



## **CARE (Customer Account Record Exchange)**

Updated 12/12/19

3401, 4321, 4322, 4323, 4324, 4423, 4427

### **MANUAL PIC (0105) AND UNPIC (0305)\* REQUESTS**

Business:

Email

Fax

Residential

Email:

Fax:

\*Please note that the 0305 UnPIC request must include the customer name and telephone number as well as the CIC that is to be “unPIC’D”.

### **SNAPSHOT TCSI CODE: 2414**

- Provided upon request after approval of time and cost estimate.
- Depending on size of request carrier may request cartridge tape or spreadsheet in return.
- Send email request for quote to

### **BILLING NAME AND ADDRESS (BNA) TCSI CODE 0501**

- Billed per FCC tariffs rates
- Please send request to [pic.care@ziplyfiber.com](mailto:pic.care@ziplyfiber.com) and specify if an estimate is required.
- Include customer telephone numbers and an address to which the bill may be sent.



**PIC VERIFICATIONS TCSI CODE 07XX**

- Requests may be for switch, billing system or both. Please specify.
- Send request to [pic.care@ziplyfiber.com](mailto:pic.care@ziplyfiber.com)

**PIC CHANGE DUE TO MERGER / ACQUISITION TCSI CODE 08XX  
PIC CHANGE DUE TO IXC RESELLER CHANGING UNDERLYING IXC TCSI CODE 09XX**

- Both services may be requested on a project basis.
- A time and cost estimate must be approved prior to going forward.
- Carrier is required to notify customers of change and provide NWF with a sample notification.
- Manual PIC change charges will apply.
- PIC freezes will be lifted and re-applied.
- Carrier to provide old and new carrier to NWF. Only customers with a current PIC of the old carrier will be changed.
- A list of customers will be returned at the end of the project with a note regarding if the change was made and if not, a brief explanation will be provided.
- Send request to [pic.care@ziplyfiber.com](mailto:pic.care@ziplyfiber.com), include list of customers, new and old PIC and sample notification.