



## Telecom Order CRTC 2011-334

PDF version

Ottawa, 18 May 2011

### Ontario Telecommunications Association – Introduction of Internet Protocol Relay Service

File numbers: Tariff Notices 98 and 98A

1. The Commission received an application from the Ontario Telecommunications Association (OTA), dated 1 April 2011 and amended on 14 April 2011, proposing changes to its Ontario Independent Services Tariff item 405 – Relay Service. Specifically, the OTA proposed to introduce Internet Protocol Relay Service (IPRS), pursuant to the Commission's directives in Broadcasting and Telecom Regulatory Policy 2009-430.
2. The Commission received no comments regarding the OTA's application. The public record of this proceeding, which closed on 16 May 2011, is available on the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca) under "Public Proceedings" or by using the file numbers provided above.
3. The OTA's application was approved on an interim basis in Telecom Order 2011-282.
4. The Commission notes that item 405.01 in the OTA's proposed tariff pages addresses the applicability of 9-1-1 provisions to IPRS, but not to Relay Service. The Commission considers that for greater clarity, the following paragraph of item 405.01 in the OTA's proposed tariff pages should be amended as follows (changes in bold):
  - a. Basic 9-1-1 Service is provided for emergency calls placed through **Relay Service and IPRS**. End-users placing an emergency call through **Relay Service or IPRS** will be routed to an operator and the end-user will be asked to provide their specific address/location. Once this information has been successfully provided to the operator, the operator will route the end-user's call to the appropriate Public Safety Answering Point (PSAP) corresponding to the provided address/location.
5. With these changes, the Commission **approves on a final basis** the OTA's application, effective the date of this order.

Secretary General

## Related documents

- Telecom Order CRTC 2011-282, 29 April 2011
- *Accessibility of telecommunications and broadcasting services*, Broadcasting and Telecom Regulatory Policy CRTC 2009-430, 21 July 2009, as amended by Broadcasting and Telecom Regulatory Policy CRTC 2009-430-1, 17 December 2009