



Telecom Decision CRTC 2006-12

Ottawa, 16 March 2006

Message relay service in a VoIP environment – Follow-up to Decision 2005-28

Reference: 8621-C12-01/00 and 8663-C12-200402892

The Commission reiterates its direction in Regulatory framework for voice communication services using Internet Protocol, Telecom Decision CRTC 2005-28, 12 May 2005, as amended by Telecom Decision CRTC 2005-28-1, 30 June 2005, that all local exchange carriers are to provide access to message relay service throughout their operating territories.

1. In *Regulatory framework for voice communication services using Internet Protocol*, Telecom Decision CRTC 2005-28, 12 May 2005, as amended by Telecom Decision CRTC 2005-28-1, 30 June 2005 (Decision 2005-28), the Commission concluded that any voice over Internet protocol (VoIP) solution used to provide service to hearing-impaired consumers must be compatible with, and provide a similar quality of service level to, that provided by the current message relay service (MRS) and related teletypewriter equipment.
2. In Decision 2005-28, the Commission directed all local exchange carriers (LECs) to provide access to MRS throughout their operating territories, to the extent technically feasible. The Commission also directed LECs, as a condition of providing telecommunications services to local VoIP service providers, to include in their contracts or other arrangements with the service providers the requirement that the latter provide access to MRS throughout their operating territories.
3. Decision 2005-28 recognized, however, that there might be technical issues that could prevent VoIP service providers from offering MRS initially. As a result, the Commission directed the CRTC Interconnection Steering Committee (CISC) to investigate the circumstances under which MRS could be provided over VoIP, any problems that prevented MRS from being provided over VoIP, possible solutions for the provision of MRS functionality over VoIP where it was not technically feasible, and the time required for existing VoIP service providers to implement those solutions.
4. The CISC Network Working Group (NTWG) submitted to the Commission for its review *Message Relay Services (MRS) in VoIP Environment*, 6 December 2005 (NTRE036). The NTWG reported that there were no technical obstacles preventing VoIP service providers from offering MRS.
5. Based on its review of the NTWG report, the Commission concludes that there are no technical reasons preventing VoIP service providers from making MRS available throughout their operating territories.

6. Accordingly, the Commission reiterates its direction in Decision 2005-28 that all LECs are to provide access to MRS throughout their operating territories. The Commission also directs LECs, as a condition of providing telecommunications services to local VoIP service providers, to include in their contracts or other arrangements with the service providers the requirement that the latter provide access to MRS throughout their operating territories.

Secretary General

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