



Telecom Order CRTC 2014-517

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Ottawa, 3 October 2014

File numbers: Bell Aliant Tariff Notice 474 and Bell Canada Tariff Notice 7420

Bell Aliant Regional Communications, Limited Partnership and Bell Canada – Introduction of Text Messaging with 9-1-1 service

1. The Commission received applications from Bell Aliant Regional Communications, Limited Partnership and Bell Canada (collectively, the Bell companies), dated 20 January 2014, in which the Bell companies proposed revisions to their respective Special Facilities Tariff item G21 – Wireless Service Provider Enhanced 9-1-1 (E9-1-1) Service. Specifically, the Bell companies 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. The Bell companies submitted a cost study in support of their applications.
2. In Telecom Order 2014-32, the Commission approved the Bell companies’ applications on an interim basis, effective 4 February 2014.
3. The Commission received interventions regarding the Bell companies’ applications from Bragg Communications Inc., operating as Eastlink; Quebecor Media Inc.; and Rogers Communications Partnership (collectively, the parties). The public record of this proceeding, which closed on 3 March 2014, is available on the Commission’s website at www.crtc.gc.ca or by using the file numbers provided above.
4. The parties requested that the Commission review the Bell companies’ cost study to assess whether (i) the Bell companies’ existing E9-1-1 rates should have decreased due to the migration to Internet Protocol (IP)-based interconnection, (ii) the Bell companies’ T9-1-1 costs would be reduced if they allowed wireless service providers to interconnect with their points of interconnection on an IP-to-IP basis, and (iii) all costs included in the cost study were causal to the introduction of only the T9-1-1 service and no other 9-1-1 feature. Specifically, the parties requested that the Commission validate that the hardware and software costs outlined in the cost study, and the “Other” costs, which represented a large portion of each of the party’s total costs, were causal to the implementation of the T9-1-1 service.
5. In reply, the Bell companies submitted that a review of their E9-1-1 rates is outside the scope of this proceeding, which is strictly focused on the rates applicable to the T9-1-1 service. They added that their costs associated with the migration to IP-based interconnection have recently been reviewed and approved by the Commission in Telecom Order 2013-646. The Bell companies confirmed that they already allow wireless service providers to interconnect with their points of interconnection on an

IP-to-IP basis. The companies also confirmed that all costs, including the hardware, software, and “Other” costs, were causal to the introduction of the T9-1-1 service. Additionally, the Bell companies clarified the components included in these categories.

6. The Commission considers that the Bell companies’ reply addresses the parties’ concerns. The Commission has reviewed the Bell companies’ cost study and determines that it is consistent with the costing methodology approved for the incumbent local exchange carriers. The Commission also considers the Bell companies’ costs to be reasonable and causal to the T9-1-1 service. As well, the Commission finds that the associated proposed rate is just and reasonable.
7. In light of the above, the Commission **approves on a final basis** the Bell companies’ applications.

Secretary General

Related documents

- Telecom Order CRTC 2014-32, 30 January 2014
- Telecom Order CRTC 2013-646, 2 December 2013
- *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