



Telecom Decision CRTC 2013-168

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CISC Business Process Working Group – Consensus report BPRE085a – *Carrier Services Group (CSG) Related Documentation and agreement updates*

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1. On 14 December 2012, the Business Process Working Group (BPWG) of the CRTC Interconnection Steering Committee (CISC) submitted for Commission approval consensus report BPRE085a – *Carrier Services Group (CSG) Related Documentation and the following agreement updates:*
 - BPAGMALI30 – Master Agreement for Interconnection between Local Exchange Carriers (LECs) [MALI];
 - BPAGSMALI2 – Special Master Agreement for Interconnection between LECs (Special MALI);
 - BPAGIXC20 – Master Agreement for LEC-IXC [Inter-Exchange Carriers] Interconnection; and
 - BPAGINPOA2 – Intercarrier Number Portability Operations Agreement.
2. The BPWG noted that revisions to the agreements were made to ensure compliance with *Issues related to customer / carrier service groups*, Broadcasting and Telecom Regulatory Policy CRTC 2011-512, 19 August 2011.
3. The BPWG also reviewed these documents to ensure that they were in accordance with current industry practices and procedures. In this review, the BPWG found that an update should be made to the dispute resolution process described in Schedule H (Customer Transfer Process) of the MALI and Special MALI. This section refers to the use of a dispute arbitrator as an option for resolving some types of disputes. However, this approach has never been implemented. As such, the BPWG recommended streamlining the dispute resolution process by removing the reference to a dispute arbitrator from the MALI and Special MALI. The BPWG also recommended certain other minor changes of an administrative nature.
4. The consensus report and agreements 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.

5. The Commission has reviewed and **approves** the above-noted consensus report and agreements.

Secretary General