



## Telecom Decision CRTC 2011-472

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Ottawa, 5 August 2011

### **CISC consensus reports – Manual equipment records, customer transfer process maps, and contact and escalation list**

File number: 8621-C12-01/08

1. On 4 July 2011, the Business Process Working Group (BPWG) of the CRTC Interconnection Steering Committee (CISC) submitted the following consensus reports for Commission approval:
  - *Express Consent for Manual Equipment Records*, 16 June 2011 (BPRE071g)
  - *Customer Transfer Process Maps* (Version 8.0), 16 June 2011 (BPRE076a and BPCMPT80)
  - *Contact and Escalation List*, 16 June 2011 (BPRE081a)
2. These consensus reports can be found under the heading “Reports” on the 4 July 2011 CISC meeting agenda, which is available on the Commission’s website at [www.crtc.gc.ca](http://www.crtc.gc.ca).
3. The Commission has reviewed and **approves** the above-noted consensus reports.

Secretary General