



Telecom Decision CRTC 2012-101

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Ottawa, 16 February 2012

CISC Emergency Services Working Group – Status update on the Text to 9-1-1 trial

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1. In Broadcasting and Telecom Regulatory Policy 2009-430, the Commission requested that the CRTC Interconnection Steering Committee (CISC) Emergency Services Working Group (ESWG) investigate and evaluate the benefits, uses, and limitations of access to 9-1-1 services by people with hearing or speech disabilities via various forms of text messaging, including Short Message Service (SMS), instant messaging (IM), Real-Time Text (RTT), and Internet Protocol (IP) Relay.
2. In Telecom Decision 2010-224, the Commission approved the ESWG's recommendation to undertake a technical trial of a "Text Messaging to 9-1-1 (T9-1-1) Service" (the T9-1-1 trial). The Commission requested that the ESWG immediately begin the activities required to implement the T9-1-1 trial and file a status report with the Commission every six months outlining its progress.
3. In Telecom Decision 2011-309, the Commission approved the ESWG's first consensus report and endorsed the ESWG's work to date on the T9-1-1 trial.
4. On 6 January 2012, the ESWG submitted its second consensus report to the Commission:
 - *Status update for Text to 9-1-1, 29 November 2011 (ESRE0057)*
5. This Report can be found under the heading "Reports" on the 6 January 2012 CISC meeting agenda, which is available on the Commission's website at www.crtc.gc.ca.
6. The Report provides an update of the ESWG activities conducted so far in preparation for the T9-1-1 trial. The Report indicates that good progress is being made on implementing the T9-1-1 trial and that all stakeholders have been able to work together to achieve consensus on the various technical and operational aspects of the trial. The stakeholders include public safety organizations, telecommunications companies, and representatives of the hearing and speech impaired community.
7. The Commission has reviewed and **approves** the above-noted consensus report.

Secretary General

Related documents

- *CISC consensus reports – Emergency Services Working Group*, Telecom Decision CRTC 2011-309, 11 May 2011
- *CRTC Interconnection Steering Committee – Improving access to emergency services for people with hearing and speech disabilities*, Telecom Decision CRTC 2010-224, 21 April 2010
- *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009, as amended by Broadcasting and Telecom Regulatory Policy CRTC 2009-430-1, 17 December 2009