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By email

To: Distribution list (see attached)

Re: Follow-up to Decision 2003-53 - Conditions of service for wireless competitive local exchange carriers and for emergency services offered by wireless service providers

In *Conditions of service for wireless competitive local exchange carriers and for emergency services offered by wireless service providers*, Telecom Decision CRTC 2003-53, 12 August 2003, the Commission required all wireless service providers (WSPs) to provide wireless Phase I¹ E9-1-1 service to their subscribers in communities where wireless E9-1-1 network access service is available from an ILEC.

Commission staff notes that, since then, wireless Phase I E9-1-1 service has been implemented in most parts of the country. As such, Commission staff considers that it is appropriate at this time to investigate the possibility of further improving wireless E9-1-1 service through the introduction of wireless Phase II² E9-1-1 service.

Commission staff requests that the CISC Emergency Services Working Group (ESWG) investigate the technical and operational requirements for the implementation of wireless Phase II E9-1-1 service and submit to the Commission, within three months from the date of this letter, a report highlighting those requirements.

Commission staff further requests that the report should also identify any technical and operational issues that may impede the provision of wireless Phase II E9-1-1 and recommend the preferred solution(s), with supporting rationale.

Commission staff notes that Bell Mobility and the City of Toronto have been conducting a trial of wireless Phase II E9-1-1 service for more than one year. While indications are that the trial has been successful, there has been little information provided to the industry on the results of this trial.

Commission staff considers that information on the results of this trial could be useful to the ESWG in preparing the above noted report to the Commission. Consequently, Commission staff hereby requests the cooperation of both Bell Mobility and the City of Toronto. Both are asked to file contributions to the ESWG providing any information that could be shared with the industry on the progress of the trial and the technical and operational issues that should be considered with respect to the provision of wireless Phase II E9-1-1 service throughout Canada.

¹ Phase I enables the 9-1-1 call centre to receive with a wireless 9-1-1 call, the subscribers wireless phone number and the location of the wireless cell site serving that customer.

² Phase II allows the 9-1-1 call centre to receive with a wireless 9-1-1, the subscribers wireless phone number and provides much more accurate location information.

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Yours sincerely,

Original signed by

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