



Telecom Order CRTC 2011-335

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Ottawa, 18 May 2011

People's Tel Limited Partnership – Introduction of IP Relay services

File numbers: Tariff Notices 65, 65A, and 65B

1. The Commission received an application from People's Tel Limited Partnership (People's Tel), dated 31 March 2011 and amended on 8 April 2011 and 15 April 2011, proposing changes to its General Tariff in order to introduce IP Relay services, pursuant to the Commission's directives in Broadcasting and Telecom Regulatory Policy 2009-430.
2. The Commission received no comments regarding People's Tel's application. The public record of this proceeding, which closed on 17 May 2011, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file numbers provided above.
3. People's Tel's application was approved on an interim basis in Telecom Order 2011-268.
4. The Commission notes that People's Tel did not include the term "9-1-1" in section 3500, item 2.9 (under "Conditions of Service") of its proposed tariff pages. The Commission considers that for greater clarity, the following paragraph of item 2.9 in People's Tel's proposed tariff pages should be amended as follows (changes in bold):

Basic **9-1-1** emergency service is provided for emergency calls placed through IP Relay Services. End-users placing an emergency call through IP Relay Services will be routed to an operator and the end-user will be asked to provide their location, city and province in which the emergency **exists**. 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 location.
5. With these changes, the Commission **approves on a final basis** People's Tel's application, effective the date of this order.

Secretary General

Related documents

- Telecom Order CRTC 2011-268, 20 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