

**THE  
PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF COLORADO**

**COMMISSION RULES RELATING TO THE PROVISION OF  
N11 ABBREVIATED DIALING CODES**

**4 CODE OF COLORADO REGULATIONS (CCR) 723-24**

**RULE (4 CCR) 723-24. RULES RELATING TO THE PROVISION OF N11 ABBREVIATED DIALING CODES**

Abbreviated Dialing Codes: Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly.

Among abbreviated dialing arrangements, "N11" codes are three-digit codes of which the first digit can be any digit other than 1 or 0, and the last two digits are both one. N11 codes "011" and "111" are unavailable because "0" and "1" are used for switching and routing purposes.

723-24.1 The following abbreviated dialing codes may be used in Colorado:

- 723-24.1.1 211 - Community Information and Referral Services
- 723-24.1.2 311 - Non-Emergency Governmental Services
- 723-24.1.3 411 - Directory Assistance and Directory Assistance Call Completion
- 723-24.1.4 511 - Traffic and Transportation Information
- 723-24.1.5 611 - Repair Service
- 723-24.1.6 711 - Telecommunications Relay Service
- 723-24.1.7 811 - Business Office
- 723-24.1.8 911 - Emergency Service

723-24.2 A jurisdictional telecommunications service provider in the state of Colorado may assign or use N11 dialing codes only as directed by the Commission.

723-24.3 The following limitations apply to a telecommunications use of N11 dialing codes for internal business and testing purposes:

- 723-24.3.1 use may not interfere with the assignment of such numbers by the FCC and the North American Numbering Plan (NANP); and
- 723-24.3.2 use of an N11 dialing code must be discontinued on short notice if the number is reassigned on a statewide or nationwide basis.

**RULES RELATING TO THE PROVISIONING OF THE ABBREVIATED DIALING CODE 211 FOR COMMUNITY INFORMATION AND REFERRAL SERVICES**

723-24.4 An entity submitting an Petition for use of the 211 abbreviated dialing code established by the Commission, shall be granted use of that dialing code if it is found to meet a public benefit standard outlined in this rule. Any petitioner that is granted the authority to offer 211 access to a referral service for non-commercial community resource information shall comply with this rule and any provisions set out in the Commission decision granting such authority.

723- 24.4.1 Process for Assignment of 211 Abbreviated Dialing Code. The assignment of the 211 abbreviated dialing code will be considered by the Commission upon: 1) the Commission's own motion; or 2) the petition of an information and referral organization.

723-24.4.2 PETITION FOR CONSIDERATION OF THE ASSIGNMENT OF 211 An entity filing a petition to request consideration of the assignment of the 211 abbreviated dialing code for access to community information and referral services, must present clear and convincing evidence that a public benefit exists. The Commission will evaluate the petition based upon this evidence.

723-24.4.2.1 Contents of Petition. The petition shall contain the following information and documentation:

723-24.4.2.1(a) Background of Petitioner, including composition of any governing board or agency;

723-24.4.2.1(b) Demonstration of public need;

723-24.4.2.1(c) Comprehensive list of participating agencies including proposed process to add to or delete from the list;

723-24.4.2.1(d) Historic volume of calls seeking community service information;

- 723-24.4.2.1(e) Affected geographic area including list of cities/towns and counties and any plans for expansion of that initial geographic area;
  - 723-24.4.2.1(f) Staffing expectations, including hours and days of operation;
  - 723-24.4.2.1(g) Proposed cost recovery solution, including funding mechanisms;
  - 723-24.4.2.1(h) Letters of support from stakeholders (e.g., community members, government agencies, non-profit organizations);
  - 723-24.4.2.1(i) Proposed plan for community notification and outreach; and
  - 723-24.4.2.1(j) Other pertinent factors that the Commission deems relevant.
- 723-24.4.3 If two or more entities petition the Commission to provide community information and referral services using 211 in the same or overlapping geographic areas, the Commission shall use the criteria in 24.4.2 to establish one assignee.
- 723-24.4.4 When a petition is granted by the Commission under Rule 24.4.2, any telecommunications provider that provides service in the geographic area outlined in the Petition shall complete the following tasks:
- 723-24.4.4.1 If an affected jurisdictional telecommunications service provider(s) is using 211 for purposes other than access to community information and referral services, that provider shall discontinue use for that non-compliant purpose(s).
  - 723-24.4.4.2 If the affected jurisdictional telecommunications service provider(s) plans to seek recovery of internal costs associated with 211 call completion, the affected provider(s) shall perform all analyses required to quantify the cost to its individual company for the necessary translations and/or facilities work.
  - 723-24.4.4.3 The affected jurisdictional telecommunications service provider(s) shall estimate the time required to perform the necessary translation and/or facilities work to allow 211 call completion from its subscribers as requested in the Petition.

723-24.4.5 Within 30 days of the granting of a Petition, the affected jurisdictional telecommunications service provider(s) shall file with the Commission, the information requested in 24.4.4.2 and 24.4.4.3.

723-24.4.6 Upon a showing that the public will benefit from the assignment of 211 to a Petitioner and factoring in the jurisdictional telecommunications service provider(s) filed information, the Commission will set up a time line for assignment and use of the 211 abbreviated dialing code in the affected geographic area. All jurisdictional telecommunications service providers serving customers in the affected area will comply with this assignment date unless a waiver is sought and granted.

**RULES RELATING TO THE PROVISIONS OF THE ABBREVIATED DIALING CODE 311 FOR NON-EMERGENCY GOVERNMENTAL SERVICE**

723-24.5 Reserved for Future Use.

**RULES RELATING TO THE PROVISIONING OF THE ABBREVIATED DIALING CODE 511 FOR TRAFFIC AND TRANSPORTATION INFORMATION**

723-24.6 Reserved for Future Use.

**RULES RELATING TO THE PROVISIONING OF THE ABBREVIATED DIALING CODE 711 FOR TELECOMMUNICATIONS RELAY SERVICE**

723-24.7 See Rules Prescribing the Implementation of Article 17 of Title 40, C.R.S. Telecommunications Relay Services for Disabled Telephone Users, 4 CCR 723-28.

**RULES RELATING TO THE PROVISIONING OF THE ABBREVIATED DIALING CODE 911 FOR EMERGENCY SERVICES**

723-24.8 See Rules Prescribing the Provision of Emergency 911 Services for Emergency Telecommunications Service Providers, and Basic Local Exchange Carriers, 4 CCR 723-29.

723-24.9 Neither an entity granted the use of a N11 abbreviated dialing code nor a jurisdictional telecommunications service provider may charge end users a fee on a per-call or per-use basis for using the N11 system without the consent of the Commission.

723-24.10 Sale or transfer of N11 codes through private transactions is not allowed.

723-24.11 Procedure for Waiver of Rule 723-24. Jurisdictional telecommunications service providers may seek permission to waive all or part of this Rule 24. Blanket waivers will not be granted. A waiver may be granted on the implementation date only if the provider has demonstrated a good faith effort to meet the set date and the Commission finds good cause exists to grant the waiver.

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