



Telecom Order CRTC 2014-518

PDF version

Ottawa, 3 October 2014

File numbers: Tariff Notices 479 and 479A

TELUS Communications Company – Introduction of the Text Messaging with 9-1-1 service and the In-Call Location Update feature

1. The Commission received an application from TELUS Communications Company (TCC), dated 10 June 2014 and amended on 20 June 2014, in which the company proposed revisions to its General Tariff item 201 – Wireless Service Provider Enhanced Provincial 9-1-1 Network Access Service. Specifically, TCC proposed to introduce the Text Messaging with 9-1-1 (T9-1-1) service and the In-Call Location Update (ICLU) feature, pursuant to the Commission’s directions in Telecom Decisions 2013-22 and 2013-124, respectively. TCC submitted a cost study in support of its application.
2. The T9-1-1 service would be provided to hearing- or speech-impaired persons who have pre-registered for it with their wireless carrier. The ICLU feature enables public safety answering points to request an update to a wireless 9-1-1 caller’s location information when the caller is in motion or has changed locations.
3. In Telecom Order 2014-387, the Commission approved TCC’s application on an interim basis, effective 23 July 2014.
4. The Commission received interventions regarding TCC’s application from Rogers Communications Partnership (RCP) and from Quebecor Media Inc., on behalf of its affiliate Videotron G.P. (Videotron). The public record of this proceeding, which closed on 21 July 2014, is available on the Commission’s website at www.crtc.gc.ca or by using the file numbers provided above.
5. RCP and Videotron requested that the Commission review TCC’s cost study to ensure that all the costs included are causal to the introduction of the T9-1-1 service and the ICLU feature, and that no cost associated with the provision of any other service, feature, or future enhancement is included.
6. In reply, TCC confirmed that its proposed changes and associated costs are causal to the T9-1-1 service and the ICLU feature. As well, in response to Commission requests for information, TCC submitted additional information to validate its T9-1-1 service costs.

7. Videotron questioned why TCC's proposed T9-1-1 service rate of \$0.0069 is significantly higher than Bell Canada's rate of \$0.0028.
8. In reply, TCC submitted that T9-1-1 service rates vary significantly among the incumbent local exchange carriers (ILECs) because each ILEC has to incur company-specific network modification costs to ensure that its T9-1-1 service is reliable and supports next-generation 9-1-1 services.
9. The Commission considers that TCC's reply addresses RCP's and Videotron's concerns. The Commission has reviewed TCC's cost study and determines that it is consistent with the costing methodology approved for the ILECs. The Commission also considers TCC's costs to be reasonable and causal to the T9-1-1 service and to the ICLU feature. As well, the Commission finds that the associated proposed rates are just and reasonable.
10. In light of the above, the Commission **approves on a final basis** TCC's application.

Secretary General

Related documents

- Telecom Order CRTC 2014-387, 23 July 2014
- *CISC Emergency Services Working Group – Consensus report regarding the In-Call Location Update feature trial and implementation*, Telecom Decision CRTC 2013-124, 14 March 2013
- *CISC Emergency Services Working Group – Consensus report regarding Text Messaging with 9-1-1 trial and service implementation*, Telecom Decision CRTC 2013-22, 24 January 2013