

Telecommunications Manual

CHAPTER I – OVERVIEW

A. INTRODUCTION

Welcome to CAR's Telecommunications System. This system has been designed with the intent of increasing data access between Member Companies and CAR to improve data quality. The Telecommunications System enables Member Companies to perform numerous reporting functions in an efficient and independent manner.

The purpose of the On-line Telecommunications Manual is to:

- 1) Describe the various applications available to Member Companies, and
- 2) Provide the detailed instructions needed to execute these applications.

To achieve the goals listed above, CAR organized the On-line Telecommunications Manual into chapters which deal with each application in its entirety. Specifically,

- * an overview of the system
- * security and log-on/log-off procedures
- * detailed information (such as function keys, definitions of fields and error codes) relative to each function is provided.

The Manual assigns responsibilities to both Member Companies and the staff of Commonwealth Automobile Reinsurers, and defines their duties.

The Telecommunications Manual is an operational supplement to the actual reporting requirements found in the Manual of Administrative Procedures and the Massachusetts Automobile Statistical Plans. For specific information related to the reporting requirements, reference the above manuals.

The staff of Commonwealth Automobile Reinsurers, working with advisory committees under the authority of the Governing Committee, created the On-line Telecommunications Manual. CAR will revise the manual as needed and solicit suggestions for improvement. Please forward suggestions to the Operations Services Manager and direct any questions to your Data Analyst.

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B. DESCRIPTION OF RESPONSIBILITY

1. Commonwealth Automobile Reinsurers' Responsibility

The Commonwealth Automobile Reinsurers shall:

- a. Provide access to the On-line Telecommunications System, Monday - Friday from 7:00 AM – 6:00 PM EST, 95% of the time (except for published holidays or downtimes).
- b. Provide full support during the hours of 8:30-4:30 for questions or problems and to provide an easy method for notifying CAR of issues.
- c. Provide an applications response time of less than 4 seconds 95% of the time.
- d. Determine the standards for equipment protocols and their configurations.
- e. Notify companies of any changes in hardware, which will affect applications, 30 days prior to the installation. Additional notification will occur five days and one day prior to the installation (days = business days).
- f. Notify companies of any changes in software, which will affect applications, 30 days prior to installation or conversion. Additional notification will occur five days and one day prior to the installation (days = business days). Documentation will be modified and distributed 30 days prior to the change as well.
- g. Notify companies of any changes to procedures 30 days prior to the effective date of the change. Publication and distribution of changes will occur 14 days prior to the change taking effect.
- h. Research and respond to any questions concerning the On-line Telecommunications System, except for hardware and software owned by the Member Company.
- i. Notify Member Companies of planned interruptions in service during regularly scheduled hours via the Telecommunications Landing page on CAR's website. CAR Staff will respond with information during unplanned interruptions.
- j. Maintain proper controls, books, ledgers, and data sets necessary to perform and verify all update applications.
- k. During any development phase, CAR Staff reserves the right to determine the sequence and timing of each company's implementation. If necessary, expansion of CAR equipment may facilitate a longer phase-in period.

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B. DESCRIPTION OF RESPONSIBILITY (CONTINUED)

2. Member Company's Responsibility

The Member Company shall:

- a. Procure any necessary equipment and software, based upon the standard determined by CAR staff.
- b. Assume responsibility for equipment and software problems outside of CAR owned/leased equipment and software.
- c. Assume responsibility for the upkeep and repair of equipment and software outside of CAR owned/leased equipment and software. (CAR recommends that all equipment be covered under a vendor maintenance agreement.)
- d. Define a Security Administrator, provide a list of users, and follow proper security/problem resolution procedures.

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C. PROCEDURES FOR GAINING ACCESS

1. General Information

Access to CAR's telecommunications system is made directly using CAR's website: www.commauto.com. Click on Reports, Telecommunications, Start Session or Start Secure Session. The only difference between Start Session and Start Secure Session is that the Secure Session encrypts the data as it travels over the wires.

For new companies to CAR's On-line System, please complete the Communications Access Agreement located on CAR's website. This form outlines the security procedures and responsibilities involved in using the system.

Complete the user security forms, also located on CAR's website. Please list all new users and their valid applications.

In addition to all the new company users, the company must designate a Security Administrator to act as the liaison between CAR and the company to resolve security problems.

2. The company designated Security Administrator shall:

- a. Contact your CAR Data Analyst.
- b. Complete the Telecommunications Access Agreement and the Telecommunications User Security Form on CAR's website.
- c. Ensure that all potential users understand and follow the security procedures.

Upon receipt of these forms, CAR will generate the necessary User-Id/Password information to enable the staff of the Member Company to use the On-line Telecommunications System.

Commonwealth Automobile Reinsurers

COMPANY COMMUNICATIONS ACCESS AGREEMENT

_____ (hereafter "Company") hereby agrees to the following terms as a condition of
(Company Name)

gaining and maintaining access to Commonwealth Automobile Reinsurers' (CAR's) Online
Telecommunications System and secure applications on its website:

1. The Company will designate a Security Administrator who will act as a liaison between the company and CAR relative to all matters of security with all communications tools.
2. CAR will assign User IDs for all communication tools to each individual designated by the Company Security Administrator on CAR's Security Form.
3. The User ID will be specific to the designated individual and may not be shared. Any change in that individual's status with the Company must be reported to CAR within 10 business days.
4. CAR will disable User IDs that have been inactive for more than 60 consecutive days.
5. User IDs will not be disclosed to any party other than the Company Security Administrator, the User, and CAR, except as provided in #7 below.
6. The Company certifies that it will maintain compliance with 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth, when applicable.
7. Data processing vendors may be granted access to User ID information by the Company; however, in no event shall CAR be liable for any damages of any kind or nature, whatsoever, arising out of the use of that User's ID information.
8. Any questions or problems with regard to security or operational issues arising out of this agreement must be communicated by the Company Security Administrator to the CAR Data Analyst assigned to the Company.
9. The Company agrees that CAR, in its sole discretion, shall have the right to cancel a company's User ID(s) for failure to comply with any of the above provisions, for misuse of any applications or data contained therein, or for attempting to access restricted areas.
10. This agreement may be supplemented by written addenda signed by both parties and referencing this document.

Company Security Administrator

By _____

Telephone _____

Email _____