



## Telecom Order CRTC 2010-104

Ottawa, 22 February 2010

### CityWest Cable (North) Corp. – PIC/CARE access customer handbook

File number: 8643-C163-200916091

1. The Commission received an application by CityWest Cable (North) Corp. (CityWest Cable), dated 26 November 2009, and revised on 17 December 2009, for approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE access customer handbook).
2. CityWest Cable's PIC/CARE access customer handbook sets out the guidelines for the exchange of information between interexchange carriers and CityWest Cable, 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 CityWest Cable 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** CityWest Cable's PIC/CARE access customer handbook.

Secretary General

*This document is available in alternative format upon request, and may also be examined in PDF format or in HTML at the following Internet site: <http://www.crtc.gc.ca>.*