



Telecom Decision CRTC 2016-453

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Bell Canada – Application regarding compliance with the wireless Phase II Enhanced 9-1-1 obligations for incumbent local exchange carriers that provide stand-alone primary exchange service over a mobile wireless network

The Commission confirms that all incumbent local exchange carriers that provide stand-alone primary exchange service in forborne exchanges over a mobile wireless network must provide (i) wireless Phase II Enhanced 9-1-1 service, wherever a public safety answering point supports Enhanced 9-1-1 service, and (ii) wireless Basic 9-1-1 service, wherever a public safety answering point supports Basic 9-1-1 service. The Commission is helping to improve the safety of Canadians by ensuring that the most accurate location information is provided to first responders in emergency situations.

Background

1. In Telecom Decision 2003-53, the Commission imposed the obligation for wireless competitive local exchange carriers to provide wireless Enhanced 9-1-1 (E9-1-1) Phase I service¹ in communities where wireless E9-1-1 network access service was available from an incumbent local exchange carrier (ILEC). In addition, the Commission determined that it was not appropriate to require wireless carriers to enter subscriber records into the Automatic Location Identification (ALI) database.²
2. In Telecom Regulatory Policy 2009-40, the Commission mandated wireless carriers to implement wireless E9-1-1 Phase II service.³
3. In Telecom Decision 2006-15, the Commission confirmed the obligation for local exchange carriers to provide stand-alone primary exchange service (PES)⁴ in

¹ Phase I involved the provision of location information via the cell sector/tower from which the 9-1-1 call is made.

² Through the ALI database, the 9-1-1 caller's 10-digit callback number, address/location, and in some cases, supplementary emergency services information, are automatically displayed at 9-1-1 call centres known as public safety answering point (PSAPs).

³ Phase II involved transmitting all the information required in Phase I, along with other obligations, including automatically transmitting the mobile 9-1-1 caller's latitude and longitude location to the appropriate PSAP.

⁴ Stand-alone PES includes unlimited local calling at a flat monthly rate and a choice of long distance service provider, subject to the price ceiling discussed in paragraph 52 of Telecom Regulatory Policy 2011-291.

forborne exchanges, to connect 9-1-1 callers with the appropriate public safety answering point (PSAP) where available.

4. In Telecom Regulatory Policy 2011-291, the Commission maintained the obligation for ILECs to provide stand-alone PES in forborne exchanges, but granted them the flexibility to meet this obligation using mobile wireless services.

Application

5. The Commission received an application from Bell Canada, dated 29 April 2016, in which the company requested that the Commission confirm that ILECs that provide stand-alone PES over a mobile wireless network are permitted to fulfill their E9-1-1 obligations by complying with the wireless Phase II E9-1-1 obligations. The main Phase II obligation is that wireless service providers (WSPs) are to provide a 9-1-1 caller's latitude and longitude coordinates to PSAPs and are not required to comply with the Phase I ALI database approach used for wireline 9-1-1 service.
6. Bell Canada submitted that if the Commission considers that the 9-1-1 obligations must be fulfilled through the Phase I ALI database approach, the Commission should change these obligations where stand-alone PES is being provided over a wireless network to make them consistent with those applicable to WSPs.
7. The Commission received an intervention from TELUS Communications Company in support of the application. The public record of this proceeding, which closed on 7 July 2016, is available from the Commission's website at www.crtc.gc.ca, or by using the file number provided above.

Commission's analysis and determinations

8. Regulatory measures are imposed on ILECs, in both regulated and forborne exchanges, to meet certain policy objectives within the telecommunications service market. In forborne exchanges, regulatory safeguards are in place to address the circumstances of consumers who rely exclusively on stand-alone PES. These safeguards include the requirement that certain common local exchange carrier obligations that exist in a regulated market should continue to exist in a forborne market, such as the obligation to provide stand-alone PES and 9-1-1 service, including the provision of ALI information to PSAPs where E9-1-1 service is available.
9. Since the Commission has determined that mobile wireless voice services may be used to satisfy the ILEC obligation to provide stand-alone PES in forborne exchanges, ILECs that provide stand-alone PES over a mobile wireless network are essentially providing the same mobile wireless voice service that is provided by WSPs.
10. The Commission has already established the obligations related to 9-1-1 service for mobile wireless voice services. Specifically, WSPs must provide (i) wireless Phase II

E9-1-1 service, wherever a PSAP supports E9-1-1 service; and (ii) wireless Basic 9-1-1 service, wherever a PSAP supports Basic 9-1-1 service.

11. Given the mobile nature of wireless voice services, in Telecom Decision 2003-53, the Commission determined that it is appropriate for wireless carriers to detect and transmit a wireless 9-1-1 caller's actual location to the PSAP where the emergency situation is located, and that it is not appropriate for wireless carriers to enter the subscriber's home address in the ALI database, similar to the practice for traditional wireline voice services.
12. To the extent that ILECs fulfill their obligation to provide stand-alone PES through mobile wireless voice services, they must comply with the wireless E9-1-1 Phase II service obligations, where E9-1-1 service is supported by the PSAP. As such, these ILECs are required to provide the latitude and longitude coordinates of the location of 9-1-1 callers to PSAPs, as is required of all WSPs, wherever E9-1-1 service is provided.
13. In light of the above, the Commission confirms that all ILECs that provide stand-alone PES in forborne exchanges over a mobile wireless network must provide (i) wireless Phase II E9-1-1 service, wherever a PSAP supports E9-1-1 service; and (ii) wireless Basic 9-1-1 service, wherever a PSAP supports Basic 9-1-1 service.

Secretary General

Related documents

- *Obligation to serve and other matters*, Telecom Regulatory Policy CRTC 2011-291, 3 May 2011; as amended by Telecom Regulatory Policy CRTC 2011-291-1, 12 May 2011
- *Implementation of wireless Phase II E9-1-1 service*, Telecom Regulatory Policy CRTC 2009-40, 2 February 2009
- *Forbearance from the regulation of retail local exchange services*, Telecom Decision CRTC 2006-15, 6 April 2015; as amended by Order in Council P.C. 2007-532, 4 April 2007
- *Conditions of service for wireless competitive local exchange carriers and for emergency services offered by wireless service providers*, Telecom Decision CRTC 2003-53, 12 August 2003; as amended by Telecom Decision CRTC 2003-53-1, 25 September 2003