



## Telecom Notice of Consultation CRTC 2011-73

PDF version

Ottawa, 8 February 2011

### Call for Comments

### **Proceeding to review the appropriateness of requiring nomadic and fixed/non-native VoIP service providers to implement automatic number identification capability**

File number: 8663-C12-201102318

*In this notice, the Commission initiates a proceeding to examine whether it would be appropriate to require nomadic and fixed/non-native voice over Internet protocol service providers to put in place automatic number identification-capable emergency call operators.*

### Introduction

1. In Telecom Decision 2010-387, the Commission directed, among other things, that all Canadian carriers that offer nomadic and fixed/non-native voice over Internet Protocol (VoIP) services to implement the following measures: (1) contact customers each time they change their billing address to confirm their most likely physical address for emergency purposes; and (2) ensure that customers are able to update their most likely physical address online.
2. On 13 September 2010, Bell Aliant Regional Communications, Limited Partnership and Bell Canada (collectively, the Bell companies) filed an application requesting that the Commission review and vary the above directives. The Commission reviewed and confirmed its original directives in Telecom Decision 2011-72.
3. The Commission notes, however, that all parties that commented on the Bell companies' application submitted that automatic number identification (ANI) capability and ANI-capable emergency call operators<sup>1</sup> would enhance public safety for nomadic and fixed/non-native VoIP customers.
4. Accordingly, the Commission initiates this proceeding and invites parties to submit their views, along with supporting rationale, on the appropriateness of requiring Canadian carriers offering nomadic and fixed/non-native VoIP services to put in place ANI-capable emergency call operators.

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<sup>1</sup> An ANI-capable emergency call operator is one that is capable of receiving the caller's telephone number over the telephone line and is able to use this information to route the call properly.

## Procedure

5. Parties interested in participating in this proceeding and receiving copies of all submissions must notify the Commission of their intention to do so by filling out the online form or by writing to the Secretary General (by mail: CRTC, Ottawa, Ontario, K1A 0N2; by fax: 819-994-0218) by **25 February 2011** (the registration date). Parties are to provide their email addresses, where available. If parties do not have access to the Internet, they are to indicate when they notify the Commission whether they wish to receive disk versions of hard-copy filings.
6. As soon as possible after the registration date, the Commission will post on its website a complete list of interested parties, their mailing addresses, and, if available, their email addresses, identifying those parties who wish to receive disk versions.
7. All parties may file comments with the Commission regarding the above-noted issues, serving copies on all other parties, by **16 March 2011**.
8. All parties may file reply comments with the Commission, serving copies on all other parties, by **30 March 2011**.
9. The Commission expects to publish a decision on the issues raised in this notice of consultation within 120 days of the close of record.
10. The Commission will not formally acknowledge comments. It will, however, fully consider all comments, which will form part of the public record of the proceeding.
11. Where a document is to be filed or served by a specific date, the document must be actually received, not merely sent, by that date.
12. Parties may file their submissions electronically or on paper. Submissions longer than five pages should include a summary.
13. Electronic submissions should be in HTML format. Alternatively, Microsoft Word may be used for text and Microsoft Excel for spreadsheets.
14. Each paragraph of all submissions should be numbered. In addition, the line \*\*\*End of document\*\*\* should follow the last paragraph. This will help the Commission verify that the document has not been damaged during electronic transmission.
15. The Commission encourages parties to monitor the record of this proceeding and/or the Commission's website for additional information that they may find useful when preparing their submissions.

## **Important notice**

16. Note that all information that parties provide as part of this public process, except information granted confidentiality, whether sent by postal mail, facsimile, email, or through the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca), becomes part of a publicly accessible file and will be posted on the Commission's website. This includes personal information, such as full names, email addresses, postal/street addresses, telephone and facsimile numbers, and any other personal information parties provide.
17. The personal information that parties provide will be used and may be disclosed for the purpose for which the information was obtained or compiled by the Commission, or for a use consistent with that purpose.
18. Documents received electronically or otherwise will be posted on the Commission's website in their entirety exactly as received, including any personal information contained therein, in the official language and format in which they are received. Documents not received electronically will be made available in PDF format.
19. Please note that the information that parties provide to the Commission as part of this public process is entered into an unsearchable database dedicated to this specific public process. This database is accessible only from the web page of this particular public process. As a result, a general search of the Commission's website with the help of either its own search engine or a third-party search engine will not link directly to the information that was provided as part of this public process.

## **Location of CRTC offices**

20. Submissions may be examined or will be made available promptly upon request at Commission offices during normal business hours.

Toll-free telephone: 1-877-249-2782

Toll-free TDD: 1-877-909-2782

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Les Terrasses de la Chaudière  
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858 Beatty Street, Suite 290  
Vancouver, British Columbia V6B 1C1  
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Secretary General

### **Related documents**

- *Bell Aliant Regional Communications, Limited Partnership and Bell Canada – Application to review and vary Telecom Decision 2010-387 regarding the application of directives for 9-1-1 VoIP service*, Telecom Decision CRTC 2011-72, 8 February 2011
- *Viability of proposals for the provision of E9-1-1 service for nomadic and fixed/non-native VoIP subscribers*, Telecom Decision CRTC 2010-387, 17 June 2010