

Any provider of telecommunications service going out of business or withdrawing from the provision of a service must:

- Notify all affected customers (end users and wholesale customers, including ISPs) and the relevant state PUC 60 days prior to disruption of service (except where state-specific rules and laws already apply)
- Cooperate with other carriers, CLECs, and ISPs to effectuate the transfer of service, including providing blanket LOAs and circuit ID information where needed due to the urgency created by the potential for service disruption,

All telecom service providers (ILECs, CLECs, ISPs) must work together to ensure a smooth transition of service not only when another provider goes out of business or withdraws from the provision of a service, but also during customer migrations occurring as a normal course of business:

- Such carriers must cooperate in sharing information and following processes designed to transfer customers with the least possible disruption of service to the end user. Specifically, this includes, but is not limited to,
 - The winning ILEC/CLEC shall obtain LOA from the customer (or, in the alternative from the losing CLEC), place it on file, and have it available upon request, as is the industry standard today.
 - Upon request by the winning CLEC, the ILEC shall provide circuit ID information to such CLEC.
 - The ILEC shall make available a one-step "lift and lay" process to reuse the existing loop (Note: in the normal course of business, reuse does not apply to facilities above the DS-0 level.)