

## Exhibit II

### Sample RespOrg/Carrier Change Request Forms

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## Letter of authorization appointment of responsible organization appointment of 800 service provider

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The undersigned 800 number holder (the "Holder") does hereby appoint Allnet Communication Services, Inc. ("Allnet") as the Responsible Organization ("RESP ORG") and/or 800 service provider for 800 numbers: \_\_\_\_\_

in accordance with the following:

*Check appropriate box:*

Allnet is hereby appointed RESP ORG for the listed 800 numbers.

is Holder's current RESP ORG for the listed 800 numbers, but Holder appoints Allnet as the service provider to carry all traffic on such 800 numbers.

is Holder's current RESP ORG for the listed 800 numbers, but Holder appoints Allnet as a service provider to carry the traffic described on the attached routing/service form.

Allnet is Holder's current RESP ORG for the listed 800 numbers, but Holder appoints \_\_\_\_\_ as a service provider to carry the traffic described on the attached routing/service form.

Requested effective date and time for above changes: \_\_\_\_\_

(This date cannot be earlier than the industry's effective date for 800 portability (scheduled to be 5/1/93) and is further subject to coordination between service providers and to Holder's satisfactory termination of the applicable portion of its business relationship with its current RESP ORG/provider). Holder's account number(s) with current RESP ORG for the listed 800 numbers: \_\_\_\_\_

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The Holder attests, under penalty of law, that it is the exclusive end using subscriber of the 800 numbers listed and assumes all liability for the misappropriation of traffic of any claims of other end using subscriber with regards to these 800 numbers. An "800 end using subscriber" for an 800 number is the entity who 1) through contractual or other legal relationship it can be definitively determined that such entity has the exclusive and absolute legal right to designate the physical point(s) of termination for all calls dialed using that 800 number and 2) who receives no compensation of any kind for the transmission, delivery, or management of calls originated using that number.

Print Holder's name \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit III**

**800 Guidelines**

Issue 2.0  
November 9, 1992

**Guidelines  
for  
800 Data Base**

GUIDELINES  
FOR  
800 DATA BASE

| Contents  | Page No. |
|---|----------|
| 1. RESP ORG RESPONSIBILITIES GUIDELINES . . . . .           | 1        |
| 1.1 DEFINITION . . . . .                                    | 1        |
| 1.2 GENERAL RESPONSIBILITIES . . . . .                      | 1        |
| 1.3 TROUBLE REPORTING RESPONSIBILITIES . . . . .            | 2        |
| 1.4 PROCEDURAL RESPONSIBILITIES . . . . .                   | 2        |
| 2. TEN DIGIT 800 NUMBER ADMINISTRATION GUIDELINES . . . . . | 3        |
| 2.1 BACKGROUND . . . . .                                    | 3        |
| 2.2 BASIC PRINCIPLES . . . . .                              | 3        |
| 2.3 800 SERVICE NUMBER STATUS DEFINITIONS . . . . .         | 4        |
| 2.4 SPECIFIC 800 SERVICE NUMBER REQUESTS . . . . .          | 6        |
| 3. COORDINATED 800 DATA BASE SERVICE GUIDELINES . . . . .   | 7        |
| 3.1 PREFACE . . . . .                                       | 7        |
| 3.2 CHANGE OF RESP ORG . . . . .                            | 7        |
| 3.3 CHANGING 800 SERVICE PROVIDERS . . . . .                | 7        |
| 3.4 TROUBLE REPORTING CONSIDERATIONS . . . . .              | 8        |
| 4. NASC RESPONSIBILITIES GUIDELINES . . . . .               | 9        |
| 5. GLOSSARY . . . . .                                       | 10       |
| 6. DATA BASE SERVICE ACRONYMS . . . . .                     | 12       |

Issue 2.0  
November 9, 1992

## INTRODUCTION

800 Service is defined, for the purposes of these guidelines, as a reverse billed service offered to the public where the originator is not charged for the call. It is essential that consistent, impartial procedures for assigning ten-digit 800 Service numbers that are utilizing the 800 Data Base plan be defined, implemented, and administered. Therefore, to achieve the overall goal of efficient and equitable administration of ten-digit 800 Service numbers, the following administration guidelines need to be commonly understood by all telecommunications industry participants. After a brief background section, this paper outlines the basic principles regarding 800 Service number assignment and number recovery. Definitions of the various number statuses that exist, as well as guidelines for specific 800 Service number requests are also included.

The Number Administration and Service Center ("NASC") is the organization that administers the SMS/800 system for the centralized management of 800 numbers of 800 Data Base Service.

It is very important to note that the "Guidelines for 800 Database" apply to all entities utilizing NXX codes assigned to the 800 Data Base plan. A complete list of NXXs, and associated status, to be used in the Data Base plan shall be maintained by the NASC and provided to all RESP ORGs and available to all Service Providers through the North American Numbering Plan Administrator.

NOTE: These guidelines describe the process of administering ten-digit 800 Service numbers and should in no way be used to infer a description of limitation of the 800 Service offerings of any 800 Service provider.†

These guidelines were co-operatively reviewed and revised by the 800 AD HOC Data Base Committee.

While these guidelines are non-binding and compliance is voluntary, it is expected that all participants in the provision of 800 Data Base Service demonstrate a good faith effort toward the establishment and continuation of mutually agreeable working arrangements for the benefit of 800 Data Base Service subscribers, end users and themselves. Abuse of these guidelines may be subject to enforcement measures.

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† In this paper, 800 Service providers are telecommunications companies that offer 800 Services to subscribers.

## 1. RESP ORG RESPONSIBILITIES GUIDELINES

### 1.1 DEFINITION

The entity identified by the 800 subscriber or the 800 subscriber's agent that assumes the duty of managing and administering the appropriate records in the 800 Service Management System (SMS/800) is referred to as the responsible organization (RESP ORG). Managing and administering shall include Data Entry, Record Change, Trouble Acceptance, Referral and/or Clearance.

### 1.2 GENERAL RESPONSIBILITIES

The RESP ORG is responsible to its customers for the overall coordination to provision, maintain and test 800 Data Base (DB) service between various entities, such as: Local Exchange Carriers (LECs), Interexchange Carriers (ICs), Number Administration and Service Center (NASC), and the Service Management System (SMS). In addition, the following list of duties and obligations have been identified as being essential in providing and maintaining quality 800 Data Base (DB) services. Adherence to the responsibilities outlined in this document will ensure proper coordination and successful completion of 800 Data Base (DB) calls.

#### A RESP ORG WILL:

- Have only one subscriber (with the exception of duplicate 800 numbers as of the date of Portability) for its services on a given 800 number.
- Identify and inform its customers of the specific responsibilities that it, as a RESP ORG has accepted.
- Inform the customer of the responsibilities, as defined by the RESP ORG, that the customer accepts.
- Develop its own process for its customer to notify it of changes to an 800 customer record.
- Initiate and change an 800 customer record (CAD & CPR) in SMS. At the customer's request, these changes must be made at the earliest possible date. This includes routing of traffic to another carrier or a change of RESP ORG.
- Notify the subscriber that when multiple Service Providers provide service to a subscriber on a specific 800 number, the subscriber must inform all service providers selected to carry traffic for that 800 number of the changes it has directed the RESP ORG to make. ‡
- Notify the customer of their responsibility to inform the LECs and ICs when changes in SMS may affect LEC/IC traffic loads.
- Treat all customer information as confidential unless otherwise instructed by the customer. This information is and must be treated as Customer Proprietary Network Information.

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‡ All service providers who have access to SMS should be allowed to received notice through the SMS, in addition to subscriber or RESP ORG notification, when traffic affecting changes are made with respect to their portion of the service.

### 1.3 TROUBLE REPORTING RESPONSIBILITIES

The RESP ORG trouble reporting location is responsible to its customers for the overall coordination of maintenance and testing of the end to end 800 DB service. In addition, the following list of duties and obligations have been identified as being essential in providing and maintaining quality 800 DB services.

#### A RESP ORG WILL:

- Provide a contact number for referrals of 800 troubles on a 24 hour a day, 7 days a week basis.
- Provide trained personnel to interface with customers, LECS, ICs, NASC, and SMS/800.
- Accept trouble reports from 800 subscribers, casual end users or other parties receiving trouble reports on 800 DB service for which they are the RESP ORG.
- Sectionalize trouble to determine if the reported trouble is in its translations or facilities or in another providers service.
- If necessary, test cooperatively with other providers to further identify and clear a trouble when it has been sectionalized to another providers service.
- Advise the 800 subscriber, and affected LEC, and IC of the status of trouble clearance.
- Maintain accurate records regarding the nature, disposition and resolution of all troubles.

### 1.4 PROCEDURAL RESPONSIBILITIES

The RESP ORG, to provide quality 800 DB service to its customers, should follow certain operating procedures and guidelines to ensure customer satisfaction and continuity of service. Listed below are the principles which have been identified as being essential in providing and maintaining quality 800 DB services.

#### A RESP ORG WILL:

- Adhere to these "Guidelines for 800 Database."
- Work with the NASC administrator to obtain and maintain SMS access.
- Adhere to agreements established through the industry forum process. Refer to the "Reference List for 800 Data Base," which can be obtained from the NASC.
- Provide and maintain a contact number in SMS.
- Ensure that customer records are accurately entered into SMS with all appropriate carrier information.
- Verify to ensure that customer records are downloaded into all appropriate SCPs -- Download status will be provided to the RESP ORG through the SMS.
- Make all necessary changes to customer records in SMS.
- Resolve any errors in the SMS entry/SCP download process with the NASC when deemed appropriate by the RESP ORG.

## 2. TEN DIGIT 800 NUMBER ADMINISTRATION GUIDELINES

### 2.1 BACKGROUND

Ten-digit 800 carrier identification provides an opportunity for additional flexibility in assigning ten-digit 800 Service numbers. This capability also enables an 800 subscriber to retain use of its existing 800 number when changing from one 800 Service Provider to another 800 Service Provider.

800 Service numbers are fundamentally a resource of the North American Numbering Plan. 800 Service numbers are assigned by 800 RESP ORGs to subscribers from a common pool of available numbers. 800 Service 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 800 Service number assigned. Such concepts are further discussed as Basic Principles.

### 2.2 BASIC PRINCIPLES

These basic 800 Service number assignment guidelines are necessary for all 800 Service providers to support effective provisioning of 800 Service based on consistent and equitable principles regarding the assignment of ten-digit 800 Service numbers. The following principles form the foundation of the Ten-Digit 800 Service Number Administration Guidelines.

2.2.1 In light of demand and availability of ten-digit 800 Service numbers, a reasonable limit to the quantity of 800 Service number reservations each RESP ORG can have at any given time is set as follows:

At any given time, each RESP ORG can have up to 3000 numbers reserved or 15% of its total quantity of working 800 Service numbers, whichever is greater. (This reservation limit may be revisited periodically following initial implementation, as experience is gained.)

2.2.2 Certain 800 NXX codes are "not open" for line number assignment in the United States because of specific 800 Service applications outside the U.S., but within the North American Numbering Plan. In addition, certain 800 NXX codes are reserved for special applications (e.g., 800 Service Directory Assistance 800-555, 800 Radio Common Carrier Service N 0/1 2, the hearing impaired 800-855) and are not open for general assignment. NANP will continue to assign the line numbers associated with 800-555 and 800-855. The NASC will make periodic lists available of the open and closed 800 NXX codes. A complete list of NXXs, and associated status, to be used in the SMS/800 shall be maintained by the NASC and provided to all RESP ORGs and available to all Service Providers through the North American Numbering Plan Administrator.

2.2.3 The SMS/800 will maintain an inventory of current status information for all 800 Service numbers and NXXs that are available for assignment in the 800 DB Plan.

2.2.4 An individual 800 Service number can be assigned to only one subscriber. New number duplication between subscribers is prohibited. Elimination of any existing duplicated ten-digit 800 Service numbers assignments is strongly encouraged.

NOTE: Intrastate 800 Radio Common Carrier (RCC) number assignments are an exception to 2.2.4 and are not addressed by these guidelines. Since assignments for 800 RCCs is currently restricted to:

- 1) special 800 NXX codes which are not available for general 800 Service assignment, and

- 2) intrastate service only; number duplication between states is permitted.
- 3) For specific guidelines on RCC number administration, the local exchange carrier administering service should be contacted.

2.2.5 No individual or entity (e.g., subscriber, service provider) has a proprietary interest in any given 800 Service number; however, 800 service subscribers do have a control interest in their active 800 numbers.

2.2.6 Unused 800 Service Numbers, numbers without valid 800 service number orders, must be recovered, returned to the common assignment pool, and made available for re-assignment to other potential subscribers. Service disconnects and cancellations require 800 Service number recovery to provide fair and equitable treatment for number assignment among all 800 Service providers and subscribers.

2.2.7 800 Service subscribers will be able to retain use of their 800 Service number assignments despite changes in their 800 Service providers and/or RESP ORG. When subscribers retain the use of their 800 Service number assignments, the status of the numbers will remain the same.

2.2.8 All entities, e.g., RESP ORG, subscriber, service provider, are prohibited from selling, brokering, bartering, and releasing for a fee (or otherwise) any 800 Service number. However, under no circumstances should this or any other statement in these guidelines be allowed to inhibit the sale, resale, brokerage, or bartering of 800 Service.

2.2.9 Directory, publication or other errors occurring during the 800 Service provisioning process present a distinct set of problems that often require special handling; therefore, an investigation of the specific facts and circumstances surrounding a given situation will often be required by the involved Service Providers before such situations can be resolved. It should be noted that there may be certain situations where a remedy may not be available.

2.2.10 All sensitive customer-related information held by the NASC, or related support systems which it uses, is proprietary and will be treated accordingly. Such proprietary information will not be disclosed to any third party without the written consent of the RESP ORG. Third party is defined as any entity except the NASC and the RESP ORG submitting the information. However, all non-proprietary information shall be made available to all carriers on an equal basis. Non-proprietary information has been identified by the industry as: the 800 service number, the RESP ORG ID, the customer record status or number status, and the effective date and time of the customer record.

2.2.11 The NASC shall provide a capability for an 800 number administration activity audit trail.

### 2.3 800 SERVICE NUMBER STATUS DEFINITIONS

To effectively administer ten-digit 800 Service numbers, nine number statuses have been defined. An 800 Service number can retain only one number status at any given time. Despite the seemingly sequential nature of number statuses, an 800 Service number does not need to pass through each number status, e.g., the status of a number could change directly from SPARE to WORKING. RESP ORGs/800 Service Providers shall not abuse the SMS number statuses for 800 numbers that are not intended to generate 800 service traffic for 800 service subscribers. Abuse of the following number statuses is inappropriate and may be subject to enforcement measures. A brief explanation of each number status is provided.

2.3.1 NXX NOT OPEN An 800 Service number status is NXX NOT OPEN if the number is in an 800 NXX code which is not open/available for general assignment. (See Basic Principle 2.2.2)

**2.3.2 SPARE** A SPARE number is a non-working 800 Service number that is available for assignment to a potential subscriber by an 800 Service provider.

**2.3.3 RESERVED** A RESERVED number is an 800 Service number temporarily marked for assignment to a specific subscriber. An 800 Service number can be reserved, if available, on behalf of a subscriber for a maximum 60 calendar days pending the placement of an 800 Service request (the 800 Service provider receives an order for 800 Service from the subscriber).

If no 800 Service number order has been placed prior to reaching the end of the number reservation period, the status of the 800 Service number will be changed from RESERVED to SPARE. At this time, the ten-digit 800 Service number is no longer held for a particular subscriber; the number is available for assignment.

An 800 Service number reservation must expire before such number can be reserved again. This process attempts to fairly give all subscribers and 800 Service providers the opportunity to obtain specific 800 Service numbers and also attempts to minimize any entities' ability to "hold" numbers for extreme lengths of time without actual service.

A number reservation can be canceled prior to the end of the reservation period if the potential subscriber has decided not to use the number. As soon as an 800 Service number reservation is canceled, the number status will automatically be changed to spare. More information on Specific 800 Service Number reservation requests can be found in Section 2.4.

**2.3.4 ASSIGNED** An ASSIGNED number is an 800 Service number that is associated with a valid 800 Service number order received from a subscriber, entered into the SMS, and pending activation in the SCPs. An 800 Service number will remain in the ASSIGNED status until the number is activated in the SCPs and changed to WORKING or for a maximum of (12) months, whichever occurs first. The ASSIGNED status must be converted to either WORKING or SPARE within the above time period.

**2.3.5 WORKING** A WORKING number is an 800 Service number that is being used to complete 800 Service calls. An ASSIGNED number status changes to WORKING once the pending customer record has been downloaded into all appropriate SCPs. In addition, SPARE and RESERVED numbers can be changed directly to WORKING.

**2.3.6 DISCONNECT** A number in the DISCONNECT status is an 800 Service number that is discontinued for use by the subscriber and the associated 800 service has been terminated.

When an 800 Service number has been disconnected, the status of the 800 number will reflect the change on the due date of the disconnect. Then upon expiration of the allotted disconnect interval, the ten-digit 800 Service number status will change to SPARE and the number will be available for re-assignment among all potential subscribers.

The standard disconnect/aging interval is between six months and one year following the effective date of the 800 Service disconnect; however, based on subscriber request, this may be shortened to a minimum of six months. This disconnect/aging interval takes into consideration directory publications and other subscriber advertisements in an attempt to avoid re-assignment problems.

**2.3.7 TRANSITIONAL** An 800 number whose service has been terminated for less than 6 months but is no longer on intercept. Intercept is defined as a LEC Intercept recording telling callers that the number has been disconnected or is no longer in service. After being disconnected for 6 months, the SMS/800 systematically returns the number to spare.

**2.3.8 SUSPEND** An 800 Number that has been disconnected but is scheduled to be reactivated. When a future pending new connect customer record has been established in the SMS/800 for an 800 number previously in Disconnect status, the SMS/800 will place the 800 number in SUSPEND status. An 800 Service number will remain in the SUSPEND status until the number is activated in

the SCPs and changed to WORKING or for a maximum of (12) months, whichever occurs first. The SUSPEND status must be converted to either WORKING or SPARE within the above time period.

**2.3.9 UNAVAILABLE** An UNAVAILABLE number is an 800 Service number that is not available for assignment through the SMS/800 due to an unusual condition (e.g., service maintenance test record). UNAVAILABLE numbers need to be kept to a minimum and verified by the NASC. Requests to make ten-digit 800 Service numbers UNAVAILABLE need to be submitted in writing to the NASC with substantiating reasons. The NASC will make periodic reports publicly available detailing the current list of unavailable numbers and reasons why.

#### **2.4 SPECIFIC 800 SERVICE NUMBER REQUESTS**

The status for all ten-digit 800 Service numbers is tracked nationally, and potential subscribers have significant flexibility in 800 Service number selection. Specific 800 Service number reservation requests will be honored whenever possible. To ensure fair treatment to all potential subscribers and 800 Service providers, the following guidelines apply.

**2.4.1** Specific 800 Service number requests are honored based upon availability, on a first-come-first-served basis, at the time the reservation request is received by the SMS/800.

**2.4.2** A specific 800 Service number may be reserved for a maximum of 60 calendar days on behalf of a subscriber. However, if an 800 Service number order request using the reserved 800 Service number is not placed prior to the end of the number reservation period, the 800 Service number status will change to SPARE. This process supports the need to recover ten-digit 800 Service numbers for use by all 800 Service providers and subscribers. More details regarding reserving 800 Service numbers is included in Section 2.3.3.

**2.4.3** For assignment of a specifically requested 800 Service number, it is recommended (yet in no way mandatory) that the potential subscriber, or its agent, sign and submit a number reservation agreement form to its 800 Service provider. This agreement form should stipulate the actual 800 Service number reserved, as well as the basic assignment principles regarding non-proprietary interest in a number.

### 3. COORDINATED 800 DATA BASE SERVICE GUIDELINES

#### 3.1 PREFACE

This section applies to either or both of the following situations when the 800 subscriber and their 800 number remain the same:

- Change of RESP ORG
- Change, addition, or deletion of one or more Service Providers

#### 3.2 CHANGE OF RESP ORG

3.2.1 Responsibilities of the customer To change their RESP ORG the customer should:

1. Establish a business relationship with the new RESP ORG and provide appropriate documents as required by the new RESP ORG for the ordering and provisioning of services.
2. Notify the current RESP ORG of the termination of their business relationships for this 800 number.
3. Notify both the current and new RESP ORG of the requested date and time for the RESP ORG change.

3.2.2 Responsibility of the Current RESP ORG When the customer requests a change of the RESP ORG it is the responsibility of the current RESP ORG to:

1. Ensure that it has, from the customer, the information necessary to transfer the 800 record to another RESP ORG. This information includes: the identity of the new RESP ORGs, the 800 number, and the date and time of the transfer.
2. Release control of the 800 number record by changing the record to reflect the new RESP ORG in the SMS/800.
3. Report any outstanding trouble reports disposition to the new RESP ORG.
4. Terminate its business relationship with the customer for RESP ORG responsibility for this 800 service.

3.2.3 Responsibility of the new RESP ORG The responsibility of the new RESP ORG are to:

1. Obtain necessary information from the customer to confirm that the RESP ORG has been transferred. This information includes the identity of the current RESP ORG, the 800 number, and the date and time of the RESP ORG change.
2. Establish a business relationship with the customer for RESP ORG responsibility for this 800 service.
3. Implement all changes which the customer has requested in conjunction with this change of RESP ORG.

#### 3.3 CHANGING 800 SERVICE PROVIDERS

3.3.1 Customer Responsibilities To change one or more 800 service providers the customer should:

1. Establish a business relationship with the new 800 service provider and provide appropriate documents as required by the new service provider for the ordering and provisioning of services.
2. Notify the current 800 service provider(s) of the termination of their business relationship(s) for this 800 service.

3. Notify the current RESP ORG of the date and details of the change in 800 service providers.

**3.3.2 Responsibilities of the Current RESP ORG** If the RESP ORG is not changing:

1. The RESP ORG should follow its own procedures for informing the customer of the customer's obligation to notify his/her current and new 800 service provider(s).
2. Establish a business relationship with the new 800 service provider(s) for this 800 service.

If the RESP ORG is changing, in addition to the change in 800 service providers; the guidelines in section 3.2.2 would apply.

**3.3.3 Responsibilities of the New RESP ORG** If both the RESP ORG and one or more 800 service providers are changing, the new RESP ORG should follow its own procedures for informing the customer of the customer's obligation to notify his/her current and new 800 service provider, and to establish a business relationship with the new 800 service provider for this 800 service.

**3.3.4 Responsibilities of the Current Service Provider** At the request of the 800 service subscriber, the 800 Service Provider will process requests to change Service Provider(s) in a timely manner.

### **3.4 TROUBLE REPORTING CONSIDERATIONS**

**3.4.1** Whenever the RESP ORG for an 800 service is changed, the potential for mishandling trouble reports related to that number increases substantially. This is particularly true during the period during which the RESP ORG change is being made in the SMS/800.

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

1. Minimizing the amount of time associated with making the RESP ORG change in the SMS/800, and
2. By properly planning the timing of the RESP ORG change in the SMS/800. Since the volume of trouble reports is lowest during low traffic periods, RESP ORG changes performed during the customer's lowest traffic periods should reduce the probability that trouble reports will be mishandled.

**3.4.3** All RESP ORGs should refer to the NOF (Network Operations Forum) 800 Data Base service trouble reporting document(s) for additional details.

**3.4.4** The new RESP ORG is responsible for accepting and referring and/or resolving all trouble reports related to an 800 service upon the change of RESP ORG in the SMS/800 when appropriate and in accordance with NOF 800 Data Base trouble reporting documents. In addition, as per Section 3.2.2, it is the current RESP ORG's responsibility to report any outstanding trouble report disposition to the new RESP ORG.

#### 4. NASC RESPONSIBILITIES GUIDELINES

The Number Administration Service Center (NASC) is the organization that administers the SMS/800 system for the centralized management of 800 numbers of 800 Data Base Service.

The NASC administrator will:

- Have a service orientation and appreciation of SMS user time and revenue - sensitive concerns
- Provide logons and passwords for the SMS/800 System upon receipt of the request for logons/passwords.
- Provide access to the SMS/800 for the ability to manage and administer 800 records.
- Provide coverage for user support with regard to the operation of the SMS/800, 7 days a week, 24 hours a day.
- Maintain all SMS/800 and Service Provider contracts
- Maintain a complete list of 800 NXX codes and associated statuses and provide the list to all RESP ORGs and make the list available to all Service Providers through the North American Numbering Plan Administrator.
- Provide list of open and closed 800 NXX codes on quarterly basis.
- Receive requests for unavailable numbers and if the requests meet industry guidelines defined in Section 2.3.7 mark 800 number unavailable in SMS; the NASC will also monitor, verify and maintain unavailable numbers.
- Publish quarterly reports to RESP ORGs detailing the current list of unavailable numbers, requester and reasons why the number is unavailable.
- Provide adequate staffing for user support and SMS/800 trouble resolution.
- Resolve any errors with the SMS/800 entry and SCP download process with the RESP ORG within a reasonable time frame.
- Upon RESP ORG request obtain and deliver any of the available SMS/800 reports.

## 5. GLOSSARY

- **Agent.** Any authorized representative of an 800 subscriber or an 800 Service Provider. The agent is the entity whom the service subscriber or the service provider has authorized to act on his/her behalf for the establishment, change or termination of 800 Service.
- **Basic Customer Record.** An SMS/800 basic customer record involves one interLATA carrier and/or intraLATA carrier that utilizes as a destination number:
  - only one 800 number or,
  - only one POTS number or,
  - only one 800 number and one POTS number in combination. Note: A basic customer record is not equivalent to basic 800 service.

- **Call Processing Record (CPR).** The 'decision-tree' routing logic contained in the SMS/800 and SCPs to determine the appropriate handling of 800 Data Base Service calls on a real-time basis.

The CPR is applicable only to complex 800 Services and includes the call routing parameters associated with all optional features associated with complex 800 Service. All CPRs have an associated CAD.

- **Carrier Identification.** The capability of 800 Data Base Service, by translating all ten digits of a dialed 800 number, to identify the carrier that a subscriber has selected to carry its 800 traffic.
- **Complex Customer Record.** An SMS/800 Complex Customer Record which contains multiple ICs and/or multiple destination POTS numbers. Note: A complex customer record is not equivalent to vertical feature service.
- **Customer.** The customer may be a service subscriber, an 800 service provider or an agent of either.
- **Customer Administrative Data (CAD).** The CAD is applicable to both basic and complex 800 records and includes at a minimum, the 800 number, the RESP ORG ID, Service Providers, number status and effective date and time.
- **Interexchange Carrier (IC).** Any common carrier authorized by the FCC and/or a state Public Utility Commission to provide interexchange telecommunications; sometimes abbreviated as IEC or IXC.
- **Local Access and Transport Area (LATA).** The geographic regions within which a local telephone company can offer exchange, toll and exchange access services.
- **Local Exchange Carrier (LEC).** A local telephone company, that provides exchange services; sometimes abbreviated as EC.
- **North American Numbering Plan (NANP).** The system for assigning 10-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 a particular subscriber's line within the exchange.
- **Number Administration and Service Center (NASCC).** The organization that administers the SMS/800 system for the centralized management of 800 numbers of 800 Data Base Service (see Service Management System).
- **NXX Code.** The three digits (digits in positions number 4,5, and 6) in an 800-NXX-XXXX number.
- **POTS.** Plain Old Telephone Service; the voice communication telephone service between two telephones.

- **Responsible Organization (RESP ORG).** The entity that has responsibility for the management and administration of 800 Data Base Access Service records.

The entity identified by the 800 subscriber or the subscriber's agent assumes the duty of managing the appropriate records in the 800 Data Base Service Management System 800 (SMS/800). Management and administration shall include data entry, record changes, trouble referral, and/or clearance.

- **Service Control Point (SCP).** The real-time data base systems in the 800 Data Base Service network that contain routing instructions downloaded by the SMS/800. These routing instructions were entered into the SMS/800 by the RESP ORG.
- **Traffic.** Telephone calls sent and received over a communications channel; a quantitative measurement of telephone use, and usually by number of calls and their length, over a specified period.
- **800 Number Administration.** The process of assigning, reserving, and releasing 800 numbers for public use.
- **800 Number Search and Reservation.** The process of searching the SMS/800 data base to obtain and reserve available 800 numbers for subscribers.
- **800 Service.** A telecommunications service where an organization provides toll-free calling to the public for ordering merchandise, making service reservations, obtaining consumer information, and many other uses.
- **Service Management System/800 (SMS/800).** The main operations support system of 800 Data Base Access Service. It is used to create and update subscriber 800 records that are then downloaded to SCPs for handling subscribers' 800 calls (see Service Control Points). The system is also used by 800 RESP ORGs to reserve and assign 800 numbers.
- **800 Service Provider.** Telecommunications companies that offer 800 Service to subscribers.
- **800 Service Subscriber.** 800 entity who subscribes to 800 service from the 800 Service Provider and is financially responsible for traffic resulting from callers dialing the specific 800 number assigned to the subscriber. Note: The 800 service subscriber definition specifically excludes entities reselling 800 service.

Issue 2.0  
November 9, 1992

## 6. DATA BASE SERVICE ACRONYMS

|          |  |
|----------|--|
| CAD      | Customer Administrative Data                         |
| CPR      | Call Processing Record                               |
| DB       | 800 Data Base Service                                |
| IC       | Interexchange Carrier                                |
| LEC      | Local Exchange Company                               |
| NANP     | North American Numbering Plan                        |
| NASC     | Number Administration and Service Center             |
| NOF      | Network Operations Forum                             |
| NXX      | The three digits (position 4,5,6) in an 800-NXX-XXXX |
| POTS     | Plain Old Telephone Service                          |
| RCC      | Radio Common Carrier                                 |
| RESP ORG | Responsible Organization                             |
| SCP      | Service Control Point                                |
| SMS/800  | Service Management System/800                        |