



Telecom Decision CRTC 2014-618

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CISC Canadian Steering Committee on Numbering – Consensus report CNRE108A regarding changes to the Canadian N11 Notification & Implementation Guideline

1. On 11 July 2014, the Canadian Steering Committee on Numbering (CSCN) of the CRTC Interconnection Steering Committee (CISC) submitted the following consensus report for Commission approval:
 - *N11 Notification Process Guideline (CNRE108A)*
2. In its report, the CSCN proposed changes to its Canadian N11 Notification & Implementation Guideline (the Guideline). The Guideline, which the Commission approved in *CRTC Interconnection Steering Committee – Consensus items*, Telecom Decision CRTC 2008-61, 4 July 2008, sets out the notification, planning, and coordination processes involved in the implementation of the following N11 services: 211 (community information and referral services), 311 (non-emergency municipal government services), 511 (weather and traveller information), and 811 (non-urgent health triage services).
3. Specifically, the CSCN proposed to include detailed responsibilities regarding the above-mentioned N11 services for each of the entities involved: N11 service providers,¹ telecommunications service providers (TSPs), and the Canadian Numbering Administrator.
4. The CSCN submitted that under the current Guideline, it is a challenge for TSPs to obtain information on N11 services.
5. The consensus report can be found in the “Reports” section of the CSCN page, which is available in the CISC section of the Commission’s website at www.crtc.gc.ca.
6. The Commission considers that the CSCN’s proposed changes will help to ensure that (i) N11 services are implemented in a coordinated fashion, and (ii) consumers have access to the same N11 services in any given region. The Commission expects that all participants will comply with the Guideline, which will ensure its effectiveness.
7. The Commission has reviewed and **approves** the above-noted consensus report and the proposed modified Guideline.

Secretary General

¹ As per the Guideline, an N11 service provider is an entity that provides the service that is accessed via dialing the N11 code. For clarity, the N11 service provider is not the telecommunications service provider.