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New Electronic Telecommunications Registry Saves Service Providers Time and Hassle

Each year – and any time company regulatory information changes – all telecommunications service providers operating in Michigan must register with the Michigan Public Service Commission (MPSC).

Faster Response: 95% reduction in amount of time taken to update information.

Reduction in Paper: Process handled electronically, eliminates need to send out reminders via mail.

Customers Who Benefit: Over 600 telecommunications providers in Michigan.

The original database had developed numerous issues that prevented the system from running efficiently and effectively. To tackle those issues, the MPSC staff went through an RPM process improvement to put a new system in place that is faster, more accurate and reduces the paperwork for all involved.

The result is a remarkable 95 percent reduction in the amount of time it takes to update information. Telecommunications service providers now submit changes online, with automatic profile updates. In addition, the process features improved accuracy and is now entirely handled electronically, eliminating the need to send annual reminders through the mail to the more than 600 telecommunications providers in Michigan. Even though the new Intrastate Telecommunications Service Providers Registry has just been implemented, the MPSC is already receiving positive feedback from telecommunications service providers.

Douglas Hoff of GSAssociates notes “the new system was much easier” to use and anticipates that it will allow the company to act more promptly in the future.

Stephanie Cassioppi of U.S. Cellular has found it to be “convenient and secure” and the email confirmation to be extremely beneficial. Making the process entirely electronic appeals to companies as well.

As Carrie Cobbs of Telecom Professionals, Inc., points out, “Email/electronic notifications are great to have. You can just click to go directly to the sign-in page. It is definitely better for the planet too.”

Commission Order U-11900 requires all telecommunications providers to register with the MPSC annually and when company information changes at any time. Section 211a of the Michigan Telecommunications Act (MTA) requires a “provider of any telecommunication service utilizing a new or emerging technology” to register.

**95%
Reduction in
Update Time**