



## Telecom Decision CRTC 2016-55

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### **CISC Business Process Working Group – Revised Model PIC/CARE Handbook**

#### **Report**

1. On 4 December 2015, the Business Process Working Group (BPWG) of the CRTC Interconnection Steering Committee (CISC) submitted the following consensus report for Commission approval:
  - Model PIC/CARE [Primary Interexchange Carrier / Customer Account Record Exchange] Handbook Version 3.3 (BPRE092a)
2. This consensus report 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](http://www.crtc.gc.ca).
3. In July 2000, the CISC BPWG developed the Model PIC/CARE Handbook for use by telecommunications service providers operating in residential and business markets. The Model PIC/CARE Handbook provides (i) the recommended structure and appropriate content for the exchange of customer account information between a local exchange carrier (LEC) and a long distance service provider [also called an interexchange carrier (IXC)], and (ii) the corresponding business processes and procedures. LECs must have a customized, Commission-approved PIC/CARE Handbook to provide an IXC with direct interconnection for equal access, upon request.<sup>1</sup>
4. The BPWG undertook to review the Model PIC/CARE Handbook to improve clarity and ensure that it is up to date with current industry practices. The Commission approved the last updates to the Model PIC/CARE Handbook in Telecom Decision 2007-121.
5. Specifically, the BPWG’s proposed changes to the Model PIC/CARE Handbook include updated references, data fields, and consumer authorization processes, as well as additional information on how customers may verify their primary interexchange carrier (PIC) on an individual telephone line. During the BPWG’s review, the group members discussed workarounds to fix errors in which telephone

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<sup>1</sup> Equal access enables LECs’ end-customers to choose an alternative long distance service provider as their primary interexchange carrier (PIC).

numbers are assigned to the wrong PIC. Currently, an IXC has 10 business days to submit a PIC correction request.<sup>2</sup> Corrections to errors found after the 10-day period are more administratively burdensome for IXCs and LECs to make, and can result in the end-customer's telephone number being temporarily assigned to the LEC's default PIC instead of the end-customer's chosen PIC. The BPWG therefore proposed that the timeline set out in the Model PIC/CARE Handbook for a PIC correction request should be aligned with the timeline for the PIC dispute process,<sup>3</sup> in which action is required to be taken within 90 calendar days.

### **Commission's analysis and determinations**

6. The BPWG's proposed revisions to update the Model PIC/CARE Handbook to reflect current industry practices will better serve consumers who wish to subscribe to an alternative long distance service provider. As well, the BPWG's proposal to align the timeline for the PIC correction process with that of the PIC dispute process will reduce the administrative burden for LECs and the likelihood that the customer's telephone number would be incorrectly assigned to the LEC's default PIC.
7. Accordingly, the Commission **approves** the BPWG's proposed extension of the PIC correction timeline to 90 calendar days, and the adoption of the revised Model PIC/CARE Handbook (Version 3.3).

Secretary General

### **Related documents**

- *CRTC Interconnection Steering Committee – Consensus items*, Telecom Decision CRTC 2007-121, 3 December 2007
- *Unbundled rates to provide equal access*, Telecom Decision CRTC 97-6, 10 April 1997

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<sup>2</sup> The Commission established the PIC correction process in Telecom Decision 97-6. Through this process, an IXC can submit a request to correct a customer's PIC selection without going through the PIC dispute process.

<sup>3</sup> Through the PIC dispute process, LECs resolve customers' complaints that their long distance service has been changed from one IXC to another without their consent.