

NEWS FLASH

Notification No.: NWS-13-8

Date: October 7, 2013

Subject: Opening of the New 844 Toll Free Code in SMS/800

As previously announced, the 844 Toll Free code will be opened on Saturday, December 7, 2013 at 12:00 PM ET (11:00 AM CT). Below you will find specific information regarding the activities associated with the code opening. These activities include a mock opening of the 844 Toll Free code during the Guest Testing window, information regarding the number allocation to be used during the code opening, dates of the freeze periods for new requests with SMS/800, and a schedule of activities during the code open day. Due to the anticipated volume of 844 number search and reservation transactions, Responsible Organization (Resp Org) support is requested in implementing several recommendations. The recommendations are also included in this communication and may help reduce potentially adverse impacts on SMS/800 during the code opening.

General Information

With each new code opening, the Start Random Search field on the Allowable NPA for Dial# (AND) screen is updated to the new NPA. With the 844 code opening, the Start Random Search field will be changed to the 844 NPA for the first hour after the code opening. With this field change, random number searches performed by users will return numbers beginning with 844.

As with all Toll Free NPAs, the following NXXs in the 844 code will remain closed for reservation:

- 844-555
- 844-911
- 844-0XX and 844-1XX (000-199)
- Line numbers in 844-250 from 0000 - 1499

System Time Synchronization - Users can synchronize their internal systems to the time displayed and used in the SMS/800 by referencing the "Date/Time Last Refreshed" field on the Reservation Limit (REL) screen in the SMS/800 Web Based Access (WBA) and the NOW field in the 3270 interface. Users accessing the SMS/800 via the Mechanized Generic Interface (MGI) should refer to the screens noted above in either WBA or 3270 for the current time.

Response Times - SMS/800 is implementing measures to limit the anticipated impacts to SMS/800 response times. It is expected that the workload submitted by users on code opening day will be significantly larger than normal and the response times could be longer than those normally experienced during peak processing periods.

- The Pre-Reservation Time will be updated from one (1) minute to 40 minutes due to the anticipated response times.

System Utilization Reminder - The 800 Service Management Systems (SMS/800) Functions Tariff allows a Resp Org to utilize SMS/800 at two point five (2.5) times their percentage of the total Working Toll Free numbers or five percent (5%) of the SMS/800's CPU capacity, whichever is larger. Typically, approximately 82,000 number searches per hour is equivalent to five percent (5%) utilization. Please note during the code opening, the Mechanized Generic Interface (MGI) Transaction Limit Policy of no more than five (5) user-initiated MGI transactions per seconds should continue to be followed. Federal Communication Commission (FCC) requirements also impose the following limits:

- Each Resp Org can have a maximum of three percent (3%) of the quantity of available numbers reserved at any given time. Once a Resp Org Entity reaches either of these limits, all new number reservations requests will be rejected.

Messages – Normal 844 number search and reservation response messages will be returned by SMS/800 during the 844 code opening.

Guest Testing

During a scheduled downtime on Wednesday, October 30, 2013 from 10:00 AM to 2:00 PM ET (9:00 AM to 1:00 PM CT), the 844 Toll Free code will be made unavailable in the Delta environment (IMSE0) in preparation for the Guest Testing of the new code opening. The 844 Toll Free code will remain unavailable within the environment until Tuesday, November 5, 2013, the beginning day of the Guest Testing window.

On Tuesday, November 5, 2013, the Delta environment (IMSE0) will undergo a scheduled downtime from 10:00 AM to 11:50 AM ET (9:00 AM to 10:50 AM CT). This downtime will be used to prepare the Delta environment (IMSE0) for the Mock Code Opening. SMS/800 support personnel will make the 844 Toll Free code available for use in the Delta environment (IMSE0) beginning at 12:00 PM ET (11:00 AM CT). This activity will mirror the code opening of the 844 Toll Free code during the opening of the 844 Toll Free code in the Production environment (IMSE1) on December 7, 2013.

Beginning November 5, 2013 and continuing through November 22, 2013 at 12:00 PM ET (11:00 AM CT), the daily number allocation functionality will be activated in the Delta environment (IMSE0). The number allocation will allow each **Entity**, identified by the first two (2) characters of a Resp Org ID, to reserve 100 numbers within the 844 NPA per day. During the Guest Testing window, the existing reservation limits provided on the Reservation Limits (REL) screen will remain in place for all available NPAs. SMS/800 users are invited to participate in the Mock Code Opening of the 844 NPA and may register by contacting the SMS/800 Help Desk at 888-SMS-3300, Option 1.

844 NPA Number Allocation

Beginning December 7, 2013 and for first 30 days the 844 NPA is available in the Production environment (IMSE1), each **Entity**, identified by the first two (2) characters of a Resp Org ID, will have the ability to reserve 100 numbers within the 844 NPA per day. The existing reservation limits provided on the Reservation Limits (REL) screen will remain in place for all available NPAs. Along with the existing limits, SMS/800 has implemented a screen to support the number allocation. Additionally, once the maximum number of 844 reservations per day has been reached, normal system messaging will be displayed.

- The Reservation Allocation (WRA) screen was originally developed to support weekly number allocation and has been adapted to support the daily allocation. When viewing the screen, three (3) fields may be used by an organization to determine the current quantity of 844 numbers available for daily reservation by their Entity. **The values will be reset daily at 12:00 PM ET (11:00 AM CT) for the first 30 days. Beginning Sunday, January 5, 2014, at 12:00 PM ET (11:00 AM CT), the allocation of 844 Toll Free numbers will be discontinued.**

Reservation Allocation (WRA) screen	
WRA Field	Description
Manual Allocation	Provides the daily limit of 844 Toll Free numbers available for reservation. The value will be 100.
Numbers Reserved This Period	Provides the total amount of 844 Toll Free numbers reserved for the day .
Remaining Allocation	Provides the remaining amount of 844 Toll Free numbers, which can be reserved for the day .

- Messages – Normal number search and reservation response messages will be returned by SMS/800 during the 844 code opening and Number Allocation period.

- During the Guest Testing window, this feature will be available in the SMS/800 Delta environment (IMSE0) and Resp Orgs testing in this environment will receive the appropriate error messages.

Freeze Periods

Due to the significant effort required by the SMS/800 support organizations in the time frame leading up to the code opening, a freeze period will be implemented for adding new Mechanized Generic Interface (MGI) users and connections, as well as all Network Changes, adding new Service Control Points (SCPs), and processing Batch Updates or Mass Changes. Any requests received prior to the freeze period start date will be processed. Please reference the following table for the scheduled activity and freeze period.

Freeze Periods		
<i>Scheduled Activity</i>	<i>Start Date</i>	<i>End Date</i>
New MGIs	November 7, 2013	January 7, 2014
Network Changes	November 7, 2013	January 7, 2014
New SCPs	November 7, 2013	January 7, 2014
Batch Updates and Mass Changes	December 5, 2013	December 10, 2013

Code Opening Day Activity Schedule

SMS/800 will undergo a scheduled downtime on Saturday, December 7, 2013 from 10:00 AM to 11:50 AM ET (09:00 AM to 10:50 AM CT). This downtime will allow SMS/800 to “quiesce” and allow the SMS/800 support organizations to prepare SMS/800 for the code opening. Resp Orgs are encouraged to avoid the submission of large Customer Record updates immediately prior to, and immediately following, the code opening timeframe. Please reference the following table for a list of scheduled activities and times for the Code Opening Day.

Code Opening Day Activity Schedule	
<i>Time</i>	<i>Activities</i>
10:00 AM ET (09:00 AM CT)	Scheduled Downtime Begins
10:00 AM – 11:50 AM ET (09:00 AM – 10:50 AM CT)	SMS/800 System Changes Performed <ul style="list-style-type: none"> • Reservation Lock Time increased from one (1) minute to 40 minutes. • All existing NPAs (800, 888, 877, 866, and 855) will be made unavailable and Customer Record downloads will be suspended.
11:50 AM ET (10:50 AM CT)	Scheduled Downtime Ends <ul style="list-style-type: none"> • SMS/800 will be made available to allow users to log into SMS/800.
12:00 PM ET (11:00 AM CT)	New Toll Free Code Available <ul style="list-style-type: none"> • 844-NXXs will be made available simultaneously for general reservation.

Code Opening Day Activity Schedule

<i>Time</i>	<i>Activities</i>
01:00 PM ET (12:00 PM CT)	<ul style="list-style-type: none"> The Start Random Search value will be set to 844. SMS/800 System Changes Performed <ul style="list-style-type: none"> Reservation Lock Time decreased from 40 minutes to one (1) minute. The Start Random Search will be changed to 855. SMS/800 will open all existing NPAs for normal processing and will start executing any Customer Record download transactions.

Please note that during the Code Opening all existing NPAs (800, 888, 877, 866 and 855) will be temporarily unavailable and all Customer Record downloads will be temporarily suspended until 01:00 PM ET (12:00 PM CT), in an effort to allow SMS/800 to process the number search and reservation requests associated with the 844 code opening. The submission of any transactions related to Toll Free numbers in the 800, 888, 877, 866 or 855 codes will be rejected and an appropriate error message will be returned to the user.

Requested Resp Org Actions

All Resp Orgs are urged to implement the following recommendations to minimize adverse impacts on the SMS/800 during the code opening:

- Users planning to participate in the code opening activity should verify their login ID access prior to the code opening. As a reminder, passwords expire every 60 days.
- Resp Orgs should verify their networks connections and access into SMS/800 to ensure they are working properly prior to the start of the freeze period.
- “Wild card” searches should be limited to the line number level within an NPA-NXX. Submitting broad “Wild card” searches will unnecessarily utilize limited system resources and delay the processing of requests.
- Users should perform search and reservation requests in one (1) message to avoid losing a pre-reservation lock on a number previously searched, as well as to reduce the level of system activity.
- Continuous repeated number search requests to check the status of a particular number should be avoided. If a ‘non-spare’ status is returned, please do not continue to request status information for that number. Submitting multiple requests for the ‘non-spare’ numbers will unnecessarily utilize limited system resources and delay the processing of subsequent requests.

- Mechanized Generic Interface (MGI) users are requested to modify their “resend timer” to account for longer response times. If possible, turn off or set the “resend timer” to its maximum value. This will eliminate unnecessary MGI link congestion. Each MGI user (CLLI Code) is assigned six (6) TCP/IP socket connections into Production environment (IMSE1) of SMS/800. We recommended to MGI customers that they should open at least one (1) connection to each DCM (DCM1 or DCM2) servers. This will help prevent the loss of MGI connectivity to SMS/800 in case one (1) of the DCM servers fails.
- The normal ‘Issue Reporting’ processes will be available to the Resp Orgs during the code opening. If any issues are encountered during the 844 code opening they should be communicated to the SMS/800 Help Desk by calling 888-SMS-3300, Option 1.

If you have any questions concerning this News Flash, please contact the SMS/800 Help Desk at 888-SMS-3300, Option 1.