



Telecom Order CRTC 2014-513

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Ottawa, 3 October 2014

File number: Tariff Notice 752

MTS Inc. – Introduction of Text Messaging with 9-1-1 service

1. The Commission received an application from MTS Inc. (MTS), dated 23 January 2014, in which the company proposed revisions to its General Tariff item 3050 – Wireless Service Provider Enhanced 9-1-1 (E9-1-1) Service. Specifically, MTS proposed to introduce the Text Messaging with 9-1-1 (T9-1-1) service, pursuant to the Commission's direction in Telecom Decision 2013-22. This service would be provided to hearing- or speech-impaired persons who have pre-registered for it with their wireless carrier. MTS submitted a cost study in support of its application.
2. In Telecom Order 2014-39, the Commission approved MTS's application on an interim basis, effective 4 February 2014.
3. The Commission received an intervention regarding MTS's application from Rogers Communications Partnership (RCP). The public record of this proceeding, which closed on 13 March 2014, is available on the Commission's website at www.crtc.gc.ca or by using the file number provided above.
4. RCP questioned why MTS's proposed rate for its T9-1-1 service is higher than Bell Canada's rate for the same service. RCP also questioned why wireless customers in Manitoba should pay for T9-1-1 service effective in February 2014 since E9-1-1 service is not yet available province-wide in Manitoba. Finally, RCP requested that the Commission review MTS's cost study to ensure that all costs, including hardware and software costs, are causal to the introduction of only the T9-1-1 service, and that no cost associated with the provision of any future 9-1-1 enhancement is included.
5. In reply, MTS indicated that its rate is higher than Bell Canada's rate because its demand for wireless services is significantly less than Bell Canada's demand. Regarding the availability of the T9-1-1 service, MTS submitted that it was proposing to implement this service in compliance with the time frame set out by the Commission in Telecom Decision 2013-22. MTS added that its T9-1-1 service would be available for immediate use once the public safety answering points in Manitoba are ready, and that it should be able to recover the costs incurred to meet the above-mentioned time frame. MTS submitted that no costs for enhanced network infrastructure were included in its cost study, and confirmed that all costs included in the cost study, including hardware and software costs, are causal to the introduction of the T9-1-1 service.

6. The Commission considers that MTS's reply addresses RCP's concerns. The Commission has reviewed MTS's cost study and determines that it is consistent with the costing methodology approved for the incumbent local exchange carriers. The Commission also considers MTS's costs and rates to be reasonable and causal to the T9-1-1 service.
7. In light of the above, the Commission **approves on a final basis** MTS's application.

Secretary General

Related documents

- Telecom Order CRTC 2014-39, 4 February 2014
- *CISC Emergency Services Working Group – Consensus report regarding Text Messaging with 9-1-1 trial and service implementation*, Telecom Decision CRTC 2013-22, 24 January 2013