



Telecom Order CRTC 2011-740

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Ottawa, 30 November 2011

Brooke Telecom Co-operative Ltd. – PIC/CARE access customer handbook

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1. The Commission received an application by Brooke Telecom Co-operative Ltd. (Brooke Telecom), dated 27 September 2011, for approval of its Primary Interexchange Carrier/Customer Account Record Exchange Access Customer Handbook (PIC/CARE access customer handbook).
2. Brooke Telecom's PIC/CARE access customer handbook sets out the guidelines for the exchange of information between Brooke 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 access customer 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 Brooke Telecom's PIC/CARE access customer handbook is consistent with the latest version of the CISC model. It provides the necessary information with respect to PIC processing and is consistent with the PIC/CARE handbooks recently approved for other companies.
6. Accordingly, the Commission **approves** Brooke Telecom's PIC/CARE access customer handbook.

Secretary General