



Telecom Order CRTC 2009-46

Ottawa, 3 February 2009

Provincial Tel Inc. – PIC/CARE access customer handbook

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1. The Commission received an application by Provincial Tel Inc. (Provincial Tel) dated 15 December 2008, and revised on 11 January 2009, for approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE access customer handbook).
2. Provincial Tel's PIC/CARE access customer handbook sets out the guidelines for the exchange of information between interexchange carriers and Provincial Tel, 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 Provincial Tel is consistent with the latest version of the CISC model, 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** Provincial Tel's PIC/CARE access customer handbook.

Secretary General

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