



Telecom Order CRTC 2005-322

Ottawa, 16 September 2005

Bell Canada

Reference: Tariff Notice 6885

2-1-1 Service

1. The Commission received an application by Bell Canada, dated 29 July 2005, proposing the introduction of General Tariff item 6002, 2-1-1 Service, as contemplated by the Commission in *Allocation of three-digit dialing for public information and referral services*, Decision CRTC 2001-475, 9 August 2001 (Decision 2001-475).

Process

2. On 9 August 2005, Inform Canada Federation (InformCanada), the organization coordinating the 211 Ontario project, filed comments. Bell Canada did not file reply comments
3. The Commission granted interim approval to Bell Canada's application in Telecom Order CRTC 2005-295, 11 August 2005.

The application

4. Bell Canada stated that 2-1-1 service would allow callers to dial 2-1-1 for access to community information and referral (I&R) services provided by agencies endorsed by governments within the geographic area to be served. Bell Canada stated that government-endorsed I&R agencies could use the 2-1-1 service to enable callers to make inquiries regarding non-emergency services for social, health and government services in their community.
5. Bell Canada stated that 2-1-1 service would provide area code/exchange routing of customer-dialed 2-1-1 calls to an I&R agency within the local calling area of the exchange in which the call originated at no cost to the I&R agency. Bell Canada stated that where 2-1-1 routing required a long distance call to reach an I&R agency, the agency would be required to use the long distance services of a telecommunications service provider (TSP) to complete the call to the agency location and long distance charges would be billed to the agency at negotiated rates. Bell Canada stated that I&R agencies would retain their 10-digit telephone numbers so that people outside of the 2-1-1 dialing area could still contact them.
6. Bell Canada stated that I&R agencies would be required to provide notification at least six months in advance of the requested effective date.
7. Bell Canada noted that in Decision 2001-475, the Commission had directed the carriers to bear the cost of implementing basic 2-1-1 routing on an incremental basis. Bell Canada stated that consequently it had not prepared an economic evaluation.

InformCanada's comments

8. InformCanada stated that it had provided comments to Bell Canada, including a clarification that 2-1-1 service delivery was to be community-based and not delivered by government or the private sector, prior to the company filing this application.
9. InformCanada supported the six-month notice period for switch translation and submitted that it was a reasonable notice period.

Commission's analysis and determination

10. In the proceeding leading to Decision 2001-475, United Way of Canada, InformCanada, United Way of Greater Toronto and Community Information Toronto (United Way et al.) proposed that each telecommunications carrier bear the costs of implementing 2-1-1 service. United Way et al. also proposed that there be no charges to the end user for dialing 2-1-1 as a local call, and if 2-1-1 dialing was a long distance call, the charges would be negotiated with the carrier and paid by the I&R services provider. In Decision 2001-475, the Commission noted that there was broad support from parties for United Way et al.'s proposal the implementation costs of 2-1-1 be assumed by the carriers, and directed the carriers to bear these costs.
11. The Commission finds that Bell Canada's proposal is consistent with Decision 2001-475.
12. In light of the above, the Commission **approves** Bell Canada's application on a final basis.

Secretary General

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