



Telecom Decision CRTC 2014-403

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CISC Business Process Working Group – Consensus reports BPRE077d, BPRE082b, and BPRE090a related to various guidelines

1. On 24 April 2014, the Business Process Working Group (BPWG) of the CRTC Interconnection Steering Committee (CISC) submitted the following consensus reports for Commission approval, proposing certain changes:
 - *Complex Listing Interchange Form Guidelines* (BPRE077d)
 - *Customer Transfer Process Map* (BPRE082b)
 - *Network Management Guidelines* (BPRE090a)
2. With regard to BPRE077d, the BPWG noted that it had added a description of the role of a certified marketing representative (CMR), as well as instructions on processing directory listing requests submitted by CMRs, because of issues encountered with integrating such requests into the standard process.
3. For BPRE082b, the BPWG proposed to revise its customer transfer process map to reflect the Commission's determinations in *CISC Business Process Working Group non-consensus report – Customer transfer process involving a series of resellers (BPRE082a)*, Telecom Decision CRTC 2013-678, 11 December 2013.
4. Regarding BPRE090a, the BPWG requested Commission approval of its network management guidelines, which were updated to reflect the process currently being followed in relation to notification of exchanges being opened for number portability.
5. These consensus reports can be found in the “Reports” section of the BPWG page, which is available in the CISC section of the Commission's website at www.crtc.gc.ca.
6. The Commission has reviewed and **approves** the above-noted consensus reports and guidelines.

Secretary General