



August 03, 2018

Our reference: 8663-C12-201015470

BY EMAIL

Mr. Matt Meier,
President,
The Internet Centre Canada Inc.,
4130 95 Street NW,
Edmonton, Alberta T6E 6H5
mmeier@racknine.com

RE: The Internet Centre Canada Inc. – Obligations of local VoIP service providers with respect to 9-1-1 emergency service

Dear Mr. Meier:

On 4 July 2018, The Internet Centre Canada Inc. filed information related to its local VoIP 9-1-1 emergency service. This is to advise you that based on the information provided by The Internet Centre Canada Inc. including the name of the 9-1-1 service provider, Commission staff is satisfied that The Internet Centre Canada Inc.'s VoIP service meets its obligations for providing VoIP 9-1-1 service. Commission staff also considers that the proposed customer notification texts submitted by the company for review by the Commission are in compliance with the directives in Telecom Decision 2005-21^[1] and Telecom Decision 2005-61^[2]. Finally, as of the date of this letter, Commission staff notes that The Internet Centre Canada Inc. has completed the required information to be placed on the Commission's list of Resellers and has a Basic International Telecommunications Service (BITS) licence.

It is the company's responsibility to continue to provide 9-1-1 service to its customers and to provide customer notification texts informing customers of any 9-1-1 service limitations. The customer notification texts must be posted on the company's website within **five (5) business days** of this letter or, in the case of new companies, by the date the company begins offering service to consumers. The company is also responsible for meeting all ongoing regulatory filings to maintain its licences and registrations.

^[1] *Emergency service obligations for local VoIP service providers*, Telecom Decision CRTC 2005-21, 4 April 2005 (Telecom Decision 2005-21).

^[2] *Follow-up to Emergency services obligations for local VoIP service providers, Decision 2005-21 - Customer notification requirements*, Telecom Decision CRTC 2005-61, 20 October 2005 (Telecom Decision 2005-61).

Finally, the company is responsible for keeping current with regulations concerning the provision of 9-1-1 service. These regulations can be found on the Commission's website at <http://www.crtc.gc.ca/eng/telephone8.htm>.

Sincerely,

Original signed by

Michel Murray
Director, Dispute Resolution & Regulatory Implementation
Telecommunications Sector