



Telecom Decision CRTC 2025-67

PDF version

References: Part 1 applications posted on 9 January 2024

Gatineau, 28 February 2025

Public record: 8662-C402-202306935

Various applicants – Updated timeline for full transition to Next-Generation 9-1-1

Summary

9-1-1 is a bridge that connects Canadians to emergency services in times of need. Federal, provincial, territorial, and municipal governments, as well as telecommunications service providers (TSPs), all play a role in ensuring that Canadians can access 9-1-1 services. The Commission's role is to regulate the TSPs that connect 9-1-1 calls to first responders.

Next-Generation 9-1-1 (NG9-1-1) is a new and improved 9-1-1 service. Once launched, NG9-1-1 will give Canadians and first responders tools that will provide quicker and more accessible communication during emergencies. The Commission acknowledges the importance of NG9-1-1 and will continue to support the transition within its mandate.

Because the transition to NG9-1-1 involves TSPs, the Commission has a role in setting a deadline for parties to be NG9-1-1 ready. The Commission, through consultation with 9-1-1 stakeholders, previously set this deadline for 4 March 2025.

TSPs have since made the necessary upgrades and are prepared to move to NG9-1-1. However, the Commission has heard that most provincial, territorial, and municipal emergency service organizations will not be able to make the necessary upgrades in time.

Accordingly, a majority of interveners in this proceeding have asked the Commission to extend the deadline to transition to NG9-1-1. These interveners include key 9-1-1 stakeholders, such as the Canadian Association of Chiefs of Police, the Canadian Association of Fire Chiefs, and the Paramedic Chiefs of Canada. These interveners noted that unless the deadline is extended, Canadians in areas that have not transitioned to NG9-1-1 could lose access to 9-1-1 when existing networks are decommissioned. This would cause an unacceptable risk to public safety.

The Commission acknowledges the importance of NG9-1-1. Extending the NG9-1-1 deadline means that Canadians will have to wait longer for the enhancements that NG9-1-1 will bring. It will also require TSPs to incur additional ongoing expenses to operate existing 9-1-1 and NG9-1-1 networks until the new deadline.

However, based on the public record of this proceeding, the Commission considers that additional time to complete the transition to NG9-1-1 is necessary and in the public interest. In extending the deadline, the Commission is helping to ensure that Canadians do not lose access to 9-1-1 services, while also maintaining incentives for other key 9-1-1 stakeholders to continue their rapid transition efforts, and minimizing financial impact on TSPs. Accordingly, the Commission is setting a revised deadline of 31 March 2027 for the transition to NG9-1-1.

Background

1. Next-Generation 9-1-1 (NG9-1-1) is a new and improved service with Internet Protocol (IP)-based capabilities. Once launched, NG9-1-1 will give Canadians and first responders new tools that will enhance public safety by providing quicker and more accessible communication during emergencies. These tools include the ability to send 9-1-1 call centres text messages based on real-time text (RTT) in addition to making voice calls.¹
2. To implement NG9-1-1, public safety answering points (PSAPs) must upgrade their equipment to be compatible with the NG9-1-1 networks and to receive IP-based 9-1-1 communications. Upgrades must happen either all at the same time, or over a transition period using “translators” known as gateways to convert the traffic between the different technologies.
3. In 2017, the Commission established the timeline² for the transition from Enhanced 9-1-1 (E9-1-1 or legacy 9-1-1) to next-generation 9-1-1. The Commission determined that, during the transition period:
 - both the E9-1-1 (legacy) networks and NG9-1-1 (IP) networks would operate in parallel, with gateways in the NG9-1-1 networks used to convert the traffic between the legacy and IP networks;³ and
 - originating network providers (ONPs), which are the clients of the NG9-1-1 network providers and therefore subject to their wholesale tariffs, would be required to pay rates for both E9-1-1 and NG9-1-1. This is known as the dual-rate model.

¹ This type of text message, sent through NG9-1-1, will provide an alternative method for requesting emergency assistance when, for example, a voice-based call is not possible or it is unsafe for the caller to talk. RTT is an IP-based text messaging service that uses the Session Initiation Protocol (SIP) signalling protocol, which enables characters to be sent and received immediately as they are typed, simulating a typical real-time conversation.

² The NG9-1-1 framework was established in Telecom Regulatory Policy 2017-182 and updated in Telecom Decision 2021-199.

³ See Telecom Decision 2024-56. Areas served by Basic 9-1-1 are excluded from this decision.

4. At the end of the transition period, incumbent local exchange carriers (ILECs) – also known as 9-1-1 network providers – are required to decommission the 9-1-1 network components that will not form part of their NG9-1-1 networks.
5. Once decommissioned, the E9-1-1 networks will no longer be operational. Any ONP⁴ or PSAP that has not transitioned to NG9-1-1 once the E9-1-1 networks are decommissioned will be responsible for the gateways (Legacy Network Gateways [LNGs] and Legacy PSAP Gateways [LPGs], respectively) within its network. Without the gateways, ONPs that were not using NG9-1-1 will not be able to send 9-1-1 calls and PSAPs will not be able to receive them and vice versa.

Applications

6. In December 2023, the Commission received three applications from the following entities representing PSAPs (referred to hereafter as the Applicants):
 - the Canadian Association of Chiefs of Police, the Canadian Association of Fire Chiefs, and the Paramedic Chiefs of Canada (collectively, the Emergency Services Chiefs);
 - the Canadian Forces Base Borden Technical Services, Communications and Information Systems Squadron (CFB Borden); and
 - E-Comm Emergency Communications for British Columbia Incorporated and its NG9-1-1 Contracted Partners (British Columbia Emergency Health Services, Royal Canadian Mounted Police E-Division, and Saanich Fire) [collectively, E-Comm].
7. The Applicants requested that the Commission extend the decommissioning deadline for the E9-1-1 networks by nine to twelve months and that the current dual-rate model be maintained during the extended transition period.
8. The Commission received interventions from Bell Canada; the Independent Telecommunications Providers Association (ITPA); Mobilexchange Ltd; Quebecor Media Inc. (QMI); Rogers Communications Canada Inc. (RCCI); Saskatchewan Telecommunications (SaskTel); TELUS Communications Inc. (TCI); the Canada Deaf Grassroots Movement (CDGM); the Public Interest Centre (PIAC); the Canadian NG9-1-1 Coalition;⁵ la Coalition pour le service 9-1-1 au Québec (la

⁴ For the purposes of this decision, telecommunications service providers (TSPs) are telephone service providers that offer wireline and/or wireless local exchange telephone services, including local VoIP services. In the future, this category could be expanded to include other providers of other telecommunications services as new NG9-1-1 services are introduced. Where a TSP owns or operates the network over which it provides local exchange telephone service, it is also referred to as an ONP.

⁵ The Canadian NG9-1-1 Coalition has over 60 members from across Canada, including PSAPs, provincial and territorial governments, municipalities, and other interested 9-1-1 organizations.

Coalition 9-1-1 Québec);⁶ le Comité 9-1-1 du Syndicat canadien de la fonction publique au Québec (le Comité 9-1-1); the City of Calgary, on behalf of several parties (collectively, the City of Calgary);⁷ the Toronto Police Service (TPS); the Town of Milton; the Winnipeg Police Service; and one individual intervener, Michael Wood.

9. Commission staff subsequently merged the three applications into one proceeding via a [staff letter](#).

Status report on the transition to NG9-1-1

10. In Telecom Decision 2021-199, the Commission requested that the CRTC Interconnection Steering Committee (CISC) Emergency Services Working Group (ESWG) file status reports with the Commission on the transition to NG9-1-1.
11. The ESWG filed a status report ([ESRE0109](#)) with CISC (ESWG Status Report), which was approved on 28 January 2025. The report outlines the status and key considerations for the PSAPs' transition. Key points include:
 - The ESWG forecasts that the vast majority of the approximately 242 primary and secondary PSAPs in Canada will not have completed their transition to NG9-1-1 until the end of 2026.
 - PSAPs are working to transition to NG9-1-1; however, only 3 of Canada's 242 PSAPs have launched NG9-1-1 services as of April 2024.
 - PSAPs have faced multiple challenges, including the need for greater technical expertise and limited vendor availability for testing, which have created a bottleneck and slowed down the transition to NG9-1-1.
 - The PSAPs that are the least advanced in the transition are considering one of two paths: (i) procure their own on-premises NG9-1-1 equipment, or (ii) re-evaluate their operations, which will likely lead to alternative arrangements such as PSAP consolidation.
 - PSAPs' vendors have limited capacity to onboard and test multiple PSAPs at the same time.
 - LPGs would allow PSAPs to continue to operate in legacy mode once the E9-1-1 networks are decommissioned. However, they are not readily available

⁶ La Coalition 9-1-1 Québec is composed of the Agence municipale de financement et de développement des centres d'urgence 9-1-1 du Québec and the Association des centres d'urgence de Québec.

⁷ These parties are the Communications Services Priority Response Command of the Toronto Police Service, the Emergency Communications & Operations Management Branch of the Edmonton Police Service, Emergency Services of the City of Red Deer, Emergency Services of the City of St. Albert, Fire & Emergency Services of the City of Medicine Hat, the Lethbridge Fire Department, Operational Support & Community Safety of the Hamilton Fire Department, Provincial 911 of the Nova Scotia Emergency Management Office, the Regional Municipality of Wood Buffalo, and Surrey Fire Services.

in Canada. Even if they were, they would cause major operational impacts without providing any of the benefits of NG9-1-1, which is a different technology. This would result in a short-term stranded investment for PSAPs.

Issues

12. The Commission has identified the following issues to be addressed in this decision:

- Should the Commission extend the E9-1-1 decommissioning deadline?
- Should the dual-rate model continue to apply during any extension?
- How can the Commission further assist PSAPs with their transition to NG9-1-1, within its jurisdiction?

Should the Commission extend the E9-1-1 decommissioning deadline?

Positions of parties

13. The Applicants listed several challenges in meeting the 4 March 2025 deadline for transitioning to NG9-1-1, including the inability to make the necessary investments for NG9-1-1, unanticipated delays in procuring new equipment, lack of a readily available hosted call-handling solution,⁸ limited testing resources, and delays with local governing authorities (LGAs) executing new NG9-1-1 agreements with their NG9-1-1 network providers. They added that the transition to NG9-1-1 is complex and that PSAPs are competing for limited skilled technical resources.
14. However, the Applicants indicated that even if their request to change the deadline was granted, some PSAPs would still not be able to transition to NG9-1-1 by the new deadline. While LPGs could be used to translate legacy 9-1-1 calls to NG9-1-1, implementing LPGs would delay the transition, require more resources, and divert funds from NG9-1-1 implementation. Using LPGs would mean that many Canadians would not have access to the benefits of new NG9-1-1 services and represents an expensive, short-term investment for PSAPs. In any event, the Applicants stated that there are currently no known LPG providers in Canada.
15. For PSAPs unable to meet a new deadline, the Applicants suggested they consider alternative arrangements, such as outsourcing call-taking to another PSAP, as well as co-location or consolidation. Furthermore, the Applicants submitted that only PSAPs that fail to transition to NG9-1-1 before E9-1-1 is decommissioned should pay to keep the service maintained, as an unregulated service, or face penalties.

⁸ A call-handling solution deals with the receipt and processing of incoming communications traffic. Hosted solutions are managed and maintained on behalf of the PSAP by another party, such as a commercial vendor, 9-1-1 network provider, or another PSAP. Traffic includes voice calls and, once NG9-1-1 is deployed, emergency requests sent by text message.

16. A majority of interveners supported additional time for the transition, citing a variety of challenges faced by PSAPs and indicating that the existing transition timelines were underestimated by the parties to the proceeding that established the original NG9-1-1 transition timelines.
17. Bell Canada and TCI emphasized the need for additional time to avoid a situation where many PSAPs would lose access to 9-1-1 calls. They noted that the limited number of call-handling solution vendors has slowed PSAPs' testing and onboarding to the NG9-1-1 network. Bell Canada added that some vendors are requesting exemptions from requirements in its interconnection specifications to meet the March 2025 decommissioning date, which would delay the full benefits of NG9-1-1 even if the Commission kept the existing decommissioning date.
18. The Applicants and TCI also noted that any modification to the E9-1-1 decommissioning deadline would affect the introduction of key new services such as NG9-1-1 Text Messaging based on RTT. In this regard, Michael Wood opposed the request for additional time, underlining the need for Canadians to access new services like NG9-1-1 Text Messaging as soon as possible.
19. While TCI acknowledged the challenges highlighted by the Applicants, it submitted that it needs regulatory certainty because its E9-1-1 network is reaching end of life. A definitive decommissioning date will allow it to properly invest in and manage its E9-1-1 network. Therefore, TCI requested that, if the Commission grants the requested additional time, it should be clear that this will be the final deadline to decommission E9-1-1 networks.
20. Bell Canada submitted that there are over 200 PSAP sites in its territory and that most of them have not yet onboarded to NG9-1-1. It submitted that PSAP onboarding is a lengthy and complex process that involves various parties and multiple steps that must be conducted effectively to ensure safety.
21. SaskTel submitted that the PSAPs in its territory are all served by a hosted PSAP solution and expects the transition to be completed on time. Therefore, it did not need additional time but supported the others that do.
22. RCCI opposed the request for additional time, noting that the Commission already adjusted the timelines by two years to account for the COVID-19 pandemic and at that time, no party raised concerns or proposed longer time frames. RCCI submitted that if the Commission approves the request for additional time, it should be final and no longer than nine months.
23. Both QMI and RCCI submitted that PSAPs have had sufficient time to transition to NG9-1-1. Furthermore, QMI opposed the requests for additional time if the dual-rate model would continue to apply.
24. The Canadian NG9-1-1 Coalition submitted that Canadians should not lose access to 9-1-1 because their PSAP did not transition in time. It submitted that the E9-1-1

networks provide PSAPs with important information, such as a caller's address and telephone number, and that, if E9-1-1 services are decommissioned before NG9-1-1 is implemented, losing access to this information would pose a significant public safety risk and could put lives in jeopardy. That said, for PSAPs that are unable to meet the deadline, a solution must be in place to ensure the continued provision of effective 9-1-1 services, such as gateways, hosted solutions, or other PSAPs temporarily answering calls on their behalf.

25. PIAC submitted that it would be prudent to allow additional time before decommissioning the E9-1-1 networks so that PSAPs can fully prepare to handle this critical service and to ensure the public's access to a reliable and secure NG9-1-1 service.
26. The CDGM highlighted the need for a smooth transition so that Deaf, hard of hearing, and deafblind individuals can access emergency services anywhere and at any time.

Commission's analysis

27. Based on the record of this proceeding, the Commission considers that the majority of PSAPs will not be able to complete their transition to NG9-1-1 prior to the decommissioning of the E9-1-1 networks set for March 2025.
28. The NG9-1-1 transition framework established by the Commission requires that any PSAP that operates in "legacy mode" after the transition period is responsible for acquiring its own gateways to stay connected. Since these gateways are not readily available in Canada, any PSAPs that have not transitioned to NG9-1-1 when the E9-1-1 networks are decommissioned will no longer be able to receive 9-1-1 calls, leaving many Canadians without access to 9-1-1 services. Since Canadians must have uninterrupted access to 9-1-1 services during the transition to NG9-1-1, the Commission considers that additional time to complete the transition is necessary and in the public interest.
29. Some interveners suggested that any PSAP that does not transition to NG9-1-1 before the E9-1-1 networks are decommissioned could still receive service equivalent to Basic 9-1-1 (B9-1-1). In this scenario, they would receive voice calls without additional information such as the caller's name, telephone number, and location (as available). However, B9-1-1 cannot locate callers who are unable to verbally provide their location, which is an important limitation. In the Commission's view, alternative arrangements such as outsourcing call answering to an NG9-1-1 PSAP would allow for the provision of 9-1-1 services consistent with Canadians' expectations and experience in those areas.
30. The revised E9-1-1 decommissioning deadline should allow all parties to implement NG9-1-1 but should be kept as short as possible to:

- ensure Canadians benefit, as soon as possible, from the new emergency services that NG9-1-1 will offer;
 - incentivize continued, rapid efforts by LGAs, PSAPs, and vendors to launch NG9-1-1 services;
 - provide regulatory certainty for parties, including the E9-1-1 network providers, since planning for the continued operation of an aging network versus its decommissioning are two opposing paths; and
 - limit the financial burden on ONPs that are subject to the dual-rate model during the transition period.
31. The ESWG Status Report showed that the vast majority of PSAPs will not have completed their transition or made alternative arrangements until the end of 2026. As such, the Commission is setting the new date for decommissioning the E9-1-1 networks as 31 March 2027. PSAPs must either complete their transition or make other arrangements before E9-1-1 is decommissioned. Such arrangements could include consolidation, co-location, or outsourcing of call taking functions to an NG9-1-1 PSAP.
32. Accordingly, the Commission directs ILECs to decommission the E9-1-1 network components that will not form part of their NG9-1-1 networks by **31 March 2027**, or earlier if all the telecommunications service providers (TSPs) and PSAPs in a given ILEC operating territory have completed their transition to NG9-1-1.

Should the dual-rate model continue to apply during any extension?

Background

33. In 1997, the Commission established a frozen rate treatment for 9-1-1 services, whereby the rates were based on costs plus a markup, then frozen. This treatment is preferred for public good services like 9-1-1 because it:
- provides stable revenues for 9-1-1 service providers, allowing them to plan and pay for ongoing investments in their networks – including maintaining functionality and upgrading equipment – thereby ensuring that a high-quality 9-1-1 system remains in place;
 - does not require periodic review of the base rate because it accounts for variations in year-to-year costs (this also provides administrative efficiencies since it does not require companies to file cost studies periodically); and
 - ensures regulatory certainty for ONPs because it provides stable and reasonable rates for them and their subscribers.
34. The monthly wholesale E9-1-1 rates charged by TCI, Bell Canada, and SaskTel are \$0.06, \$0.09, and \$0.43, respectively, per Network Access Service (NAS), while the interim wholesale NG9-1-1 rates are \$0.12, \$0.10, and \$0.22, respectively.

35. Modifying the E9-1-1 decommissioning date means that the ONPs would continue to pay the dual rates for E9-1-1 and NG9-1-1, which is expected to cost them, collectively, approximately \$135-155 million.⁹

Positions of parties

36. RCCI submitted that the E9-1-1 rates are “flawed” and “outdated” and that they “need to be retired”. It stated that maintaining the dual-rate model would add material costs on TSPs and, ultimately, their subscribers. RCCI estimated that TSPs collectively pay \$50 million per year to the ILECs for E9-1-1, which it sees as an “unjustifiable transfer from TSPs to the ILECs.”
37. RCCI submitted that the ILECs will decommission parts of their E9-1-1 networks when they are no longer needed, such as when TSPs complete migrating their traffic, and that the ILECs should reduce their E9-1-1 rates accordingly. RCCI argued that if the Commission rules in favour of the Applicants, it should reduce the E9-1-1 rates because addressing the rates would resolve many concerns raised in this proceeding.
38. RCCI submitted that it and many other TSPs currently absorb E9-1-1 costs without passing them on to their subscribers. However, if the dual-rate model continues, RCCI stated that some TSPs may need to add a new 9-1-1 charge to customer bills or increase prices to recover these costs. RCCI added that both these options go against the federal government’s objective to lower prices.
39. QMI argued that TSPs should only have to pay for the 9-1-1 network they use, arguing that it would be contrary to subsection 27(1) of the *Telecommunications Act* (the Act) for TSPs to continue to pay dual rates.
40. TCI noted that the Commission recognized in Telecom Decision 2023-314 that the company has made significant recent investments in its E9-1-1 network and that QMI did not account for them in the application that led to that decision.
41. The ITPA urged the Commission to consider how it can end the current situation in which TSPs pay for a service they do not use, as soon as possible.
42. TCI submitted that its E9-1-1 rates are just and reasonable, as required by subsection 27(1) of the Act, and must remain in place as long as the E9-1-1 networks are operating. TCI stated that, since E9-1-1 is a regulated service, network providers are eligible to recover their associated costs.¹⁰

⁹ See Supplementary Table 4 of [Data – Telecommunications Sector 2023](#), accessible at [Communications Market Reports – Open Data](#).

¹⁰ To support its position, TCI referenced the Supreme Court of Canada’s (SCC) determination in *ATCO Gas and Pipelines v. Alberta (Utilities Commission)*, 2015 SCC 45, para. 7: “...rates must allow the utility the opportunity to recover, over the long run, its operating and capital costs. Recovering these costs ensures that the utility can continue to operate and can earn its cost of capital in order to attract and retain investment in the utility...”.

43. Bell Canada submitted that it would be “hypocritical” for any parties still relying on the E9-1-1 networks as they transition to NG9-1-1 to advocate for a quicker transition for PSAPs or for the elimination of E9-1-1 fees.
44. PIAC was concerned that dual-rate model costs would be passed on to consumers but considered that public safety should be placed above all other considerations. The City of Calgary supported the dual-rate model.

Commission’s analysis

45. The Commission acknowledges the importance of 9-1-1 services and is helping to ensure Canadians have uninterrupted access to these services during the transition to NG9-1-1, within its mandate.
46. As Bell Canada submitted, Telecom Regulatory Policy 2017-182 states that “[t]he existing 9-1-1 tariff rate regime for funding the current 9-1-1 network will remain in place during the transition, along with new incremental tariffed rates that will be established for NG9-1-1. These rates will be in effect until current 9-1-1 networks are decommissioned, at which time final NG9-1-1 network access tariff rates will be established.”
47. QMI submitted an alternative to the dual-rate model. This alternative would require any PSAP that does not meet the E9-1-1 decommissioning deadline to continue to access the E9-1-1 network subject to commercial terms, which would also require a deregulation of the E9-1-1 networks.
48. Although section 34 of the Act allows the Commission to forbear from regulating certain telecommunications services, to proceed with the forbearance, the Commission would need to determine, as a question of fact, that to refrain from regulation would be consistent with the Canadian telecommunications policy objectives set out in section 7 of the Act. It would be difficult to justify the deregulation of such a highly regulated emergency service, which is a public good service, and where there is only one provider per territory. Even if this were possible, the 9-1-1 network providers would price the commercial access to E9-1-1 networks to at least recover their costs. Given that the costs would be spread over a small number of PSAPs, it would likely be cost-prohibitive for those few PSAPs.
49. As Bell Canada and TCI submitted, the end-of-life E9-1-1 networks will likely require additional investment to continue to operate, which the E9-1-1 network providers are eligible to recover.
50. As Bell Canada submitted, in Telecom Decision 2023-314, the Commission reiterated its decision to not re-examine 9-1-1-related costs during the transition period, given the steady decline of E9-1-1 rates. Bell Canada submitted that its monthly E9-1-1 rate in Quebec has decreased by almost 40% from 2017 (\$0.13) to 2024 (\$0.08), while its NG9-1-1 rate of \$0.0951 per month was approved on an interim basis. Bell Canada further submitted that its E9-1-1 rates will almost

certainly continue to decline during a longer transition period. The Commission decided to keep the current rate system until the E9-1-1 networks are decommissioned, noting that these rates were previously found to be manageable for end-users.

51. In light of the above, the Commission maintains the existing E9-1-1 rates and the dual-rate model until the E9-1-1 networks are decommissioned by 31 March 2027.

How can the Commission further assist PSAPs with their transition, within its jurisdiction?

Positions of parties

52. Parties suggested a variety of ways in which the Commission could further assist PSAPs with their timely transition to NG9-1-1.
53. QMI suggested that the Commission better inform LGAs regarding the financing required for NG9-1-1, since PSAPs are essential to Canadians' safety.
54. TCI proposed that the Commission work directly with LGAs to understand their plans and timelines for transitioning to NG9-1-1. TCI also recommended that the Commission seek federal support, specifically from Public Safety Canada to coordinate engagement, and partner with provincial and territorial governments to ensure all PSAPs are prepared for the new deadline.
55. TCI also requested that the Commission make any change to the decommissioning deadline conditional on evidence that the Applicants have engaged their respective LGAs, who are aware of the transition and are prepared to support it. TCI has observed that some PSAPs as well as local and provincial governments are not fully engaged with the transition process and have not participated meaningfully in Commission proceedings. It also submitted that the Commission must formally inform LGAs that no further requests for additional time will be considered, regardless of the circumstances.
56. The CDGM and PIAC recommended that PSAPs be required to submit publicly available transition plans with timelines to monitor progress and introduce greater public accountability. PIAC also urged the Commission to take an active role in overseeing NG9-1-1 implementation, coordinating PSAP readiness, and coordinating public awareness initiatives for NG9-1-1. It was of the view that the Commission should supervise and guide PSAP readiness for NG9-1-1.

Commission's analysis

57. Federal, provincial, territorial, and municipal governments, as well as TSPs, all play a role in ensuring that Canadians can access 9-1-1 services. The Commission's role is to regulate the TSPs that connect 9-1-1 calls to first responders. Given PSAPs are the responsibility of LGAs, the Commission considers that the Emergency Services Chiefs and the ESWG can provide additional support in the transition to NG9-1-1.

58. Many parties submitted that the Commission should request transition-related information directly from the LGAs and/or their PSAPs and make this information readily available for public accountability and transparency. As one of the Applicants, the Emergency Services Chiefs have advocated on behalf of PSAPs for more time to transition to NG9-1-1. While they are not LGAs and therefore do not have decision-making authority over operations and budgets, they have a vested interest in the timely transition of their respective PSAPs and are therefore able to provide support in the transition to NG9-1-1.
59. Therefore, the Commission requests that the Emergency Services Chiefs provide the Commission with a comprehensive plan, by **28 August 2025**, detailing how their respective PSAPs will meet the new deadline or will make alternative arrangements for the treatment of their NG9-1-1 calls and what those alternative arrangements will be. This information is to be broken down on a provincial/territorial basis and will be published on the Commission's website. The report should be a consolidated plan from the tri-services (police, fire, and ambulance) with timelines for the PSAPs' transition to NG9-1-1 or the coming into effect of alternative arrangements, as well as any challenges and mitigation strategies. The Commission encourages any PSAP not represented by the Emergency Services Chiefs to provide a separate similar report.
60. The ESWG is tracking and reporting on the status of the transition, which provides valuable insight. Accordingly, the Commission requests that the ESWG continue to provide the Commission with reports detailing the progress of PSAPs' transition to NG9-1-1, on a semi-annual basis, until the decommissioning of E9-1-1 networks (i.e., by 31 March 2025, 30 September 2025, 31 March 2026, 30 September 2026, and 31 March 2027).

Conclusion

61. The Commission acknowledges the work done so far to transition to NG9-1-1. However, the record of this proceeding demonstrates that most PSAPs will not be able to meet the decommissioning deadline of 4 March 2025 for E9-1-1. Extending the transition is the only workable solution to ensure uninterrupted access to the emergency services that Canadians need.
62. In light of the above and given the ESWG's broad view of the PSAPs' transition timeline and associated forecast, the Commission is providing an extension to the decommissioning deadline for E9-1-1 to 31 March 2027. Any E9-1-1-served PSAP that does not meet the new deadline is responsible for making alternative arrangements, since only NG9-1-1 calls will be delivered from then on.
63. In addition, the E9-1-1 rates and the dual-rate model will remain in place during this period. This will ensure that E9-1-1 network operators have sufficient funding to maintain their networks during the transition period.

Secretary General

Related documents

- *Matters related to the transition to next-generation 9-1-1 in areas with basic 9-1-1 service*, Telecom Decision CRTC 2024-56, 13 March 2024
- *Bell Canada and Quebecor Media Inc. – Applications regarding fees for enhanced 9-1-1 and next-generation 9-1-1 services*, Telecom Decision CRTC 2023-314, 11 September 2023
- *Establishment of new deadlines for Canada’s transition to next-generation 9-1-1*, Telecom Decision CRTC 2021-199, 14 June 2021
- *Next-generation 9-1-1 – Modernizing 9-1-1 networks to meet the public safety needs of Canadians*, Telecom Regulatory Policy CRTC 2017-182, 1 June 2017; as amended by Telecom Regulatory Policy CRTC 2017-182-1, 28 January 2019