

NPA 418

Commission Directives

On May 28, 2007 the Commission released Telecom Public Notice CRTC 2007-8, *Establishment of a new CISC ad hoc committee for area code relief planning in Quebec area code 418 and related issues*. In this public notice, the Commission announced the establishment of a CRTC Interconnection Steering Committee ad hoc relief planning committee to examine options for providing relief to area code 418 in Quebec. The Commission invited the public and telecommunications service providers to participate in the activities of the ad hoc committees.

Due to the Jeopardy Condition in NPA 418 the Commission directed that the relief planning process be abbreviated and that the RPC should develop both the planning document and a relief implementation plan at the same time and to file these documents with the Commission by July 11, 2007 for its approval.

On August 13, 2007 the Commission issued Telecom Decision CRTC 2007-71, *Code relief for area code 418 – Quebec*. In the Decision, the Commission approved the area code relief measures proposed by the RPC for area code 418, namely that relief be provided through the implementation of a distributed overlay of a new area code on the area served by area code 418 and that mandatory 10-digit local dialing be introduced in NPA 418 prior to the introduction of the new area code.

The Commission determined that:

- a) The introduction of permissive 10-digit local dialing is to commence on June 21, 2008, and carriers are permitted to phase-in this change from that date until June 27, 2008.
- b) The requirement for mandatory 10-digit local dialing is to commence on September 6, 2008 and carriers are permitted to phase-in this change from that date until September 12, 2008.

The Commission directed that the CNA reserve area code 581 for use as the new NPA to be overlaid on the area currently served by NPA 418.

The Commission considered that retaining 7-digit local dialing for calls originating in the Campbellton exchange in NPA 506 and in the Wabush exchange in NPA 709 that terminate in NPA 418 would result in the least confusion and disruption to customers located in these locations.

The Commission directed the CNA to set aside (i) three CO Codes in NPA 418 for the "Pool for Initial Code Assignments" as of the date of the Decision and (ii) a further seven CO Codes (or as many as remain if less than seven CO codes) 66 days prior to the implementation of the overlay of the new NPA on area code 418. Finally, the Commission noted that the CNA is to dissolve this pool two years after the relief date.

The Commission directed Telecommunications Service Providers in NPA 418 that cannot complete a call once it has been forwarded to a recorded announcement to take the following measures during the permissive dialing period for NPA 418:

- a) monthly bill inserts are to be sent in July 2008 and August 2008;
- b) two notices are to be placed in local newspapers, one in August 2008 and the other in September 2008, before the commencement of mandatory 10-digit local dialing;
- c) each affected customer is to be sent a personal letter, to be received approximately 10 days prior to the commencement of mandatory 10-digit local dialing;
- d) information is to be placed on the TSPs' websites in a prominent, highly visible location for the minimum period of July 2008 to the end of September 2008 inclusive; and
- e) the text to be included in the bill inserts and personal letters is to be filed with the Commission for its information at least 30 days prior to the bill inserts or letters being sent.

The Decision approved the relief implementation plan with the proviso that all TSPs use the short network announcement that was approved by way of a Commission letter dated June 15, 2007.

Status Report

On March 23, 2007 the Canadian Numbering Administrator (CNA) published the results of the latest General Numbering Resource Utilization Forecast (G-NRUF) for various numbering plan areas (NPAs) in Canada. The results of that G-NRUF indicated that the Projected Exhaust Date for NPA 418 had changed from December 2013 to October 2008, which placed NPA 418 in a Jeopardy Condition. NPA 418 covers a broad area including the City of Québec and the Gaspé area.

In March 2007 the CNA requested an NPA 418 J-NRUF, the result of which indicated that the Projected Exhaust Date had remained at October 2008.

The CNA developed an Initial Planning Document and draft Relief Implementation Schedule for NPA 418 that were discussed by the NPA 418 Relief Planning Committee during a meeting held on May 29 through 31, 2007. A Bell Canada contribution that comprised the Relief Implementation Plan was also discussed. A series of conference calls were also held during June and the beginning of July, and the final versions of the Planning Document and Relief Implementation Plan were filed with the Commission and the CISC on July 11, 2007.

The RPC submitted that, if a CRTC Decision was issued by the end of August 2007, relief for NPA 418 should be implemented using the following recommendations:

- 1) relief for NPA 418 be implemented using the Distributed Overlay option 5a if a CRTC Decision can be obtained by the end of August 2007 and, if not, by using Distributed Overlay option 5b;
- 2) NPA 581 be selected as the Relief NPA for NPA 418. The rationale for this recommendation is explained in more detail in the last paragraph of the introductory part of section 6;
- 3) the relief date be 19 September 2008 in accordance with the schedule contained in the Planning Document;

- 4) if Distributed Overlay Relief option 5a is approved by the end of August 2007, it be implemented with a 7- to 10-digit dialling transition period from 23 June 2008 to 8 September 2008 in accordance with the schedule;
- 5) a standard network announcement be implemented during the 7- to 10-digit local dialling transition period;
- 6) the local dialling plan for customers within the NPA 418 area be changed to 10-digits for all local calling originating within the NPA 418 area;
- 7) 7-digit local dialling that currently exists from Campbellton in NPA 506 (New Brunswick) and from Labrador City – Wabush in NPA 709 (Newfoundland-Labrador) into NPA 418 be allowed to continue after NPA 418 relief;
- 8) three CO Codes from NPA 418 should be initially set aside in a "Pool for Initial Code Assignments" to entities making an application for an Initial Code in an exchange during the two year period following the introduction of the overlay NPA and that the quantity of set aside codes be increased to ten (or as many are still available, if less than ten) 66 days prior to relief;
- 9) if a Distributed Overlay option is approved, the RPC recommends that where a TSP's network equipment does not support an announcement followed by cut-through, the TSP would not be required to provide announcement plus cut-through during the transition period, and only be required to provide permissive 7/10 digit dialling with no announcement until 10-digit dialling becomes mandatory. In such cases, TSPs would also be required to use additional and/or alternative methods of educating customers in the affected communities. Such methods of education could include, but may not be limited to, advertisements in local newspapers (in areas where local newspapers are published), notices provided to customer using their billing notification method (e.g. paper mail or email), and information on websites;
- 10) NPA 418 CO Codes 273, 367, 437, 460, 468, 474, 506, 537, 579, 709, 753, and 942, which are assignable in a Jeopardy Condition should remain assignable when the Jeopardy Condition ends, with some limited availability for CO Code 506. See the NPA 418 CO Code Inventory Chart in the Jeopardy Contingency Plan for details; and
- 11) when NPA 819 relief is addressed, this RPC recommends the NPA 819 RPC and the CRTC consider extending the boundary of the new NPA used to relieve NPA 418 to cover the NPA 819 area, as the NPA 418 RPC views this as a desirable option unless there are significant changes in circumstances. This proposal for the future relief of NPA 819 is based on the current forecast of future requirements in NPAs 418 and 819. Carriers and customers should not take any action based on a future boundary extension of the new NPA over NPA 819 until a final CRTC Decision is issued on NPA 819 closer to its relief date.

On September 14, 2007 a Joint CSCN/NPA 418 RPC conference call was held to discuss the July 2007 J-NRUF results for NPA 418. It was noted that the NPA 418 Projected Exhaust Date had moved in by one month from the April 2007 J-NRUF result of October 2008.

During the September 14, 2007 conference call it was noted that CO Code requests are currently exceeding forecast demand due to the Wireless Number Portability requirement to obtain an LRN in exchange areas that are portable.

Prior to the conference call, some participants had expressed concerns about the awareness of alarm companies regarding the NPA 418 relief activities. This topic was

also addressed during the September 14, 2007 conference call and was again discussed during an NPA 418 Relief Planning Committee conference call that was held on September 28, 2007.

A conference call has also been scheduled for November 1, 2007 to address methods for coping with the severe Jeopardy Condition in NPA 418. At this time, any unforeseen CO Code demand will advance the exhaust date of NPA 418 to before the date when relief can be provided (September 19, 2008).

Additional conference calls were scheduled for November 28 and December 17, 2007 to continue addressing methods for coping with the severe Jeopardy Condition in NPA 418. During the December 17, 2007 conference call the Relief Planning Committee reviewed and approved NPA 418 TIF Report #2, which recommended that the quantity of CO Codes that may be assigned to a TSP prior to July 21, 2008 will be limited to the August 1, 2008 quantity forecast by the TSP in the October 2007 J-NRUF forecast, subject to certain provisions. It was also recommended that this proviso be incorporated into the NPA 418 Jeopardy Contingency Plan. NPA 418 TIF Report #2 was submitted to the CISC and Commission for approval on December 21, 2007.

Also during the December 17, 2007 conference call, the Relief Planning Committee reviewed and approved Progress Report #1 from both the Consumer Awareness and Network Implementation Task Forces. These reports were filed with the Commission on December 21, 2007.

Regularly scheduled Consumer Awareness and Network Implementation Task Force conference calls have been taking place to monitor adherence to their respective objectives and schedules.

The NPA 418 Relief Planning Committee held a conference call on 29 July 2008 to review and approve the Network Implementation and Consumer Awareness Task Force Progress Reports. On 12 August 2008 Progress Report #2 from each of the Task Forces was filed with the Commission.

Mandatory 10-digit local dialing commenced 6 September 2008, and carriers phased in this change from that date until 12 September 2008. Some NPA 581 CO Codes have already been assigned.

The NPA 418 Relief Planning Committee will hold a conference call on 31 October 2008 to review and approve the Final Network Implementation and Consumer Awareness Task Force Progress Reports prior to sending them to the Commission.

Historical NRUF data, including the most recent results is summarized in the following chart.

Summary of Projected Exhaust Dates

NPA	Type of C-NRUF	Date of Publication	Projected Exhaust Date
418	G – NRUF	7 April 2006	December 2013
418	S – NRUF (WNP)	9 November 2006	March 2012
418	R – NRUF	23 March 2007	October 2008
418	J – NRUF	25 May 2007	October 2008
418	J – NRUF	31 August 2007	September 2008
418	J – NRUF	3 December 2007	August 2008
418	J – NRUF	25 March 2008	November 2008
418	J – NRUF	29 May 2008	October 2008
No J-NRUF was conducted for July 2008 since the Relief Date of 19 September 2008 was within the 3 month window specified by the Canadian Numbering Resource Utilization Forecast (C-NRUF) Guideline			