



## Telecom Notice of Consultation CRTC 2011-596

PDF version

Ottawa, 19 September 2011

### **Call for comments on a revised condition that would apply to Canadian carriers that offer services to local VoIP service providers**

File number: 8663-C12-201112820

#### **Background**

1. In Telecom Decision 2005-21, the Commission required local voice over Internet Protocol (VoIP) service providers to provide 9-1-1 service and imposed related obligations on them. In Telecom Decisions 2005-61 and 2007-44, and in Telecom Regulatory Policy 2011-426, the Commission amended existing 9-1-1 obligations and imposed additional ones on local VoIP service providers. A complete list of the 9-1-1 obligations applicable to local VoIP service providers is provided in the Appendix to this notice.
2. The 9-1-1 obligations set out in Telecom Decisions 2005-21, 2005-61, and 2007-44, and Telecom Regulatory Policy 2011-426 are imposed on VoIP resellers through a provision that requires Canadian carriers, as a condition of providing telecommunications services to local VoIP service providers, to include in their service contracts or other arrangements with these service providers, the requirement that the latter comply with the 9-1-1 obligations (a “contractual condition”). If a local VoIP service provider is not complying with the 9-1-1 obligations, the Commission can initiate a proceeding to show cause why the Canadian carrier or other telecommunications service provider (TSP) that provides telecommunications services to the local VoIP service provider should not be ordered to cease providing such services.
3. The Commission considers it necessary to ensure that the 9-1-1 obligations apply to all local VoIP service providers, including resellers that do not have contracts directly with the Canadian carriers (i.e. resellers that obtain service from other resellers). This would ensure that all customers have access to 9-1-1 service regardless of the type of TSP that provides their phone service.

#### **Call for comments**

4. Therefore, the Commission calls for comments on the modifications proposed below.

5. The Commission proposes to modify the contractual condition set out in paragraphs 53, 69, and 99 of Telecom Decision 2005-21; paragraph 17 of Telecom Decision 2005-61; paragraph 61 of Telecom Decision 2007-44; and paragraph 18 of Telecom Regulatory Policy 2011-426 as follows:<sup>1</sup>

The Commission directs all Canadian carriers, as a condition of providing telecommunications services to local VoIP service providers, to include in their service contracts or other arrangements with these service providers, the requirement that the latter, **and any or all of their wholesale customers and subordinate wholesale customers, abide by the directions regarding the provision of 9-1-1 service to local VoIP service providers** set out in paragraphs 52, 68, 93, 94, and 98 of Telecom Decision 2005-21; paragraph 14 of Telecom Decision 2005-61; paragraph 60 of Telecom Decision 2007-44; and paragraph 17 of Telecom Regulatory Policy 2011-426.

6. If the above modification is adopted, the Commission would implement these revised conditions immediately in all new, amended, and renewed contracts, as well as in other arrangements between Canadian carriers and local VoIP service providers. As a result, to ensure that all local VoIP service providers currently offering service abide by their 9-1-1 obligations, the Commission would require all Canadian carriers to re-open existing contracts and other arrangements with local VoIP service providers, and include the above conditions.

## Procedure

7. *The Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure* SOR/2010-277 (the Rules of Procedure), which came into force on 1 April 2011, apply to this proceeding.<sup>2</sup>
8. The local exchange carriers listed in Attachment 1 and the resellers listed in Attachment 2 are made parties to this proceeding<sup>3</sup> and may file an intervention with the Commission, by 19 October 2011.
9. Interested persons who wish to become parties to this proceeding must file an intervention with the Commission regarding the above-noted issue, by 19 October 2011. In accordance with section 26 of the Rules of Procedure, this intervention must explicitly state that the person wishes to be considered an intervener.

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<sup>1</sup> The bolded text in this paragraph shows the changes proposed to the directives given to Canadian carriers in these decisions. The paragraph also reflects editorial changes to encompass all Commission determinations with regard to the provision of 9-1-1 service by VoIP service providers in these decisions.

<sup>2</sup> The Rules of Procedure set out, among other things, the rules for the filing, content, and format of interventions, interrogatories, and replies, and the procedure for filing confidential information and requesting its disclosure. Accordingly, the procedure set out in this notice must be read in conjunction with the Rules of Procedure and their accompanying documents, which can be found on the Commission's website under "CRTC Rules of Practice and Procedure."

<sup>3</sup> Taken from the lists of carriers and resellers posted on the Commission's website as of the date of this notice, at the following addresses, respectively: <http://www.crtc.gc.ca/eng/8180/8180b.htm> and <http://support.crtc.gc.ca/tlcm1sts/default.aspx?indx=35&lang=e>.

10. All parties may file reply comments with the Commission, by 3 November 2011.
11. The Commission expects to publish a decision on the issue raised in this notice within four months of the close of record.
12. The Commission will not formally acknowledge interventions or comments. It will, however, fully consider all submissions, which will form part of the public record of the proceeding.
13. Parties are reminded that, in accordance with the Rules of Procedure, if a document is to be filed or served by a specific date, the document must be actually received, not merely sent, by that date. A document must be filed with the Commission by 5 p.m. Vancouver time (8 p.m. Ottawa time) on the date it is due.
14. Parties may file their submissions electronically or on paper. Submissions longer than five pages should include a summary.
15. Electronic submissions should be in HTML format. Alternatively, Microsoft Word may be used for text and Microsoft Excel for spreadsheets.
16. Each paragraph of all submissions should be numbered. In addition, the line **\*\*\*End of document\*\*\*** should follow the last paragraph. This will help the Commission verify that the document has not been damaged during electronic transmission.
17. The Commission encourages interested persons and parties to monitor the record of this proceeding and/or the Commission's website for additional information that they may find useful when preparing their submissions.

### **Important notice**

18. All information provided as part of this public process, except information granted confidentiality, whether sent by postal mail, facsimile, email, or through the Commission's website at [www.crtc.gc.ca](http://www.crtc.gc.ca), becomes part of a publicly accessible file and will be posted on the Commission's website. This includes personal information, such as full names, email addresses, postal/street addresses, telephone and facsimile numbers, and any other personal information provided.
19. The personal information provided will be used and may be disclosed for the purpose for which the information was obtained or compiled by the Commission, or for a use consistent with that purpose.
20. Documents received electronically or otherwise will be posted on the Commission's website in their entirety exactly as received, including any personal information contained therein, in the official language and format in which they are received. Documents not received electronically will be available in PDF format.

21. The information provided to the Commission as part of this public process is entered into an unsearchable database dedicated to this specific public process. This database is accessible only from the web page of this particular public process. As a result, a general search of the Commission's website with the help of either its search engine or a third-party search engine will not link directly to the information provided as part of this public process.

### **Location of CRTC offices**

22. Submissions may be examined or will be made available promptly upon request at Commission offices during normal business hours.

Toll-free telephone: 1-877-249-2782

Toll-free TDD: 1-877-909-2782

Central Building  
Les Terrasses de la Chaudière  
1 Promenade du Portage, Room 206  
Gatineau, Quebec J8X 4B1  
Tel.: 819-997-2429  
Fax: 819-994-0218

### ***Regional offices***

Metropolitan Place  
99 Wyse Road, Suite 1410  
Dartmouth, Nova Scotia B3A 4S5  
Tel.: 902-426-7997  
Fax: 902-426-2721

205 Viger Avenue West, Suite 504  
Montréal, Quebec H2Z 1G2  
Tel.: 514-283-6607

55 St. Clair Avenue East, Suite 624  
Toronto, Ontario M4T 1M2  
Tel.: 416-952-9096

360 Main Street, Suite 970  
Winnipeg, Manitoba R3C 3Z3  
Tel.: 204-983-6306  
Fax: 204-983-6317

2220 – 12th Avenue, Suite 620  
Regina, Saskatchewan S4P 0M8  
Tel.: 306-780-3422

100 4<sup>th</sup> Avenue SW, Suite 403  
Calgary, Alberta T2P 3N2  
Tel.: 403-292-6660  
Fax: 403-292-6686

858 Beatty Street, Suite 290  
Vancouver, British Columbia V6B 1C1  
Tel.: 604-666-2111  
Fax: 604-666-8322

Secretary General

### **Related documents**

- *Provision of a 9-1-1 caller's telephone number to nomadic and fixed/non-native VoIP service providers' 9-1-1 operators*, Telecom Regulatory Policy CRTC 2011-426, 14 July 2011
- *Routing of fixed/non-native and nomadic VoIP 9-1-1 calls to public safety answering points*, Telecom Decision CRTC 2007-44, 15 June 2007
- *Follow-up to Emergency service obligations for local VoIP service providers, Decision 2005-21 – Customer notification requirements*, Telecom Decision CRTC 2005-61, 20 October 2005
- *Regulatory framework for voice communication services using Internet Protocol*, Telecom Decision CRTC 2005-28, 12 May 2005
- *Emergency service obligations for local VoIP service providers*, Telecom Decision CRTC 2005-21, 4 April 2005

## Appendix

### *List of 9-1-1 obligations applicable to local VoIP service providers, based on determinations made in Telecom Decisions 2005-21, 2005-61, and 2007-44, and in Telecom Regulatory Policy 2011-426*

#### *i. Provide 9-1-1 service:*

Canadian carriers offering fixed local VoIP services, where the end-user is assigned an NPA-NXX native to any of the local exchanges within the region covered by the customer's serving PSAP [public safety answering point], are to provide 9-1-1/E9-1-1 [Enhanced 9-1-1] service, where it is available from the ILEC [incumbent local exchange carrier]. This support is to include provisioning end-user information in the ALI [Automatic Location Information] database associated with the end-user's serving PSAP, and routing 9-1-1 calls, along with ANI [automatic number identification] and ALI data, to the correct PSAP in a manner that is compatible with the PSAP's systems. Call control features are to be supported to the extent technically feasible. (Source: paragraph 52 of Telecom Decision 2005-21)

All Canadian carriers offering local VoIP service are to use 0-ECRS [zero-dialed emergency call routing service] as the interim solution to route fixed/non-native and nomadic VoIP 9-1-1 calls to the PSAPs, pending the development and implementation of a long-term fixed/non-native and nomadic VoIP E9-1-1 solution. (Source: paragraph 60 of Telecom Decision 2007-44)

The Commission directs VSPs [nomadic and fixed/non-native VoIP service providers] to implement the capability to provide their VSP operators with a 9-1-1 caller's telephone number, within **9 months** of the date of this decision [i.e. by 14 April 2012], and to require their VSP operators to use the provided telephone number as a last resort to re-establish contact with a 9-1-1 caller, when a 9-1-1 call is disconnected before the caller's location has been determined. (Source: paragraph 17 of Telecom Regulatory Policy 2011-426)

#### *ii. Provide customer notifications:*

All Canadian carriers offering local VoIP services are to provide initial customer notification, regarding any limitations that may exist with respect to 9-1-1/E9-1-1 service, before service commencement. This information is to be made available through all of the following: marketing material used for television, radio and printed media, the terms and conditions of service, on-line material, customer service representatives, service contracts and starter kits. (Source: paragraph 93 of Telecom Decision 2005-21)

All Canadian carriers offering local VoIP service are to provide on-going customer notification during service provision through all of the following: marketing material used for television, radio and printed media, the terms and conditions of service, on-line material, customer service representatives, warning stickers affixed to telephone sets and billing inserts. (Source: paragraph 94 of Telecom Decision 2005-21)

In cases where there are limitations on VoIP 9-1-1/E9-1-1 service, Canadian carriers offering local VoIP services are to obtain, prior to commencement of service, the customer's express consent, by which the customer acknowledges his/her understanding of the 9-1-1/E9-1-1 service limitations, using one of the methods approved in Telecom Decision 2005-15. To ensure that information regarding limitations on 9-1-1/E9-1-1 service is accessible to persons with visual disabilities, all customer notification, and any printed information used to secure the express customer consent, must be provided in alternative formats (e.g. Braille and large print), upon request. Furthermore, to ensure that such documentation is accessible to persons with cognitive disabilities, local VoIP service providers are required, at a minimum, to explain it, upon request. (Source: paragraph 98 of Telecom Decision 2005-21)

All Canadian carriers offering local VoIP service are to abide by the customer notification requirements set out in the Report [ESWG Consensus Report ESRE039D – *Customer Notification Issues re: 9-1-1 calls on VoIP*, 21 July 2005]. (Source: paragraph 14 of Telecom Decision 2005-61)

Canadian carriers offering local VoIP service are to submit copies of their customer notifications concerning the availability, characteristics, and limitations of their 9-1-1/E9-1-1 service for review by the Commission, prior to offering service. (Source: paragraph 16 of Telecom Decision 2005-61)

The proposed texts must adhere to the requirements set out in the Report and in the following paragraphs: (Source: paragraph 15 of Telecom Decision 2005-61)

Where the Report recommends that the information contained in the notifications be “clearly visible,” the Commission clarifies that the text must be easily legible. Local VoIP service providers are to avoid the unnecessary use of upper case letters, and avoid narrow spacing, and anything that may impede the readability of the text.

The font size of the text of notifications used for television, print, and on-line media should be, at a minimum, the same as the main text in the marketing material. With respect to the text contained in items such as, but not limited to, terms and conditions of service, website materials, service contracts, starter kits, installation software and billing inserts, the Commission determines that local VoIP service providers must use 12 point font, at a minimum.

In addition to ensuring that the language for customer notification in both audio and print marketing materials is simple and user-friendly, local VoIP service providers must ensure that their message is succinct. Moreover, with respect to audio notifications used for television and radio, the message must be easily audible. (Source: paragraphs 11 to 13 of Telecom Decision 2005-61)

*iii. Register with the Commission* (although this is not strictly a 9-1-1 obligation, it is a requirement for providing local VoIP service):

Accordingly, the Commission directs that all local VoIP service providers that are not operating as Canadian carriers are to register with the Commission as resellers, as a condition of obtaining services from a Canadian carrier or other TSP. (Source: paragraph 204 of Telecom Decision 2005-28)



**Incumbent Local Exchange Carriers**

Bell Aliant Regional Communications, Limited Partnership  
Bell Canada  
MTS Allstream Inc.  
Northwestel Inc.  
Saskatchewan Telecommunications  
Télébec, Limited Partnership  
TELUS Communications Company

**Competitive Local Exchange Carriers**

768812 Ontario Inc. (Vianet Internet Solutions / Exatel)  
Access Communications Co-operative Limited  
Bell Canada  
Bragg Communications Inc. (EastLink)  
Bruce Telecom  
Câble-Axion Digitel inc.  
CityWest Cable (North) Corp.  
Cogeco Cable Canada LP  
Cogeco Cable Québec General Partnership  
Cogeco Data Services LP  
CoopTel  
DERYtelecom inc.  
Distributel Communications Limited  
Eastlink Bluewater Communications Inc.  
Execulink Telecom Inc.  
Fibernetics Corporation  
Fido Solutions Inc.  
FlexITy Solutions Inc.  
Globility Communications Corporation

## **Competitive Local Exchange Carriers (cont'd)**

Hay Communications Co-operative Limited  
Huron Telecommunications Co-operative Limited  
Iristel Inc.  
ISP Telecom Inc.  
La Coopérative de câblodistribution de l'Arrière-Pays  
Les.Net (1996) Inc.  
Managed Network Systems Inc.  
Maskatel inc.  
Michaud Technologies Inc.  
Mornington Communications Co-operative Limited  
Mountain Cablevision Ltd.  
MTO Telecom Inc.  
MTS Allstream Inc.  
NanoFibre Networks Inc.  
Navigata Communications 2009, Inc.  
Nexicom Telecommunications Inc.  
Novus Entertainment Inc.  
NRTC Communications  
O.N.Tel Inc. (Ontera)  
Persona Communications Inc.  
Provincial Tel Inc.  
Quadro Communications Co-operative Inc.  
Rogers Communications Partnership  
Seaside Communications  
Shaw Telecom G.P.  
Sogetel inc.  
Source Cable Limited  
Telecom, Inc.  
Téléphone Drummond Inc.

## **Competitive Local Exchange Carriers (cont'd)**

Telnet Communications  
TELUS Communications Company  
TeraGo Networks Inc.  
Tuckersmith Communications Co-operative Limited  
Videotron G.P.  
Westman Media Cooperative Ltd.  
Wightman Communications Ltd.  
WTC Communications  
Xittel Telecommunications Inc.  
Yak Communications (Canada) Corp.

## **Proposed Competitive Local Exchange Carriers**

2288 International Inc.  
9144-3036 Quebec Inc.  
Amtelecom Cable GP Inc.  
Beanfield Technologies Inc.  
Brooke Telecom Co-operative Ltd.  
Cable T.V. of Camrose Inc.  
Cable T.V. Slave Lake Ltd.  
Câblovision Warwick Inc.  
CANADIANMAGICJACK.CA LTD  
Canyon.TV, Incorporated  
Colba.Net Inc.  
Comwave Networks Inc.  
Coopérative de câblodistribution Ste-Catherine-Fossambault  
DSM Telecommunications Inc.  
Gosfield North Communications Co-operative Limited  
Internet Access Solutions Ltd.  
Kimcot Inc.  
Lakeland Energy Ltd.

## **Proposed Competitive Local Exchange Carriers (cont'd)**

Line4 Communications Inc.

Mascon Cable Systems Inc.

Olds Fibre Ltd.

Ormuco Inc.

RFNow Inc.

Rich Telecom

Shannon Vision Inc.

Sun Country Cablevision Ltd.

The Community Recreation Rebroadcasting Service Association

VOIS Inc.

YourLink Inc.

## **Small Incumbent Local Exchange Carriers**

Amtelecom Telco GP Inc.

Brooke Telecom Co-operative Ltd.

Bruce Telecom

CityWest Telephone Corporation

Cochrane Telecom Services

CoopTel

Dryden Municipal Telephone System

Execulink Telecom Inc.

Gosfield North Communication Co-operative Limited

Hay Communications Co-operative Limited

Huron Telecommunications Co-operative Limited

KMTS

La Cie de Téléphone de Courcelles Inc.

La Compagnie de Téléphone de Lambton Inc.

La Compagnie de Téléphone de St-Victor

La Compagnie de Téléphone Upton inc.

## **Small Incumbent Local Exchange Carriers (cont'd)**

Lansdowne Rural Telephone Co. Ltd.  
Le Téléphone de St-Éphrem inc.  
Mornington Communications Co-operative Limited  
Nexicom Telecommunications Inc.  
Nexicom Telephones Inc.  
North Frontenac Telephone Corporation Ltd.  
NorthernTel, Limited Partnership  
Northwestel Inc.  
NRTC Communications  
O.N.Tel Inc. (Ontera)  
People's Tel Limited Partnership  
Quadro Communications Co-operative Inc.  
Roxborough Telephone Company Limited  
Sogetel inc.  
TBayTel  
Téléphone Guèvremont inc.  
Téléphone Milot inc.  
Tuckersmith Communications Co-operative Limited  
Wightman Telecom Ltd.  
WTC Communications

**Resellers**

1330782 Ontario Inc. (Nexusds.com)  
1429481 Ontario Inc. (Pathway Communications)  
1464197 Ontario Inc. (Your #1 Rent to Own)  
1498859 Ontario Limited (Ontario Reconnect Talk Canada)  
1531079 Ontario Ltd. (Ontario Teleconnect & National Teleconnect)  
1690112 Ont. Inc. (G1HiSpeed)  
1692236 Ontario Inc. (Teliuvo Inc.)  
1704696 Ontario Inc. (Simple Connect & ChoiceTel)  
2141471 Ontario Limited (About Communications)  
2143436 Ontario Limited (SelectCore Communications / 1014ECO)  
2160311 Ontario Inc. (Choukon Home Phone Company)  
2166246 Ontario Inc. (Star Telecom)  
2183421 Ontario Limited (MTG)  
21Net Canada Limited  
2218970 Ontario Ltd. (Ansatel Communications)  
2288 International Inc. (Kayas Networks)  
230Tel 10-10-230  
2iC Systems Inc. (SmarttNet)  
3095959 Canada Inc. (B.V. Communications)  
3482286 Canada Inc. (Selectcom Telecom)  
360networks (USA) inc.  
360networks Vancouver Limited  
3Men@Work Integrated Networks  
4544188 Canada Inc.  
5LINX Canada Inc. (5LINX Enterprises, Inc.; GLOBALINX)  
606109 Alberta Ltd.  
688961 B.C. Ltd. (Pro-Tel Reconnect Inc.)  
6922112 Canada Inc. (VENOA VIDEO)  
7068182 Canada Inc. (GTA Telecom)

## Resellers (cont'd)

7310439 Canada Inc. (Dennie Consulting)  
7319738 Canada Inc.  
7505264 Canada Inc. (Civimetrix Telecom Inc.)  
7529732 Canada Inc. (Kontego Networks Inc.)  
768812 Ontario Inc. (Vianet Internet Solutions / Exatel)  
800 Response Information Services LLC  
9021-0238 Québec Inc. (Netvox Telecom)  
9071-3694 Quebec Inc. (Satelcom Internet)  
9112-0154 Quebec Inc. (MegaQuebec)  
9113-8404 Quebec Inc. (6 Telecom)  
9128-1568 Quebec inc. (Marcom)  
9144-3036 Quebec Inc. (Navigue.com)  
9147-9352 Quebec Inc. (Gigatech)  
9188-4155 Québec Inc.  
9196-7794 Quebec inc. (Emercom)  
9209-2683 Québec Inc.  
9214-1530 Québec Inc.  
9227-5338 Québec Inc.  
A Neighbourhood Connection Inc.  
Abicom Inc.  
AboveNet Canada Inc.  
ABS-CBN Telecom North America, Inc.  
Accelerated Connections  
Accutek Innovations Inc. (ChoiceTel Networks)  
Achatplus inc. (Achatplus, Aplusnetwork)  
ACM Econotel  
ACM Econotel S.E.N.C.  
Acrobat Telecom Inc.  
ACT Teleconferencing Canada Inc.

## **Resellers (cont'd)**

ADSA Global Communications Inc.  
Advance Network Services Corp. (ADVNET)  
Advanced Knowledge Networks Inc.  
AEBC Internet Corp.  
AIC Global Communications Inc.  
Airfire Telephone & Data Inc.  
Airtel Wireless Ltd.  
AKA Investments LLC  
AlanIk Technologies  
All Aboard Telecom Inc.  
All Communications Network of Canada Co. (Allcom)  
Alliance Communication Group Inc.  
ALO Telecom Inc.  
Alphacom Telecom inc.  
AlterNet Telecom Inc.  
American Phone Services, Corp.  
American Telesis, Inc.  
AOL Canada Inc.  
Asha Entertainment inc.  
Aspiretel Communications  
AT&T Enterprises Canada Co.  
AT&T Global Services Canada Co. (AGSC)  
Atria Networks LP  
Aurora International Telecommunications Inc.  
Avenue East (Avenue Pawnbrokers)  
Axia SuperNet Ltd.  
B & C List (1982) Ltd.  
B2B2C Inc.  
Bangla Trac International USA LLC



## **Resellers (cont'd)**

Bay Street Est. 1861 Inc.

BBG Communications Inc.

Beacon Tower Telecom Limited

Beanfield Technologies Inc.

Beaucetel 10.10.320

BEI Canadian Initiatives Incorporated

Bell Canada

Bell Conferencing Inc.

BellSouth Long Distance, Inc.

Benchmark Informatic Technologies (BIT) Inc.

Bharti Airtel (Canada) Limited

Blade Technologies, Inc.

BluArc Communications Inc.

Bragg Communications Inc. (EastLink)

Bridge Call Inc. (Bridgecall)

British Columbia Hotel Association (DBA British Columbia Hotel Holdings Ltd.)

Broadband Dynamics Canada Inc.

Broad-Connect Telecom Inc.

Broadway Terrace Inc.

Broadwing Communications Canada, Inc.

Bruce Telecom

BT Canada Inc.

Buzz Telecom Inc. (10-11-289)

Cable & Wireless Americas Operations, Inc.

Cable T.V. of Camrose Inc.

Call Reconnect Ltd.

Call Select Inc.

CampusCom

Canada Payphone Corporation

## **Resellers (cont'd)**

Canadian Clearinghouse Business Solutions Inc.

Canadian Telesave

CANADIANMAGICJACK.CA LTD

CanCall Voice and Data Solutions

CANIX COLO Inc.

Canquest Communications (Canada) Inc.

Can-Talk Phone Services

Canyon.TV, Incorporated

CaspianWave Telecommunications Service Provider Inc.

Cauca

Caztel Communications Inc. (Caztel 10-10-710, Beaucetel 10-10-320, 230Tel 10.10.230)

CDTel Inc.

Celluworld Inc.

Centre Informatique Sirius - Sirius ISP

Charitel Inc.

Chase Telecom Services

China Telecom (Americas) Corporation

China Telecom (Canada) ULC

China Unicom (Americas) Operations Ltd.

CIK Telecom

Cipherkey Exchange Corp.

City of Prince George

City Telecom (B.C.) Inc.

City Telecom (Canada) Inc.

City Telecom Inc.

City Wide Communications Inc.

Claricom Solutions Inc.

Clemcom Ltd.

## **Resellers (cont'd)**

Click Reconnect Services  
Cloud Telecom Corporation  
Cochrane Telecom Services  
Cogeco Cable Canada LP  
Cogeco Cable Québec General Partnership  
Cogeco Data Services LP  
Cogent Canada, Inc.  
Cohere Conferencing, LLC (Cohere Communications)  
Colba.Net Inc. (ColbaNet; Spectra Voice; Enter-Net)  
Columbia Networks Inc.  
Comm. City  
Communication Internet Morin  
Communication Télосystème Inc. (Distributel)  
ComNet Telecom (Canada) Ltd.  
Compu-SOLVE Technologies Inc. (talk4less)  
ComTech21, LLC (Prescient Worldwide)  
Comtel Integrated Technologies Inc.  
Concept Tel Inc.  
Connect A Phone Inc.  
Convergia Networks Inc.  
CoopTel  
CordiaIP Corp.  
Core Telecom Innovations Inc.  
Corridor Communications Inc. (CCI Wireless)  
Cost Master Communications Inc.  
Cronomagic Canada Inc. (Gemstelecom.com)  
Cube Global Storage Ltd.  
Cybersurf Corp.  
Dany Desilets

## **Resellers (cont'd)**

Dar Communications Corporation

DAScom Inc.

Data & Audio-Visual Enterprises Wireless Inc. (Mobicity)

Data Access Solutions Inc.

Datex Billing Services Inc.

DCI Telecom Inc.

dgNetrix Communications Inc.

Dialexia Communications, Inc.

Digital Business Solutions Inc.

Direct Cash Management Inc. (Tembo Telecom / DirectConnect)

Distributel Communications Limited

Domaine Le Montagnais Senc. (The Montagnais University Village)

Dryden Municipal Telephone System

DSM Telecommunications Inc. (DSM Telecom)

Dubai Telecommunication Inc.

DVTech

Easy Reconnect, Division of 609439 B.C. Ltd.

Eccentric Artists Technical Services Ltd. (Communicate Freely)

EcoCarrier Inc.

Eday Corporation

ENMAX Envision Inc.

Entermark Distributions

Entreprises Conquest Distribution Inc.

Epic Information Solutions Inc.

Epik Networks Inc. (IP Conex Inc.)

EQUANT Canada Inc. (Orange Business Services)

Equinix Canada Ltd.

Eric A. Fagot

Esprit Soft Inc.

## **Resellers (cont'd)**

Evolution Telecom Inc.

Execulink Telecom Inc.

Express Telecom Inc. (Exxtel)

ExteNet Systems (Canada), Inc.

Fastrack Global Billing Networks Inc.

Fibre Noire Internet Inc.

FibreStream

Fido Solutions Inc.

First Debit Corp.

First Telecom Services, LLC

Frontier Networks Inc.

Frontline Technologies Corporation

G3 Telecom Corp.

G3 Telecom Services Inc.

Gagné Telecommunications

GATPE Services (miniphone.ca)

General Motors of Canada Limited

Generic Conferencing LLC

Gentialux Inc.

Gesco T.J. Inc.

GEXCA INC.

Glentel Inc.

Global Communications Networks Inc.

Global Crossing Telecommunications Canada Ltd.

Global Telecom & Technology Inc. (Global Internetworking Inc.)

Globalive Communications Corp.

Globalstar Canada Satellite Co.

Gold Leaf Telecom Ltd.

Gold Line Telemanagement Inc.

## **Resellers (cont'd)**

GoSolutions Canada, Inc. (GoSolo Technologies)  
Granite Telecommunications, LLC  
Greater Sudbury Telecommunications Inc. (Agilis Networks)  
Groupe Macrobell Technologies, Inc.  
Groupe Negotel Inc.  
Groupe Pagex Inc.  
GT Global Telecom Networks Corp.  
Guillemette Communication  
GwaiiTel Society  
Hankook Telecom LTD.  
Harewaves Wireless Inc.  
Hay Communications Co-operative Limited  
HDot Networks Inc.  
Hewlett Packard (Canada) Co.  
Hi Tech-C System Inc.  
Hibernia Atlantic Communications (Canada) Company  
HIGHSPEEDTEL Inc.  
Hip Communications  
HMNet Technologies Inc.  
Home Phone Reconnect Ltd.  
Hudson Fiber Network Inc.  
Huron Telecommunications Co-operative Limited  
iBasis Retail Inc.  
iCore Networks Inc.  
IDT Telecom Canada Corp.  
IFaxEasy Inc.  
Illimitel Telecom  
Impulse Associates Inc. (ImpulseTel)  
InComm Canada Prepaid, Inc. (Datawave)

## **Resellers (cont'd)**

Infinet Communications Group Inc.  
Infoconsol Inc.  
INFORMATIONTELCHARGE.COM.INC.  
Infosat Communications, Inc.  
Inmarsat Canada Holdings Inc.  
Inta Communications Inc. (Insta Phone Reconnect)  
Intelco Communication Inc.  
Intelecom Solutions Inc.  
Intellifiber Networks, Inc.  
InterCall Canada Inc.  
International Comwave Telecommunications  
Internet Access Solutions Ltd.  
Interplex Télécom inc.  
Inter-Tel NetSolutions, Inc.  
INVODA  
IPC Network Services, Inc.  
IP-V Gateways Inc.  
iReady.ca Communicationc, Inc. (iReady)  
Iris Technologies Inc.  
IT2IS Inc. (Bravo Telecom)  
Itech Group Ltd. (iT-Store)  
iTechnology Customer Service And Support Inc.  
iTeraWeb Solutions Inc.  
ITI Inc.  
iTmethods Inc.  
Ivrnet Inc.  
IXICA Communications Inc.  
James M. French Ltd.  
JJ Telecom Inc.

## **Resellers (cont'd)**

Just Dial Communications Inc.

K2 Systems Inc.

Kamit Communications Inc.

Kantor Ltd.

Kaponline

Kendall Lougheed and Associates Incorporated

KeyWest Networks (Canada) Inc.

Kimcot Inc.

KMTS

La Coopérative de câblodistribution de l'Arrière-Pays

Lakeland Energy Ltd.

Layer 2 Licensing, Inc.

Le 9<sup>e</sup> Bit inc.

Les Entreprises RXTX 2002 Inc. (IPconsul)

Les Services Financier Gemco Inc. (Metro Optic)

Les.Net (1996) Inc.

Level 3 Communications, LLC

Line4 Communications Inc. (eCRM Networks Inc.)

Low Rates Telecom

LoyaltyTel

magicJack LP

MagicJack.ca Inc. (themagicJack.ca)

Managed Network Systems Inc. (MNSi Internet)

Masergy Communications Inc.

Maskatel inc.

Matrixx Networks Inc.

Max Communications Corp.

McLeodUSA Telecommunications Services, Inc. (PAETEC Business Services)

MediaTube Corp.



## **Resellers (cont'd)**

MegaFon Connection Incorporated  
Metro Access Ltd.  
Metropolitan Telecommunications of Canada, Inc. (MetTel)  
Michaud Technologies Inc.  
Millennium Global Telecom Inc.  
Miracle Communications, Inc. (Filam Phone Club)  
Modulis.ca Inc.  
Moneris Solutions Corporation  
Mountain Cablevision Ltd.  
MP Guidance Inc.  
MTS Allstream Inc.  
Multiboard Communications Inc.  
My Free Telecom  
Narcomm Inc.  
NaTel Communications Corp  
Navatime Inc.  
Navigata Communications 2009, Inc.  
NCODE.CA Technologies Inc.  
NECC Telecom, Inc.  
Netfox Communications  
NetRevolution Inc.  
Netrium Networks Inc.  
Network Communications International Corp.  
Network Telsys Inc.  
New Edge Network, Inc.  
Nexeter Solutions Inc.  
NexGen Data Solutions Inc.  
Nexicom Communications Inc.  
Nexicom Telecommunications Inc.

## **Resellers (cont'd)**

Nexicom Telephones Inc.  
NobelTel, LLC  
Northern Communication Services Inc.  
NorthStar Universal Inc. (RESTEL)  
Northstream Communications Ltd.  
NovaVision Telecom Inc.  
NRTC Communications  
NYSE Technologies Inc.  
O.N.Tel Inc. (Ontera)  
OmniGlobe Broadband, Inc.  
OmniVigil Solutions Inc.  
One Stop-Phone Shop  
OneConnect Services Inc.  
Openface Internet Inc.  
Optic Communications Canada Inc.  
Oricom Internet Inc.  
Ormucio Inc.  
Owtel Inc.  
Pacific Telecom Services, Inc.  
Packet-Tel Corp.  
PAETEC Communications, Inc.  
Pager Plus Inc.  
Paging Network of Canada Inc. (Page Net)  
PanOrion Corporation  
Parma Eservices Enterprise (Talk2Fon)  
Payday Anyday Inc.  
People line Telecom  
People's Tel Limited Partnership  
Perfect Systems Inc.

## **Resellers (cont'd)**

Phone Cash Money Transfer Inc.

Phone Factory Reconnect Inc.

Pixelweb Inc.

POIU Telecommunications Inc.

Poltel Communications

Premiere Conferencing Canada Inc.

President Telecom Corporation

Primo Communications

Primus Telecommunications Canada Inc.

Prodosec Inc.

Project-One Solutions, Inc.

Protus IP Solutions

Public Mobile Inc.

Pulse Telecom Inc.

Q9 Networks Inc.

QPonz Inc.

Quadro Communications Co-operative Inc.

QuantumShift Communications, Inc. (vCom Solutions)

Quartet Service Inc.

Questzones.Net Inc.

Qwest Communications Company, LLC (Qwest Communications Corporation)

R. & P. Telecom (Carte d'appel regionale R & P Telecomm)

Radiant Communications Corp.

Radianz Americas Inc.

RAM Wireless Services

Rangtel Inc.

RapidTel Inc. (RapidTel International Inc.)

RARIS Communications Inc.

Rebel Communications

## **Resellers (cont'd)**

Reconnect Me Now!

Récupération Florence inc.

Réseau Internet Québec inc.

Revera Telco Inc.

Reztel Communications Inc. (Reztel Broadband)

Rich Telecom

RingCentral, Inc.

Ripnet Ltd.

RNK, Inc. (RNK Communications)

Rogers Communications Partnership

Route 2

Safarifone Inc.

Salon Online Canada Inc.

Saskatchewan Telecommunications

Savoir-Faire Linux Inc.

SAVVIS Communications Corporation

SearsConnect Inc.

Seaside Communications

SecureNet Information Services Inc.

Selectcom Inc.

Sequential Telecom Inc. (Work9 Communications / Talkvibe Communications)

Sergey Telecom Inc. (Sergeytel)

Server North Inc.

Shaw Satellite Services Inc. (Shaw Broadcast Services (previously CANCOM))

Smart Networks

Smartwiz

Softroute Corporation

Sohonet Inc.

Solist Inc. (Solist Technologies)

## **Resellers (cont'd)**

Solutions E10 Inc.

Spot Talk Inc.

Sprint International Communications Canada ULC

SSI Micro Ltd.

Stratos Wireless Inc.

Stubbs Communications Inc.

Supreme Long Distance

Sussex Long Distance Inc.

Sussex Telecom Inc.

Switch Incorporated

SwitchWorks Technologies Inc. (SwitchWorks, WHIP)

Symptron

Talk Wireless Inc.

Talk-Out Systems, Inc. (Talk Out, Talk Out Mobile)

Talkworx Inc.

Tasion Communications Inc. (Planet Telecom)

TATA Communications (Canada) ULC

Tawakal Telecom Corp.

TBayTel

TDC Technologies Inc. (Lo-Call)

Technologies des Telecommunications

TekSavvy Solutions Inc.

TelCentris, Inc. (TelCentris Home; VoxOx)

Tel-e Connect Systems Ltd.

Tele Corporation

Tele Genix Group Inc. (Genixtel Group, Groupe TeleGenix)

Téléban

Telecode Communications Inc.

Telecom North America Inc.

## **Resellers (cont'd)**

Télécom Québec inc.

Telegrams Canada

Telemerge Canada Inc.

Télénet Informatique Inc.

Téléphone Drummond Inc.

Telephone Reconnection Service

Telesphere Networks Ltd.

Telizon Inc.

Telmax du Lac

Telnet Communications

TELoIP Inc.

Tel-Synergy Network Inc.

Teltransit Telecom Inc.

Telupton 2000 Inc.

TELUS Communications Company

TELUS Services Inc.

Telx Inc.

Tempest Global Telecom Inc.

TeraSpan Networks Inc.

TerraGlobe Networks Inc.

TerreStar Solutions Inc.

TGS Solutions Innovators Ltd.

The Community Recreation Rebroadcasting Service Association (CRRS T.V.)

The Corporation of the City of Grand Forks

The Internet Centre Inc.

The Petty Cash

The Spaceconnection, Inc.

TheIPworld Inc.

TheNewNet Communications

## **Resellers (cont'd)**

Think Swift Technology Corp. (Swift Technology)

Thinktel Communications Ltd. (JumpShop Inc.)

Thompson Hine

TieUs Technology

Tiger Call Limited

Times Telecom Inc.

Toll-Free Telecommunications Inc.

TouchLogic Corporation

Trader Link Networks Inc.

Trams International Ltd.

TransGlobe Internet and Telecom Co., Ltd.

Travana Networks Ltd.

Tri-M Communications, Inc. (TMC Communications)

Triple 5 Communications Inc.

Triton Global Business Services Inc.

Triton Global Communications Inc.

True Rose Inc. (Tiger Call)

TSX inc.

T-Systems Canada, Inc.

UBIX Communications Inc.

UCN, Inc.

Uni-Plus Communications Inc.

Uniserve Communications Corporation

Unite Communications Corporation

United Telemanagement (Canada) Corporation (Hospital Tel Services)

Universe Telecommunications

University of British Columbia

Univoip Systems Inc.

Unlimitel Inc.

## **Resellers (cont'd)**

Vanco US, LLC  
Vancouver Telephone Company Limited  
Vaxstream Corporation  
VeloSolutions, Inc.  
Verizon Canada Ltd. (VERIZON BUSINESS)  
Versature  
Victon Inc.  
Videotron G.P.  
Virgin Mobile Canada  
Virtutel Inc. (Virtutel.ca)  
Virtutone Networks Inc. (Satfax)  
Viscount Systems Inc.  
Vizada, Inc.  
Voice & Data Systems Inc. (BabyTel)  
Voice Network Inc.  
VOIS Inc.  
Vonage Canada Corp.  
Voxbone SA  
Voxsun Telecom Inc.  
Voxx Corporation  
VSOFTE Communications  
VSOFTE Inc.  
Widetel Communications Inc.  
Wightman Communications Ltd.  
Wightman Telecom Ltd.  
WIMACTEL INC.  
World-Link Communications Inc.  
WTC Communications  
Xittel Telecommunications Inc.



## **Resellers (cont'd)**

XLVOX Inc.

XO NS, Inc.

Yak Communications (Canada) Corp.

Yak Home Phone Corp.

YesUp Ecommerce Solutions Inc.

YMax Communications Corp.

Yoip Network Solutions Inc.

York University

Zayo Bandwidth, LLC

Zayo Enterprise Networks, LLC

Zayo Group, LLC

Zymos Computer Systems Inc. (ZiD Internet)