



Telecom Order CRTC 2008-303

Ottawa, 29 October 2008

FlexITy Solutions Inc. – PIC/CARE access customer handbook

Reference: 8643-F28-200811233

1. The Commission received an application by FlexITy Solutions Inc. (FlexITy), dated 20 August 2008, and revised on 6 October 2008, for approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE access customer handbook).
2. FlexITy's PIC/CARE access customer handbook sets out the guidelines for the exchange of information between interexchange carriers and FlexITy, operating as a competitive local exchange carrier.
3. In July 2000, the CRTC Interconnection Steering Committee (CISC) Business Process Working Group developed a model PIC/CARE access customer handbook (CISC model) for use by the telecommunications industry. The latest updates to the model were approved by the Commission in *CRTC Interconnection Steering Committee - Consensus items*, Telecom Decision CRTC 2007-121, 3 December 2007.
4. The Commission finds that the PIC/CARE access customer handbook filed by FlexITy is consistent with the latest version of the CISC model. FlexITy's PIC/CARE access customer handbook provides the necessary information with respect to PIC processing and is consistent with PIC/CARE handbooks recently approved for other companies.
5. Accordingly, the Commission **approves on an interim basis** FlexITy's PIC/CARE access customer handbook.

Secretary General

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