



## Telecom Order CRTC 2005-55

Ottawa, 16 February 2005

### ISP Telecom Inc.

Reference: 8643-J34-01/00

#### PIC/CARE access customer handbook

1. The Commission received an application by ISP Telecom Inc. (ISP Telecom), dated 1 May 2000, for approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE handbook). On 9 January 2005, ISP Telecom filed a revised version of its PIC/CARE handbook with the Commission.
2. ISP Telecom's PIC/CARE handbook sets out the guidelines for the exchange of information between interexchange carriers and ISP Telecom, a local exchange carrier.
3. The Commission received no comments with respect to the application.
4. 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 CISC model was last updated in July 2003.
5. The Commission finds that the revised PIC/CARE handbook filed by ISP Telecom is based on 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 telephone companies.
6. Accordingly, the Commission **approves** ISP Telecom's PIC/CARE handbook.

Secretary General

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