan Peng
Sr. Network Planner
Rogers Cable & Telecom
NITF Representative for NPAs 250, 403, 780



**Promoting the introduction of Local 10-digit dialing in the
250, 403, and 780 regions**

Update Report

Date	Description
To October 26, 2007	CityWest services one exchange – Prince Rupert, BC. To date, CityWest has issued a press release in the local media in Prince Rupert.
	CityWest has arranged for the 2008 phone directory to include a notification to customers.
	CityWest will issue follow-up news releases when important dates are upcoming.
	CityWest will be adding a link to the dial-10 website off of the company website.
	CityWest will be issuing a billing insert in 2008 with important information and dates.
	CityWest will make use of our internal Channel 10 – community programming channel to relay information on 10-digit dialing in Prince Rupert.
March , 2008	CityWest mailed out 10-digit dialing brochures to every home and business in Prince Rupert.
June 9, 2008	CityWest issued reminders in print and radio of the permissive dialing to be phased in June 23 rd .
June 23 rd , 2008	CityWest phased in permissive dialing
September 8 th , 2008	CityWest implemented Mandatory 10-digit dialing for all customers.

Chad Cunningham [chad.cunningham@cwct.ca]

**Northwestel NPA 250 Relief Network Plan Update
October02, 2008**

Completed:

All NPA 250 Exchanges in the Northwestel operating area Mandatory 10 digit dialing as of September 9, 2008.

The initial conversion to Mandatory 10 Digit dially went smoothly in all of Northwestel's B.C. offices with the exception of Ft. Nelson which was delayed until September 9 due to an issue with the VoiceMail system not being able to update subscribers' Message Waiting indicators in the Mandatory 10 digit mode. Our Technician found a problem in the Message Waiting control routing where the Voicemail was not sending 10 digits to the switch along with the Message Waiting Toggle control digits. This was rectified and the Ft. Nelson office was then converted to 10 digit Mandatory dialing on September 9 with no further incidences.

Notes:

Northwestel does not presently administer any Office Codes in the NPA 780/403 areas.

Although Northwestel was unable to insert the call Branding recording during the permissive period due to hardware capability issues, with the extensive advertising, the transition was ultimately successful.

Sam Haigh

Northwestel

Company NPA 250 relief plan committee chair/ NITF member/RPA member.

867-920-3655

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October 20, 2008

PROGRESS REPORT TO THE NETWORK IMPLEMENTATION TASK FORCE (NITF)

NPA 250, 403, 780

Rogers Wireless submits this progress report to the NITF to provide an update on the status of its activities to implement 10 digit local dialling and the new overlay NPA 587.

Rogers Wireless has completed the required activities part of the Relief Implementation Plan (RIPs) for NPA 250, 403 and 780. The Company advises that all activities were implemented in accordance with the described schedule of NITF activities identified in the Relief Implementation Plans. The mandatory dialling recording has been implemented and tested successfully in all of Rogers Wireless switches covering the actual NPA 250, 403 and 780 as scheduled in the RIP. All users must now use 10 digits to call locally in these NPAs. The mandatory dialling announcement will be discontinued on Jan 15 2009 as described in the relief implementation plan and will be changed to the regular network announcement.

Prepared by – Jean-Michel Dupuis, Public Services Coordinator

**Shaw Telecom Inc.
October 8th, 2008**

**FINAL PROGRESS REPORT TO THE NETWORK IMPLEMENTATION TASK
FORCE (NITF)
NPAs 250, 403 & 780**

As at October 10th 2008, Shaw's has concluded network implementation activities outlined in the schedule contained in the Relief Implementation Plans (RIPs) for 250, 403 and 780.

Shaw executed the prescribed customer notification as set out in the RIP during the transition period and successfully completed the mandatory 10-digit cutover prior to the September 12th target date. The customer experience was not affected in any negative way during the whole process. Shaw will not have to return any Test CO Codes.

In conclusion we would state that due, we think, to the success of the various initiatives to inform the public of the implementation of mandatory 10-digit dialing in Alberta and BC, our customers were prepared for the changes and the percentage of calls that received treatment after the cutover was lower than we had predicted.

Brian Monroe [brian.monroe@sjrb.ca]

TELUS Communications, TELUS Mobility
Oct. 20, 2008
FINAL PROGRESS REPORT TO THE NETWORK IMPLEMENTATION TASK
FORCE (NITF)
NPAs 250, 403 & 780

PROGRESS REPORT #3

Implementation:

The network implementation activities for TELUS Communications and TELUS Mobility for the Relief of NPAs 250, 403, and 780 have proceeded on schedule as per the Relief Implementation Plans (RIPs) for NPA 250, 403, and 780.

TELUS has resolved all of the PSAP Calling issues reported in progress report #2. Mandatory 10-digit dialing and the mandatory 10-digit announcement have been implemented in all exchanges as per the RIP without any major issues arising. All future Network Implementation activities will also follow the RIP. Test codes will be discontinued on Oct. 20 and the mandatory 10-digit announcement will be changed to the standard announcement by January 15, 2009. .

TELUS Mobility has also fully implemented the mandatory 10-digit announcement and is following the RIP schedule. The mandatory 10-digit announcement will be changed to the standard announcement by January 15, 2009.

Lessons learned:

TELUS Mobility wireless customers moved to 10-digit dialling very quickly (96% on day 1, and 99% by day 5), i.e. without the residual unconverted fax machines, alarm panels, and PC modems that are more characteristic of wireline customers. TELUS concludes that the transition to 10-digits for calls dialled by wireless customers would not have been any more difficult or inconvenient if there had been no transition announcement plus cut-through, and 7-digit calls had been sent directly to the mandatory announcement on the mandatory date. It is suggested that for future overlays requiring the introduction of mandatory 10-digit local dialling, wireless companies not be required to provide a transition announcement plus cut-through.

TELUS Communications did handle a lot of inquiries concerning Caller ID and the display of the full 10 digit number. The number of digits displayed is normally a function of the settings on the caller ID device. These setting require changes to display 10 digitd. On some older legacy devices this setting cannot be changed in which case the device will have to be changed.

TELUS also handled a lot of inquiries concerning Call Forwarding of Voice mail. Action was taken on select switches to update any user programmable call forward information to 10 digits to limit the number of trouble calls.

Focussed Customer education would have helped in both cases to reduce the number of inquiries.

Report for TELUS Communications and TELUS Mobility operations in NPA 250, 403 & 780

- Submitted by George Wasylkiewicz,
- Verified by Bill Barsley and Frank Norman