



Telecom Decision CRTC 2005-9

Ottawa, 3 March 2005

Expansion of 10-digit local dialing in 450 region

Reference: 8698-C12-200500977 and 8698-C12-10/00

*In this Decision, the Commission **approves** a recommendation, put forth by the CRTC Interconnection Steering Committee Numbering Plan Area 514 Relief Planning Committee, to introduce 10-digit local dialing in area code 450, coincident with the introduction of 10-digit local dialing in area code 514, currently scheduled for October 2006.*

Introduction

1. In *Relief plan for area code 514*, Telecom Decision CRTC 2004-61, 27 September 2004 (Decision 2004-61), the Commission considered a recommendation, put forth by the CRTC Interconnection Steering Committee Numbering Plan Area 514 Relief Planning Committee (the 514 RPC), to introduce 10-digit local dialing in area code 450, coincident with the introduction of 10-digit local dialing in area code 514. The Commission noted that the 514 RPC's recommendation was developed solely by the telecommunications service providers (TSPs) and that approving that recommendation in Decision 2004-61 would preclude consideration of public input.
2. In order to grant customers in area code 450 an opportunity to provide their views on the 514 RPC's proposal, the Commission initiated a public proceeding in *Expansion of 10-digit local dialing in 450 region*, Telecom Public Notice CRTC 2005-1, 28 January 2005 (PN 2005-1). The Commission invited comments from TSPs and customers in area code 450 as to the benefits and drawbacks of retaining a mix of seven and 10-digit local dialing in area code 450 versus the benefits and drawbacks of implementing 10-digit local dialing throughout area code 450.
3. On 17 February 2005, the Commission received comments from Bell Canada, Rogers Wireless Inc., MTS Allstream Inc., Société en commandite Télébec and TELUS Communications Inc., on behalf of itself and TELE-Mobile Company.

Background

4. In Decision 2004-61, the Commission outlined a concern, expressed by the Canadian Steering Committee on Numbering (CSCN), about a potential dial plan conflict related to opening area code 438 as an overlay in the area code 514 region. The CSCN had noted that 438 was assigned as a central office (CO)¹ code in the St-Jérôme exchange in area code 450, which was adjacent to area code 514. The CSCN had further noted that there were 10 exchanges in area code 450 that had seven-digit local dialing to CO code 438, and that would have 10-digit local dialing into the new area code 438.

¹ A CO code is the first three digits of a seven-digit telephone number (e.g., in 555-1212, the CO code is 555); an area code is the first three digits in a 10-digit telephone number (e.g., in 902-555-1212, the area code is 902).

5. The Commission noted that some 10-digit local dialing into area code 514 from area code 450 existed, but that the 438 situation was unique, in that the same digits would be used as both an area code and a CO code. The Commission considered the CSCN's concern that local networks may have difficulty differentiating between seven-digit dialed calls that should be routed within area code 450 (i.e., 438-XXXX), and the first seven digits of a 10-digit local call into the new area code (i.e., 438-NXX-XXXX).
6. The Commission noted that absent an aggressive consumer awareness program to clearly explain to customers that calls to the new area code 438 must be dialed on a 10-digit basis (i.e., with the area code), while calls to CO code 438 within area code 450 must be dialed on a seven-digit basis, customers in these exchanges could become confused and frustrated with the combination of local dialing plans.
7. Although the 514 RPC's recommendation to introduce 10-digit dialing throughout area code 450 was not approved in Decision 2004-61, the Commission noted that implementing this recommendation would eliminate the confusion of combining seven-digit and 10-digit local dialing.

Position of parties

8. All parties supported the 514 RPC's recommendation to introduce 10-digit local dialing throughout area code 450, coincident with the introduction of a new area code and 10-digit local dialing in the 514 region.
9. Bell Canada submitted that if the Commission issued its decision by the end of March 2005, the 514 RPC's mandate could be extended to include the implementation of 10-digit local dialing in area code 450. Bell Canada noted that this would allow the 514 RPC to take action to ensure that the Consumer Awareness and Network Implementation Task Forces modify their plans to include the implementation of 10-digit local dialing in area code 450, coincident with area code 514.

Commission's analysis and determination

10. The Commission notes that implementing 10-digit local dialing throughout area code 450 would resolve the dial plan conflict in the 10 affected exchanges in area code 450 and would provide a simplified uniform 10-digit local dialing plan in the greater Montréal area, throughout area codes 514, 438 and 450. The Commission further notes that mandatory 10-digit dialing is consistent with the evolution towards the Uniform Dialing Plan proposed by the Industry Numbering Committee and the CSCN.
11. Furthermore, the Commission notes that no comments were received from customers, in response to PN 2005-1, objecting to the implementation of 10-digit local dialing.
12. Finally, the Commission notes that implementing an aggressive consumer awareness program in April 2005 would provide customers and TSPs with about 14 months notice prior to the commencement of permissive 10-digit local dialing on 17 June 2006, and about 19 months notice prior to the commencement of mandatory 10-digit local dialing on 28 October 2006. Such notice is consistent with previous Commission determinations.

13. In light of the above, the Commission **approves** the 514 RPC's recommendation to introduce 10-digit local dialing throughout area code 450, coincident with the introduction of 10-digit local dialing in area code 514. Accordingly, the phasing-in period for the permissive 10-digit local dialing announcement shall commence 17 June 2006 and end 24 June 2006, and the phasing-in period for the mandatory 10-digit local dialing announcement shall commence 28 October 2006 and end 4 November 2006.

Secretary General

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