



Telecom Decision CRTC 2014-6

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Ottawa, 9 January 2014

CISC Business Process Working Group – Consensus report regarding processes for calculating and billing local service request rejection charges

File number: 8621-C12-01/08

1. On 23 October 2013, the Business Process Working Group (BPWG) of the CRTC Interconnection Steering Committee (CISC) submitted the following consensus report for Commission approval:
 - *LSR* [local service request] *Rejection Charges*, 18 September 2013 (BPRE084a)
2. In this report, the working group
 - outlined a standard approach for local exchange carriers to bill LSR rejection charges;
 - identified the LSR rejections that should be excluded from charges; and
 - requested a reasonable implementation period (e.g. six months) following the Commission's decision regarding the report for local exchange carriers to modify their LSR rejection charge processes.
3. This consensus report can be found under the "Reports" section of the BPWG page, which is available under the CISC section of the Commission's website at www.crtc.gc.ca.
4. The Commission has reviewed and **approves** the above-noted consensus report. The Commission directs all local exchange carriers to modify their existing LSR rejection charge processes within six months of the date of this decision.

Secretary General