



Telecom Order CRTC 2013-151

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Ottawa, 25 March 2013

Bruce Telecom – PIC/CARE access customer handbook

File number: 8643-B7-201302611

1. The Commission received an application from Bruce Telecom, dated 4 February 2013, in which the company requested approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE handbook).
2. Bruce Telecom's PIC/CARE handbook sets out the guidelines for the exchange of information between Bruce Telecom, operating as a competitive local exchange carrier, and interexchange carriers.
3. The Commission received no comments with respect to this application. The public record of this proceeding is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using the file number provided above.
4. In July 2000, the CRTC Interconnection Steering Committee (CISC) Business Process Working Group developed a model PIC/CARE handbook (the CISC model) for use by the telecommunications industry. The latest updates to the CISC model were approved by the Commission in *CRTC Interconnection Steering Committee – Consensus items*, Telecom Decision CRTC 2007-121, 3 December 2007.
5. The Commission finds that the information provided in Bruce Telecom's PIC/CARE handbook (i) is consistent with the latest version of the CISC model, (ii) provides the necessary information with respect to PIC processing, and (iii) is consistent with PIC/CARE handbooks recently approved for other companies.
6. Accordingly, the Commission **approves** Bruce Telecom's PIC/CARE handbook.

Secretary General