



Telecom Decision CRTC 2004-62

Ottawa, 27 September 2004

NPA 519 Relief Plan (Southwestern Ontario)

Reference: 8698-C12-17/01

In this decision, the Commission approves recommendations for relief of area code 519, as proposed by the Numbering Plan Area 519 Relief Planning Committee (the RPC). Specifically, the Commission approves the phasing in of the permissive 10-digit local dialing announcement commencing 17 June 2006 and ending 24 June 2006, and the phasing in of mandatory 10-digit local dialing and the related announcement commencing 14 October 2006 and ending 21 October 2006. The Commission directs the Canadian Numbering Administrator to request a special Numbering Resource Utilization Forecast survey to capture all known and anticipated demand for the next 24 months, and to file the results with the Commission by 10 January 2005, in order to discover any advancement in the projected dates for exhaust of available telephone numbers in area code 519. The Commission directs the RPC to file, by 29 October 2004, a revised relief implementation plan, which must include a single announcement text to be used by all telecommunications service providers in area code 519 during the permissive 10-digit local dialing period and a single announcement text to be used during the mandatory 10-digit local dialing period.

Background

1. In *Establishment of a CISC ad hoc committee for area code relief planning in area code 519*, Public Notice CRTC 2001-21, 5 February 2001, the Commission established a CRTC Interconnection Steering Committee (CISC) *ad hoc* committee to develop options for relief planning for the Numbering Plan Area (NPA) 519 Relief Planning Committee (RPC) and invited interested parties to participate in the committee's public meetings. The Commission also established the process for developing the relief planning activities.
2. On 24 August 2001, the NPA 519 RPC submitted to the CISC *NPA Planning Document*, Task Identification Form (TIF) Report #001 (Report #1), recommending a number of measures to provide relief to area code 519.
3. In *Providing relief for the diminishing supply of telephone numbers in area code 519*, Public Notice CRTC 2001-101, 17 September 2001, the Commission invited comments on the solutions and recommendations made by the RPC in Report #1 to provide relief to area code 519.
4. In *Area code 519 relief plan*, Telecom Decision CRTC 2002-25, 22 April 2002 (Decision 2002-25), the Commission directed the addition of a new area code in the area code 519 region in the first quarter of 2005, using the distributed overlay method. The

Commission also directed that 10-digit local dialing be introduced within the area codes and in both directions between the 519 area code region and the neighbouring area codes, coincident with the introduction of the new area code.

5. In Decision 2002-25, the Commission also directed the implementation of a permissive dialing period for four months, as opposed to the two month period recommended by the RPC. The Commission noted that a longer permissive dialing period was found to be beneficial to subscribers who were required to make changes to their equipment. The Commission reiterated that during the permissive dialing period, all telecommunications service providers (TSPs) were required to use clear and consistent network announcements to remind customers of the changes to the local dialing plan. The Commission also directed the RPC to develop a comprehensive and consistent consumer awareness program for relief activities in area code 519.
6. In Decision 2002-25, the Commission also established a number of measures for the Canadian Numbering Administrator (CNA) and any TSPs that use or intend to use central office (CO) codes from area code 519 to follow, in order to monitor area code 519 for any acceleration of exhaust.
7. On 7 February 2003, the RPC submitted to the CISC *Relief Planning Committee (RPC) Recommendation for a NPA 519 Relief Implementation Plan (RIP)*, TIF Report #002 (Report #2), which included a revised relief implementation plan (RIP). In Report #2, the RPC made several recommendations including:
 - the phasing in of permissive 10-digit local dialing and the related announcement commencing 16 October 2004 and ending 23 October 2004;
 - the phasing in of mandatory 10-digit local dialing and the related network announcement commencing 12 February 2005 and ending 19 February 2005;
 - a relief implementation schedule, a network implementation plan, a jeopardy contingency plan, a planning letter, and a consumer awareness program; and
 - announcement texts for the permissive and mandatory 10-digit local dialing periods, with a recommendation that TSPs be permitted to use any of the texts previously used by the Commission¹, and that TSPs be permitted to modify the announcement texts to suit their individual needs.
8. On 3 March 2003, the CISC approved Report #2 and forwarded it to the Commission for its consideration.

¹ From a list of announcement texts previously approved by the Commission for other area code relief activities, including texts used in area codes 514, 604, and 905.

9. On 6 June 2003, the RPC submitted to the CISC *Relief Planning Committee (RPC) Recommendation to delay the Relief Date for NPA 519*, TIF Report #003 (Report #3), following a review of the forecasted results issued by the CNA on 15 April 2003. In Report #3, the RPC recommended the change of the relief date from 19 February 2005 to 21 October 2006.
10. On 8 August 2003, the CISC approved Report #3, and forwarded it to the Commission for its consideration.
11. In *CRTC Interconnection Steering Committee – Consensus items*, Telecom Decision CRTC 2003-66, 29 September 2003 (Decision 2003-66), the Commission approved the RPC's Report #3, which included the recommendation to delay the relief date for area code 519 from 19 February 2005 to 21 October 2006.
12. On 15 April 2004, the CNA released the 2004 forecast results in its General Numbering Resource Utilization Forecast (NRUF) report, which indicated that area code 519 would exhaust in October 2007. This new projected exhaust date was 12 months after the relief date of 21 October 2006 approved by the Commission in Decision 2003-66.
13. On 10 June 2004, the RPC submitted *Revised Relief Implementation Plan to Accommodate October 21, 2006 Relief Date*, TIF Report #004 (Report #4), to the CISC for its consideration. In Report #4, the RPC made several recommendations, including:
 - the phasing in of permissive 10-digit local dialing announcements commencing 17 June 2006 and ending 24 June 2006;
 - the phasing in of mandatory 10-digit local dialing and related network announcements commencing 14 October 2006 and ending 21 October 2006.
14. On 25 June 2004, the CISC approved Report #4 and forwarded it to the Commission for its consideration.

Commission's analysis and determination

15. The Commission considers that there are two main issues raised in Report #2 and Report #4 that require resolution. The first issue relates to the timing of relief for area code 519, and the second issue relates to the announcement text to be used during the permissive and mandatory dialing periods.

Timing of relief

16. The Commission notes that the exhaust dates for various area codes in Canada were pushed back during a downturn in the telecommunications industry, but that since 2003 CO code forecasts have shown an increased demand for telephone numbers.

17. The Commission notes that, according to the 15 April 2004 NRUF report, the last projected exhaust date for area code 519 is October 2007. The CNA is currently soliciting TSPs for new forecasts in all area codes undergoing area code relief. The Commission anticipates that these new forecasts may reflect an increasing demand for telephone numbers due to new and growing services, and considers that the projected exhaust date for area code 519 may be advanced. The Commission notes that the CNA is currently required to file the results of the next forecast for various area codes, including area code 519, with the Commission in September 2004.
18. The Commission is of the view that the relief dates submitted by the RPC are appropriate based on the information available at this time. The Commission therefore **approves** the phasing in of the permissive 10-digit local dialing announcement commencing 17 June 2006 and ending 24 June 2006, and the phasing in of mandatory 10-digit local dialing and the related announcement commencing 14 October 2006 and ending 21 October 2006.
19. The Commission notes that it has already established that relief is to be provided at least 12 to 18 months prior to exhaust. In light of the latest advancement in the exhaust date, which has shortened the timeframe between exhaust and relief to the minimum 12 month period, the Commission is of the view that there is a need to solicit new forecasts from all TSPs operating in area code 519.
20. To this end, the Commission directs the CNA to solicit input from TSPs for a special NRUF report by 1 November 2004, and directs any TSPs that use or intend to use CO codes from area code 519 to complete and submit to the CNA by 22 November 2004 a special NRUF forecast that reflects all known and anticipated demand for each of the next 24 months. The Commission directs the CNA to file the results of the special NRUF with the Commission by 10 January 2005. The Commission cautions TSPs operating in NPA 519 to be well-positioned to react to any further advancement of the relief date, should an advancement of the relief date be appropriate.

Text to be used in NPA relief announcements

21. The Commission notes that consumer awareness programs are critical to the successful implementation of any area code relief project. Consistent with past Commission directives on this matter², announcement texts should provide clear and consistent information to the public

² For example: *SAIC Canada – Request for approval of NPA 416 relief plan*, Telecom Order CRTC 99-1141, 10 December 1999; *New area code overlay to be introduced in 905 region*, Order CRTC 2000-772, 15 August 2000; *New area code overlay to be introduced in 514 region*, Order CRTC 2000-1187, 22 December 2000; *CRTC issues relief plans for area codes 613 and 819*, Order 2001-841, 28 November 2001; *Area code 519 relief plan*, Telecom Decision CRTC 2002-25, 22 April 2002; *Approval of revised Canadian NPA Relief Planning Guidelines*, Decision CRTC 2001-607, 26 September 2001; *Revision requested to Canadian numbering plan area relief planning guidelines*, Telecom Decision CRTC 2002-18, 10 April 2002; and *Deferral of area code 514 relief date*, Telecom Decision CRTC 2003-6, 14 February 2003.

during the relief process. Accordingly, the Commission directs the RPC to develop a single announcement text to be used by all TSPs in area code 519 during the permissive 10-digit local dialing period, as well as a single announcement text to be used during the mandatory 10-digit local dialing period. The Commission directs the RPC to file a revised RIP, which includes these texts, by 29 October 2004.

Secretary General

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