

Resolution Urging The FCC to Initiate a Rulemaking To Establish Mandatory Minimum Requirements Relative to the Exchange of Customer Account Information between Inter-Exchange Carriers, LECs and CLECs

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**WHEREAS**, Inter-exchange carriers (IXCs), local exchange carriers (LECs) and competitive local exchange carriers (CLECs) must provide information to one another to facilitate a change in a customer's presubscribed interexchange carrier (PIC); 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**, Not all providers of telecommunications service use the CARE process or a similar process for exchanging customer account information and of those who do utilize CARE or a similar process, there are instances in which information necessary to ensure accurate billing to the customer is not always provided or acted upon in a timely manner; and

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

**WHEREAS**, The FCC is considering a request by ATT

Corporation, Sprint Corporation and WorldCom, Inc. to implement mandatory minimum CARE standards; and

**WHEREAS**, NARUC believes it is necessary to mandate the exchange of customer account information between IXCs, LECs and CLECs but that it is appropriate to allow the carriers flexibility on the format for exchanging customer account information in order to allow it to be done in a cost effective manner; now therefore be it

**RESOLVED**, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC), convened in its February 2003 Winter Meetings in Washington D.C., supports the petition filed by ATT, Sprint and MCI as far as it requires mandatory exchange of customer account information but is not, at this time, supportive of the requirement to use the CARE process; and be it further

**RESOLVED**, That NARUC urges the FCC open a rulemaking to develop mandatory minimum requirements relative to the exchange of customer account information between IXCs, LECs and CLECs and that such requirements include the minimum customer data fields required as well as timeframes for sending and acting on the customer account information; and be it further

**RESOLVED**, That NARUC also urges the FCC to allow the carriers flexibility in the format of the exchange of the customer information provided all the necessary data is exchanged.

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Sponsored by the Consumer Affairs Committee

Adopted by the NARUC Board of Directors February 26, 2003