



Telecom Notice of Consultation CRTC 2025-20-1

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Reference: 2025-20

Gatineau, 7 March 2025

Public record: 1011-NOC2025-0020

Call for comments – Improving the routing of 9-8-8 calls and texts – Change to procedure

New deadline for the submission of replies: 31 March 2025

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Change to procedure

1. On 27 January 2025, the Commission issued *Call for comments – Improving the routing of 9-8-8 calls and texts*, Telecom Notice of Consultation CRTC 2025-20 (the Notice). In the Notice, the Commission initiated a proceeding to determine how to improve the routing of calls and text messages to the 9-8-8 Suicide Crisis Helpline. The Commission invited comments on a technical proposal by the Centre for Addiction and Mental Health (CAMH), the organization responsible for delivering the 9-8-8 service. The deadline to file replies with the Commission was set for 10 March 2025.
2. On 28 February 2025, CAMH filed a procedural request with the Commission seeking an extension to the reply deadline. CAMH requested that the deadline be extended by three weeks, from 10 March 2025 to 31 March 2025. In its request, CAMH stated that it needs more time to conduct a thorough technical analysis, engage with experts, and allocate the necessary resources. CAMH added that the extension will ensure that its response effectively addresses key points raised by interveners and accurately measures the potential impacts on service delivery to Canadians.
3. Further, several other parties to the proceeding have indicated that they need additional time to consider CAMH's proposal and other proposed routing solutions.
4. The Commission considers that a three-week extension is reasonable because it will support the development of a more complete and robust record.
5. In light of the above, the Commission extends the reply deadline set out in the Notice to **31 March 2025** for all parties.

6. The Commission hereby invites parties to file reply comments by **31 March 2025**. If parties have already filed replies prior to the issuance of this amendment to the Notice, they may refile or update their replies.

Secretary General