



Telecom Order CRTC 2007-28

Ottawa, 26 January 2007

9163-7918 Québec inc.

Reference: 8643-Q19-200700775

PIC/CARE access customer handbook

1. The Commission received an application by 9163-7918 Québec inc. (9163-7918 Québec), operating as CoopTel, dated 18 January 2007, for approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE handbook).
2. 9163-7918 Québec's PIC/CARE handbook sets out the guidelines for the exchange of information between interexchange carriers and 9163-7918 Québec, 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 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 2003-80, 26 November 2003.
4. The Commission finds that the PIC/CARE handbook filed by 9163-7918 Québec is consistent with the latest version of the CISC model. It 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** 9163-7918 Québec's PIC/CARE handbook.

Secretary General

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