



## Telecom Decision CRTC 2006-26

Ottawa, 11 May 2006

### Relief implementation plans for area codes 450, 514, 519, 613 and 819

Reference: 8621-C12-01/00, 8698-C12-10/00, 8698-C12-200500977 and 8698-C12-16/01

*In this Decision, the Commission relieves certain telecommunication service providers (TSPs) that have network limitations from the obligation of providing industry standard network announcements with automatic call completion, on calls dialed using 7 digits prior to the implementation of mandatory 10-digit dialing. In addition to the other requirements of the relief implementation plans, the Commission directs those TSPs to inform their customers of the 10-digit dialing requirement by:*

- *sending monthly bill inserts from July to September 2006 inclusive;*
- *placing two notices in local newspapers, one in the month of September 2006 and one in the month of October 2006, prior to the implementation date of mandatory 10-digit dialing;*
- *sending a personal letter to each affected customer, to be received 10 days prior to the implementation date of mandatory 10-digit dialing; and*
- *placing information on the TSPs' websites in a prominent, highly visible location for the minimum period of June to October 2006 inclusive.*

*The Commission directs those TSPs to file the proposed text for the bill inserts by 30 June 2006.*

### Background

1. In *CRTC Interconnection Steering Committee – Consensus items*, Telecom Decision CRTC 2005-7, 21 February 2005, the Commission approved the revised Numbering Plan Area (NPA) 514 relief implementation plan (RIP). In *CRTC Interconnection Steering Committee – Consensus items*, Telecom Decision CRTC 2005-30, 16 May 2005, the Commission approved the revised NPA 519 RIP. In *Expansion of 10-digit local dialing in 450 region*, Telecom Decision CRTC 2005-9, 3 March 2005, the Commission approved the introduction of 10-digit local dialing for area code 450. In *Revised relief implementation plan for area codes 613 and 819*, Telecom Decision CRTC 2005-37, 21 June 2005, the Commission approved the revised RIP for area codes 613 and 819.
2. The relief measures to be implemented as a result of those decisions will require the use of 10-digit local dialing. In order to facilitate the implementation of 10-digit dialing, a permissive dialing arrangement is utilized for a defined period of time as specified in the RIPs (the permissive dialing period). During the permissive dialing period, callers may complete local calls using 7 or 10 digits. All telecommunication service providers (TSPs) are required to

provide industry standard network announcements with automatic call completion, on calls dialed using 7 digits, in order to inform callers about the 10-digit dialing requirement. At the end of the permissive dialing period, all local calls must be dialed using 10 digits.

## **Issue**

3. On 11 July 2005, the Network Implementation Task Force (NITF)<sup>1</sup> submitted a progress report to the Relief Planning Committee for NPAs 450, 514, 519, 613 and 819, indicating that all network implementation activities were proceeding according to the schedule contained in the RIPs. However, the NITF indicated that certain smaller regional TSPs had technical limitations preventing them from providing industry standard network announcements with automatic call completion, on calls dialed using seven digits during the permissive dialing period. On 16 March 2006, the affected TSPs indicated that no cost-effective solution had been found to overcome this problem.
4. The affected TSPs are: La Corporation de Téléphone de La Baie, La Compagnie de Téléphone Upton Inc., Téléphone Guèvremont inc., Sogetel inc., Bruce Telecom, Brooke Telecom Co-operative Ltd., Gosfield North Communications Co-operative Limited, Hay Communications Co-operative Limited, Huron Telecommunications Co-operative Limited, Lansdowne Rural Telephone Co. Ltd., Mornington Communications Co-operative Limited, North Frontenac Telephone Corporation Ltd., North Renfrew Telephone Company Limited, People's Tel Limited Partnership, Roxborough Telephone Company Limited, Tuckersmith Communications Co-operative Limited, Westport Telephone Company Limited, and Wightman Telecom Ltd.

## **Commission's analysis and determination**

5. The Commission notes that the TSPs with network limitations in providing recorded announcements with call completion are all independent local exchange carriers in small communities in Ontario and Quebec. The Commission has reviewed the estimated investments that would be required for these small carriers to upgrade their networks, and considers that the level of investment is significant relative to the size of these carriers.
6. The Commission notes that one of the main purposes of a permissive dialing period, wherein a recorded announcement is played prior to call completion, is to educate customers of the pending mandatory requirement to dial local calls with 10 digits. The Commission also notes that the permissive dialing period will only last for four months. Therefore, with the significant investment that would be required and only used for a short period of time, the Commission considers that an alternative education program would be appropriate under these circumstances. The Commission is of the view that absent a network announcement, letters, newspaper ads, and bill inserts can be used to ensure that customers are well informed of the change to the dialing plan.

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<sup>1</sup> The NITF is a sub-committee under an ad hoc relief working group of the CRTC Interconnection Steering Committee, set up by the Relief Planning Committee and the Canadian Numbering Administrator. The NITF develops the network implementation plan for the introduction of a new area code.

7. Accordingly, the Commission relieves the TSPs listed above from providing permissive dialing in those areas where it cannot be supported by their networks. However, in addition to the requirements contained in the approved RIPs, the Commission directs the TSPs identified above to inform their customers of the pending 10-digit dialing requirement by:
  - sending monthly bill inserts from July to September 2006 inclusive;
  - placing two notices in local newspapers, one in the month of September 2006 and one in the month of October 2006, prior to the implementation date of mandatory 10-digit dialing;
  - sending a personal letter to each affected customer, to be received 10 days prior to the implementation date of mandatory 10-digit dialing; and
  - placing information on the TSPs' websites in a prominent, highly visible location for the minimum period of June to October 2006 inclusive.
8. The Commission also directs those TSPs to file the proposed text for the bill inserts by 30 June 2006.

Secretary General

*This document is available in alternative format upon request, and may also be examined in PDF format or in HTML at the following Internet site: <http://www.crtc.gc.ca>*