



Telecom Decision CRTC 2017-226-1

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Reference: Telecom Decision 2017-226

Ottawa, 2 August 2017

File number: 8621-C12-01/08

CISC Emergency Services Working Group – Consensus report ESRE0071 regarding wireless 9-1-1 test calls to public safety answering points

Corrections

1. The Commission is making corrections to paragraphs 9, 11, and 18 of *CISC Emergency Services Working Group – Consensus report ESRE0071 regarding wireless 9-1-1 test calls to public safety answering points*, Telecom Decision CRTC 2017-226, 30 June 2017. In addition, the Commission is replacing the definition of “class of service” set out in footnote 2 of that decision to reflect the National Emergency Number Association’s definition that is used by public safety answering points. For ease of reference, the relevant text of the original decision is reproduced below, with the changes highlighted in bold italics:

9. With respect to wireless testing solutions, PSAPs may choose between solutions offered by 9-1-1 service providers or by third-party software providers. The ESWG noted that ***Bell Canada***, TELUS Communications Company (TCC), and the Peel Region PSAP (Peel) have proactively developed three distinct solutions that depend on the implementation of a standard class of service² and that the Peel solution is specific to PSAPs that use the AQS-SC computer-aided dispatch system.

11. Accordingly, the ESWG recommended that

- ***Bell Canada*** be authorized to offer its automated wireless 9-1-1 test call solution in its 9-1-1 serving territory, including the deployment of the new data record test (DRT) class of service;
- TCC be authorized to offer its automated wireless 9-1-1 test call solution in its 9-1-1 serving territory, including the deployment of the new wireless test call (WTC) class of service;

² “Class of service” is a designation in Enhanced 9-1-1 that defines the service category of the telephony service (e.g. residential, business, Centrex, coin, private branch exchange [PBX], voice over Internet Protocol, and wireless Phase II).

- MTS and SaskTel be directed to introduce an automated wireless 9-1-1 test call solution in their respective 9-1-1 serving territories as soon as they are technically capable of doing so;
- all WSPs take the steps necessary to support the applicable wireless 9-1-1 test call solutions and new class of service, i.e. DRT or WTC, that applies to their existing 9-1-1 serving territories by the proposed implementation dates noted below; and
- PSAPs that choose to use software to automate wireless 9-1-1 test call handling procedures, as Peel has done, for example, provide WSPs with 30 days' notice so that the WSPs can prepare the test procedures for their respective PSAP jurisdictions.

18. In light of the above, the Commission **approves** the consensus report. The Commission **directs**

- ***Bell Canada*** to immediately offer its automated wireless 9-1-1 test call solution in its 9-1-1 serving territory, including deployment of the new DRT class of service;
- TCC to immediately offer its automated wireless 9-1-1 test call solution in its 9-1-1 serving territory, including the deployment of the new WTC class of service;
- MTS and SaskTel to introduce an automated wireless 9-1-1 test call solution in their respective 9-1-1 serving territories as soon as they are technically capable of doing so; and
- all WSPs to take the steps necessary to support the applicable wireless 9-1-1 test call solutions and new class of service (DRT or WTC) that applies to their existing 9-1-1 serving territories, within **six months** of the date of this decision

Secretary General