

4901:1-7-22

Customer migration.

- (A) Each competitive local exchange carrier (CLEC) shall be required to provide systems to facilitate the migration of customers between local exchange carriers (LECs). Such systems may be manual but must enable another LEC to migrate customers efficiently from that CLEC's network. Such systems shall include, but not be limited to, systems required to preorder, order, install, and repair service, and billing for local service. CLEC responses to customer service record requests shall include information sufficient to facilitate customer migration between LECs. For the purposes of this rule, customer service information includes but is not limited to the following:
- (1) Customer service records - detailed identification of the regulated services to which the customer is subscribed.
 - (2) Service completion confirmation - the verification and notification that all tasks associated with a service order have been completed.
 - (3) Line loss notification - the notification to a LEC that a customer has initiated a transition to another LEC.
 - (4) Completion notices - notice that all work to effect a customer migration has been completed.
 - (5) Circuit identification - the manner and system a carrier uses to identify physical circuits under its control, if applicable.
 - (6) 911 and directory listings.
- (B) Incumbent local exchange carriers (ILECs) are required to provide systems to facilitate the migration of customers between LECs pursuant to 47 C.F.R. 51.319(g), and consistent with any existing ILEC-specific commission requirement.
- (C) All telephone companies shall use the relevant industry developed standards and timelines, where they exist, or a mutually agreed upon equivalent, for the exchange of customer account information between telephone companies.
- (D) Telephone companies responding to local service requests shall follow industry standards, including North America numbering council timelines. Telephone companies responding to a request for customer service records shall provide such information to the requesting telephone company, if available, within two business days twenty-four clocks hours, unless otherwise negotiated, excluding weekends and current service provider holidays.

- (E) No telephone company, having obtained facilities, resources, or information for the purpose of serving a specific customer, shall, upon the receipt of a request to migrate that customer, continue to hold, or fail to release said facilities, resources, or information solely in order to prevent or delay the migration of that customer. In the event of a dispute, the telephone company retaining the facilities, resources, or information carries the burden of proof to demonstrate a valid reason for retaining the facilities, resources, or information in question.
- (F) A telephone company losing its customer shall not use information obtained as a result of the customer migration process to solicit a competing telephone company's customer while the competing telephone company is in the process of obtaining from such telephone company the facilities, resources, or information necessary to serve that same customer.
- (G) No acquiring telephone company shall require, instruct, or advise any new customer to first establish service with, migrate to, or otherwise use transitionally another telephone company, without the consent of such other telephone company, for an interim period of time before becoming a customer of the acquiring telephone company.
- (H) Telephone companies shall submit customer service record requests to the customer's existing telephone company and not to the underlying network provider.

Effective:

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Certification

Date

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