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Industry Guidelines
for
800 Number Administration

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This document was developed by the Ad Hoc 800 Database Committee, a committee under the auspices of the Carrier Liaison Committee and sponsored by the Alliance for Telecommunications Industry Solutions, Inc. (ATIS). These guidelines were modified and are now maintained by the SMS/800 Number Administration Committee (SNAC), a committee under the auspices of the Carrier Liaison Committee's Ordering and Billing Forum, also sponsored by ATIS.

These guidelines are printed and distributed by Database Service Management, Inc. (DSMI). DSMI is a subsidiary of Bellcore responsible for the management of the toll free resource database.

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Industry Guidelines for 800 Number Administration

<u>CONTENTS</u>	<u>PAGE #</u>
1. RESP ORG RESPONSIBILITIES	1
1.1 Preface	1
1.2 General Responsibilities	1
1.3 Trouble Reporting Responsibilities	2
2. TEN DIGIT 800 NUMBER ADMINISTRATION	3
2.1 Preface	2
2.2 Basic Principles	2
2.3 Specific 800 Number Requests	5
2.4 Specific Management System for 800 Numbers	6
3. COORDINATED CONVERSION OF 800 DATABASE SERVICE	6
3.1 Preface	6
3.2 Change of Resp Org	7
3.3 Changing 800 Service Providers	8
3.4 Trouble Reporting Considerations	9
4. NASC RESPONSIBILITIES	9
4.1 Preface	9
4.2 General Responsibilities	10
5. GLOSSARY	10

INTRODUCTION

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 cooperatively developed, reviewed and approved by the Ad Hoc 800 Database Committee (a committee of the 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 OBE (#49), the Ad Hoc 800 Database Committee officially adopted a new name and began to function operationally as the SMS Number Administration Committee (SNAC).

These guidelines were modified in planning for the implementation of 8XX Service Access Codes by the SMS/800 Number Administration Committee (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.

It is important to note that, as such, conservation measures are identifiable by italics and are implemented on an interim basis. Conservation measures remain as the operational guidelines only until the industry has agreed that resource exhaustion has been relieved. Upon relief the reversion to business as usual is immediate (standard guidelines apply).

The conservation mode is invoked by the industry when it is known that relief will not be available at the projected time of 90% fill rate.

These guidelines are arranged in five sections: Resp Org Responsibilities, Ten Digit 800 Number Administration, Coordinated Conversions of 800 Database Service, NASC Responsibilities, and a Glossary. It is expected that all participants in the provision and use of 800 Service demonstrate a good faith effort towards adherence to these guidelines, and while compliance is voluntary, deliberate abuse of these guidelines may be referred by any participant to the Federal Communications Commission of the United States government, or to the Director General, Spectrum Engineering, Industry Canada, as appropriate.

1. RESP ORG RESPONSIBILITIES

1.1 PREFACE

The entity identified by the 800 Service Customer 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). This section outlines the responsibilities of the Resp Org for managing and administering the SMS/800 record. The following are principles which have been identified as being essential to operating as a Customer's Resp Org:

◆ Adhere to the "Industry Guidelines for 800 Number Administration."

◆ Work with the NASC Administrator to obtain, maintain, and correctly utilize SMS/800 interface capabilities and the toll free number resources allocated to SMS/800 for Customer assignment.

◆ Adhere to agreements established through the Alliance for Telecommunications Industry Solutions (ATIS, formerly ECSA) industry forum process. (Refer to the "Reference List for 800 Database", which can be obtained from the NASC).

1.2 GENERAL RESPONSIBILITIES

The Resp Org is responsible to its Customer for management of the SMS/800 record and the appropriate coordination with other entities involved in providing the Customer's 800 Service. This may include, but is not limited to, coordination with 800 Service Providers and the Number Administration and Service Center (NASC). The following general responsibilities are necessary for proper management of the SMS/800 record.

A Resp Org will:

◆ Have only one Customer for an SMS/800 record.

NOTE: For Shared Use 800 or Bundled Services, the Provider of the Shared Use 800 or Bundled Service is treated as the Customer.

NOTE: The process for managing duplicate 800 numbers that existed prior to May 1, 1993, is outlined in Section 2.2.2.

NOTE: The process for managing the temporary referral of a misadvertised number is outlined in Section 2.2.7.

◆ 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 requirements to the Resp Org.

◆ Inform its Customer of the specific responsibilities the Customer assumes for identifying requirements to its 800 Service Provider(s).

◆ Develop its own process for its Customer to notify it of changes to an SMS/800 record.

◆ Implement, in a timely manner, all Customer-requested changes to the SMS/800 record to support the Customer's 800 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 800 Service Providers on an equal basis. Non-proprietary information has been identified as: the 800 number, the Resp Org identification, the status of the 800 number or Customer record in SMS/R00, and the associated effective date and time of the Customer record. In addition in Multiple-Carrier routing situations, the Area of Service (AOS) of the Customer record is considered proprietary but viewable by those 800 Service Providers (with SMS/R00 access) listed on the Customer record.

NOTE: Multiple Carrier routing cannot be provided for the Canadian portion of any SMS/R00 Customer Record at this time.

☛If requested by any party, provide the 800 Number Status, Resp Org identification, and trouble referral number for any 800 Number listed in SMS/R00.

☛Conduct an internal reconciliation process annually to ensure that toll free number resources are being properly assigned to SMS/R00 categories, are being utilized effectively, and allow for the reclamation (return) of number resources as appropriate.

1.3 TROUBLE REPORTING RESPONSIBILITIES

The Resp Org is responsible for accepting, referring, containing, and/or resolving all trouble reports related to an 800 Service for which it is identified as the Resp Org in SMS/R00. The following general responsibilities are necessary for proper management of the 800 Service trouble.

☛Provide the appropriate contact number(s) for 800 Service troubles on a 24-hour-a-day, 7-day-a-week basis, for accepting 800 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 NASC.

☛Confirm and, when appropriate, correct the information contained on the SMS/R00 record to resolve the trouble. When the trouble is not SMS/R00 related, the Resp Org will refer the trouble to the appropriate 800 Service Provider(s) for resolution (as outlined in Network Operations Forum [NOF] 800 Database Trouble Reporting document[s]).

☛Advise its Customer and the affected 800 Service Provider(s) of the appropriate plans during resolution of the 800 Service trouble, and maintain appropriate documentation of the trouble resolution.

2. TEN DIGIT 800 NUMBER ADMINISTRATION

2.1 PREFACE

Ten digit 800 Carrier Identification enables an 800 Service Customer to retain use of its existing 800 Number when changing Resp Org and/or 800 Service Provider. 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

800 Service Numbers are fundamentally a resource of the North American Numbering Plan Administrator. 800 Service 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 800 Number Administration guidelines.

2.2.1 800 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 number assigned. Resp Orgs and 800 Service Providers are prohibited from selling, brokering, bartering, or releasing for a fee (or other consideration) any 800 Number.

Reserving, Assigning, or activating (Working) 800 Numbers by Resp Orgs, 800 Service Providers, or Customers for the primary purpose of selling, brokering, bartering, or releasing for a fee (or other consideration) that 800 Number is prohibited.

However, the 800 Service End-User Subscriber has the ultimate right to control its 800 Service, and its reserved, active, or assigned 800 Service Numbers.

NOTE: For Shared Use 800 or Bundled Services, the Shared Use 800 or Bundled Service Provider is treated as the 800 Service End-User Subscriber, and is responsible to notify its purchasers of these services of this fact.

NOTE: The statements above should not be interpreted as inhibiting the sale, resale, brokering, or bartering of 800 Service.

2.2.2 An individual 800 Service Number can be assigned to only one 800 Service End-User Subscriber for 800 NXX codes open for ten digit line number assignment. Duplicate 800 Number assignment to multiple 800 Service End-User Subscribers existed prior to May 1, 1993. The appropriate Resp Orgs, 800 Service Providers, and the NASC have identified procedures for managing these situations with the intent of eventually eliminating these duplicate number assignments. New 800 Number duplication between multiple 800 End-User Subscribers is prohibited.

2.2.3 Certain 800 NXX codes are not open for ten digit line number assignment in the United States and Canada because of specific 800 Service applications outside the U.S. and Canada, 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, Radio Common Carrier Service 800-N-0/12, and Hearing Impaired 800-855) and/or portions thereof (e.g., Radio Common Carrier Service 800-NO/12, Hearing Impaired Services 800-855, Test numbers 800-250, and Toll Free Directory Assistance 800-555) are not open for general assignment.~~

NOTE: The 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 - NO/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.

Issue 4
June 8, 1995

The NASC will update lists of Open and Closed 800 NXX codes as changes occur, and provide a capability for an 800 NXX code administration activity audit trail.

A complete list of NXXs, and associated status, to be used in SMS/800 will be maintained by the NASC, provided to all Resp Orgs, and made available to all 800 Service Providers through the North American Numbering Plan Administrator.

2.2.4 800 Service End-User Subscribers are able to retain use of their Reserved, Assigned, or Active 800 Service numbers despite changes in their Resp Org and/or 800 Service Provider(s). When 800 Service End-User Subscribers initiate a change in Resp Org and/or 800 Service Provider(s), the SMS/800 status of the numbers will remain the same. (See Section 3 of these guidelines.)

2.2.5 Reservation, Assignment or Activation (Working) of 800 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 800 Number, the Resp Org must release the 800 Number back to a Spare status and the pool of numbers available for assignment within 48 hours of Customer notification.

To meet Customer demand and maximize the availability of ten digit 800 Numbers, the following limits for the quantity of 800 Service number reservations each Resp Org can have at any given time have been established:

At any given time, each Resp Org entity can have up to 1000 numbers reserved or 15% of its total quantity of working 800 Service numbers, whichever is greater. This reservation limit will continue to be reviewed periodically.

When the industry has determined that conservation measures should be invoked to delay exhaustion of the toll free resource, each Resp Org entity at any given point in the time during the conservation period can have up to 1000 numbers reserved or 8% of its total quantity of working 800 numbers, whichever is greater (These reservation limits apply only throughout the conservation period).

When conservation is invoked, any entity who has more than 8% of its total working numbers in a reserved status will receive notification 30 days prior to implementation of the 8% systematic limitation from Database Service Management, Inc. (DSMI) acting as a representative of the SMS/800 Management Team (SMT). All Resp Org entities will receive prior notice to bring reservation numbers down to the defined limits. During this 30 day period, it is up to each entity to monitor its reserved numbers in order to ensure that the Resp Org is under the 8% limit when the system change is implemented.

2.2.6 When the 800 Service is disconnected or canceled, the 800 Number must be recovered, returned to the common assignment pool (SMS/800), and made available for reassignment to other potential 800 Service End-User Subscribers. 800 Service disconnects and cancellations require 800 number recovery to provide fair and equitable treatment for 800 number assignment among all Resp Orgs, 800 Service Providers, and 800 Service End-User Subscribers.

In order to return transitional numbers to the toll free resource pool, Resp Orgs may, during a conservation mode, review and release their transitional numbers back to the pool in advance of SMS systematic aging. Voluntary minimum aging may be reduced to four months (disconnect plus transition interval) when the toll free resource is 95% exhausted.

NOTE: It is understood that the four month voluntary minimum aging can be implemented immediately to address 800 exhaust/888 implementation

2.2.7 Directory or other publication errors occurring during the 800 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 be required by the involved 800 Service Providers, in conjunction with the Resp Org and the 800 Service End-User Subscribers, before such situations can be resolved. It should be noted that there may be certain situations where a remedy may not be available.

When the situation of a misadvertised 800 Service number exists, temporary referral arrangements may be negotiated between the existing 800 End-User Subscriber, the company that misadvertised the 800 number and the involved 800 Service Providers. Every effort should be made to limit the amount of time that the referral arrangement exists. A suggested arrangement could be a message referral recording.

2.2.8 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)
 Chief of Informal Complaints
 Federal Communications Commission
 2025 M Street N.W., Room 6202
 Washington, DC 20054

(in Canada)
 Director General
 Spectrum Engineering
 Industry Canada
 Ottawa, ON, Canada
 K1A 0C8

NOTE: All Canadian concerns relating to 800 numbering resources should be directed to the Chairman of the Canadian Interconnection Liaison Committee (CILC) as shown above.

Although the single point of contact for the Canadian Government is the Chairman of the CILC, all correspondence received will be copied internally to the Canadian Radio-Television and Telecommunications Commission (CRTC) and the Telecommunications Policy Branch of Industry Canada. This will ensure that all the necessary aspects of any issue (e.g., technical, discriminatory, and/or telecommunications policy) are addressed.

2.3 SPECIFIC 800 NUMBER REQUESTS

The status of all ten digit 800 Numbers is tracked for all U.S. and Canadian services, and potential 800 Service End-User Subscribers have significant flexibility in 800 Number selection. Specific 800 Number reservations will be honored whenever possible. To ensure fair treatment to all potential 800 Service End-User Subscribers, 800 Service Providers, and Resp Orgs, the following guidelines apply.

2.3.1 Specific 800 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 SMS/800.

2.3.2 A specific 800 Number may be reserved for a maximum of 60 calendar days on behalf of a Resp Org's Customer. However, if the 800 Number status in SMS/800 does not change to Assigned or Working prior to the end of the 800 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 800 Numbers for use by all Resp Orgs and their Customers.

2.3.3 To ensure the capability to move a Reserved 800 Number from one Resp Org to another (as outlined in Section 3), it is recommended that the potential 800 Service Customer sign and submit an 800 Number reservation agreement form to its 800 Service Provider. This agreement form should

Issue 4
June 8, 1995

stipulate the actual 800 Number reserved, as well as the basic assignment principles regarding the Customer's non-proprietary interest in the specific 800 Number.

2.4 SERVICE MANAGEMENT SYSTEM FOR 800 NUMBERS

To effectively administer ten digit 800 Numbers, the Service Management System for 800 Numbers (SMS/800) is being utilized by all Resp Orgs. Within SMS/800, nine 800 Number statuses have been defined. A brief explanation of each 800 Number status is provided. For further details, the Resp Org should review procedures outlined in the "800 Service Management System User's Guide."

2.4.1 NXX NOT OPEN: The 800 Number is in an 800 NXX code which is not open/available for general ten digit number assignment.

2.4.2 SPARE: The 800 Number is available for assignment by a Resp Org.

2.4.3 RESERVED: The 800 Number has been reserved by a Resp Org for its Customer, and may be held in this status for up to 60 days.

2.4.4 ASSIGNED: The 800 Number record has specific Customer routing information entered by the Resp Org in SMS/800 and is pending activation in the SCPs. An 800 Number may remain in this status until changed to Working or for a maximum of 12 months, whichever occurs first.

2.4.5 WORKING: The 800 Number is loaded in the SCPs and is being utilized to complete 800 Service calls.

2.4.6 DISCONNECT: The 800 Service has been discontinued and an Exchange Carrier intercept recording is being provided. After a designated interval, the 800 Number status will change to Spare.

2.4.7 TRANSITIONAL: The 800 Service has been disconnected for less than 6 months, but no Exchange Carrier intercept recording is being provided. At the end of 6 months, the 800 Number status is systematically changed to Spare.

2.4.8 SUSPEND: The 800 Service has been temporarily disconnected and is scheduled to be reactivated. An 800 Number may remain in this status until changed to Working or for a maximum of 12 months, whichever occurs first.

2.4.9 UNAVAILABLE: The 800 Number is not available for assignment due to an unusual condition. Requests to make a specific 800 Number unavailable must be submitted in writing to the NASC with the appropriate documentation of the reason for the request. The NASC is the only entity that can assign or remove this status to a number.

3. COORDINATED CONVERSION OF 800 DATABASE SERVICE

3.1 PREFACE

This section describes the process that enables an 800 Service End-User Subscriber to retain the use of an active, reserved, or assigned 800 Service number when changing Responsible Organization (Resp Org), and potentially, 800 Service Provider(s). This section outlines the responsibilities of the Customer, the Resp Org, and the 800 Service Provider(s).

3.2 CHANGE OF RESP ORG

NOTE: A change of Resp Org should not be confused with changes to the 800 Service(s) of 800 Service Provider(s). It is the responsibility of the customer to separately advise its 800 Service Provider(s) of any proposed changes to the 800 Service(s) (i.e., change of Resp Org only, conversion to Multiple Carrier, disconnection of service).

3.2.1 Responsibilities of the Customer. To change its Resp Org the Customer should:

- ◆ Establish a business relationship with the new Resp Org and provide appropriate documents as required by the new Resp Org for managing the SMS/800 record.
- ◆ Notify the new Resp Org of the requested date for the Resp Org change to occur.
- ◆ Notify the current Resp Org of the effective date to terminate the business relationship for managing the SMS/800 record for an 800 member.

3.2.2 Responsibilities of the new Resp Org. The responsibilities of the new Resp Org are to:

- ◆ Establish a business relationship with the Customer for Resp Org management of the SMS/800 record, and confirm with the Customer the Customer's obligation to define the 800 Service requirements directly to the 800 Service Provider(s).
- ◆ Obtain the necessary information from the Customer to assume SMS/800 record management. This information includes the 800 Number and the requested effective date of the Resp Org change.
- ◆ Implement, in a timely manner, all Customer-requested changes to the SMS/800 record to support the Customer's 800 Service.

3.2.3 Responsibilities 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:

- ◆ Ensure that it has, from the Customer, the information necessary to validate the request and transfer management of the SMS/800 record to the new Resp Org. The transfer information includes, but is not limited to: the identity of the new Resp Org, the 800 number, and the requested date of transfer.
- ◆ Validate the Change of Resp Org request against internal Customer information to ensure the request has been authorized by the Customer. A Customer's name may be compared to multiple sources internally that may include the following examples:
 - Service Address Name
 - Billing Address Name
 - Does Business As (DBA) information
 - Additional Listing information

Additionally, the Resp Org may validate address information on the change of Resp Org request against internal Customer address information. A Customer's address may be compared to multiple sources internally that may include the following examples:

- Service Address
- Billing Address

When an address has been matched, but no Customer name matches, the old Resp Org should attempt to contact its Customer to verify the information to complete the Resp Org change.

When the internal Customer information reveals the probability that the 800 Number is a Resold 800 Service, the current Resp Org should contact the 800 Service Reseller to validate the 800 Service End-User Subscriber information, and to confirm it is the only user of the 800 Number.

When the new Resp Org acts on behalf of the Customer via written authorization to the old Resp Org, the following additional information is required:

- The 800 numbers that need to be transferred to the new Resp Org.
- Customer name and address, requested date of change, contact name and telephone number, Customer authorized signature.
- Date and time the written authorization is sent to the old Resp Org
- New Resp Org SMS/800 identification and new Resp Org contact number.

Release management of the SMS/800 record by changing the record to reflect the new Resp Org. This change should be made no later than two full business days after receipt of the change request (unless a later date is requested by the Customer), or the current Resp Org should communicate back to the Customer the reason the requested Resp Org change cannot be made.

Assist the new Resp Org with any outstanding trouble conditions as outlined in Section 3.4.

Advise the Customer of its inability to affect any further SMS/800 record management after completing the transfer of the specified record to another Resp Org.

3.3 CHANGING 800 SERVICE PROVIDERS

NOTE: A change of Resp Org should not be confused with changes to the 800 Service(s) of 800 Service Provider(s). It is the responsibility of the customer to separately advise its 800 Service Provider(s) of any proposed changes to the 800 Service(s) (i.e., change of Resp Org only, conversion to Multiple Carrier, disconnection of service).

3.3.1 Customer Responsibilities To change the 800 Service(s) purchased from 800 Service Provider(s), the Customer should:

- Establish a business relationship with the new 800 Service Provider(s) and provide appropriate information as required by the new 800 Service Provider(s) for the ordering and provisioning of the 800 Service(s).
- Notify the current 800 Service Provider(s) of any modifications of their business relationship and current 800 Service(s) and provide the appropriate information (i.e., requested effective date) as required by the current 800 Service Provider(s).
- Notify the appropriate Resp Org of the 800 Service modification and provide the appropriate information as required by the Resp Org for management of the SMS/800 record.

3.3.2 Responsibilities of the Resp Org. When modifications to the 800 Service(s) are not accompanied by a change of Resp Org:

- ◆The Resp Org should ensure it has an established business relationship with the appropriate 800 Service Provider(s) to support 800 Service(s) through SMS/800 record management.
- ◆The Resp Org should confirm with the Customer the Customer's obligation for defining the 800 Service requirements directly to the 800 Service Provider(s).
- ◆The Resp Org should implement, in a timely manner, all Customer-requested changes to the SMS/800 record to support the Customer's 800 Services.

When modifications to the 800 Service(s) are accompanied by a change of Resp Org, the guidelines in section 3.2.2 and 3.2.3 would apply.

3.4 TROUBLE REPORTING CONSIDERATIONS

3.4.1 Whenever the Resp Org for an SMS/800 record is changed, the potential for misbanding trouble reports related to that 800 number increases substantially. This is particularly true during the period of time between when the Resp Org change is being made on the SMS/800 record, and when the new Resp Org completes the appropriate traffic routing changes on the SMS/800 record.

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

- ◆Maintaining the time between the Resp Org change and completion of any associated routing changes on the SMS/800 record.
- ◆Properly managing the timing of the SMS/800 record traffic routing change. Since the volume of trouble reports is lowest during low traffic periods, SMS/800 record traffic routing changes performed during the Customer's lowest traffic periods should minimize trouble conditions.

3.4.3 All Resp Orgs should refer to the Network Operations Forum (NOF) 800 Database Service Trouble Reporting document(s) for additional details.

3.4.4 The new Resp Org is responsible for accepting, 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 Database Trouble Reporting document(s).

4. NASC RESPONSIBILITIES

4.1 PREFACE

The Number Administration and Service Center (NASC) is the organization that administers the SMS/800 system for the centralized management of 800 numbers. This section outlines the responsibilities of the NASC.

Issue 4
June 8, 1995

4.2 GENERAL RESPONSIBILITIES

The NASC will:

- ◆ Have a service orientation and appreciation of SMS/800 user time and revenue-sensitive concerns.
- ◆ Provide logons and passwords for the SMS/800 System upon receipt of valid requests for logons/passwords.
- ◆ Provide access to the SMS/800 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 a complete list of 800 NXX codes and associated services and provide the list to all Resp Orgs as changes occur, and make the list available to all Service Providers through the North American Numbering Plan Administrator.
- ◆ Receive requests for unavailable numbers and if the requests meet industry guidelines defined in Section 2.4.9, mark 800 Numbers unavailable in SMS/800; 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 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 and where necessary SCP owner/operator availability and approval, obtain and deliver any of the available SMS/800 reports.
- ◆ Provide the document entitled "Reference List for 800 Database"
- ◆ Treat all Customer information held by the NASC, or contained within support systems & 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 800 Service Providers on an equal basis.

5. GLOSSARY

Agent: Any authorized representative of an 800 Service End-User Subscriber or an 800 Service Provider. The agent is the entity whom the 800 Service End-User Subscriber or the 800 Service Provider has authorized to act on its behalf to establish, change or disconnect 800 Service.

Bundled Service: A service (e.g., paging, locator, or phone card service) where access to the service is via an 800 number.

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

Issue 4
June 8, 1995

Customer: An 800 Service End-User Subscriber, an 800 Service Provider or an Agent of either.

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 a line numbers assignment within the exchange.

North American Numbering Plan Administrator (NANPA): The organization that is responsible for administering the NANP. This role is currently filled by Bellcore.

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

NXX Code: The three digits (in positions 4, 5, and 6) in an 800-NXX-XXXX number.

Resold 800 Service: 800 Service which is resold by the customer of an 800 Service Provider to an 800 Service End-User Subscriber or another 800 Service Reseller.

Responsible Organization (Resp Org): The entity designated to manage and administer a Customer's SMS/800 records.

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

Shared Use 800 Service: An 800 Service which terminates traffic to more than one purchaser based upon some unique identification capabilities (e.g., PINs, authorization codes).

Shared Use 800 Service Provider: Entity that offers Shared Use 800 Service to its customers.

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.

800 Number Administration: The process of assigning, reserving, and releasing 800 Numbers for public use.

800 Service: A telecommunications service for which the dialing party incurs no toll charges.

800 Service End-User Subscriber: The entity which subscribes to 800 Service from the 800 Service Provider. This entity defines and manages all final termination points for the 800 Service, and takes ultimate financial responsibility for tariffed charges resulting from callers dialing the 800 Number.

NOTE: The 800 Service End-User Subscriber definition specifically excludes 800 Service Resellers with respect to all situations of Resold 800 Service other than Shared Use 800 and Bundled Services.

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

Issue 4
June 8, 1995

800 Service Provider: Telecommunications company that offers 800 Service to its customer.

800 Service Reseller: An 800 Service Provider that purchases 800 Service from another 800 Service Provider and resells the 800 Service to its customer.