



## Telecom Order CRTC 2021-421

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Ottawa, 16 December 2021

### TELUS Communications Inc. – Interim approval of a tariff application

1. The Commission **approves on an interim basis** the following tariff application:

Applicant	Tariff Notice and description	Date of application	Effective date
TELUS Communications Inc.	TN 565 General Tariff – Introduction of Next Generation 9-1-1 Service	1 November 2021	1 January 2022

2. In *Establishment of new deadlines for Canada’s transition to next-generation 9-1-1*, Telecom Decision 2021-199, 14 June 2021, the Commission directed next-generation 9-1-1 (NG9-1-1) network providers, by 1 March 2022, to (i) establish their NG9-1-1 networks; (ii) complete all NG9-1-1 production onboarding activities; and (iii) be ready to provide NG9-1-1 Voice, wherever public safety answering points (PSAPs) have been established in a particular region.
3. TELUS Communications Inc. (TCI) requested an effective date of 1 January 2022 for the interim approval of the tariff proposed in its application, in order to allow sufficient time to migrate traffic onto the NG9-1-1 network prior to 1 March 2022.
4. TCI indicated that the tariff proposed in its application provides for no charges for the period of 1 January 2022 to 28 February 2022.
5. TCI also requested Commission approval of its template agreements: (i) NG9-1-1 Local Government Service Agreement; and (ii) PSAP Agency Digital Certificate Service Agreement.
6. The Commission recognizes the importance of ensuring that companies have sufficient time to transition to the NG9-1-1 network. Therefore, prior to its review of the whole record, the Commission finds it appropriate to grant TCI’s request for interim approval of its application, effective 1 January 2022, with no charges to be applied until 1 March 2022.
7. Further, the Commission **approves** TCI’s template NG9-1-1 Local Government Service Agreement. With respect to the PSAP Agency Digital Certificate Service Agreement, the Commission does not consider that this type of agreement requires Commission approval.

8. The Commission will address the rates that are under consideration in the application, and any related issues if necessary, in a subsequent order that will be based on the complete record.
9. The interim approval of this application complies with the 2006 and 2019 Policy Directions<sup>1</sup> by facilitating efficient tariff processes while enabling the Commission to consider, on the basis of a complete record, how its final decision can promote competition, affordability, consumer interests, and innovation.
10. Revised tariff pages are to be issued within 10 calendar days of the date of this order. Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.

Secretary General

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<sup>1</sup> *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives*, SOR/2006-355, 14 December 2006, and *Order Issuing a Direction to the CRTC on Implementing the Canadian Telecommunications Policy Objectives to Promote Competition, Affordability, Consumer Interests and Innovation*, SOR/2019-227, 17 June 2019