



Telecom Decision CRTC 2024-56

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Matters related to the transition to next-generation 9-1-1 in areas with basic 9-1-1 service

Summary

Every day, Canadians rely on the availability of 9-1-1 to access critical emergency services. That is why the Commission continues to take action to improve 9-1-1 services by supporting the transition to next-generation 9-1-1 networks (NG9-1-1).

NG9-1-1 will provide access to new emergency services and tools that will benefit and enhance the safety of all Canadians. For example, once NG9-1-1 is in place, it will be possible to interact with 9-1-1 call centres by sending texts, photos, and videos.

The Commission has set a deadline of 4 March 2025 for the completion of the NG9-1-1 transition across Canada. In this decision, the Commission addresses the feasibility of meeting that deadline in remote regions of Canada that still have basic 9-1-1 (B9-1-1) service.

The Commission received three separate but interrelated filings on the subject of the transition from B9-1-1 to NG9-1-1:

- The CRTC Interconnection Steering Committee's Emergency Services Working Group (ESWG) filed a consensus report on the transition from B9-1-1 to NG9-1-1.
- Northwestel Inc. (Northwestel) filed an updated NG9-1-1 transition plan in which it requested partial relief from its NG9-1-1 obligations.
- City West Cable (North) Corp. (CityWest) filed an application in which it requested full relief from its NG9-1-1 obligations.

All of the above filings advanced that, in areas with B9-1-1 service, it is not feasible to implement NG9-1-1 in the same way, or within the same timeframes, as in areas that have enhanced 9-1-1 service. The lack of civic addressing in the vast and sparsely populated areas with B9-1-1 service was identified as the key challenge for their transition to NG9-1-1. The technological solution to that issue is currently expected to be available in May 2027.

One of the Commission's key objectives is to foster universal access to 9-1-1 networks and services of highest quality for all Canadians, regardless of their location. The ESWG and the affected companies share that objective, and are developing a proposed path forward that takes into account the specific circumstances of areas currently served by B9-1-1. There is a broad consensus among ESWG stakeholders that B9-1-1 should be maintained until it is technologically feasible to upgrade to NG9-1-1 in a way that is beneficial to local 9-1-1 service.

Until such time, the ESWG recommended the implementation of three interim 9-1-1 features to improve B9-1-1 service and better serve Canadians living in remote areas. Among other benefits, those features would allow 9-1-1 call centres to communicate with members of the deaf, hard-of hearing, or speech-impaired community through text messages.

A follow-up report from the ESWG will provide a NG9-1-1 transition roadmap that is specific to areas with B9-1-1 service, including milestones and timeframes.

Informed by the consensus within the ESWG, the Commission recognizes that a dual approach to NG9-1-1 implementation in Canada is warranted. Accordingly, the Commission sets out a number of directions and requests based on the recommendations found in the ESWG report, with some modifications, to foster the timely implementation of the interim 9-1-1 features in areas with B9-1-1 service. Their implementation will ensure that Canadians living in those areas benefit from improved 9-1-1 services during the transition to NG9-1-1.

The Commission also requests the ESWG to submit its follow-up report by **30 June 2026**.

With respect to Northwestel's request, the Commission suspends deadlines for the implementation of NG9-1-1 service within Northwestel's incumbent operating territory until the Commission publishes a decision regarding the ESWG's follow-up report.

The Commission **denies** CityWest's request to be absolved of its NG9-1-1 obligations. However, the Commission suspends deadlines for the implementation of NG9-1-1 service within CityWest's incumbent operating territory until the Commission publishes a decision regarding the ESWG's follow-up report.

To ensure that NG9-1-1 implementation remains a priority, the Commission also **directs** Northwestel and CityWest to each submit a progress report on the transition to NG9-1-1 in their respective incumbent operating territories by **30 September 2024**.

Introduction

1. When Canadians need to make emergency calls, they have access to 9-1-1 service wherever a 9-1-1 call centre, also known as a public safety answering point (PSAP), has been established by a provincial, territorial, or municipal government (9-1-1 governing authority).

2. About 2% of Canadians live in areas with basic 9-1-1 (B9-1-1) service. These areas include the Northwest Territories, Yukon, specific communities in northern British Columbia and northern Alberta, and Newfoundland and Labrador (B9-1-1-served areas). The B9-1-1 service in those areas is provided by Northwestel Inc. (Northwestel), CityWest Cable (North) Corp. (CityWest), and Bell Canada [collectively, B9-1-1 service providers].¹
3. In contrast, roughly 96% of Canadians currently have access to enhanced 9-1-1 (E9-1-1) service. Since March 2022, an increasing number of E9-1-1 calls have been migrated over to the Internet Protocol-based next-generation 9-1-1 (NG9-1-1) networks.
4. All three forms of 9-1-1 service (i.e., B9-1-1, E9-1-1, and NG9-1-1) enable callers to connect to 9-1-1 operators who dispatch the appropriate emergency responders. However, B9-1-1 is different from E9-1-1 and NG9-1-1 in that it does not have the ability to selectively route a 9-1-1 call to the appropriate PSAP based on the caller's location, nor to automatically provide location information to 9-1-1 operators. Once a B9-1-1 call is connected to the PSAP, the operator must verbally confirm the caller's location.
5. The selective call-routing feature of E9-1-1 relies on the availability of suitable civic addressing, including civic number, street name, municipality, province or territory, and postal code. Lack of civic addressing in B9-1-1-served areas is one of the key reasons that B9-1-1 service has not yet been upgraded to E9-1-1 or NG9-1-1.

NG9-1-1

6. In Telecom Regulatory Policy 2017-182, the Commission mandated the uniform implementation of NG9-1-1 networks and services across Canada. In Telecom Decision 2021-199, the Commission set out a revised deadline of 4 March 2025 for the decommissioning of legacy 9-1-1 network components (the decommissioning date).
7. Given that B9-1-1 and E9-1-1 operate in very different contexts, they represent two distinct starting points for the transition to NG9-1-1.
8. In Telecom Decision 2018-217, the Commission approved the eventual routing of wireless 9-1-1 calls based on callers' latitude and longitude coordinates (geodetic routing), as envisioned by the National Emergency Numbering Association (NENA) i3 architecture standard (NENA i3 Standard) for NG9-1-1 services. Its implementation is currently planned for May 2027. In the interim, the Commission

¹ About 2% of Canadians live in areas where no PSAP has been established by the local government. One example of such an area is Nunavut. To make emergency calls, residents of those areas must dial the standard 10-digit phone number of the specific emergency service being sought.

has directed NG9-1-1 network providers to maintain E9-1-1's call-routing mechanism based on civic addressing.

9. For B9-1-1-served areas, the continued use of the E9-1-1 call-routing mechanism means that the lack of civic addressing will continue to be a barrier for the transition to NG9-1-1 until geodetic routing is available. Furthermore, use of the E9-1-1 call-routing mechanism in B9-1-1-served areas could result in delayed emergency responses if the system cannot determine a caller's civic address location. In such a case, the call would be routed to a third-party call centre, which would verbally confirm the location of the emergency with the caller and then manually transfer the call to the appropriate PSAP.
10. In Telecom Decision 2019-348, the Commission acknowledged that there are civic addressing challenges in areas undergoing the transition from B9-1-1 to NG9-1-1, and that establishing and maintaining civic addressing is the responsibility of 9-1-1 governing authorities.
11. The transition from B9-1-1 to NG9-1-1 was the subject of the following independent but interrelated filings with the Commission, each of which is addressed in this decision:
 - a consensus report from the CRTC Interconnection Steering Committee's (CISC) Emergency Services Working Group (ESWG);
 - an updated NG9-1-1 transition plan from Northwestel; and
 - an application from CityWest.
12. Each of the filings proposes that the transition from B9-1-1 to NG9-1-1 should follow a separate path from the transition from E9-1-1 to NG9-1-1, given the civic addressing challenges that are unique to B9-1-1-served areas, and the expected timing of the implementation of the technological solution to those challenges.

The ESWG report

13. On 9 December 2022, the ESWG submitted the following consensus report (the report) for Commission approval:
 - *Initial report re B9-1-1 to NG9-1-1 Stakeholder Considerations*, 8 December 2022 ([ESRE0099](#))
14. The report can be found in the "Reports" section of the ESWG page, which is available in the CISC section of the Commission's website at www.crtc.gc.ca.
15. The report addresses the task set out for the ESWG in CISC Task Identification Form (TIF) 94 regarding the transition from B9-1-1 to NG9-1-1. In particular, the report delivers a concrete plan for the introduction of three interim 9-1-1 features that would

improve the safety of Canadians in B9-1-1-served areas pending the full implementation of NG9-1-1 (the B9-1-1+ features).

- Text with 9-1-1 (T9-1-1) enables PSAPs to communicate with members of the deaf, hard-of hearing, or speech-impaired (DHHSI) community via text messages. T9-1-1 requires the user to place a voice 9-1-1 call and to have a valid registration that can be ascertained via Bell Canada's Impresario911, described below.
- Impresario911 is a Bell Canada application that enables PSAPs to query a caller's telephone number in real time to ascertain (i) whether the caller is registered for T9-1-1, and, if so, their associated language preference; and (ii) the originating network provider (ONP)² that owns the telephone number and can provide additional information about the caller. It is available in the incumbent operating territories of Bell Canada and Northwestel, but not in the territory of CityWest.
- The Registry of Canadian Public Safety Answering Points (RoCP) is a database that contains the contact information for all primary PSAPs served by E9-1-1 and some PSAPs served by B9-1-1. Access to the RoCP can facilitate PSAP-to-PSAP call transfers.

16. The report also provides the results of a proof of concept trial that was conducted at the Yukon PSAP. The proof of concept involved Bell Canada and Northwestel as B9-1-1 service providers, and various ONPs such as TELUS Communications Inc. and Rogers Communications Canada Inc. It was also informed by the successful implementation of the B9-1-1+ features in Newfoundland and Labrador in 2014.

17. The key highlight of the proof of concept trial was the successful deployment of an Internet Protocol (IP) Virtual Private Network (IP-VPN) at the Yukon PSAP, which enabled it to access the B9-1-1+ features hosted on Bell Canada's servers. The successful trial confirmed that the B9-1-1+ features could be implemented in other B9-1-1-served areas through the IP gateway.

18. The Yukon PSAP provided positive feedback on the value of the B9-1-1+ features, noting the importance of T9-1-1 to the local DHHSI community, as well as improved efficiency in ascertaining the ONP and in transferring calls to other primary PSAPs.

19. The report also indicates that in B9-1-1-served areas where the B9-1-1+ features are not already in place, the applicable 9-1-1 governing authorities and their PSAPs

² The originating network provider is the operator of the commercial wireline, wireless, or voice over Internet Protocol telephony network in which a 9-1-1 call originates.

should notify their B9-1-1 service provider if they will require the B9-1-1+ features by no later than the end of 2023.

20. To foster the timely introduction of the B9-1-1+ features to more B9-1-1 PSAPs, the report recommends that the Commission
- (a) encourage the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs to work with their B9-1-1 service providers to implement available B9-1-1+ features as soon as practical;
 - (b) mandate B9-1-1 service providers to make available the user-to-network interface (UNI) specifications for the B9-1-1+ features by 31 March 2023, as follows:
 - (i) Bell Canada and Northwestel should make UNI specifications available for Impresario911, T9-1-1 and access to the RoCP; and
 - (ii) CityWest should make UNI specifications available for T9-1-1 and access to the RoCP; and
 - (c) direct B9-1-1 service providers to start the implementation process for available B9-1-1+ features within three months after receiving written notice from the applicable 9-1-1 governing authorities, which should be provided to B9-1-1 service providers prior to 31 December 2023.
21. Finally, the report identifies the availability of geodetic routing as a pre-requisite for B9-1-1-served areas to complete the transition to NG9-1-1, considering the civic addressing challenges.

Follow-up report

22. The report defers further consideration of certain issues to a second TIF 94 report (the follow-up report). In addition to reporting on three matters for further consideration that are identified in the report, including the availability of the B9-1-1+ features after the decommissioning date, the follow-up report will provide a roadmap of concrete milestones and timelines specific to the transition from B9-1-1 to NG9-1-1 (the Roadmap).

Commission's analysis

The report

23. The Commission considers that the introduction of the B9-1-1+ features in more B9-1-1-served areas would improve the safety of Canadians living therein, pending the full implementation of NG9-1-1, by providing applicable PSAPs with tools to serve them more effectively.
24. However, the Commission acknowledges that the implementation of the B9-1-1+ features will require commitment and involvement on behalf of 9-1-1

governing authorities. As such, it will be necessary to ensure that 9-1-1 governing authorities affected by the transition from B9-1-1 to NG9-1-1 are made aware of the ESWG's recommendations and encouraged to take the necessary steps to implement the B9-1-1+ features. The Commission considers that B9-1-1 service providers would be the parties best suited to inform 9-1-1 governing authorities within their incumbent B9-1-1 serving territories of the availability of the B9-1-1+ features, and of the steps necessary to implement them.

25. Regarding the target completion dates associated with the report's recommendations, the Commission, following consultation with the ESWG, considers that the implementation timeframes set out in the report may no longer be appropriate. At the time of the writing of the report, the ESWG was operating according to the timelines set out in Telecom Decision 2021-199, by which all legacy 9-1-1 systems, such as the B9-1-1+ features and the broader B9-1-1 service, would be decommissioned on 4 March 2025. However, the transition to NG9-1-1 is now projected to be complete by around May 2027. Moreover, in a separate report,³ the ESWG recommended that T9-1-1 be maintained until at least June 2026. Taking those factors into account, as well as the publication date of this decision, the Commission considers that extending the target completion dates, as set out below, would provide stakeholders with sufficient time to implement the B9-1-1+ features and ample time to make use of them.

26. In light of the above, the Commission

- (a) encourages the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs to work with their B9-1-1 service providers to implement available B9-1-1+ features as soon as practical;
- (b) **directs** B9-1-1 service providers, by **13 April 2024**, to communicate with the applicable 9-1-1 governing authorities within their incumbent B9-1-1 serving territories concerning (i) the availability of the B9-1-1+ features, and (ii) the processes and timeframes for requesting and implementing those features;
- (c) requests the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs that wish to avail themselves of the B9-1-1+ features to notify their B9-1-1 service provider of such by **13 May 2024**.
- (d) **directs** B9-1-1 service providers to make available the UNI specifications for the B9-1-1+ features to the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs by **13 July 2024**, as follows:
 - (i) Bell Canada and Northwestel must make UNI specifications available for Impresario911, T9-1-1, and access to the RoCP; and

³ See [Transition from Text with 9-1-1 to NG9-1-1 Text Messaging \(ESRE0093b\)](#), 10 August 2023.

- (ii) CityWest must make UNI specifications available for T9-1-1 and access to the RoCP; and
- (e) **directs** B9-1-1 service providers, upon receiving confirmation from the applicable 9-1-1 governing authorities of their decision to obtain the B9-1-1+ features, to start the implementation process by **13 October 2024**.

27. The Commission also notes that although the ESWG will assess and report on the impact of the decommissioning date on the availability of the B9-1-1+ features, it will not monitor their implementation, which will be arranged directly between B9-1-1 service providers and 9-1-1 governing authorities. However, the Commission **directs** all B9-1-1 service providers to inform the Commission, by **31 December 2024**, of

- (a) the number of written requests for the B9-1-1+ features received from 9-1-1 governing authorities in their respective operating territory; and
- (b) the number of PSAPs for which the B9-1-1+ features have been implemented in their respective operating territory.

Follow-up report

28. The Commission notes that the ESWG did not provide a submission date for the follow-up report. The Commission acknowledges the complexities of developing the Roadmap and its interdependency with the ongoing work of two other ESWG tasks pertaining to a NG9-1-1 geographic information system data model and geodetic routing implementation logistics. Moreover, the Commission is cognizant of limited ESWG resources that are focused on the E9-1-1 to NG9-1-1 transition across nine provinces.

29. However, the Commission considers that any impact that the decommissioning of E9-1-1 may have on B9-1-1-served areas should be assessed and reported on in a timely manner to inform appropriate decisions, if necessary, before the decommissioning date. Accordingly, the Commission requests the ESWG to

- (a) assess and report on the impact of the decommissioning of E9-1-1 on the continued availability of the B9-1-1+ features and the transition from B9-1-1 to NG9-1-1 by **30 September 2024**;
- (b) complete the proof of concept trial for geodetic routing as part of TIF 95 and provide a corresponding consensus report by **31 December 2025**; and
- (c) provide the follow-up report by **30 June 2026**

Northwestel's request

30. Northwestel is an incumbent local exchange carrier (ILEC) affiliated with Bell Canada, operating in the Northwest Territories, Yukon, and certain bordering communities in northern British Columbia and northern Alberta.

31. In the proceedings leading up to Telecom Regulatory Policy 2019-66 and Telecom Decision 2019-348, Northwestel (and Bell Canada) questioned the applicability of the Commission's NG9-1-1 mandate in the North. They identified the lack of civic addressing as the main obstacle to implementing NG9-1-1 in the North.
32. However, in Telecom Regulatory Policy 2019-66, the Commission directed all B9-1-1 service providers, including Northwestel, to advise the Commission and telecommunications service providers of the locations of their NG9-1-1 points of interconnection (POIs) by 7 May 2019. Then, in Telecom Decision 2019-348, the Commission stated that the obligation to have NG9-1-1 networks ready by 30 June 2020 applied to all ILECs, and that consistency between ILECs with respect to NG9-1-1 is of high importance in supporting the safety of all Canadians.
33. On 1 October 2021, Northwestel filed an updated NG9-1-1 transition plan in which it requested partial relief from its NG9-1-1 obligations.
34. In its request, Northwestel submitted that the standard upon which the implementation of NG9-1-1 is based—the NENA i3 standard—assumes the ubiquitous availability of suitable civic addressing data. Such data is lacking in B9-1-1-served areas. Therefore, implementing NG9-1-1 in those areas today would cause calls to be diverted to a third-party call centre before reaching the appropriate PSAP, because the system would not be able to determine the caller's civic address location. This would introduce delays and potential for human error in emergency situations, and represent a step backward from the current B9-1-1 service.
35. Northwestel expressed its concerns regarding communities in its operating territory that are served by satellite facilities. The company submitted that no standard currently exists to ensure the delivery of stable NG9-1-1 communications to those communities, because satellite facilities have a much higher latency level than the 500-millisecond default retransmit timer of the Session Initiation Protocol (SIP) used in IP-based communications.
36. Northwestel also addressed the Commission's requirement to provide the locations of its NG9-1-1 POIs. Northwestel noted that the implementation of NG9-1-1 increases the need to improve network resiliency in the North, because NG9-1-1 will rely on core system servers to properly route 9-1-1 calls. Therefore, maintaining connectivity to those servers at all times is essential to prevent service degradation or outages. Northwestel stated that until the realization of projects to create fibre rings in the North, which are either underway or being planned, it would be premature to commit to specific POI locations. Northwestel also submitted that the forthcoming Roadmap may result in changes to any POI configuration that it might provide now.
37. In consideration of the above, Northwestel requested that the Commission suspend the NG9-1-1 implementation deadlines for its incumbent operating territory, pending the Commission's determination on the follow-up report.

CityWest's application

38. CityWest is an independent, municipally owned ILEC operating in Prince Rupert, British Columbia.
39. In a letter to the Commission dated 27 July 2021, CityWest stated that it would not be able to meet deadlines for the transition to NG9-1-1 that the Commission set out in Telecom Decision 2021-199.
40. On 27 October 2021, largely building on Northwestel's request, CityWest filed an application with the Commission in which it requested full relief from its NG9-1-1 obligations.
41. Like Northwestel, CityWest was of the view that, in the present circumstances, implementation of NG9-1-1 in B9-1-1-served areas would degrade rather than improve 9-1-1 service.
42. CityWest requested to be absolved of its NG9-1-1 obligations for the exchanges of Prince Rupert, British Columbia and Port Edward, British Columbia, because it faces similar challenges to those faced by Northwestel. CityWest submitted that the two companies should be treated equally and that the NG9-1-1 mandate cannot be imposed on CityWest if it is not imposed on Northwestel.
43. CityWest submitted that, if relieved of its NG9-1-1 obligations, it would work with its owner, the City of Prince Rupert, to update local addressing information over the coming years in order to improve dispatch operations of the local B9-1-1 service.
44. The Commission received an intervention regarding CityWest's application from Shaw Communications Inc. The company stated that CityWest should work expeditiously with the City of Prince Rupert to update local addressing information, no matter what the Commission decides. In response, CityWest stated that it was committed to improving the local B9-1-1 service, regardless of whether the Commission approved its application.

Commission's analysis

45. The Commission notes that Northwestel's comments regarding the civic addressing challenge facing B9-1-1-served areas were substantiated in the report by various ESWG participants. For instance, Newfoundland and Labrador's provincial 9-1-1 authority pointed out that it does not have any jurisdiction over local communities on civic addressing matters and warned that there are unorganized areas within the province that may never establish civic addressing. The Northwest Territories' 9-1-1 authority described its dynamic road network, which includes summer-only, winter-only, and temporary ice roads, as a unique challenge in developing suitable NG9-1-1 addressing data.
46. Similarly, the Commission notes that Northwestel's concerns regarding the diversion of calls to a third-party call centre are also validated by the report, which identifies

the implementation of geodetic routing as a pre-requisite for B9-1-1-served areas to move to NG9-1-1.

47. The Commission acknowledges the consensus among stakeholders that it is not feasible to implement NG9-1-1 in B9-1-1-served areas in the same way, or within the same timeframe, as in E9-1-1-served areas. Accordingly, the Commission considers that a dual approach to NG9-1-1 transition is warranted and would be consistent with its acknowledgement in Telecom Decision 2019-348 of the validity of the civic addressing challenge in the North.
48. With regard to the provision of stable NG9-1-1 communications to communities served by satellite facilities, the Commission acknowledges the validity of Northwestel's concerns. Accordingly, the Commission requests that the CISC assess and report on solutions to harmonize satellite latency with the default SIP retransmit timer, and on all other considerations relevant to satellite-served communities in the context of NG9-1-1 implementation, by **31 March 2026**.
49. With regard to CityWest seeking equal treatment with Northwestel, the Commission notes that Northwestel did not ask to be absolved of its NG9-1-1 obligations as CityWest did, but merely requested an interim suspension of deadlines. The Commission notes further that, while CityWest may be a small independent ILEC with limited resources, Telecom Regulatory Policy 2017-182 provides that ILECs may meet their NG9-1-1 obligations by outsourcing to another ILEC.
50. In light of the above, the Commission considers that NG9-1-1 implementation deadlines should be suspended for both Northwestel and CityWest until the Commission has received and made determinations on the follow-up report.
51. However, to ensure that preparation for the implementation of NG9-1-1 remains a priority for both companies, the Commission finds it reasonable to set a number of conditions for Northwestel and CityWest.
52. With regard to Northwestel's updated NG9-1-1 transition plan, the Commission
 - (a) suspends the deadlines for the implementation of NG9-1-1 service within Northwestel's incumbent operating territory until the Commission publishes a decision regarding the follow-up report;
 - (b) suspends the outstanding requirement for Northwestel to provide NG9-1-1 POI locations until the Commission publishes a decision regarding the follow-up report;
 - (c) reiterates that Northwestel is to implement NG9-1-1 in its incumbent operating territory, with new deadlines to be established as part of a Commission decision regarding the follow-up report;
 - (d) states its expectation that Northwestel is to play a leadership role in completing the ESWG's TIF 92, TIF 94, and TIF 95 tasks in order to ensure

that Canadians in the North can benefit from NG9-1-1 as soon as practical;
and

- (e) **directs** Northwestel to submit a progress report on the transition to NG9-1-1 in its incumbent operating territory by **30 September 2024**, including the following elements:
 - (i) Northwestel's work with 9-1-1 governing authorities and other stakeholders to address the civic addressing deficiency; and
 - (ii) upgrades made to Northwestel's network to improve resiliency.

53. With regard to CityWest's application, the Commission

- (a) **denies** CityWest's request to be absolved of its NG9-1-1 obligations with respect to the exchanges of Prince Rupert, British Columbia and Port Edward, British Columbia;
- (b) reminds CityWest that, in accordance with Telecom Decision 2019-348, NG9-1-1 obligations apply to all ILECs, including CityWest, and that consistency between all ILECs with respect to NG9-1-1 is of high importance in supporting the safety of all Canadians, regardless of which ILEC's incumbent territory they may be located in;
- (c) suspends the NG9-1-1 implementation deadlines in respect of the exchanges of Prince Rupert, British Columbia and Port Edward, British Columbia until the Commission publishes a decision regarding the follow-up report;
- (d) suspends the outstanding requirement for CityWest to provide NG9-1-1 POI locations until the Commission publishes a decision regarding the follow-up report;
- (e) states its expectation that CityWest is to maintain active participation in the ESWG's TIF 92, TIF 94, and TIF 95 tasks in order to ensure that Canadians in Prince Rupert, British Columbia and the surrounding communities can benefit from NG9-1-1 as soon as practical; and
- (f) **directs** CityWest to submit a progress report on the transition to NG9-1-1 in its incumbent operating territory by **30 September 2024**, including the following elements:
 - (i) CityWest's work with 9-1-1 governing authorities and other stakeholders to address the civic addressing deficiency; and
 - (ii) upgrades made to CityWest's network to improve resiliency.

Conclusion

54. In light of all of the above, with regard to the report, the Commission

- (a) encourages the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs to work with B9-1-1 service providers to implement available B9-1-1+ features as soon as practical;
- (b) **directs** B9-1-1 service providers, by **13 April 2024**, to communicate with the applicable 9-1-1 governing authorities within their incumbent B9-1-1 serving territories concerning (i) the availability of the B9-1-1+ features, and (ii) the processes and timeframes for requesting and implementing those features;
- (c) requests the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs that wish to avail themselves of the B9-1-1+ features to notify their B9-1-1 service provider of such by **13 May 2024**;
- (d) **directs** B9-1-1 service providers to make available the UNI specifications for the B9-1-1+ features to the applicable 9-1-1 governing authorities and their B9-1-1 PSAPs by **13 July 2024**, as follows:
 - (i) Bell Canada and Northwestel must make UNI specifications available for T9-1-1, Impresario911, and access to the RoCP; and
 - (ii) CityWest must make UNI specifications available for T9-1-1 and access to the RoCP;
- (e) **directs** B9-1-1 service providers, upon receiving confirmation from the applicable 9-1-1 governing authorities of their decision to obtain the B9-1-1+ features, to start the implementation process by **13 October 2024**;
- (f) **directs** all B9-1-1 service providers to inform the Commission, by **31 December 2024**, of
 - (i) the number of written requests for the B9-1-1+ features received from 9-1-1 governing authorities in their respective operating territory; and
 - (ii) the number of PSAPs for which the B9-1-1+ features have been implemented in their respective operating territory;
- (g) requests that the ESWG
 - (i) assess and report on the impact of the decommissioning of E9-1-1 on the continued availability of the B9-1-1+ features and the transition from B9-1-1 to NG9-1-1 by **30 September 2024**;
 - (ii) complete the proof of concept trial for geodetic routing as part of TIF 95 and provide a corresponding consensus report by **31 December 2025**; and

- (iii) provide the follow-up report by **30 June 2026**; and
- (h) requests that the CISC assess and report on solutions to harmonize satellite latency with the default SIP retransmit timer, and on all other considerations relevant to satellite-served communities in the context of NG9-1-1 implementation, by **31 March 2026**.

55. With regard to Northwestel's request, the Commission

- (a) suspends the deadlines for the implementation of NG9-1-1 service within Northwestel's incumbent operating territory until the Commission publishes a decision regarding the follow-up report;
- (b) suspends the outstanding requirement for Northwestel to provide NG9-1-1 POI locations until the Commission publishes a decision regarding the follow-up report;
- (c) reiterates that Northwestel is to implement NG9-1-1 in its incumbent operating territory, with new deadlines to be established as part of a Commission decision regarding the follow-up report;
- (d) states its expectation that Northwestel is to play a leadership role in completing the ESWG's TIF 92, TIF 94, and TIF 95 tasks in order to ensure that Canadians in the North can benefit from NG9-1-1 as soon as practical; and
- (e) **directs** Northwestel to submit a progress report on the transition to NG9-1-1 its incumbent operating territory by **30 September 2024**, including the following elements:
 - (i) Northwestel's work with local governing authorities and other stakeholders to address the civic addressing deficiency; and
 - (ii) upgrades made to Northwestel's network to improve resiliency.

56. With regards to CityWest's application, the Commission

- (a) **denies** CityWest's request to be absolved of its NG9-1-1 obligations with respect to the exchanges of Prince Rupert, British Columbia and Port Edward, British Columbia;
- (b) reminds CityWest that, in accordance with Telecom Decision 2019-348, NG9-1-1 obligations apply to all ILECs, including CityWest, and that consistency between all ILECs with respect to NG9-1-1 is of high importance in supporting the safety of all Canadians, regardless of which ILEC's incumbent territory they may be located in;

- (c) suspends the NG9-1-1 implementation deadlines in respect of the exchanges of Prince Rupert, British Columbia and Port Edward, British Columbia until the Commission publishes a decision regarding the follow-up report;
- (d) suspends the outstanding requirement for CityWest to provide NG9-1-1 POI locations until the Commission publishes a decision regarding the follow-up report;
- (e) states its expectation that CityWest is to maintain active participation in the ESWG's TIF 92, TIF 94, and TIF 95 tasks in order to ensure that Canadians in Prince Rupert, British Columbia and the surrounding communities can benefit from NG9-1-1 as soon as practical; and
- (f) **directs** CityWest to submit a progress report on the transition to NG9-1-1 in its incumbent operating territory by **30 September 2024**, including the following elements:
 - (i) CityWest's work with 9-1-1 governing authorities and other stakeholders to address the civic addressing deficiency; and
 - (ii) upgrades made to CityWest's network to improve resiliency.

Secretary General

Related documents

- *Establishment of new deadlines for Canada's transition to next-generation 911*, Telecom Decision CRTC 2021-199, 14 June 2021
- *Follow-up to Telecom Regulatory Policy 2019-66 – Activities related to next-generation 9-1-1 network design efficiencies*, Telecom Decision CRTC 2019-348, 8 October 2019
- *Next-generation 9-1-1 network design efficiencies*, Telecom Regulatory Policy CRTC 2019-66, 7 March 2019
- *CISC Emergency Services Working Group consensus items – Next-generation 9-1-1 technical and operational considerations and trial logistics*, Telecom Decision CRTC 2018-217, 28 June 2018
- *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