



## Telecom Order CRTC 2011-349

PDF version

Ottawa, 26 May 2011

### Ontera – Introduction of Internet Protocol Relay Service

File number: Tariff Notice 122

1. The Commission received an application from Ontera, dated 25 April 2011, proposing changes to item 2900 – Relay Service (item 2900) of its General Tariff. Specifically, Ontera 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 Ontera's application. The public record of this proceeding, which closed on 25 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 number provided above.
3. Ontera's application was approved on an interim basis in Telecom Order 2011-282.
4. The Commission notes that item 2900.3 in Ontera'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, item 2900.3 should be amended as follows (changes in bold):

Basic 9-1-1 emergency service is provided for emergency calls placed through **Relay Service and** IPRS. End-users placing an emergency call through 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 this change, the Commission **approves on a final basis** Ontera'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