

Resolution Of NARUC Encouraging States to Adopt Minimum Requirements Relative To The Exchange Of Customer Account Information Between Interexchange Carriers, Local Exchange Carriers And Competitive Local Exchange Carriers

WHEREAS, Interexchange carriers (IXCs), local exchange carriers (LECs) and competitive local exchange carriers (CLECs) must provide information to one another to facilitate a change in a customers' presubscribed interexchange carrier (PIC) and maintain correct billing information; *and*

WHEREAS, The Alliance for Telecommunications Industry Solutions' Subscription Committee, Ordering and Billing Forum established voluntary standards for industry for use in the exchange of information between IXCs, LECs and CLECs, a process known as CARE (Customer Account Record Exchange); *and*

WHEREAS, Some providers of telecommunications service fully support CARE, providing the data necessary to smoothly effect a customer's change of PIC; *and*

WHEREAS, Not all providers of telecommunications service use the CARE process for exchanging customer account information, and, of those who do utilize CARE, there are instances in which information necessary to ensure accurate billing to the customer is not always provided or acted upon in a complete and/or timely manner; *and*

WHEREAS, The failure of telecommunications carriers to universally exchange data or act on data received in a complete and/or timely manner has resulted in significant increase in customer complaints to State commissions regarding billing issues arising from the customer's change of PIC; *and*

WHEREAS, The National Association of Regulatory Utility Commissioners (NARUC) at its 2003 Winter Meetings urged the FCC to open a rulemaking to develop mandatory minimum CARE standards in support of a petition filed by ATT Corporation, Sprint Corporation and WorldCom, Inc.; *and*

WHEREAS, The FCC has not yet acted upon the ATT, Sprint, WorldCom petition; *and*

WHEREAS, The NARUC Staff Subcommittee on Consumer Affairs has developed Model Standards Relative to the Exchange of Customer Account Information between Carriers to address the significant billing issues arising from the failure of telecommunications carriers to universally exchange data or act on data received in a timely manner; *now therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC), convened at its March 2004 Winter Meetings in Washington, D.C., adopts the principles expressed in the Model Standards Relative to the Exchange of Customer Account Information Between Carriers; *and be it further*

RESOLVED, That States are encouraged to carefully consider the Model Standards Relative to the Exchange of Customer Account Information Between Carriers and to use them as a template upon which to build their own customized individual standards; *and be it further*

RESOLVED, That NARUC should participate in any future proceedings before the FCC regarding mandatory minimum requirements relative to the exchange of customer account information between IXC's, LEC's and CLEC's.

Sponsored by the Committee on Consumer Affairs

Adopted by the NARUC Board of Directors on March 10, 2004