

**New Hampshire Public Utilities Commission  
Telecommunications Division  
Telecom Advisory Letters**

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In reply refer to:

**TAL\_16  
Released: September 19, 2005**

Re: Carrier to Carrier Migrations  
PART Puc 437.06

The purpose of this letter is to inform all New Hampshire Competitive Local Exchange Carriers (CLECs) that they are responsible for knowing and following the Commission's rules. The Commission Staff advises CLECs to review the rules regarding carrier to carrier migrations.

PART Puc 437.06 (c), relative to carrier to carrier migrations, states that when a CLEC receives an order to transfer, change or install a customer's service, it shall not, as a result of its receipt, market or otherwise initiate communications to retain or obtain the customer for a period of seven days following the completion by the carrier of the order to migrate a customer from its services to a competing carrier.

PART Puc 437.06 (d), relative to carrier to carrier migrations, states that a CLEC shall not market to retain a customer as a result of receiving a request for a customer service record (CSR).

Section V. of the Carrier to Carrier Migration Guidelines approved by the Commission in Order No. 24,200 states that the sharing of a CSR shall not violate an end-user's privacy or create inequitable marketing practices. A potential new local service provider may not acquire CSR without end user authorization. Carriers are prohibited from approaching an end user to retain that end user as a result of receiving a request for a CSR.

The Commission has received a complaint that a carrier is violating the Commission's rules, allegedly marketing in response to a customer's attempt to select another carrier.

The Telecom Division wishes to call these rules and guidelines to the attention of all CLECs. CLECs should proactively have policies and procedures in place to prevent violations of this rule. Future complaints against a CLEC for violation of these rules may result in a hearing to show cause why the violator should not be fined.

If you have any questions, please contact Kath Mullholand, Utility Analyst at (603) 271-6327.