

NPA 780

Commission Directives

On October 7, 2004, the Commission released Telecom Public Notice CRTC 2004-5, *Establishment of two new CISC ad hoc committees for area code relief planning in Alberta area codes 403 and 780*. In this public notice, the Commission announced the establishment of two CRTC Interconnection Steering Committee ad hoc relief planning committees to examine options for providing relief to area codes 403 and 780 in Alberta. The Commission invited the public and telecommunications service providers to participate in the activities of the ad hoc committees.

On January 11, 2007 the Commission released Telecom Public Notice 2007-1, *Relief planning for numbering plan areas 403 and 780 in Alberta*, which invited comments on:

- the options and recommendations developed by the RPC and described in the initial relief planning document;
- the effects of the various relief options developed by the RPC on consumers, telecommunications service providers and all other affected parties;
- the most appropriate relief option(s) to alleviate the exhaust of area codes 403 and 780;
- an appropriate relief date for area codes 403 and 780; and
- any other matter that parties consider relevant to the implementation of relief measures.

On June 14, 2007 the Commission issued Telecom Decision CRTC 2007-42, *Code relief for area codes 403 and 780 – Alberta*. In the Decision, the Commission approved the area code relief measures proposed by the RPC for area code 403 and 780, namely that a single area code be distributed over both area codes 403 and 780 effective 12 September 2008.

The Commission directed that the introduction of mandatory 10-digit local dialing in area codes 403 and 780 be coordinated with the area code relief measures for British Columbia as approved by the Commission.

With respect to the dates for area code 403 and 780 relief, the Commission determined the following:

- a) The introduction of permissive 10-digit local dialing will commence 23 June 2008, and carriers are permitted to phase in this change from that date until 27 June 2008; and
- b) The requirement for mandatory 10-digit local dialing will commence 8 September 2008, and carriers are permitted to phase in this change from that date until 12 September 2008.

The Commission approved retaining 7-digit dialing in the Lloydminster/Marshall area in Saskatchewan.

The Commission determined that the jeopardy conditions for area codes 403 and 780 will end 60 days prior to the commencement of mandatory 10-digit local dialing.

Approval was given to reserving area codes 587 and 825 for present and future area code relief in Alberta.

Although the issue was not raised by the RPC, the Commission directed small TSPs in Alberta that cannot complete calls after a recorded announcement due to technical network limitations to take the following alternative measures during the permissive dialing period for area codes 403 and 780:

- 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 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.

In its News Release issued on June 14, 2007, the Commission stated that effective September 12, 2008, a new area code, 587, will be introduced to provide area code 403 and 780 regions with new numbers.

Status Report

The 2004 G-NRUF aggregate results indicate that the Projected Exhaust Date of NPA 780 has advanced from October 2017 to November 2011. The CSCN has requested that the CNA conduct NPA 780 relief planning coincident with relief planning for NPA 403. Consequently, the CNA requested an R-NRUF, due to be returned to the CNA by July 1, 2004, to begin relief planning activities in this NPA. The R-NRUF results showed the Projected Exhaust Date to be January 2012.

The CNA developed an Initial Planning Document for NPA 780 that was discussed by the NPA 780 Relief Planning Committee during a meeting held on November 25 and 26, 2004.

Subsequently, a contribution was received from TELUS that was discussed during a meeting held on February 22-24, 2005. During the February meeting, it was agreed to wait until after release of the mid-year R-NRUF results prior to deciding whether relief planning should be discontinued for NPA 780 or whether to schedule another face-to-face meeting of the NPA 780 RPC.

On December 15, 2005 the CNA requested an R-NRUF for NPA 780 that was due to the CNA by February 7, 2006. The R-NRUF results were released on April 7, 2006 and were discussed during a conference call held on April 18, 2006.

During the April 18, 2006 conference call it was recommended that a joint NPA 403/780 Relief Planning meeting be scheduled for October 2006, assuming that the July 2006

R-NRUF results for NPAs 403 and 780 do not move the Projected Exhaust Dates out beyond the relief planning window.

The CNA conducted a July 2006 R-NRUF for NPA 780 and released the results on September 22, 2006. At that time, the CNA indicated that a Jeopardy Condition for NPA 403 would be declared in October 2006. The NPA 403 and NPA 780 Relief Planning Committees had previously identified a number of Relief Plans that could be implemented simultaneously in NPAs 403 and 780. The impending declaration of a Jeopardy Condition in NPA 403 has served as a catalyst for the relief planning activities taking place in Alberta.

An NPA 403/780 Relief Planning Committee meeting was held in Edmonton, Alberta on October 5 and 6, 2006 where the NPA 403 and NPA 780 Relief Planning Committees agreed to merge and complete development of a Joint Relief Implementation Plan for NPA 403/780. This Relief Implementation Plan was to be distributed to the Joint NPA 403/780 Relief Planning Committee for comment and submitted to the Commission shortly thereafter.

On November 8, 2006 the CNA submitted NPA 403/780 TIF Report 1 to the Commission. This TIF Report contained the Relief Planning Committee's Recommendation for a NPA 403/780 Relief. In the Relief Planning Document, the RPC made several recommendations including:

- 1) Relief Option Joint 3-a (Distributed Overlay of a single new NPA on NPAs 403 and 780) be adopted for use in the upcoming relief of area codes 403 and 780.
- 2) Relief for NPAs 403 and 780 be implemented in a single phase regardless of the Relief Option chosen by the CRTC.
- 3) Consumer awareness activities should be coordinated and conducted simultaneously in NPAs 250, 403 and 780.
- 4) Any 7-digit local dialing that currently exists from Lloydminster and Marshall in NPA 306 (Saskatchewan) into NPA 780 be allowed to continue after NPA 780 relief. The rationale for this recommendation is explained in more detail in section 5 of the Planning Document.
- 5) NPAs 587 and 825 be set aside for future NPA assignments in Alberta; one of these NPAs would be assigned for the Distributed Overlay recommended above. The rationale for this recommendation is explained in more detail in section 5 of the Planning Document.
- 6) The Jeopardy Condition in NPA 403 be revoked 60 days prior to NPA 403 relief being implemented. This is explained in more detail in section 11 (Jeopardy Contingency Plan) of the Planning Document. Additionally, if a Jeopardy Condition is declared in NPA 780 then this shall be revoked 60 days prior to implementation of joint NPA 403/780 relief.

On July 26, 2007 the NPA 250 and NPA 403/780 Relief Planning Committees filed a Joint Relief Implementation Plan with the Commission that addresses the consumer awareness and network implementation activities for all three NPAs, in accordance with the Commission's Decisions (Telecom Decisions CRTC 2007-38 (British Columbia) and 2007-42 (Alberta)).

The Joint NPA 250, 403 and 780 Relief Planning Committee held a conference call on November 5, 2007 to review and approve the Network Implementation and Consumer

Awareness Task Force Progress Reports. On November 9, 2007 Progress Report #1 from each of the Task Forces was filed with the Commission.

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 Joint NPA 250, 403 and 780 Relief Planning Committee held a conference call on 31 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 8 September 2008, and carriers phased in this change from that date until 12 September 2008. Some NPA 587 CO Codes have already been assigned.

The Joint NPA 250, 403 and 780 Relief Planning Committee will hold a conference call sometime between 3 November and 17 November 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
780	G – NRUF	15 April 2004	November 2011
780	R – NRUF	27 August 2004	January 2012
780	R – NRUF	14 April 2005	January 2015
780	R – NRUF	5 October 2005	January 2014
780	R – NRUF	7 April 2006	February 2013
780	R – NRUF	22 September 2006	November 2010
780	S – NRUF (WNP)	9 November 2006	November 2010
780	R – NRUF	23 March 2007	October 2009
780	J – NRUF	25 May 2007	November 2009
780	J – NRUF	31 August 2007	August 2009
780	J – NRUF	3 December 2007	November 2008
780	J – NRUF	25 March 2008	March 2009
780	J – NRUF	29 May 2008	February 2009
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			