



Telecom Decision CRTC 2006-40

Ottawa, 29 June 2006

CRTC Interconnection Steering Committee – Consensus item

Reference: 8621-C12-01/00

CRTC Interconnection Steering Committee Business Process Working Group Consensus report BPRE057a submitted to the Canadian Radio-Television and Telecommunications Commission for approval

1. In *Retail quality of service rate adjustment plan and related issues*, Telecom Decision CRTC 2005-17, 24 March 2005 (Decision 2005-17), the Commission found that all incumbent local exchange carriers (ILECs) should use consistent methods and procedures to calculate and report their quality of service (Q of S) results in order to ensure that all retail customers received uniform treatment under the Q of S retail rate adjustment plan. The Commission determined that the most efficient and effective way to ensure ILEC consistency would be through the development of a business rules manual.
2. Accordingly, in Decision 2005-17, the Commission directed the CRTC Interconnection Steering Committee (CISC) to establish a working group to develop such a manual.
3. On 24 March 2006, the CISC Business Process Working Group (BPWG) submitted a consensus report entitled *Retail Quality of Service Business Rules Model Manual* (BPRE057a) to the Commission for approval. The BPWG requested that the effective date of the manual be 120 days after approval by the Commission to allow the ILECs time to make the necessary changes to the processes, hardware and software required to implement uniform reporting.
4. The report is available through the Commission's website.
5. The Commission has reviewed and **approves** the above-noted consensus report.

Secretary General

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