



Telecom Decision CRTC 2022-265-1

PDF version

Reference: 2022-265

Ottawa, 1 December 2022

Public record: 8621-C12-01/08

CISC Emergency Services Working Group – Consensus report ESRE0074b – Proposal to Manage Multi-line Telephone Systems in the Canadian Enhanced 9-1-1 or Next-Generation 9-1-1 Environment – Amendment to paragraph 26

Correction

The Commission amends paragraph 26 of *CISC Emergency Services Working Group – Consensus report ESRE0074b – Proposal to Manage Multi-line Telephone Systems in the Canadian Enhanced 9-1-1 or Next-Generation 9-1-1 Environment*, Telecom Decision CRTC 2022-265, 26 September 2022, by adding a phrase inadvertently left out of the decision as published that specifies how telecommunications services providers are to communicate with multi-line telephone systems owners, operators, providers, and/or resellers. For ease of reference, the entire paragraph is reproduced below, with the change indicated in bold italics.

26. In light of all of the above, the Commission **approves** the recommendations in the report, with one modification, to be implemented by **27 March 2023**, and

- 1) **directs** TSPs to
 - a. inform MLTS owners, operators, providers, and/or resellers to whom they provide services of the best practices information associated with MLTS and 9-1-1 services, beginning on **27 March 2023** and on an ongoing basis thereafter, ***through annual direct messaging***, including a link to that information on the Commission's website, and
 - b. to update service agreements with the same information to facilitate access to those best practices for MLTS owners, operators, providers, and/or resellers;
- 2) encourages
 - a. TSPs and MLTS owners, operators, providers, and/or resellers to adopt and implement the applicable best practices found in the appendix to this decision, and

- b. 9-1-1 stakeholders such as governing authorities, PSAPs, and others to inform MLTS owners, operators, providers, and/or resellers of the best practices associated with MLTS and 9-1-1 services as published on the Commission's website; and
- 3) will publish on its website the most current version of the best practices shown in the appendix to this decision.

Secretary General