



## Telecom Decision CRTC 2005-73

Ottawa, 20 December 2005

### CRTC Interconnection Steering Committee - Consensus item

Reference: 8663-C12-200402892 and 8621-C12-01/00

#### Consensus report on 9-1-1/E9-1-1 services provided to fixed/non-native VoIP subscribers

##### Background

1. In *Emergency service obligations for local VoIP service providers*, Telecom Decision CRTC 2005-21, 4 April 2005 (Decision 2005-21), the Commission directed all service providers providing local voice communication service over Internet Protocol (local VoIP service) on a nomadic or fixed/non-native basis to implement an interim solution within 90 days from the date of the decision that provides a level of 9-1-1 service that is functionally comparable to basic 9-1-1 service.
2. In Decision 2005-21, the Commission requested the CRTC Interconnection Steering Committee Emergency Services Working Group (ESWG) to submit a report within six months from the date of the decision, identifying the technical and operational obstacles to 9-1-1/E9-1-1 services delivery where local VoIP service is offered on a fixed/non-native basis. The Commission indicated that the report should identify all viable solutions and recommend the preferred solution(s), with supporting rationale, and include a proposed timeframe for implementation.
3. The Commission also requested that the ESWG submit a similar report within one year of the date of Decision 2005-21, with respect to 9-1-1/E9-1-1 services provided to nomadic local VoIP subscribers.

##### The Report

4. On 3 November 2005, the ESWG filed *Identification of Issues for Provision of 9-1-1/E9-1-1 Service to Fixed/Non-Native VoIP Customers*, 27 October 2005 (ESRE0041) (the Report). The Report is available on the Commission's website.
5. The Report identifies several obstacles to E9-1-1 service delivery to fixed/non-native VoIP customers, proposes modifications to the existing E9-1-1 platform, and suggests timeframes within which the proposed modifications would allow E9-1-1 services to be offered by local VoIP service providers to fixed/non-native VoIP customers.

6. The ESWG submitted that it may be premature at this time for the Commission to direct the development and implementation of the solutions proposed in the Report. The ESWG stated that the investigation that led to the Report mostly focused on modifying the existing E9-1-1 platform to accommodate the fixed/non-native VoIP service. The ESWG submitted that the working group is currently exploring and evaluating alternative technologies to provide E9-1-1 solutions for nomadic VoIP services and that these technologies may also resolve the problems related to E9-1-1 service delivery to fixed/non-native VoIP customers. The ESWG also has yet to determine to what extent the nomadic solution may or may not use the existing legacy 9-1-1/E9-1-1 platform.
7. The ESWG recommended that the Commission review and consider the proposals to be put forward in the ESWG report on nomadic 9-1-1/E9-1-1 services before giving directions to the industry on what solution(s) should be implemented in order to ensure that 9-1-1/E9-1-1 services are provided in an effective and efficient manner to all VoIP local service subscribers.

#### **Commission's analysis and determinations**

8. The Commission notes that based on the Report, the necessary modifications for the existing 9-1-1/E9-1-1 platform to address the problems surrounding E9-1-1 service delivery where local VoIP service is offered on a fixed/non-native basis require significant expenditures, resources and time.
9. The Commission also notes that the ESWG indicated that its current work on resolving the problems surrounding E9-1-1 service delivery in connection with nomadic local VoIP services could lead to solutions for the problems related to the fixed/non-native service and eliminate the need to modify the existing legacy 9-1-1/E9-1-1 platform.
10. Accordingly, the Commission **approves** the ESWG recommendation in the Report that the Commission consider the proposals to be put forward in the ESWG report on nomadic 9-1-1/E9-1-1 services before making a final determination on the solution(s) to be implemented in order to improve the provision of 9-1-1/E9-1-1 services by VoIP service providers.

Secretary General

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