



Telecom Order CRTC 2014-663

PDF version

Ottawa, 18 December 2014

File number: 8643-J90-201410430

InnSysVoice Corp. – PIC/CARE access customer handbook

1. The Commission received an application from InnSysVoice Corp. (InnSysVoice), dated 9 October 2014, in which the company requested approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE handbook).
2. InnSysVoice's PIC/CARE handbook sets out the guidelines for the exchange of information between InnSysVoice, operating as a competitive local exchange carrier, and interexchange carriers.
3. The Commission received no interventions with respect to this application. The public record of this proceeding, which closed on 13 November 2014, is available on the Commission's website at www.crtc.gc.ca 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 InnSysVoice'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** InnSysVoice's PIC/CARE handbook.

Secretary General