



Telecom Decision CRTC 2017-289

PDF version

Ottawa, 17 August 2017

File number: 8663-T117-201513325

CISC Business Process Working Group – Consensus report BPRE098a regarding the development of a standardized notification form for network changes and the harmonization of notification standards

Background

1. In Telecom Decision 2016-446, the Commission set out its determinations regarding a request by TekSavvy Solutions Inc. (TekSavvy) for the Commission to, among other things, (i) adopt a standardized notification form to be used by incumbent carriers when informing their wholesale customers of network changes, and (ii) harmonize the notification requirements among all wholesale service providers. Specifically, the Commission requested that the CRTC Interconnection Steering Committee (CISC) examine the following and report back to the Commission within 120 days of the date of that decision:
 - the merit and feasibility in developing a standardized notification form associated with network changes; and
 - the merit and feasibility in the harmonization of notification standards used by the ILECs [incumbent local exchange carriers] and the cable companies for comparable network activities associated with network changes.
2. In Telecom Decision 2015-40, the Commission set out its determinations regarding a request from the Canadian Network Operators Consortium Inc. for changes in the provision by cable carriers of wholesale high-speed access (HSA) services to Internet service providers. Specifically, the Commission requested that CISC address the following issues, among others:
 - the status of installation orders and trouble tickets;
 - the trouble escalation process; and
 - advance notice of network changes.
3. As a result, the CISC 1540 Wholesale HSA Ad Hoc Working Group (CISC 1540 WG) was formed. The CISC 1540 WG is currently working to resolve the above issues, among others.

The BPWG report

4. On 21 June 2017, the CISC Business Process Working Group (BPWG) submitted the following consensus report for Commission approval:
 - *Harmonization of Network Notification*, 3 May 2017 (BPRE098a)
5. The 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.

Merit and feasibility of a standardized notification form for network changes

6. The BPWG submitted that it had reached consensus on the following items:
 - It is feasible to develop a standardized notification form for network changes related only to Commission-mandated wholesale HSA services.
 - Notification content provided in the form should include the provisos that (i) only information that is applicable to the network change is being provided, and (ii) the information provided is as specific as practicable. Further, the recipient of the notification form may ask the issuer of the form for clarification if required.
7. Accordingly, the BPWG recommended that (i) the development of a standardized notification form be limited to Commission-mandated wholesale HSA services, and (ii) the information in the form shall include the guidance “as applicable” and “be as specific as practicable.”

Merit and feasibility of harmonizing notification standards

8. The BPWG submitted that consensus was reached on the fact that the examination of specific network notification standards that is currently underway by the CISC 1540 WG should continue within this group to ensure consistency.
9. Accordingly, the BPWG recommended that once the CISC 1540 WG completes its work, the BPWG can then review notification standards to assist in the development of the standardized notification form.

Commission’s analysis and determinations

10. The Commission considers that the BPWG has adequately addressed the Commission’s requests to examine the merit and feasibility of (i) developing a standardized notification form for network changes, and (ii) harmonizing notification standards used by the ILECs and the cable companies for comparable activities associated with network changes.

11. The Commission agrees with the BPWG that findings from the examination of specific network notification standards by the CISC 1540 WG could be beneficial to the development of a standardized notification form.
12. As well, all parties, including TekSavvy, whose application was the basis for the Commission's requests to CISC, have agreed to the BPWG's report and recommendations.
13. Accordingly, the Commission **approves** the BPWG's consensus report and the recommendations that
 - the development of a standardized notification form be limited to Commission-mandated wholesale HSA services;
 - the data elements in the notification form include the guidance "as applicable" and "be as specific as practicable;" and
 - once the CISC 1540 WG completes its work, the BPWG will review the notification standards to assist in the development of the standardized notification form.

Secretary General

Related documents

- *TekSavvy Solutions Inc. – Application regarding transitional access to aggregated wholesale high-speed access service*, Telecom Decision CRTC 2016-446, 9 November 2016
- *Canadian Network Operators Consortium Inc. – Application to improve the quality of wholesale high-speed access services provided by cable carriers to independent Internet service providers*, Telecom Decision CRTC 2015-40, 12 February 2015