

**MEMORANDUM TO:** All Chiefs of Police and  
Commissioner Thomas Carrique  
Chairs, Police Services Boards

**FROM:** Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division

**SUBJECT:** **Suspension of Existing Next Generation 9-1-1 (NG 9-1-1)  
Deadlines Due to COVID-19**

<b>DATE OF ISSUE:</b>	<b>June 25, 2020</b>
<b>CLASSIFICATION:</b>	<b>General Information</b>
<b>RETENTION:</b>	<b>Indefinite</b>
<b>INDEX NO.:</b>	<b>20-0100</b>
<b>PRIORITY:</b>	<b>High</b>

As public safety answering points (PSAPs) that are responsible for answering and re-routing incoming 9-1-1 calls for service for emergency services, I am writing to you to provide an update on the proposed suspension of existing Next Generation 9-1-1 (NG 9-1-1) deadlines due to the current COVID-19 pandemic.

You may recall that on June 1, 2017, the Canadian Radio-television and Telecommunications Commission (CRTC) issued [Telecom Regulatory Policy 2017-182](#), which directed all telecommunications service providers across Canada to make the necessary changes to support a transition to the new NG 9-1-1 system. Once fully transitioned, the legacy 9-1-1 systems will cease to function, and emergency service providers will need to migrate onto the new system in order to be able to continue providing and managing 9-1-1 calls for service.

In consideration of COVID-19 and its continued, significant impacts on Canadians and operations across the country, the CRTC has suspended the upcoming NG 9-1-1 deadlines. This is in recognition that the maintenance of current 9-1-1 networks is being prioritized over any ongoing work related to the preparation and deployment of NG 9-1-1.

As a result of the suspension, the CRTC is proposing that the deadlines for transitioning to NG 9-1-1 be re-established as follows:

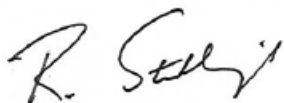
	Original Deadline	<b><u>Proposed Revised Deadline</u></b>
Networks must be ready to provide NG 9-1-1 Voice	30 June 2020	<b>30 March 2021</b>
Networks must be ready to provide NG 9-1-1 Text Messaging	30 December 2020	<b>30 March 2022</b>
Decommissioning of the current 9-1-1 network  Only the NG 9-1-1 system will be operable	30 June 2023	<b>30 March 2024</b>

It should be noted that the CRTC will be initiating a public proceeding later in the year to formally establish the new NG 9-1-1 deadlines once the full extent of the impact of COVID-19 can be assessed. At that time, interested persons will have the opportunity to comment on the proposed deadlines.

For additional information, please consult the original letter from the CRTC dated April 8, 2020: <https://crtc.gc.ca/eng/archive/2020/lt200408.htm>

If you have any questions, please contact Anjelina Mattai at [Anjelina.Mattai@ontario.ca](mailto:Anjelina.Mattai@ontario.ca) or Cecilia Omole at [Cecilia.Omole@ontario.ca](mailto:Cecilia.Omole@ontario.ca).

Sincerely,



Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division