



Telecom Decision CRTC 2009-697

Ottawa, 6 November 2009

CRTC Interconnection Steering Committee – Stage 2 features of wireless Phase II E9-1-1 service implementation

File number: 8621-C12-01/08

1. In *Implementation of wireless Phase II E9-1-1 service*, Telecom Regulatory Policy CRTC 2009-40, 2 February 2009, the Commission requested that the Emergency Services Working Group (ESWG) of the CRTC Interconnection Steering Committee file a report within six months of the date of that decision on its findings regarding the deployment of Stage 2 features¹ of wireless Phase II enhanced 9-1-1 (E9-1-1) service.
2. In August 2009, the ESWG submitted the following consensus reports to the Commission for approval:
 - ESWG – *Wireless E9-1-1 Phase II Stage 2 Features Analysis*, 21 August 2009 (ESRE0049); and
 - ESWG – *Deployment of Stage 2 Features for E9-1-1 Implementation – In Call Location Updates*, 2 August 2009 (ESRE0050).
3. The consensus reports are available on the Commission's website at www.crtc.gc.ca.

Commission's analysis and determinations

4. The Commission notes that in ESRE0049, the ESWG identified the technological challenges and proposed solutions for the provisioning of the Stage 2 features of wireless Phase II E9-1-1 service implementation.
5. The Commission notes that the ESWG examined various call types from the perspective of providing Phase II E9-1-1 location information during a 9-1-1 call. The Commission also notes the ESWG's conclusion that the wireless Phase I E9-1-1 service would continue to be provided to all wireless call types in areas where it has been deployed.
6. The Commission notes that the ESWG determined that if the user of a wireless handset has a valid post-paid or pre-paid subscription with a Canadian wireless carrier and the user dials 9-1-1, the wireless handset's Phase II E9-1-1 location would automatically be provided to the public safety answering point (PSAP) where wireless Phase II E9-1-1 has been implemented.

¹ Stage 2 features are the provisioning of mid-call location updates, plus the provisioning of wireless Phase II E9-1-1 service for roamers and unsubscribed handsets, to be deployed as technology solutions become available.

7. The Commission also notes that the ESWG stated that if a handset is in an “irregular” state – for example, it is unsubscribed, uninitiated, or unregistered – a valid call-back number and the wireless Phase II E9-1-1 location might not always be provided. The Commission further notes the ESWG's recommendation that in these situations the PSAP may, if necessary, contact the wireless carriers' 24/7 emergency support centre for assistance in locating the wireless handset.
8. The Commission also notes the ESWG's conclusion that the wireless Phase II E9-1-1 information will be automatically provided to PSAPs for roamers with traditional 10 digit telephone numbers, as used in North America, provided certain prerequisites are met.
9. The Commission notes that the ESWG stated that some subscribers to non-Canadian wireless carriers may have telephone numbers of other than 10 digits. The Commission also notes that the ESWG determined that due to technical reasons, the 9-1-1 network could not support telephone numbers of other than 10 digits and, therefore, wireless Phase II E9-1-1 location could not be automatically provided to the PSAP for a roamer with a telephone number of other than 10 digits. The Commission further notes that the ESWG recommended a non-automated solution using the wireless carriers' 24/7 emergency support centre for assistance in locating these wireless handsets.
10. The Commission notes that in ESRE0050, the ESWG identified the issues associated with the implementation and provisioning of an in-call location update feature that would enable a PSAP to request updated wireless Phase II E9-1-1 location information of a caller who is in motion while making a 9-1-1 call.
11. The Commission notes the ESWG's recommendation that a PSAP-initiated request method be developed and implemented by September 2012 as proposed in ESRE0050.
12. The Commission notes that the ESWG recommended that in the interim, the wireless carriers' 24/7 emergency support centres be used to provide in-call location updates to the PSAPs.
13. The Commission has reviewed and **approves** the recommendations in the above-noted consensus reports. Except where a future implementation deadline is specified in those reports, the recommendations are effective immediately, wherever Stage 1 of wireless Phase II E9-1-1 service is available.

Secretary General

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