



ATIS-041700-002

## Industry Guidelines for Toll-Free Number Administration

October 2016

### **Abstract**

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

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## Notice

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

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

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

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Guideline on –

# Industry Guidelines for Toll Free Number Administration

## Introduction

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

## Historical Background

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

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

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

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

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

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

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

The ATIS SNAC continues to maintain these Guidelines.

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