

# Next Generation 9-1-1 Authority Service Agreement Frequently Asked Questions (FAQ)

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### **GLOSSARY / KEY TERMS**

**NOTE:** This FAQ may be updated as more information becomes available or timelines change.

## **9-1-1 SERVICE IS CHANGING**

### **What is Next Generation 9-1-1 (NG9-1-1)?**

Next Generation 9-1-1 (NG9-1-1) is a new and improved 9-1-1 service<sup>1</sup> that modernizes the 9-1-1 network, laying the foundation for the future deployment of new capabilities such as real-time text messaging, geospatial call routing, and multimedia communications.

NG9-1-1 is replacing Enhanced 9-1-1 (E9-1-1) service which is more than two decades old. NG9-1-1 networks launched in March of 2022<sup>2</sup>, operating in parallel to (and interconnected with) E9-1-1 networks since that time to provide telecommunications service providers and the Public Safety Answering Points (PSAPs) that handle your emergency calls a multi-year period to get ready and transition to the new network.

### **Why is there urgency to move forward with NG9-1-1 right now?**

The *Canadian Radio-television and Telecommunications Commission* (CRTC)'s revised deadline (31 March 2027)<sup>3</sup> for E9-1-1 network decommissioning is now less than a year away, and it is imperative that Manitoba PSAPs migrate to NG9-1-1 before the deadline so that your municipality continues to receive uninterrupted access to 9-1-1 service.

## **YOUR MUNICIPALITY'S ROLE IN NG9-1-1**

### **Does my municipality need to do anything to enable this migration?**

Yes. Your municipality, as the 9-1-1 Authority, is required to sign Bell's NG9-1-1 Authority Service Agreement (NG9-1-1 Agreement). Each of your PSAP's migrations to NG9-1-1 has a dependency that your municipality has executed its NG9-1-1 Agreement with Bell before the PSAP can be migrated.

### **If my municipality does not sign the new service agreement, what will happen?**

Without the NG9-1-1 Agreement in place, your municipality will lose access to 9-1-1 service when your PSAP migrates, and your municipality would need to revert to 10-digit calling for contacting Police, Fire and Ambulance. 10-digit calling does not include the caller's location information and can delay emergency response.

To ensure the continuity of your municipality's 9-1-1 service, signing the NG9-1-1 Agreement **before September 2026** is now of critical importance, if you have yet to do so.

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<sup>1</sup> <https://crtc.gc.ca/eng/phone/911/gen.htm>

<sup>2</sup> <https://crtc.gc.ca/eng/archive/2021/2021-199.htm>

<sup>3</sup> <https://crtc.gc.ca/eng/archive/2025/2025-67.htm>

## **How does this new NG9-1-1 Agreement with Bell differ from my municipality's existing E9-1-1 service agreement with Bell MTS?**

The NG9-1-1 Agreement introduces new immediate requirements for your PSAPs, as well as the future accountability for your municipality to submit Geographic Information System (GIS) location information to Bell as the successor to today's street address-based location inputs.

GIS data will not become a mandatory requirement of service until the CRTC defines timeframes for the national implementation of geospatial call routing. Until then, NG9-1-1 will utilize your municipality's existing street address data.

## **Does the NG9-1-1 Agreement replace my municipality's contract with BPCC?**

It does not. Bell is not party to your 9-1-1 call answering and fire/police dispatching agreement(s) with the Brandon Public-Safety Communication Centre (BPCC) PSAP. It is BPCC's responsibility to keep its contract language with your municipality up to date and aligned with Bell's requirements for NG9-1-1 service.

## **Do PSAPs also need to sign Bell's NG9-1-1 Agreement?**

Only the PSAPs that are not directly operated by a 9-1-1 Authority are additionally required to sign a version of the NG9-1-1 Agreement. This includes Manitoba PSAPs operated by provincial or federal entities like the RCMP and the Medical Transportation Coordination Centre (MTCC). Bell is working directly with those PSAPs to obtain signatures on the additional Agreements.

### **MIGRATION TIMING & SERVICE CONTINUITY**

## **When will my PSAPs migrate to NG9-1-1?**

Each PSAP is planning its individual migration based on its own technological and operational readiness. All Manitoba PSAPs are preparing to migrate before the end of 2026, in advance of the CRTC's March 2027 deadline for E9-1-1 network decommissioning.

## **What happens if a PSAP is ready to migrate before my municipality signs the NG9-1-1 Agreement?**

A PSAP's final NG9-1-1 onboarding step (migration) cannot be scheduled until all applicable<sup>4</sup> NG9-1-1 Agreements from the 9-1-1 Authorities that it serves have been executed with Bell. Migration occurs only once at the PSAP-level and not individually by 9-1-1 Authority, so any municipalities that delay in signing the NG9-1-1 Agreement will ultimately hold up the migration for the 9-1-1 Authorities that have signed.

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<sup>4</sup> Approximately 170 agreements in total for BPCC and MTCC, and approx. 160 for RCMP

Bell and BPCCC are working together to ensure that all NG9-1-1 Agreements will be signed by 9-1-1 Authorities before BPCCC's anticipated migration in fall of 2026, and that if some Agreements may not be signed by then, subsequent delays to the PSAP's migration resulting from any remaining unsigned Agreements can be minimized as much as possible.

### **Will my PSAP migrate to NG9-1-1 without my municipality?**

BPCCC, RCMP and MTCC have no intention of migrating to NG9-1-1 prior to all Manitoba 9-1-1 Authorities signing NG9-1-1 Agreements with Bell, however PSAPs must migrate to the NG9-1-1 network before 31 March 2027, corresponding to when the CRTC has mandated that E9-1-1 networks must be decommissioned.

9-1-1 Authorities that do not sign the NG9-1-1 Agreement are not eligible for NG9-1-1 Service, and each PSAP will ultimately move forward with the 9-1-1 Authorities that have signed to continue operating as a PSAP in Canada.

### **When will E9-1-1 service no longer be available to my municipality?**

E9-1-1 service will no longer be available upon BPCCC's<sup>5</sup> migration to NG9-1-1. A PSAP can be delivered 9-1-1 calls via the E9-1-1 network or NG9-1-1 network but not both.

## **GEOSPATIAL CALL ROUTING**

### **When will my municipality be required to provide GIS information to Bell to fulfill the requirements of the NG9-1-1 Agreement?**

The CRTC has yet to mandate a timeline for the geospatial routing of NG9-1-1 calls requiring this GIS data. To help inform stakeholder expectations, the *CRTC Interconnection Steering Committee (CISC) Emergency Services Working Group (ESWG)* had previously communicated a target for national GIS readiness of Spring 2027, however a subsequent delay of a planned geospatial call routing Proof of Concept trial has resulted in the ESWG preparing new target guidance.

This Proof of Concept is a key milestone for NG9-1-1 network providers to proceed with GIS and is now currently anticipated by the CISC ESWG to commence in Q2 2028<sup>6</sup>. Following this trial, a report with findings and recommendations will be submitted to the CRTC, and thereafter Bell will prepare for live deployment in its NG9-1-1 network in a timeframe consistent with other NG9-1-1 network providers.

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<sup>5</sup> For the City of Winnipeg, E9-1-1 will no longer be available upon Winnipeg Police Service's migration to NG9-1-1

<sup>6</sup> "Implementing the NENA i3 NG9-1-1 Architecture in Canada - High-Level Roadmap (v1.1)" (3 June 2026)  
<https://crtc.gc.ca/public/cisc/es/ESRE0122.pdf>

Once the timeline for the launch of geospatial call routing is firmly established, national and local communications will inform 9-1-1 Authorities of a date for when GIS data initially becomes an accepted input by Bell, and then subsequently a date for which it will become a mandatory requirement of NG9-1-1 service.

## **What location information will my municipality be required to provide until geospatial call routing is implemented?**

9-1-1 Authorities will continue to provide the same Master Street Address Guide (MSAG) information that is currently used today for E9-1-1.

## **Are there steps my municipality can take to start preparing for NG9-1-1 GIS?**

Yes. Many Canadian jurisdictions are in the early stages of preparing for NG9-1-1 GIS and assessing local considerations related to funding, resourcing and capabilities.

While technical standards are living documents and in the process of being formally approved for use by the CRTC, current-state specifications and guidance documentation is readily available and being indexed by the CISC ESWG<sup>7</sup> and interested parties such as ESRI Canada<sup>8</sup>.

## **Will the Province assist municipalities with NG9-1-1 GIS?**

In recognition of many Manitoba municipalities having expressed uncertainty about possessing the requisite data or resources to fulfil the future GIS obligations of Bell's NG9-1-1 Agreement, the Province is currently conducting an environmental scan of existing GIS data in Manitoba. This will help to establish what efforts lay ahead for Manitoba 9-1-1 Authorities to meet the expected minimum GIS requirements, including funding and governance considerations.

Manitoba Justice is also facilitating efforts by BPC and MTCC to make a baseline PSAP and Police/Fire/Ambulance boundary dataset available in 2026 that will help 9-1-1 Authorities to avoid duplication and redundant costs.

While the provincial government is not contractually accountable for your municipality's fulfilment of the obligations of Bell's NG9-1-1 Agreement, it is currently examining the possibility of involvement in the production, maintenance, and aggregation of your NG9-1-1 GIS data.

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<sup>7</sup> <https://crtc.gc.ca/public/cisc/es/ESCO0801.pdf>

<sup>8</sup> <https://www.esri.ca/en-ca/solutions/industries/public-safety/segments/next-generation-9-1-1/faqs>

## Who is performing the role of NG9-1-1 GIS Data Aggregator in Manitoba?

Many provinces have already designated a provincial body to perform the role of GIS Data Aggregator, a function which is referenced in Schedule “G” of Bell’s NG9-1-1 Agreement, to facilitate the long-term GIS data management between 9-1-1 Authorities and Bell. The Manitoba government is examining the possibility of taking on the role of GIS Data Aggregator.

For provinces such as Manitoba that may not yet have a provincially-designated GIS Data Aggregator, the CRTC has determined that Bell will become the default aggregator - this 1x1 data relationship with Bell would be similar to how your municipality operates today in E9-1-1 with Bell MTS, typically involving the CAO or equivalent informing Bell MTS of upcoming or recent addressing updates occurring within the municipality.

## What if my municipality is currently unsure that it will be able to meet future NG9-1-1 GIS requirements?

The most time-sensitive consideration at this moment is the immediate continuity of your municipality’s 9-1-1 service, which can be achieved by your municipality signing the NG9-1-1 Agreement. It will take additional time for provincial stakeholders to facilitate and provide clarity regarding your future achievement of NG9-1-1 GIS readiness.

The course of action always exists for your municipality to sign, and subsequently terminate in the future, the NG9-1-1 Agreement (as well as your applicable agreements with BPCC) by providing 6-months prior written notice to Bell and BPCC, should it be necessitated by challenges meeting future NG9-1-1 requirements. This would revert your municipality to 10-digit dialling for emergencies.

Bell nor BPCC anticipates that any 9-1-1 Authority will need or desire to terminate its NG9-1-1 service in the future, but it is outside of Bell and BPCC’s control whether a 9-1-1 Authority can ultimately fulfill the long-term obligations driven by the national deployment of NG9-1-1.

### **UNDERSTANDING THE AGREEMENT**

## What is the term/duration of the NG9-1-1 Agreement?

The initial term is 10 years, and the Agreement is renewed automatically for successive periods of five years or until terminated. This is consistent with your existing E9-1-1 service agreement.

## Is the NG9-1-1 Agreement specifically tailored to Manitoba?

Bell’s standard NG9-1-1 Agreement applies to Manitoba, Ontario, Quebec and Atlantic Canada. The CRTC has approved Bell’s NG9-1-1 Agreement and NG9-1-1 service tariff, and the Agreement’s terms are not subject to customization by 9-1-1 Authorities.

## **Under the NG9-1-1 Agreement, are municipalities subject to any new or future costs/fees? If so, what exactly?**

9-1-1 networks are funded via telecommunications tariffs which assess monthly 9-1-1 fees to the end-users of telephone services (home phones, business lines, etc.).

It is not anticipated that there will be any new costs/fees to Manitoba municipalities from Bell causal to NG9-1-1 service that would be billed directly to municipalities; however, the NG9-1-1 Agreement's Fees section permits the flexibility to do so in certain instances where your PSAP may have non-standard requirements.

Ultimately, BPC sets its annual, per-capita PSAP fees to your municipality with knowledge of any extra operating costs it may need to incur to fulfill the requirements of your NG9-1-1 Agreement.

## **How does my municipality submit the NG9-1-1 Agreement to Bell?**

Bell has most-recently emailed your municipality a template NG9-1-1 Agreement in .pdf format for your review in February 2026 and will be following-up with a reminder email from [signatures.911@bell.ca](mailto:signatures.911@bell.ca) in June. Please reply to that email with the number of signatures required by your municipality (one or two) and Bell will respond with a version of the Agreement requesting e-signature via Docusign.

Should your municipality be unable to provide an e-signature, you may print a copy of the document for manual signature which you will then need to digitally scan and email back to Bell.

Bell will conclude the process by signing your document and providing the executed copy for your records.

## **Will Bell meet individually one-on-one with local Councils if requested?**

Bell will do its best to accommodate individual meetings with 9-1-1 Authorities during regular business hours and is open to collaborating with the AMM to schedule a webinar with municipalities to address any new or substantive questions arising from this FAQ. A future update to this document may also be issued.

## If a municipality has questions about NG9-1-1 service or the NG9-1-1 Agreement, who can they contact for more information?

For questions regarding:

- NG9-1-1 service, or the contents of the NG9-1-1 Agreement
  - Bell 9-1-1 Service Manager [Chris.Holigroski@bellmts.ca](mailto:Chris.Holigroski@bellmts.ca) (204-941-8189).
- NG9-1-1 Agreement signature process
  - [signatures.911@bell.ca](mailto:signatures.911@bell.ca) (1-833-691-5277).
- Provincial Government's potential future role in your NG9-1-1 GIS
  - Executive Director – Integrated Public Safety, Manitoba Justice [Dave.Dalal@gov.mb.ca](mailto:Dave.Dalal@gov.mb.ca) (431-844-3844).

## Glossary/Terms

**9-1-1 Authority** – The municipality, community, first nation, or provincial park entering into Bell’s NG9-1-1 Authority Service Agreement. Also known as Local Governing Authority (LGA) in some areas of western Canada.

**Canadian Radio-television and Telecommunications Commission (CRTC)** – Regulates the telecommunications service providers that connect 9-1-1 calls to PSAPs.

**Enhanced 9-1-1 (E9-1-1)** – Existing legacy 9-1-1 service that earlier introduced caller location information from landlines (fixed service addresses) and cell phones (geographic coordinates).

**Geographic Information Systems (GIS) data** – The inputs that will be used to route your NG9-1-1 calls in the future, providing greater flexibility and granularity to assist emergency response. Data will be comprised of multiple “layers” including:

- PSAP boundary (i.e. BPCC or Winnipeg)
- Service boundaries (Police/Fire/Ambulance)
- Road centerline
- Site/structure address points

**Master Street Address Guide (MSAG) data** – The existing-state street address ranges used by E9-1-1 to determine which areas have access to 9-1-1 service and where 9-1-1 calls are routed. Will continue to be used in NG9-1-1 prior to the availability and future utilization of GIS data.

**Public Safety Answering Point (PSAP)** – Emergency communications centres that answer 9-1-1 calls and/or dispatch police, fire or ambulance. There are six organizations in Manitoba operating PSAPs that will be migrating from E9-1-1 to NG9-1-1:

- WPS – Winnipeg Police Service
- WFPS – Winnipeg Fire Paramedic Service
- BPCC – Brandon Public-Safety Communication Centre
- RCMP – Royal Canadian Mounted Police (D Division)
- MTCC – Medical Transportation Coordination Centre
- CFB Shilo – Canadian Forces Base Shilo