



Telecom Decision CRTC 2011-177

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CISC consensus report – Wireless E9-1-1 Phase II Stage 2 Feature Analysis

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1. In *CRTC Interconnection Steering Committee – Stage 2 features of wireless Phase II E9-1-1 service implementation*, Telecom Decision CRTC 2009-697, 6 November 2009, the Commission approved the recommendations of the Emergency Services Working Group (ESWG) of the CRTC Interconnection Steering Committee (CISC) to investigate and provide recommendations on creating a standard for the format of non-dialable callback numbers (CBNs) for particular call types that could be delivered to public safety answering points (PSAPs) as part of wireless enhanced 9-1-1 (E9-1-1) service. Non-dialable CBNs are provided to the PSAP for specific situations where a caller's handset is in an irregular state as indicated in the report, and the caller's telephone number cannot be automatically provided to the PSAP for technical reasons.
2. Such standardization would allow PSAP call-takers to quickly identify the characteristics of these particular call types by the format of the non-dialable CBN. By quickly identifying and describing the characteristics of the 9-1-1 caller's call type to the wireless service provider's (WSP) 24/7 support centre, the PSAP can be provided with the 9-1-1 caller's telephone number and/or location more quickly.
3. On 10 December 2010, the ESWG submitted, for Commission approval, the following consensus report with its recommendations for a standard format of non-dialable CBNs to be delivered to PSAPs:
 - *Wireless E9-1-1 Phase II Stage 2 Feature Analysis – Update*, 2 November 2010 (ESRE0052)
4. The consensus report can be found under the heading "Reports" on the 10 December 2010 CISC meeting agenda, which is available on the Commission's website at www.crtc.gc.ca.
5. The Commission has reviewed and **approves** the recommendations of the above-noted consensus report, noting in particular the report's statement that there are no further technical solutions available at this time. The Commission requires all Canadian WSPs to adhere to these 9-1-1 data delivery standards by the end of the first quarter of 2011.

Secretary General