

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
)	
The Use of N11 Codes and Other)	
Abbreviated Dialing Arrangements)	CC Docket No. 92-105
)	
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**COMMENTS OF
CTIA – THE WIRELESS ASSOCIATION™**

CTIA – The Wireless Association™ (“CTIA”)¹ submits these comments in response to the *Notice of Proposed Rulemaking* (“Notice”) seeking comment on various abbreviated dialing arrangements that could be used by state “One Call” notification systems in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).²

¹ CTIA – The Wireless Association™ (formally known as the Cellular Telecommunications & Internet Association) is the international organization of the wireless communications industry for both wireless carriers and manufacturers. Membership in the organization covers all Commercial Mobile Radio Service (“CMRS”) providers and manufacturers, including cellular, broadband PCS, ESMR, as well as providers and manufacturers of wireless data services and products.

² See *In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements*, CC Docket No. 92-195, Notice of Proposed Rulemaking, FCC 04-111 (rel. May 14, 2004). A One Call notification system is a communication system established by operators of underground facilities and/or state governments in order to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities. One Call Centers, which cover different geographic areas, are generally accessed by dialing a toll-free or local telephone number. While the function of One Call Centers can vary from state to state, the centers exist to permit anyone who will excavate using mechanized equipment to make one telephone call to give notice of their plans to dig in a specific area before they begin their

CTIA supports the December 4, 2003 recommendation of the North American Numbering Council (“NANC”) concerning compliance with the Pipeline Safety Act, as clarified in the May 27, 2004 letter from Mr. Robert Atkinson, NANC Chair, to Mr. William Maher, Chief, FCC Wireline Competition Bureau.³ Accordingly, CTIA recommends utilization of the “811” abbreviated dialing code as the preferred solution necessitated by the specificity of the Pipeline Safety Act, but CTIA believes the quickest, least expensive and most effective way to provide nationwide, toll-free access to One-Call Centers would be through a nationwide ten-digit mnemonic toll-free telephone number along with the continued use “#344” by the wireless carriers who have used this code (which reflects the word “DIG” and resonates with professional excavators) to connect callers with the appropriate One Call Center. Should the Commission adopt “811” as the abbreviated dialing code to be used to access One Call Centers, CTIA urges the Commission to permit the continued use of “#344” by the wireless carriers who have publicized and are using this code. “#344” would continue to provide a valuable alternative in addition to “811” for those excavators who already are familiar with the

project. The state’s One Call Center then acts as a clearinghouse to inform the owners and operators of underground facilities in the area identified and allows them to mark their facilities to prevent costly and disruptive damage to underground infrastructure. *See Notice* at ¶ 1 and n.2. There are seventy One Call Centers in the United States. Their areas of geographic coverage and telephone numbers are available online at www.digsafely.com/contactlist.htm. *Notice* at n.11, citing DOT Petition at 8.

³ *See* Letters from Robert C. Atkinson, Chair, North American Numbering Council, to William Maher, Chief, Wireline Competition Bureau, Federal Communications Commission, dated December 4, 2003, at 1 (“NANC Recommendation”) (adopting the Report and Recommendation of the Abbreviated Dialing for One Call Notification Issue Management Group, dated October 29, 2003 (“DIG IMG Report”)), and May 27, 2004 (clarifying the December 4, 2003 NANC recommendation). The North American Numbering Council (NANC) is the Commission’s federal advisory committee on numbering issues.

code. Finally, wireless carriers' experience deploying other abbreviated dialing codes has demonstrated that the implementation of an abbreviated dialing code requires extensive effort to coordinate routing, interconnection, and jurisdictional issues. Accordingly, the Commission should adopt a uniform national approach for dialing One Call Centers and provide an appropriate transition period to permit carriers to implement the new code.

Like the NANC, CTIA believes the use of "811" could be implemented with minimal impact on dialing patterns and would not require the substantial cost associated with the need to develop new switch-based capabilities. CTIA agrees with the NANC that although the "811" solution depletes the N11 codes assignable for other purposes, it consumes fewer numbering resources than other alternative abbreviated dialing arrangements and satisfies the legislative mandate for a three-digit nationwide number.⁴

CTIA also supports the NANC Recommendation to permit the continued use of the "#344" code by wireless carriers on a voluntary basis. Because of the significant effort that has gone into wireless implementation of #344, wireless customers should continue to be able to use this number for completing calls to One Call Centers for as long as individual wireless carriers choose to support this number.⁵ As the American Petroleum Institute and Association of Oil Pipe Lines states in its comments, "[t]he

⁴ *Id.*

⁵ Sunoco Pipeline L.P, the Common Ground Alliance (which represents 15 stakeholder groups), and the American Petroleum Institute and Association of Oil Pipe Lines (representing 51 interstate common carrier oil pipeline companies) also support the continued use of "#344" for as long as individual wireless carriers choose to support this number.

objective is to provide several alternatives for excavators to call [I]t does not matter which number they use as long as they remember and use a number.”⁶

Because the Pipeline Safety Act expressly mandates use of a three-digit *toll-free* number to access State One Call Centers, the Commission seeks comment on methods to ensure that calls to One Call Centers are “toll-free.”⁷ CTIA supports the NANC recommendation that each One Call Center provide a toll-free number, such as an 8YY number, to simplify call routing and avoid additional toll charges.⁸ When a caller dials the abbreviated dialing code, the carrier would translate the abbreviated dialing code into the appropriate toll-free or local number. Moreover, while all carriers should support the “811” abbreviated dialing code, as noted above, wireless carriers should have the option of continuing to support their existing “#344” abbreviated dialing sequence in addition to the “811” abbreviated dialing code.

The *Notice* also seeks comment on whether the originating NPA NXX should determine the One Call Center into which the number will be translated. For wireless-originated calls, CTIA agrees with the NANC that the originating Mobile Switch Center (“MSC”) should determine the One Call Center to which the call is sent.⁹

Wireless carriers’ experience deploying other abbreviated dialing codes, such as “211” and “511”, has demonstrated that the implementation of an abbreviated dialing code requires extensive effort to coordinate routing, interconnection, and jurisdictional

⁶ See American Petroleum Institute and Association of Oil Pipe Lines Comment at 2.

⁷ Pipeline Safety Improvement Act of 2002, Pub. L. No. 107-355, § 17, 116 Stat. 2985, 3008 § 17 (2002) (“Pipeline Safety Act”) (emphasis added).

⁸ See NANC DIG IMG Report at 10.

⁹ *Id.*

issues. As the Commission has recognized in other proceedings, CMRS services do not easily fit into either the regulatory or technical models of wireline services.¹⁰ CMRS carriers provide service unrestricted by political boundaries, and wireless customers can call One Call Centers from anywhere within large geographic areas and from constantly changing locations.¹¹ Moreover, CMRS networks are designed without regard for political divisions. A particular cell site within a carrier's network may overlap with other cell sites, may serve more than one jurisdiction, or may serve parts of several jurisdictions, making it difficult to route calls based on political or One Call Center boundaries. Accordingly, the Commission should provide an appropriate transition period to permit carriers to implement the new code.

The NANC estimates that an individual carrier's implementation time for an N11 code, such as 811, ranges from a few months to one year.¹² Further, the NANC estimates that all other alternatives such as 344 or #344 will require switch development by some vendors, which can take one to three years before the new parameters can be released and installed.¹³ Accordingly, CTIA supports the NANC's recommendation that carriers

¹⁰ See *Federal-State Joint Board on Universal Service*, Docket No. 96-45, Memorandum Opinion and Order and Further Notice of Proposed Rulemaking, 13 FCC Rcd 21252, ¶ 13 (1998) (providing "safe harbor" guidelines for universal service contributions by CMRS carriers due to the unique characteristics of CMRS networks and services that make it difficult for CMRS carriers to separate revenues between interstate and intrastate jurisdictions).

¹¹ For example, CMRS carriers serving Washington, DC also serve Virginia and Maryland, and often other states as well.

¹² See NANC DIG IMG Report at 5.

¹³ *Id.*

require at least a one to two year transition period to prepare the network to support One Call notification to existing One Call Centers.¹⁴

Finally, the Commission seeks comment on whether the timeframes for implementation should be uniform or based on local conditions. CTIA strongly urges the Commission to adopt a uniform national implementation schedule subject to its exclusive oversight, and avoid the patchwork quilt that would result from permitting individual states to establish their own implementation timeframes pursuant to a delegation of authority under section 251(e) of the Act.¹⁵ As noted above, CMRS carriers provide service unrestricted by political boundaries, and wireless customers can call One Call Centers from anywhere within large geographic areas and from constantly changing locations. The Washington, DC region provides an excellent example of the confusion that could result were the District and the States of Virginia and Maryland to adopt different implementation schedules.¹⁶ Rather than simplifying excavators' ability to reach One Call Centers, different implementation schedules and inconsistent dialing codes would cause confusion and defeat the clear intent of the Pipeline Safety Act to adopt a uniform, national approach for dialing One Call Centers.

For the aforementioned reasons, CTIA supports the NANC recommendations, including adoption of the "811" abbreviated dialing code as the preferred solution

¹⁴ *Id.* at 11.

¹⁵ 47 U.S.C. § 251(e).

¹⁶ Wireless carrier networks form a "daisy chain" overlapping state boundaries up and down the East Coast, stretching from Maine -- New Hampshire -- Massachusetts -- Rhode Island -- Connecticut -- New York -- New Jersey -- Pennsylvania -- Delaware -- Maryland -- Washington, DC -- Virginia. Similar "daisy chains" overlap the Great Lakes and Gulf Coast states.

