



ATIS-0417001-004

ATIS Standard on -

**Industry Guidelines for
Toll-Free Number Administration**



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Industry Guidelines for Toll-Free Number Administration

Alliance for Telecommunications Industry Solutions

Approved June 5, 2020

Abstract

The following Guidelines provide the industry with a set of working principles for the administration of Toll-Free service in the ten-digit SMS/800 Toll-Free Number (TFN) Registry. The Guidelines describe how Responsible Organizations (Resp Orgs) should exchange information with each other to promote the efficient use of Toll-Free Numbers and to ensure that Toll-Free Numbers will be allocated among users on a fair, equitable, and orderly basis. These Guidelines have been accepted by industry participants and Resp Orgs are expected to follow them.

Notice

This document was originally developed by the ATIS Ad Hoc 800 Database Committee. The document has been modified and is now maintained by the ATIS SMS/800 Number Administration Committee (SNAC). ATIS SNAC is responsible for identifying and incorporating the necessary changes into this document. All changes to this document shall be made through the ATIS issue resolution process and adopted by the SNAC as set forth in the ATIS Operating Procedures.

Certain portions of this document have been incorporated by the Federal Communications Commissions (FCC) into its rules.** This includes sections of this document related to the assignment and utilization of Ten-Digit Toll-Free Number Administration (Section 2), which addressed industry concerns related to the premature exhaust of the Toll-Free Numbering Resource. Readers are advised to review and understand the implications of any related FCC Orders and pay attention to the future FCC Orders that may impact the information provided in this document.

***These sections of the document are italicized and identified by a “C” in the left-hand margin.*

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Introduction

The following Guidelines provide the industry with a set of working principles for the administration of Toll-Free service in the ten-digit SMS/800 TFN Registry. The Guidelines describe how Responsible Organizations (Resp Orgs) should exchange information with each other to promote the efficient use of Toll-Free Numbers and to ensure that Toll-Free Numbers will be allocated among users on a fair, equitable, and orderly basis.

Historical Background

On May 1, 1993, the management and assignment of 800 numbers transitioned from the Interim 800-NXX Plan to ten-digit management in the national 800 Service Management System (SMS/800) database.

The following guidelines were initially developed, reviewed, and approved by the Ad Hoc 800 Database Committee (a committee of the now disbanded Carrier Liaison Committee) for the purpose of providing the industry with a set of working principles for the administration of 800 Service in this changed environment.

At the February 1995 session of the ATIS Ordering and Billing Forum (OBF), the Ad Hoc 800 Database Committee officially adopted a new name and began to function operationally as the SMS/800 Number Administration Committee (SNAC).

These guidelines were partially modified in planning for the implementation of 8YY Service Access Codes by the SNAC to contain agreements reached to support resource exhaust, when applicable. *Resource exhaust* is defined as an emergency situation where the industry has agreed to invoke conservation measures to delay exhaustion of the Toll-Free Number resource. Conservation measures proved ineffective, however, and the Federal Communications Commission (FCC) invoked allocation on January 25, 1996, with the issuance of a Report and Order (Toll-Free Service Access Codes, Report and Order, 11 FCC Rcd 2496). 888 Allocation was eliminated May 27, 1997, with the issuance of FCC Order 97-123 which codified portions of these guidelines.

The FCC authorized the opening of the 888 Toll-Free area code on March 1, 1996. The FCC authorized the opening of the 877 Toll-Free area code on April 4, 1998. The FCC authorized the opening of the 866 Toll-Free area code on July 29, 2000. The FCC authorized the opening of the 855 Toll-Free area code on October 9, 2010. The FCC authorized the opening of the 844 Toll-Free area code on December 7, 2013.

On November 1, 2013, the tariffing authority and responsibility for SMS services transitioned from the three remaining regional Bell Operating Companies (BOCs) to SMS/800, Inc. The FCC also approved a restructuring of the board of directors to include representation from various parts of the Toll-Free industry, as well as outside directors.

October 27, 2015, SMS/800, Inc. changed their business name to Somos, Inc.

The FCC authorized the opening of the 833 Toll-Free area code on June 3, 2017.

On August 2, 2019, the FCC issued public notice FCC 19-75, regarding the auctioning procedures of Toll-Free Numbers in the 833 NPA code.

The ATIS SNAC continues to maintain these Guidelines.

It is expected that all Resp Orgs and other industry members involved in the provision and use of Toll-Free Service demonstrate a good faith effort towards adherence to these guidelines.

1 Resp Org Responsibilities

1.1 Preface

The entity identified by the Toll-Free Subscriber to assume the duty of managing and administering the appropriate records in the SMS/800 TFN Registry is referred to as the *Responsible Organization (Resp Org)*. This section outlines the responsibilities of the Resp Org for managing and administering the Toll-

Free Number record. The following are principles that have been identified as being essential to operating as a Customer's Resp Org:

- Adhere to the *Industry Guidelines for Toll-Free Number Administration* (ATIS-0417001-003).
- Work with the Help Desk Administrator to obtain, maintain, and correctly utilize SMS/800 TFN Registry capabilities and the Toll-Free Number resources allocated to the SMS/800 TFN Registry for Customer assignment.
- Adhere to agreements established through the Alliance for Telecommunications Industry Solutions (ATIS), industry forum process. (Refer to the *Help Desk Guidelines and Practices*, which can be found at < www.somos.com >).

1.2 General Responsibilities

The Resp Org is responsible to its Customer for management of the Toll-Free Number record. This may include, but is not limited to, coordination with Toll-Free Service Providers and with the Help Desk. The following general responsibilities are necessary for proper management of the Toll-Free Number record.

A Resp Org will:

- Have only one Customer for a Toll-Free Number record.
NOTE: For Shared Use Toll-Free or Bundled Services, the Provider of the Shared Use Toll-Free or Bundled Service is treated as the Customer.
NOTE: The process for managing duplicate Toll-Free Numbers that existed prior to May 1, 1993, is outlined in Section 2.2.2.
- Inform its Customer of the specific function that it, as a Resp Org, will perform.
- Inform its Customer of the specific responsibilities the Customer assumes for identifying its requirements to the Resp Org.
- Inform its Customer of the specific responsibilities the Customer assumes for identifying its requirements to the Toll-Free Service Provider.
- Develop its own process for its Customer to notify it of changes to an Toll-Free Number record.
- Implement, in a timely manner, all Customer requested changes to the Toll-Free Number record to support the Customer's Toll-Free Service.
- Treat all Customer information as confidential unless otherwise instructed by the Customer. This information is and must be treated as Customer Proprietary Network Information. However, all non-proprietary information will be made available to all other Resp Orgs and Toll-Free Service Providers on an equal basis. Non-proprietary information has been identified as: the Toll-Free Number, the Resp Org Identification (Resp Org ID), the status of the Toll-Free Number or Customer Record in the SMS/800 TFN Registry, and the associated effective date and time of the Customer Record. For multi-carrier routing situations, the Area of Service (AOS) of the Customer Record is considered proprietary but viewable by those Toll-Free Service Providers (with SMS/800 TFN Registry access) listed on the Customer Record.
NOTE: Multi-carrier routing cannot be provided for the Canadian portion of any SMS/800 Customer Record. It is to be noted that Multi-Carrier Selection Capability (MCSC)¹ in Canada and multi-carrier Routing in the U.S. are different.

¹ MCSC based on six-digit call routing criteria was implemented in Canada by February 1996. The implementation complies with a CRTC Order (Telecom Order CRTC 95-574). MCSC provides capabilities for toll-free access services to be selected based on originating NPA, originating NPA-NXX, time of day, day of week, specific date and percentage allocation for calls originating in Canada and terminating in Canada or originating in Canada and terminating in the U.S. (where a business relationship exists). The SMS/800 view capabilities for MCSC are currently not available to SMS/800 TFN Registry users.

- If requested by any party, provide the Toll-Free Number status, Resp Org ID, and trouble referral number for any Toll-Free Number listed in the SMS/800 TFN Registry.

1.3 Trouble Reporting Responsibilities

The Resp Org is responsible for accepting, referring, coordinating, and/or resolving all trouble reports related to a Toll-Free Service for which it is identified as the Resp Org in the SMS/800 TFN Registry. The following general responsibilities are necessary for proper management of Toll-Free Service troubles:

- Provide the appropriate contact number(s) for Toll-Free Service troubles on a 24-hour-a-day, 7-day-a-week basis, for accepting Toll-Free Service trouble reports from its Customer or other parties who have identified a potential trouble condition.
- Provide the appropriate trouble reporting management interface(s) for Customers and the Help Desk.
- Confirm and, when appropriate, correct the information contained on the Toll-Free Number record to resolve the trouble. When the trouble is not SMS/800 TFN Registry related, the Resp Org or the customer will refer the trouble to the appropriate organization.
- Advise its Customer and/or the affected Toll-Free Service Provider(s) of the appropriate status during resolution of the Toll-Free Service trouble and maintain appropriate documentation of the trouble resolution.

1.4 Media Stimulated Mass Calling (MSMC) Events Notification

When the Resp Org has been informed that a Media Stimulated Mass Calling (MSMC) event is going to take place, they have the responsibility to proactively notify the appropriate Telecommunications Service Providers Network Management Centers of the impending event in accordance with the procedures defined by the ATIS Next Generation Interconnection Interoperability Forum (NGIIF) in the MSMC Notification.

The Resp Org is responsible for informing their Customers (including Resellers) that they have the obligation to inform the Resp Org of any intention to have an MSMC event.

The Resp Orgs should advise the Resellers that they need to inform their Customers that if they engage in or plan a MSMC event, they should inform the reseller prior to that event taking place.

MSMC event notification shall be provided by the Resp Org no less than 10 business days prior to the event. If the 10-day advance notification is not possible, then the Resp Org shall contact potentially impacted network management centers as soon as they become aware of the event. Either notification shall be in accordance with NGIIF defined procedures.

Resp Org Primary Contacts should be aware of Network Management centers. A list of network management Centers can be found in the NGIIF Reference Document. The NGIIF Reference Document is available on the ATIS Document Center at < <https://www.atis.org/atis/docstore/index.asp> >.

Provisioning Guidelines for MSMC have been incorporated into the “Canadian Industry Guidelines for 800 Toll Free Service” CIG-800, which can be obtained from the web site < <http://www.crtc.gc.ca/cisc/eng/ciscmanu.htm> > by the Canadian Radio-television and Telecommunications Commission (CRTC).

Media Stimulated Mass Calling (MSMC) Notification form:

Media Stimulated Mass Calling
Event Notification Form

Name of Promotion: _____

Nature of Service: *Ticket sales* _____ *Tele-vote contest* _____ *Other* _____

Scope of Promotion: *National* _____ *Regional* _____ *Local* _____

Promotional Media: Internet _____ Newspaper _____ Radio _____

TV _____ Other _____

Event Start Date: _____ Event End Date: _____

Time of Program(s): *Start time(s)/zone(s)* _____

Finish time(s)/zone(s) _____

Dialed Advertised Number(s): _____

Terminating Characteristics: *POTS return number* _____

Voice _____ *Automatic Response Unit (ARU)* _____

Other _____

Type of Event: Planned Event _____ Unplanned Event _____

Event Description: _____

- Estimated participation volume (total calls) _____
- Projected average holding time per completed call _____
- # of terminating lines _____
- # of operators _____
- Contest rules and "prize" information _____

Date/Time sent: _____ Initial Notice: _____ Follow Up Notice: _____

Originator's Name: _____ Company: _____

Originator's Tel Number: _____

While it is suggested that all fields be completed, provision of information on this form is voluntary.

1.5 Texting & Smart Services (TSS) Registry

The Texting & Smart Services (TSS) Registry – operated by Somos, Inc. – serves as the centralized and authoritative provisioning and routing database for all multimedia services associated with Toll-Free Numbers. Companies that offer text messaging capability on Toll-Free Numbers (called Service Registrars) can enable and set up routing in the TSS Registry on behalf of their customers. The TSS Registry confirms that the Toll-Free Number is in Assigned or Working Status (not unassigned or otherwise unavailable) and notifies the provider of voice-based services (known as the Resp Org) that a request to text-enable the Toll-Free Number has been received.

Each Resp Org has an account in the TSS Registry which can be accessed at < texting.somos.com >. When accessing the account for the first time, the Resp Org Primary Contact (as designated in the SMS/800 TFN Registry) must reset the account password by clicking the “Forgot your Password?” link. By entering the Primary Contact’s email address and clicking “Submit,” a temporary password and instructions are sent.

Once the TSS Registry account has been accessed and a new password created, the Resp Org will be notified daily of any requests to text-enable their Toll-Free Numbers. Resp Orgs have two full business days to accept or reject the request. *It is the Resp Org’s responsibility to act on all pending requests in a timely manner.* Options for automated responses (auto-approval or auto-reject) are available to Resp Orgs to shorten the response time. Toll-Free Subscribers may provide advance instructions to their Resp Org with respect to authorization of text-enablement.

Resp Orgs should only reject requests for legitimate business reasons, such as if the Toll-Free Subscriber has not authorized the Service Registrar to text-enable their Toll-Free Number.

Once the enablement request is authorized by the Resp Org, the TSS Registry distributes the routing information to the messaging ecosystem. There are several Routing Database providers connected to the TSS Registry who receive near real-time updates to any additions or changes to Toll-Free Numbers, making activations possible within minutes.

Once a number has been released to Spare by a Resp Org the number will automatically revert to that of non-text enabled.

For more information on the TSS Registry, visit < www.somos.com >.

1.6 Market Based TFNs

Market Based TFNs are TFNs that reside outside the traditional first-come, first-served process as ordered by the FCC² and are open to competitive bidding at the time of initial assignment and are exempt from the FCC’s brokering, warehousing, and hoarding prohibitions.

“C” *Warehousing:* (f) Toll Free Numbers Assigned via Competitive Bidding. The provisions of this section shall not apply to toll free numbers assigned via competitive bidding or to numbers transferred under this exception. [47 C.F.R.. § 52.105]

“C” *Hoarding:* (c) Toll Free Numbers Assigned via Competitive Bidding. The provisions of this section shall not apply to toll free numbers assigned via competitive bidding or to numbers transferred under the exception to § 52.105 contained in subpart (f) of that section. [47 C.F.R.. § 52.107]

A Resp Org will:

- Inform the Toll-Free Subscriber of the specific responsibilities the Resp Org assumes as the managing entity of the TFN(s).
- Keep the record current as for ownership of the Toll-Free Number.

² See the FCC’s REPORT AND ORDER numbered FCC 18-137.

- Report the following required Secondary Market transaction information for both parties involved in a transaction to Somos, Inc. within 60 calendar days of becoming aware of the transaction. This obligation only applies to the Resp Org providing service to the purchasing Toll-Free Subscriber.
 - Name
 - Address
 - Email address
 - Phone number

1.6.1 Market Based Resp Org IDs

Upon establishment, each Resp Org Entity is assigned a Resp Org ID ending in SM (Ex. BRXSM).

- It is recommended that Market Based TFNs remain under the respective Resp Org ID during the management of the TFN(s).
- When a Market Based TFN(s) is moved from one Resp Org Entity to another, the TFN(s) should be moved directly from the Market Based Resp Org ID to the Gaining Resp Org's Market Based Resp Org ID.
- Once a Market Based TFN(s) is permanently returned to the Spare pool, the TFN(s) is no longer considered eligible for the FCC's brokering, warehousing, and hoarding exceptions.

2 Ten-Digit Toll-Free Number Administration

2.1 Preface

This section outlines the principles to be followed by the Resp Org and its Customers to properly manage and utilize this resource.

2.2 Basic Principles

Toll-Free Numbers are fundamentally a resource of the North American Numbering Plan Administrator (NANPA). Toll-Free Numbers are assigned by Resp Orgs to their Customers from a common pool of available numbers. The following form the foundation of the Ten-Digit Toll-Free Numbers Administration Guidelines, with the exception of the Market Based TFNs (see Section 1.6).

“C” *Toll free telephone numbers must be made available to Responsible Organizations and subscribers on an equitable basis. The Commission will assign toll free numbers by competitive bidding, on a first-come, first-served basis, by an alternative assignment methodology, or by a combination of the foregoing options. [47 C.F.R.. § 52.111]*

2.2.1 Toll-Free Numbers are not to be treated as commodities which can be bought or sold, and no individual or entity is granted a proprietary interest in any Toll-Free Number assigned. Resp Orgs, Toll-Free Service Providers, and Toll-Free Subscribers are prohibited from Hoarding or Warehousing any Toll-Free Number.

“C” *If a person violates a provision of § 251(e)(1) of the Communications Act or a rule or regulation issued by the Commission under authority of the Communications Act, the Commission can refer the matter to the Department of Justice to determine whether a fine, imprisonment, or both We also may limit any RespOrg's allocation of toll free numbers or possibly decertify it as a RespOrg (FCC Second Report and Order and Further Notice of Proposed Rulemaking Adopted: April 4, 1997, Paragraph 29)*

“C” *Hoarding is the acquisition by a Toll Free Subscriber from a Resp Org of more Toll Free numbers than the Toll Free Subscriber intends to use for the provision of Toll Free Service.*

The definition of Hoarding also includes number brokering, which is the selling of a Toll Free number by a private entity for a fee. [47 C.F.R., § 52.107(a)].

“C” *Warehousing is the practice whereby Resp Orgs, either directly or indirectly through an affiliate, reserve Toll Free numbers from the SMS database without having an actual Toll Free Subscriber for whom those numbers are being reserved. [47 C.F.R., § 52.105(a)].*

The Toll-Free Subscriber has the ultimate right to control its Toll-Free Service, and its Reserved, Active, or Assigned Toll-Free Numbers.

NOTE: For Shared Use Toll-Free or Bundled Services, the Shared Use Toll-Free or Bundled Service Provider is treated as the Toll-Free Subscriber and is responsible to notify its purchasers of these services of this fact.

2.2.2 An individual Toll-Free Number can be assigned to only one Toll-Free Subscriber. Duplicate Toll-Free Number assignment to multiple Toll-Free Subscribers existed prior to May 1, 1993. The appropriate Resp Orgs, Toll-Free Service Providers, and the Help Desk have identified procedures for managing these situations with the intent of eventually eliminating these duplicate number assignments. New Toll-Free Number duplication between multiple Toll-Free Subscribers is prohibited.

2.2.3 Certain Toll-Free NXX codes are not open for ten-digit line number assignment in the United States and Canada because of specific Toll-Free service applications outside the U.S. and Canada, but within the North American Numbering Plan (NANP).

In addition, certain Toll-Free NXX codes or portions thereof (e.g., Radio Common Carrier Service 800-N0/12, Hearing Impaired Services 800-855), are not open for general assignment. 250 0000 - 250 1499 are held for Resp Org testing applications.

NOTE: NANPA will continue to manage line number assignments associated with the 800-855 codes.

NOTE: Assignment of Intrastate Radio Common Carrier (RCC) codes are currently managed in the following manner:

- Special 800 NXX codes which are not available for general ten-digit line number assignment are utilized (800 - N0/12).
- As an Intrastate service only, number duplication between states is permitted and is not restricted by Section 2.2.2 above.
- Specific guidelines for RCC number administration are managed by and available from the Local Exchange Carriers.

The Help Desk will update lists of Open and Closed Toll-Free NXX codes as changes occur and provide a capability for a Toll-Free NXX code administration activity audit trail.

A complete list of NXXs, and associated status, to be used in the SMS/800 TFN Registry will be maintained by the Help Desk, provided to all Resp Orgs, and made available to all Resp Orgs throughout the area covered by NANPA.

2.2.4 Toll-Free Subscribers are able to retain use of their Reserved, Assigned, or Working Toll-Free Numbers despite changes in their Resp Org and/or Toll-Free Service Provider(s). When Toll-Free Subscribers initiate a change in Resp Org and/or Toll-Free Service Provider(s), the SMS/800 TFN Registry status of the numbers will remain the same (see Section 3 of these guidelines).

2.2.5 Reservation, assignment, or activation of Toll-Free Numbers may only be made by a Resp Org based upon negotiations with a specific prospective Customer. When the Resp Org learns of the Customer's decision not to utilize the Reserved or Assigned Toll-Free Number, the Resp Org must release the Toll-Free Number back to Spare status to be included in the pool of numbers available for assignment within 48 hours of the Customer's notification, with the exception of the Market Based TFNs (see Section 1.6).

"C" *Thus, RespOrgs may reserve either 2000 numbers or 7.5 percent of a RespOrg's Working numbers, whichever is greater. In no event, however, may a RespOrg reserve more than three percent of the numbers available in the Spare pool as of the previous Sunday at 12:01 a.m. ET. [FCC SECOND REPORT AND ORDER AND FURTHER NOTICE OF PROPOSED RULEMAKING Adopted: April 4, 1997, Paragraph 25.]*

"C" *The Commission's Toll Free number regulations do not provide for Toll Free numbers to be transferred directly from one Toll Free Subscriber to another. The Commission has directed DSMI to ensure that (1) a number in Disconnect Status cannot be changed by the managing RespOrg to any status but Spare Status, (2) a number in Suspend Status cannot be changed by the managing RespOrg to any status but Working Status for the same Toll Free Subscriber, and (3) an over-ride capability is provided enabling the SMS/800 Help Desk to correct errors or assist a RespOrg in managing a number, if properly requested by the RespOrg under (specific) circumstances.*

2.2.6 When the Toll-Free Service is disconnected at the expiration of the disconnect interval, the Toll-Free Number must be returned to the common assignment pool (maintained by Somos, Inc.), and made available for reassignment to other potential Toll-Free Subscribers, with the exception of the Market Based TFNs (see Section 1.6).

"C" *We also conclude that a RespOrg may not retrieve a number from Disconnect Status and return it directly to Working Status when the four-month disconnect interval expires. Upon expiration, all numbers in Disconnect Status must go into the Spare category. This should ensure that numbers are placed in the Disconnect category only when 800 service has been disconnected. [FCC SECOND REPORT AND ORDER AND FURTHER NOTICE OF PROPOSED RULEMAKING Adopted: April 4, 1997, Paragraph 54.]*

2.2.7 Directory or other publication errors occurring during the Toll-Free Service provisioning process present a distinct set of problems that often requires special handling. An investigation of the specific facts and circumstances surrounding a given situation will often require involvement of the Toll-Free Service Provider, the Resp Org, and the Toll-Free Subscriber. It should be noted that there may be certain situations where a remedy, ideal to all parties, may not be available.

2.2.8 When the situation of a mis-advertised Toll-Free Number exists, temporary referral arrangements (e.g., a message referral recording) may be negotiated between the existing Toll-Free Subscriber, the company that mis-advertised the Toll-Free Number, and the involved Toll-Free Service Providers. Every effort should be made to limit the amount of time that the referral arrangement exists.

2.2.9 It is expected that Resp Orgs and their Customers will demonstrate a good faith effort toward adherence to the principles outlined above, and while compliance is voluntary, any suspected abuse may be referred to:

(In the United States)
Federal Communications Commission

Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554
<https://consumercomplaints.fcc.gov/hc/en-us>

(In Canada)
Manager Numbering Administration
Canadian Radio-television and Telecommunications Commission
Les Terrasses de la Chaudière
Central Building
1 Promenade du Portage
Gatineau, Quebec J8X 4B1
(by mail to: Ottawa, ON, Canada K1A 0N2)

2.3 Specific Toll-Free Number Requests

The status of all ten-digit Toll-Free Numbers is tracked for all U.S. and Canadian services, and potential Toll-Free Subscribers have significant flexibility in Toll-Free Number selection. Specific Toll-Free Number reservations will be honored whenever possible. To ensure fair treatment to all potential Toll-Free Subscribers, Toll-Free Service Providers, and Resp Orgs, the following guidelines apply.

2.3.1 Specific Toll-Free Number requests are honored based upon availability, on a first-come, first-served basis, at the time the reservation request is initiated by a Resp Org into the SMS/800 TFN Registry.

2.3.2

“C” *A specific Toll Free number may be reserved for a maximum of 45 calendar days on behalf of a Resp Org's Customer. However, if the Toll Free number status in SMS/800 does not change to Assigned or Working prior to the end of the Toll Free number reservation period, SMS/800 will automatically change the status on the number back to Spare and return it to the general pool for assignment. This process supports the need to recover ten-digit Toll Free numbers for use by all Resp Orgs and their Customers. The 45-day reserved status timeline is reflected in 47 C.F.R. §52.103(b).*

2.4 Service Management System for Toll-Free Numbers

To effectively administer ten-digit Toll-Free Numbers, the SMS/800 TFN Registry is being utilized by all Resp Orgs. Within the SMS/800 TFN Registry, eight Toll-Free Number statuses have been defined as set forth in the Glossary (Section 5). The number statuses are Assigned, Disconnect, Reserved, Spare, Suspend, Transitional, Unavailable, and Working. Special provisions for each status, where applicable, are outlined below. For further details, the Resp Org should review procedures outlined in the "SMS/800 Toll-Free Number Registry User Guide". Codified sections (below) are as reflected in 47 C.F.R., § 52.103 and § 52.111.³

2.4.1

“C” *Assigned: Toll free numbers shall be made available on a first-come, first-served basis unless otherwise directed by the FCC. Toll free numbers may remain in Assigned Status until changed*

³ See < https://transition.fcc.gov/Bureaus/Common_Carrier/Orders/1997/fcc97123.txt >.

to Working Status or for a maximum of six (6) months, whichever occurs first. Toll Free numbers that, because of special circumstances, require that they be designated for a particular Subscriber far in advance of their actual usage shall not be placed in Assigned status, but instead shall be placed in Unavailable status.

2.4.2

“C” **Disconnect:** Toll-Free numbers must remain in disconnect or a combination of disconnect and transitional status for no less than 45 days and for no more than 4 months. No requests for extension of the 4-month disconnect or transitional interval will be granted. All toll free numbers in disconnect status must go directly into the spare or unavailable category upon expiration of the 4-month disconnect interval. A Responsible Organization may not retrieve a toll free number from disconnect or transitional status and return that number directly to working status at the expiration of the 4-month disconnect interval.

2.4.3

“C” **Reserved:** Toll free numbers may remain in Reserved Status for up to 45 days. There shall be no extension of the reservation period after expiration of the initial 45-day interval.

“C” The act of reserving a Toll Free number from the database serves as a certification that there is an identified Subscriber agreeing to be billed for service associated with the Toll Free number. [FCC SECOND REPORT AND ORDER AND FURTHER NOTICE OF PROPOSED RULEMAKING Adopted: April 4, 1997, Paragraph 25.]

(2) if a Responsible Organization does not have an identified Toll Free Subscriber agreeing to be billed for service associated with each Toll Free number reserved from the database, or if a Responsible Organization does not have an identified, billed Toll Free Subscriber before switching a number from Reserved or Assigned to Working Status, then there is a rebuttable presumption that the Responsible Organization is warehousing numbers. [FCC SECOND REPORT AND ORDER AND FURTHER NOTICE OF PROPOSED RULEMAKING Adopted: April 4, 1997, Paragraph 25.]

2.4.4

“C” **Spare:** The toll free number is available for assignment by a Responsible Organization.

2.4.5

“C” **Suspend:** Toll free numbers may remain in Suspend Status until changed to Working Status or for a maximum of eight (8) months, whichever occurs first. Only numbers involved in billing disputes shall be eligible for Suspend Status.

2.4.6

“C” **Transitional Status:** Toll free numbers that have been disconnected for less than four months, but for which no Exchange Carrier Intercept Recording is being provided.

2.4.7

“C” Unavailable:

(1) *Written requests to make a specific toll free number unavailable must be submitted to the Toll Free Numbering Administrator (TFNA) by the Responsible Organization managing the records of the toll free number. The request shall include the appropriate documentation of the reason for the request. The Toll Free Numbering Administrator (TFNA) is the only entity that can assign this status to or remove this status from a number. Responsible Organizations that have a Toll Free Subscriber with special circumstances requiring that a toll free number be designated for that particular subscriber far in advance of its actual usage may request that the Toll Free Numbering Administrator (TFNA) place such a number in unavailable status.*

(2) *Seasonal numbers shall be placed in unavailable status. The Responsible Organization for a Toll Free Subscriber who does not have a year round need for a toll free number shall follow the procedures outlined in § 52.103(f)(1) of these rules if it wants the Toll Free Numbering Administrator (TFNA) to place a particular toll free number in unavailable status.*

2.4.8

“C” Working: *The Toll Free number is loaded in the SCPs and is being utilized to complete Toll Free Service calls.*

3 Coordinated Resp Org Changes

3.1 Preface

This section describes the process that enables a Toll-Free Subscriber to retain the use of an Active, Reserved, or Assigned Toll-Free Number when changing Resp Orgs. This section outlines the responsibilities of the Toll-Free Subscriber, the Resp Org, and the Toll-Free Service Provider(s).

3.2 Change of Resp Org

3.2.1 A change of Resp Org should not be confused with changes to the Toll-Free Service(s) or choice of Toll-Free Service Provider(s). It is the responsibility of the Toll-Free Subscriber to separately advise its Toll-Free Service Provider(s) of any proposed changes to the Toll-Free Service(s), including but not limited to, disconnection of service. The Toll-Free Service Provider may not disconnect or in any way interrupt Toll-Free Subscriber's service based solely upon a change of Resp Org.

3.2.2 Responsibilities of the Toll-Free Subscriber

- Establish a business relationship with the Submitting Resp Org.
- Provide the Submitting Resp Org a valid, signed Letter of Agency (LOA) as described in 3.2.3.
- Notify the Submitting Resp Org of the requested date for the Resp Org change to occur.
- Notify its Toll-Free Service Providers of any changes in service arrangements including, but not limited to, disconnection of service.

3.2.3 Responsibilities of the Submitting Resp Org

- Establish a business relationship with the Customer for Resp Org management of the Toll-Free Number record and confirm with the Customer its obligation to communicate changes in services to the Toll-Free Service Provider(s).

- Obtain a valid LOA from the Customer. A valid LOA must include the following:
 - Toll-Free Numbers to be transferred. If more than ten numbers are being submitted, the Submitting Resp Org must attach a separate sheet on the letterhead of the Toll-Free Subscriber. If more than 50 numbers are being requested, the list of numbers must be submitted via spreadsheet, as an email attachment.
 - Specific language indicating that the Customer wants to change Resp Org.
 - Customer Name.
 - Customer Address/Alternate Address (optional).
 - Customer Contact Name (printed) and Telephone Number.
 - Customer Signature/Date (must be no more than 30 days prior to date received by Resp Org). Electronic signatures in compliance with the E-Sign Act of 2000 are acceptable forms of Customer Signatures.
- Upon request or related discussion, the Submitting Resp Org should review the process for Resp Org change with the Toll-Free Subscriber.
- Implement, in a timely manner, Toll-Free Subscriber-requested changes to the Toll-Free Number record to support the Toll-Free Subscriber's service request.
- Properly and completely document the requested change for future verification.
- Provide the Controlling Resp Org with both the LOA and the Submitting Resp Org information. Submitting Resp Org information must include the Resp Org ID and contact information including name or department and phone number.
- Maintain current contact information in the Contact section of < www.somos.com > including a Resp Org Change Contact and a Primary Contact for porting escalation purposes. At a minimum, this information must include a name and a contact number. The Primary Contact must be a specific person responsible for escalations.
- LOA and Resp Org information must be provided via the Responsible Organization Change (ROC) System located at < www.somos.com > in conjunction with the tariff filing effective June 2017. Use of the ROC System is mandatory for any Resp Org change initiated by the Submitting Resp Org in which the Controlling Resp Org requires a valid LOA in order to release a subscriber's Toll-Free Number to the Submitting Resp Org (except in the case where the Submitting and Controlling Resp Orgs are affiliated). In these situations, no other Resp Org change process will be permitted. Use of the ROC System is required prior to requesting Help Desk Intervention, except in cases involving XXX99 numbers.
- Ensure that the Toll-Free Subscriber is aware that changes to their Toll-Free Services, including disconnects and reconnects, must be carefully coordinated with their Toll-Free Service Provider, to ensure there are no service interruptions.

3.2.4 Responsibilities of the Controlling Resp Org

When the Controlling Resp Org receives a Resp Org change request it is the responsibility of the Controlling Resp Org to:

- Verify that the LOA meets the requirements described in 3.2.3.
- Validate the LOA information against internal Customer information to ensure the request has been authorized by the Toll-Free Subscriber. The request may be compared to multiple sources internally, including the following:
 - Service Name/Address Name.
 - Billing Name/Address Name.
 - Address.
 - Does Business As (DBA) information.
 - Additional Listing information.
 - Contact Name.

- Signature (electronically generated or pen and ink).

NOTE: Multiple sources of verification should normally be utilized in order to determine that a request is valid.

- Release or reject Resp Org change requests within the timeframe described in 3.2.5, unless a later date is requested from the Toll-Free Subscriber or the Submitting Resp Org. All applicable reject codes should be provided on any reject notification, to alleviate the need for sending multiple requests for a Resp Org change. Valid reject reasons are found in 3.2.8 of this document.

3.2.5 Industry Standard Intervals for Resp Org Changes

The industry has adopted the following counting standards in order to establish a common expectation for completion of a Resp Org change request:

- **DAY 0** Receipt of Resp Org Change.
- **DAY 1** Clock Starts for Change Request.
- **DAY 2** Change Occurs by Close of Business.
- **DAY 3** Submitting Resp Org Can Expect Change in Place at Start of Business.

Day 0 can be any day of the week – i.e., Sunday through Saturday.

Days 1, 2, 3 must be a normal business day – i.e., Monday-Friday – and the standardized cutoff time for requests received is 5:00 p.m. (CT). If the request is received after 5:00 p.m. (CT), the next business day will be the day of receipt (DAY 0). Changes should occur by the close of business of the Controlling Resp Org. The industry standard interval applies regardless of whether the port request results in a release or a reject. Changes that have been rejected and are subsequently resubmitted are considered to be new requests, and the counting interval begins again at the time of resubmission.

In the case of Third Party Verification (TPV), when the Resp Org change took place more than two years ago, the Controlling Resp Org is allowed five business days to produce the recording.

A Mass Resp Org Change option through the Help Desk can be facilitated when a large number of records (25,000 or more) of a single Toll-Free Subscriber are changing from a single Controlling Resp Org to a single Submitting Resp Org.

Scheduling for Mass Resp Org Changes will be determined at the time of the request. The Submitting Resp Org must complete the Mass Change Request and submit it to the Help Desk. The Controlling Resp Org will receive an email notification and a “Pending Task(s)” message on the Somos Portal Website < portal.somos.com >. If the Controlling Resp Org is requesting a partial Mass Resp Org Change, the Submitting Resp Org should send an electronic file to the following address: < Help@Somos.com >.

The Controlling Resp Org must specify in the electronic file whether unsolicited Resp Org change messages should be sent to the Submitting Resp Org, the Controlling Resp Org, or both.

The Controlling Resp Org is responsible for validating information to release numbers as described in 3.2.4 and is responsible for resolving any disputes related to data input.

System validation that occurs on the Mass Resp Org Change is limited to the following:

- The Toll-Free Number is not spare.
- Each Toll-Free Number is under the control of the Resp Org ID (5 character) listed on the input file.

3.2.6 Special Considerations Involving Resp Org ID XXX99

XXX99 is a unique Resp Org ID used to identify Toll-Free Numbers warranting extra care in the verification of the Subscriber identity before a Resp Org change is made. Special procedures apply for processing Resp Org changes for numbers coded XXX99. This special Resp Org ID may be used to identify Toll-Free Numbers involving the following special conditions:

- Shared Services or Bundled Services.

- Prior Fraudulent or unauthorized Resp Org change attempt(s).
- Government directives/Court Orders.
- Internal numbers (e.g., customer service, trouble reporting).
- Vanity Numbers.

XXX99 is a voluntary Resp Org ID, assigned only at the direction of the Toll-Free Subscriber, and should be supported by a Subscriber Directive Form, signed and dated by the Toll-Free Subscriber ensuring that the Toll-Free Subscriber understands the following:

- Help Desk Resp Org Changes for XXX99 numbers are provided special protections (see Section 3.2.7);
- The Toll-Free Subscriber may revoke the XXX99 assignment at any time.

Prior to submitting a Resp Org change on a Toll-Free Number that is coded with an XXX99 Resp Org ID, the Submitting Resp Org is required to first exercise extra care in validating the Toll-Free Subscriber information in order to assure that the Toll-Free Number is, in fact assigned to the Toll-Free Subscriber requesting the change. Note that it may be necessary to utilize more than one verification procedure to ensure that the individual making the request is indeed the proper Toll-Free Subscriber. This verification of Toll-Free Subscriber information may be accomplished by:

- Obtaining verification from the Controlling Resp Org.
- Reviewing a copy of the authorization documentation (Subscriber Directive Form), obtained from the Controlling Resp Org.
- Reviewing bill-copy that clearly indicates the identity of the Toll-Free Subscriber of the Toll-Free Number.
- Such other verification that clearly confirms that the Customer requesting the Resp Org change is the current and valid Toll-Free Subscriber.

Resp Orgs are encouraged to dial number(s) submitted for a Resp Org change to avoid errors resulting from Toll-Free Numbers that have been submitted incorrectly due to misidentification or transposition errors. Dialing a number, however, should not be used as the sole method for identifying the Toll-Free Subscriber of a Toll-Free Number designated XXX99, because Shared and Bundled Service calls may terminate to customers who are not the Toll-Free Subscriber.

Special steps for the Help Desk processing of Resp Org changes to Toll-Free Numbers with XXX99 Resp Org IDs are contained in Section 3.2.7.

Resp Orgs utilizing the XXX99 code should have a signed Subscriber Directive Form from the Toll-Free Subscriber on file, or other internal Resp Org records as documentation for the XXX99 assignment.

Resp Orgs utilizing the BRU99 code for seasonal applications must forward to Somos the letter of request and a letter identifying the Toll-Free Subscriber and detailing the reason for the request to suspend the service temporarily.

3.2.7 Help Desk Resp Org Changes for Resp Org ID XXX99

The Help Desk will provide immediate notification to the Controlling Resp Org, via email and a phone call, within 30 minutes of processing a Resp Org Change Help Desk Intervention Request (formerly the SMS 10 Form) for a number that has been coded XXX99. This notification will include notice that the Resp Org Change Help Desk Intervention request has been received and will provide the contact name and contact number of the Submitting Resp Org along with a copy of the Resp Org Change Help Desk Intervention request.

If the Controlling Resp Org is aware that a Help Desk Change has been processed in error, the Controlling Resp Org should notify the Help Desk that an unauthorized and/or improper change in Resp Org has occurred. The Help Desk will immediately reverse the Rep Org change upon receipt of the following items:

1. A new Resp Org Change Help Desk Intervention Request.
2. A copy of the signed Subscriber Directive Form or other acceptable documentation of the original XXX99 assignment.
3. Any one (or more) of these additional forms of documentation:
 - A signed Subscriber Directive, pre-authorizing the Controlling Resp Org to reverse any unauthorized Help Desk Resp Org Changes, acting as Agent on the Toll-Free Subscriber's behalf (See the "check box" on the Subscriber Directive Form in Appendix I);
 - A separate signed letter from the Toll-Free Subscriber, authorizing the Controlling Resp Org to reverse any unauthorized Help Desk Resp Org Changes, acting as Agent on the Toll-Free Subscriber's behalf; or
 - A newly executed LOA, providing instructions to the Resp Org to regain control of the number.

The Toll-Free Subscriber may revoke the XXX99 assignment at any time by completing the Revocation Section at bottom of the Subscriber Directive Form. Doing so will remove special considerations associated with Resp Org changes.

3.2.8 SNAC Reject Codes

The following standard Resp Org change Reject Codes have been accepted by the industry:

Table 3.1: Resp Org change Reject Codes

Reject Reason	Code
Customer name mismatch/missing	01
Address mismatch/missing (verification done if address is different but all other information is the same)	02
Contact/Customer signature missing	03
Toll-Free Shared or Bundled	04
Customer signature date missing/or expired (must be less than 30 days)	05
Sent to wrong Resp Org	06
Toll-Free Number not listed on request	07
All data mismatch	08
LOA missing or linking Reseller/Subscriber LOA missing	09
Illegible LOA	11
More recent LOA (provide copy of LOA to Resp Org)	12
Unauthorized contact/Customer signature	15
Auto-rejected by Submitter	16*
Expired	17*
Resp Org is no longer in control of the Toll-Free Number	18*

*NOTE: Rejects 16 – 18 are automatically generated by the Resp Org Change (ROC) System.

3.3 Trouble Reporting Considerations

3.3.1 Whenever the Resp Org for an Toll-Free Number record is changed, the potential for mishandling trouble reports related to that Toll-Free Number increases substantially. This is particularly true during the period of time between when the Resp Org change is being made on the Toll-Free Number record, and when the Submitting Resp Org completes the appropriate traffic routing changes on the Toll-Free Number record.

3.3.2 While the potential for increases in trouble report mishandling cannot be eliminated, it can be reduced significantly by:

- Minimizing the time between the Resp Org change and completion of any associated routing changes on the Toll-Free Number record.
- Ensuring that the Controlling Resp Org understands that no disconnect of traffic can be performed based on a Resp Org change. Only a disconnect request from the Toll-Free Subscriber can authorize deletion of the record in the Toll-Free Service Provider's switch.

3.3.3 The Submitting Resp Org is responsible for accepting, referring, and/or resolving all Toll-Free Service trouble reports related to a change of Resp Org in the SMS/800 TFN Registry.

4 Help Desk Responsibilities

4.1 Preface

The Help Desk is the organization that administers the SMS/800 TFN Registry for the centralized management of Toll-Free Numbers. This section outlines the responsibilities of the Help Desk.

4.2 General Responsibilities

The Help Desk will:

- Have a service orientation and appreciation of SMS/800 TFN Registry user time and sensitivity impacts to their business needs.
 - Provide services in accordance with SMS/800 TFN Registry Functions Tariff.
- Provide Login IDs and passwords for the SMS/800 TFN Registry upon receipt of valid requests.
- Provide access to the SMS/800 TFN Registry to manage and administer Toll-Free records.
- Provide coverage for user support with regard to the operation of the SMS/800 TFN Registry: 7 days a week, 24 hours a day.
- Maintain a complete list of Toll-Free NXX codes and associated statuses, providing that list to all Resp Orgs as changes occur, and making the list available upon request to all Toll-Free Service Providers throughout the area covered by the North American Numbering Plan.
- Receive requests for Unavailable numbers and if the requests meet industry guidelines defined in Section 2.4.7, mark Toll-Free Numbers Unavailable in the SMS/800 TFN Registry; the Help Desk will also monitor, verify, and maintain Unavailable numbers.
- Provide adequate staffing for user support and SMS/800 TFN Registry trouble resolution.
- Resolve any errors with the SMS/800 TFN Registry entry and Service Control Point (SCP) download process with the Resp Org within a reasonable time frame.
- Upon Resp Org request and, where necessary, SCP Owner/Operator approval, obtain and deliver any of the available SMS/800 reports.

- Treat all Customer information held by the Help Desk, or contained within support systems it uses, as confidential unless otherwise instructed by the Customer. However, all non-proprietary information (as defined in Section 1.2) will be made available to all other Resp Orgs and Toll-Free Service Providers on an equal basis.
- After a Resp Org change has been submitted through the ROC System and has been rejected or expired, the Help Desk will accommodate requests to complete Resp Org change upon the receipt of properly authorized documentation found on < www.somos.com > under "Submit Requests." In such situations, responsibility for verifying the accuracy of Customer information belongs to the Submitting Resp Org (see Section 3.2.3). The Help Desk is responsible for providing appropriate procedures and forms for the Resp Org Change Help Desk Intervention Request.
- The Help Desk will provide the Controlling Resp Org with a courtesy call and e-mail within 30 minutes after a Toll-Free Number with an XXX99 code has been released. Forms submitted by the Submitting Resp Org will be sent to the Controlling Resp Org. The industry procedure is described in a separate document, Help Desk Guidelines and Practices.
- For BRUXX numbers in Unavailable status, the Help Desk will verify the Customer of record information prior to making a change in Resp Org (the number may remain in Unavailable status until the Help Desk receives a written request to remove the record from Unavailable status).

5 Glossary

Agent: Any authorized representative of a Toll-Free Subscriber or a Toll-Free Service Provider. The Agent is the entity whom the Toll-Free Subscriber or the Toll-Free Service Provider has contractually authorized to act on its behalf to establish, change, or disconnect Toll-Free Service.

Bundled Service: A contractual relationship between a Bundled Service Provider and its customer, where one or more Toll-Free Numbers have been bundled (packaged) by the Bundled Service Provider with other services (e.g., advertising, answering services, product fulfillment, SMS messaging, and others). The Bundled Service Provider must make clear in the contract that the Toll-Free Number is integral to the Bundled Service; that the Toll-Free Number has been assigned (as Service Subscriber) to the Bundled Service Provider directly from the SMS/800 TFN Registry; and that Subscribership cannot be transferred from the Bundled Service Provider to its Customer or to any other party.

Bundled Service Provider: An entity that offers Bundled Services to its Customers.

Codified: Relating to a body of law, rules, or principles that have been organized into a code or other system. For the purposes of these guidelines, this term encompasses federal and state statutes, regulations, and ordinances, as well as case law and regulatory orders. Codified sections of this document have been labeled with a "C".

Controlling Resp Org: The Resp Org that effects or is responsible for processing a request for a change of Resp Org assignment to a Subscriber's Toll-Free Number. Historically may have also been referred to as the Executing or Current Resp Org.

Customer: An entity that purchases services from a Resp Org, a Toll-Free Subscriber, a Toll-Free Service Provider, or an Agent of any of these entities.

"C" Hoarding: *The acquisition by a Toll Free Subscriber of more Toll Free Numbers than the Toll Free Subscriber intends to use for the provision of Toll Free Service. The definition of Hoarding also includes number brokering, which is selling of a Toll Free number by a private entity for a fee. (FCC regulations, Title 47 § 52.105).*

(c) Toll Free Numbers Assigned via Competitive Bidding. The provisions of this section shall not apply to toll free numbers assigned via competitive bidding or to numbers transferred under the exception to § 52.105 contained in subpart (f) of that section.

Help Desk: The organization that administers the SMS/800 TFN Registry for the centralized management of Toll-Free Numbers.

Lag Time: The interval between a Toll-Free Number's reservation in the SMS/800 TFN Registry and its conversion to Working Status, as well as the period of time between disconnection or cancellation of a Toll-Free Number and the point at which that Toll-Free Number may be reassigned to another Toll-Free Subscriber.

Market Based Toll-Free Numbers: Toll-Free Numbers that reside outside the traditional first-come, first-served process and based on FCC direction, are open to competitive bidding.

Mass Resp Org Change: A Resp Org change that involves multiple records associated with one or more Customers with minimums defined by the processing parties. These types of changes can normally be managed by exception, due to the unique nature of the request.

North American Numbering Plan (NANP): The process for assigning ten-digit telephone numbers in North America where the first three numbers represent an area code, the second three a local telephone exchange within that area, and the final four digits representing line number assignments within the exchange.

North American Numbering Plan Administrator (NANPA): The organization that is responsible for administering the NANP.

NXX Code: The three digits (in positions 4, 5, and 6) in an 8YY-NXX-XXXX number.

PIN or Authorization Number: A unique Customer selected number (significant to the authorizing party) purposefully used to validate authorization to change the Resp Org.

Resold Toll-Free Service: Toll-Free Service that is resold by the Customer of a Toll-Free Service Provider to a Toll-Free Subscriber or to another Toll-Free Service Reseller.

Responsible Organization (Resp Org Entity): The entity designated to manage and administer a Customer's Toll-Free Number records. The Resp Org Entity is denoted by the first 2 characters of the Resp Org ID (Ex. BR).

Resp Org Change (ROC) System: Enables Resp Orgs to administer Toll-Free Number Resp Org Changes and store the associated Letter of Agency (LOA) along with supporting documentation in a centralized location. This system standardizes the process of Resp Org Change management, submission, and processing of the change requests as well as provides access to the history of the change transactions and supporting documentation. Affiliated Resp Orgs are not required to, but may, use the ROC system.

Resp Org Identification (Resp Org ID): A 5 character code that designates or points to the Responsible Organization associated with a specific Toll-Free Number. The 5 characters include a unique 2 character entity code followed by 3 additional alphanumeric characters. A Resp Org may request to specify the last 3 characters following its two character unique entity code (with the exception of XXX99 and XXXSM). Every Toll-Free Number that resides in the SMS/800 TFN Registry must have a Resp Org ID. The Help Desk maintains and publishes the contact names, and phone numbers for Resp Org Operations, Primary Contacts, and Trouble Reporting, associated with each operational Resp Org ID in the SMS/800 TFN Registry.

Secondary Market: A market allowing the sale of Toll-Free Numbers residing outside the traditional first-come, first-served process as ordered by the FCC and based on FCC direction, which are open to competitive bidding at the time of initial assignment and are exempt from the FCC's brokering, warehousing, and hoarding prohibitions.

Service Control Point (SCP): The real-time database systems in the Exchange Carrier network that contain routing instructions downloaded by the SMS/800 TFN Registry.

Service Control Point Owner/Operator (SCP O/O): The entity designated to manage and administer Service Control Points.

Shared Use Toll-Free Service: A Toll-Free Service which terminates traffic to more than one purchaser based upon some unique identification capabilities (e.g., PINs, authorization codes).

Shared Use Toll-Free Service Provider: Entity that offers Shared Use Toll-Free Service to its Customers and holds the rights of Toll-Free Subscriber on the Toll-Free Number.

SMS/800 Toll-Free Number (TFN) Registry: The main operations support system used to create and update Toll-Free records that are then downloaded to SCPs for processing Toll-Free Service calls. The system is used by Resp Orgs to manage and administer Toll-Free Number records.

State Commission: The term State Commission shall include any entity with state-designated authority to resolve the complaints of such state's residents arising out of an allegation that an unauthorized change of a telecommunication services provider/or change of Resp Org has occurred.

Submitting Resp Org: The Resp Org that requests, on the behalf of a Toll-Free Subscriber, that the Subscriber's Toll-Free Number be ported, and seeks to become the control or managing Resp Org of the Toll-Free Number record. Historically may have also been referred to as the Gaining Resp Org.

Texting & Smart Services (TSS) Registry: The TSS Registry is the centralized and authoritative provisioning and routing database for all multimedia services associated with Toll-Free Numbers.

Toll-Free Number Administration: The process of assigning, reserving, and releasing Toll-Free Numbers for public use.

“C” Toll Free Numbering Administrator (TFNA): *The entity appointed by the Commission under its authority pursuant to 47 C.F.R. § 251(e)(1) that provides user support for the Service Management System database and administers the Service Management System database on a day-to-day basis.*

Toll-Free Number Status: There are nine (9) categories that define the status of Toll-Free Numbers: The nine (9) codified definitions are reflected in 47 C.F.R., § 52.103.

“C” Assigned Status: *A Toll Free number record that has specific Subscriber routing information entered by the RespOrg in the SMS database, and is pending activation in the SCPs.*

“C” Disconnect Status: *Toll free numbers must remain in disconnect or a combination of disconnect and transitional status for no less than 45 days and for no more than 4 months. No requests for extension of the 4-month disconnect or transitional interval will be granted. All toll free numbers in disconnect status must go directly into the spare or unavailable category upon expiration of the 4-month disconnect interval. A Responsible Organization may not retrieve a toll free number from disconnect or transitional status and return that number directly to working status at the expiration of the 4-month disconnect interval.*

“C” Reserved Status: *The Toll Free number has been reserved from the SMS database by a RespOrg for a Toll Free Subscriber.*

“C” Spare Status: *The Toll Free number is available for assignment by a RespOrg.*

“C” Suspend Status: *The Toll Free service has been temporarily disconnected and is scheduled to be reactivated.*

“C” Transitional Status: *Toll free numbers that have been disconnected for less than four months, but for which no Exchange Carrier Intercept Recording is being provided.*

“C” Unavailable Status: *(1) Written requests to make a specific toll free number unavailable must be submitted to the Toll Free Numbering Administrator (TFNA) by the Responsible Organization managing the records of the toll free number. The request shall include the appropriate documentation of the reason for the request. The Toll Free Numbering Administrator (TFNA) is the only entity that can assign this status to or remove this status from a number. Responsible Organizations that have a Toll Free Subscriber with special circumstances requiring that a toll free number be designated for that particular subscriber far in advance of its actual usage may request that the Toll Free Numbering Administrator (TFNA) place such a number in unavailable status.*

(2) Seasonal numbers shall be placed in unavailable status. The Responsible Organization for a Toll Free Subscriber who does not have a year round need for a toll free number shall follow the procedures outlined in § 52.103(f)(1) of these rules if it wants the Toll Free

Numbering Administrator (TFNA) to place a particular toll free number in unavailable status.

“C” **Working Status:** *The Toll Free number is loaded in the SCPs and is being utilized to complete Toll Free Service calls.*

Toll-Free Service: A telecommunications service for which the dialing party incurs no toll charges and the Toll-Free Service Subscriber determines the routing and terminations of the calls.

Toll-Free Subscriber: The entity which subscribes to Toll-Free Service from the Toll-Free Service Provider. This entity defines and manages all final termination points for the Toll-Free Service, and takes ultimate financial responsibility for usage charges resulting from callers dialing the Toll-Free Number.

NOTE: The Toll-Free Subscriber definition specifically excludes Toll-Free Service Resellers with respect to all situations of Resold Toll-Free Service other than Shared Use Toll-Free and Bundled Services.

Toll-Free Service Provider: A telecommunications company that offers Toll-Free Services to its Customer.

Toll-Free Service Reseller: A Toll-Free Service Provider that purchases Toll-Free Service from another Toll-Free Service Provider and resells the Toll-Free Service to its Customers.

“C” **Toll Free Vanity Number:** *A Toll Free telephone number for which the letters associated with the number's digits on a telephone handset spell a name or word of value to the number holder. Vanity numbers also include any numbers in which the holders have a particular interest, economic, commercial, or otherwise. Vanity numbers often spell words or names identifying certain products and services. These numbers are often of value to their Subscribers because they can generate high visibility and consumer recognition when used in advertising.*

Traffic: Telephone calls sent and received over a communications channel, a quantitative measurement of telephone use, usually by number of calls and their length over a specific period.

Unauthorized Resp Org Change: A change to a Toll-Free Subscriber's selection of a Resp Org that was made without authorization verified in accordance with the verification procedures as outlined in this document.

“C” **Warehousing:** *The practice whereby RespOrgs, either directly or indirectly through an affiliate, reserve Toll Free numbers from the SMS database without having an actual Toll Free Subscriber for whom those numbers are being reserved. (FCC regulations, Title 47 § 52.105)*

(f) Toll Free Numbers Assigned via Competitive Bidding. The provisions of this section shall not apply to toll free numbers assigned via competitive bidding or to numbers transferred under this exception.

XXX99 Subscriber Directive: A document that is signed by the Toll-Free Subscriber, the purpose of which is to validate the unique assignment of the Resp Org's XXX99 Code Identifier. The Subscriber Directive may also provide authorization to the Current Resp Org acting as Agent of the Toll-Free Subscriber, to immediately reverse unauthorized Resp Org changes made through the Help Desk.

Appendix I: Sample Form for XXX99 Subscriber Directive

Company Name:

Address:

Resp Org:

Dear [Resp Org]:

This is to confirm that [Company or individual] is the valid Toll-Free Subscriber on the number(s) listed below and is hereby requesting special protections by assigning Resp Org Code XXX99.

XXX99 is a unique Resp Org ID used to identify Toll-Free Numbers that require special consideration before a Resp Org change is made and warrant special procedures for Resp Org Change Help Desk Intervention changes, in order to identify unauthorized or inadvertent Resp Org changes that could result in service interruptions or outages.

Assignment of the XXX99 Resp Org ID is hereby requested for Toll-Free Number(s) with the following special conditions:

- ☐ Shared Services
- ☐ Bundled Services
- ☐ Prior Fraudulent or Unauthorized Resp Org Change Attempt(s)
- ☐ Government Directives/Court Orders
- ☐ Internal numbers (customer service, trouble reporting)
- ☐ Vanity Numbers

As Toll-Free Subscriber for the number(s) listed below, I acknowledge the following:

- I am the valid Toll-Free Subscriber for the Toll-Free Number(s).
- I understand the Help Desk will provide immediate notification to the Controlling Resp Org, via email and a phone call, within 30 minutes of processing a Resp Org Change Help Desk Intervention Request for a number that has been coded XXX99.
- I understand a copy of this Form will be held on file with my Resp Org, as well as optionally with the Help Desk, and will be made available to my Resp Org upon request.

_____ If checked, I hereby authorize my Controlling Resp Org, acting as Agent on my behalf, to instruct the Help Desk to immediately reverse any unauthorized Resp Org Change Help Desk Intervention Request made without my express consent.

List number(s) here:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

 Signed Date

Authorized Representative

Name:

Position:

THE XXX99 ASSIGNMENT MAY BE REVOKED BY THE TOLL-FREE SERVICE SUBSCRIBER AT ANY TIME, BY COMPLETING THE FOLLOWING:

I hereby revoke the assignment of the number(s) listed above from assignment as XXX99, and order my Resp Org to return the number(s) to their normal Resp Org ID.

 Signed Date

Appendix II: Sample Form Resp Org Change Request

COMPANY NAME

RESP ORG CHANGE REQUEST

The undersigned Toll-Free Number holder does hereby appoint (Submitting Resp Org) as the Responsible Organization for these Toll-Free Numbers.

Today's Date: _____

Toll-Free Numbers(s): _____

NOTE: If more space is needed, add additional pages or email the information.

SUBMITTING RESP ORG _____	CONTROLLING RESP ORG _____
Contact: _____	
Telephone #: _____	
Fax #: _____	
E-mail: _____	

Customer Name: _____

Company Address: _____

Authorized Customer Contact: _____

Contact Title: _____

Authorized Customer Tel #: _____

Authorized Customer Fax #: _____

This area can be used for an authorized signature and date if not accompanied by a separate LOA

Signature _____