

Decision No. R02-390

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

Docket No. 02R-051T

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IN THE MATTER OF PROPOSED RULES REGARDING N11 ABBREVIATED  
DIALING CODES

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**RECOMMENDED DECISION OF  
COMMISSIONER PAGE  
ADOPTING RULES**

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Mailed Date: April 10, 2002

**STATEMENT**

A. This matter comes before the Colorado Public Utilities Commission ("Commission") for consideration of proposed rules regarding the implementation of N11 abbreviated dialing codes. The Commission gave formal notice of proposed rulemaking ("NOPR") through Decision No. C02-103, mailed January 31, 2002.

B. In its order, the Commission assigned a hearing commissioner for hearing and scheduled a hearing in this matter for March 4, 2002. Qwest Corporation ("Qwest") filed a Motion to Vacate and Reschedule Deliberations on Proposed Rules and Motion to Shorten Response Time on February 25, 2002. In its motion, Qwest requested that the deliberations on the proposed rules be rescheduled to March 12, 2002. The hearing commissioner convened a hearing on March 4, 2002 and by minute

entry granted Qwest's motion and continued the hearing to March 12, 2002.

C. Written comments were filed by Qwest, AT&T Communications of the Mountain States ("AT&T") and the Colorado 211 Steering Committee. Verizon Wireless ("Verizon") filed an Entry of Appearance and Notice of Intervention.

D. A hearing was held on the proposed rules on March 12, 2002 at 1:00 p.m.

E. Appearances were entered by Qwest, AT&T and Commission Staff.

F. Pursuant to § 40-6-109, C.R.S., the record of this proceeding and a written recommended decision are transmitted to the remaining Commissioners.

#### **FINDINGS OF FACT AND CONCLUSIONS OF LAW**

##### **Federal Issues**

1. Qwest and AT&T generally agree with the proposed rules, however, they have articulated some concerns and suggestions. The most apparent issue raised by Qwest is whether the Commission has any authority or jurisdiction over N11 matters. According to Qwest, the Federal Communications Commission ("FCC") has not determined what, if any involvement states will have in N11 matters. Qwest goes on to assert that the FCC has determined that the states' role in N11 matters

would be determined on a case by case basis subject to the narrow clarification that states could continue to make local assignments provided that they did not conflict with the FCC's national assignments. According to Qwest, because the FCC has failed or declined to delegate jurisdiction over N11 matters to the states, state law cannot then create this jurisdiction. As such, Qwest posits that the Commission does not have jurisdiction over the implementation of N11 matters.

2. This position will not be adopted. In making its jurisdiction argument, Qwest relies heavily on the FCC's Third Report and Order and Order on Reconsideration, released July 31, 2000 ("Third Report and Order").<sup>1</sup> A thorough review of that order finds nothing on the record to indicate that the FCC declined to delegate jurisdiction over the implementation of 211 service to the states.

3. Although in discussing the assignment of the 211abbreviated dialing code, the FCC was silent on the role of the states in implementation, language in other parts of the order clearly delineates the FCC's intent with respect to the

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<sup>1</sup> Before the Federal Communications Commission: In the Matter of Petition by the United States Department of Transportation for Assignment of an Abbreviated Dialing Code (N11) to Access Intelligent Transportation System (ITS) Services Nationwide NSD-L-99-24; Request by the Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc., and Texas I&R Network for Assignment of 211 Dialing Code NSD-L-98-80; The Use of N11 Code and Other Abbreviated Dialing Arrangements CC Docket No. 92-105.

role of state public utilities commissions regarding N11 service. In its discussion of the implementation of 311 service in its Third Report and Order, the FCC declined to reconsider its conclusion in the N11 First Report and Order that funding of 311 is a local issue. The FCC reiterated in its Third Report and Order what it held in its First Report and Order; "that a telecommunications services provider may incur certain costs in implementing 311 service,"<sup>2</sup> and as such, "since 311 calls, like 911 calls, are typically intrastate, states would regulate cost recovery in most instances."<sup>3</sup> There can be no argument that 211 service in Colorado would be intrastate service. As such, there is no jurisdictional distinction between regulation of 211 implementation cost recovery and 311 regulation of cost recovery.

4. The FCC outlined its role in the implementation of N11 in its Third Report and Order. According to the FCC, prior to the promulgation of the Telecommunications Act of 1996 ("1996 Act"), incumbent local exchange carriers ("ILECs"), state commissions, Bellcore and the FCC performed the functions relating to numbering administration, including administration of abbreviated dialing codes.<sup>4</sup> Under 47 U.S.C. § 251(e)(1), the

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<sup>2</sup> F.C.C.'s N11 First Report and Order, 12 FCC Rcd at 5598, paragraph 43.

<sup>3</sup> *Id.* at 5598, paragraph 42.

<sup>4</sup> F.C.C.'s Third Report and Order at paragraph 4.

1996 Act gave the FCC exclusive jurisdiction over numbering administration. That section also provided that the FCC could delegate all or part of its numbering administration authority to state commissions or other entities.<sup>5</sup> In 1997, the FCC released the N11 First Report and Order, where it authorized ILECs, Bellcore and states to continue to perform the N11 code administrative functions they performed prior to the enactment of the 1996 Act.<sup>6</sup> Subsequently, number administration functions previously performed by Bellcore such as area code assignments and area code relief planning were transferred to a North American Numbering Plan Administrator (NANPA).<sup>7</sup> In its N11 First Report and Order, the FCC exercised the authority previously held by Bellcore and AT&T, to assign 311 and 711 for nationwide use.

5. In the Third Report and Order, the FCC responded to a Petition for Clarification and Reconsideration of the First Report and Order filed by BellSouth Corporation ("BellSouth"), requesting clarification of the manner in which N11 codes are to be provisioned or assigned, as well as clarification on other matters. In response to this clarification, the FCC restated its position as to its role in N11 implementation from its First

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<sup>5</sup> *Id.*

<sup>6</sup> *Id.* at paragraph 5.

<sup>7</sup> This role is currently performed by NeuStar.

Report and Order. There, the FCC stated that "'assignment' means that an announcement is made to the industry that a particular number will be used for certain, defined services and to warn current users of that number that they will need to relinquish their use of the number when the new assignment is implemented."<sup>8</sup>

6. The FCC further clarified its role in the administration of N11 codes. In its Third Report and Order, the FCC stated:

"Once we assign or designate an N11 for national use, essentially all that remains to do is to implement that assignment and monitor the uses of the N11 codes. We do not at this time decide what role, if any, state commissions may play once we make a national assignment. That role will necessarily be determined on a case by case basis as we make national assignments."<sup>9</sup>

Therefore, the FCC has clearly defined its role in N11 administration, while remaining silent as to the states' role regarding 211 implementation. However, this is not a FCC directive, as Qwest suggests, that state commissions are left without authority here. It is illogical to assume that the FCC

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<sup>8</sup> *Id.* at paragraph 33, citing its N11 First Report and Order, 12 FCC Rcd at 5595, paragraph 35.

<sup>9</sup> *Id.* at paragraph 43.

has withheld authority from the states regarding 211 service while it has delegated that authority for other N11 codes. There is nothing to indicate that the FCC intended this sort of regulatory gap in 211 implementation.

7. Several other states have implemented 211 service and asserted jurisdiction requiring certificated telecommunications utilities to file tariffs to recover costs for thenonrecurring translation and switch work necessary to make 211 available for use. For example, when implementing 211 in Texas, the Public Utility Commission of Texas required Southwestern Bell Telephone Company ("SWBT") to file tariffs for providing the use of the 211 code to a state-authorized agency providing information and referral services, similar to the tariffs filed for providing non-emergency 311 service.<sup>10</sup> In the order amending its abbreviated dialing code rules, the Texas PUC held that certificated telecommunications utilities may, through tariff filings, recover costs for implementing the 211 dialing code, however, they were prohibited from charging an end-user a fee on a per-call or per-use basis for accessing the 211 system.<sup>11</sup> Other states implementing 211 have required similar tariff filings. There is nothing on record to indicate that the

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<sup>10</sup> Public Utility Commission of Texas, Rulemaking To Amend § 26.127 Regarding N11 Abbreviated Dialing Codes, Project No. 22939, p. 5, issued March 26, 2001.

<sup>11</sup> *Id.* at p. 6.

FCC has taken issue with those states that have asserted their jurisdiction to require tariff filings for recovery of costs associated with implementation of 211. Therefore, it is determined that this Commission may assert jurisdiction over the implementation and use of the 211 abbreviated dialing code and require any certificated telecommunications utility to file a tariff to recover costs associated with the implementation of 211.

### **State Issues**

1. Qwest argues that Colorado state statutes and regulations do not support jurisdiction in this instance. According to Qwest, 211 service is essentially speed dialing. As such, Qwest asserts that it is not a product or service that has been included in the definition of basic local exchange service in Colorado at § 40-15-201, C.R.S. Instead, Qwest contends that 211 service is a new product or service being introduced in Colorado that is not subject to any provision of articles 1 through 7 or parts 2 and 3 of article 15 of Title 40 of the Colorado Revised Statutes. Therefore, Qwest concludes that Colorado State law does not support Commission jurisdiction over 211 service.

2. According to § 40-15-201(1), C.R.S., "each provider of basic local exchange service is declared to be affected with a public interest and a public utility subject to



the provisions of Articles 1 to 7 of Title 40, so far as applicable, including the regulation of all rates and charges pertaining to local exchange companies . . ." Further, § 40-15-201(2) holds that certain products and services are declared to be subject to regulation pursuant to part 2, including basic local exchange service (§ 40-15-201(a)) and new products and services included in the definition of basic local exchange service (§ 40-15-201(b)).

3. Section 40-15-401, C.R.S. delineates the products, services and providers exempt from regulation under Article 15 or under the Colorado Public Utilities Laws. This list includes new products and services other than those included in the definition of basic local exchange service at § 40-15-401(e), and informational services, which are defined at § 40-15-401(i). It is this provision of Part 4 that Qwest contends removes N11 service from PUC jurisdiction. However, it is clear that N11 codes do not meet the statutory definitions for these two telecommunications services as contemplated by the state legislature when it enacted the intrastate telecommunications laws.

4. Section 40-15-102(10) defines informational services as ". . . nonstandard services provided to customers by means of personnel and facilities which include personalized intercept, synthesized voice messages, specialized bill

services, and personalized number services." The definition of basic local exchange service found at § 40-15-102(3) is the telecommunications service which provides a local dial tone line and local usage necessary to place or receive a call within an exchange area and any other services or features that may be added by the commission under § 40-15-502(2).

5. The 211 dialing code is anticipated to serve as an information and referral service in Colorado to assist in improving access to health and human services for Colorado residents by helping to find and use human services effectively. The referral center will also assist in collecting, classifying and disseminating information about health and human services and needs in ways which optimize the quality and efficiency of health and human services delivery systems. The 211 dialing code will allow Colorado's growing population to obtain advice regarding the availability of necessary health and human services with an easy-to-remember telephone number. No information is being supplied by the telecommunications carriers. The information service is supplied by the referral or call center. Therefore, it is evident that the use of a new abbreviated dialing pattern, 211, is inconsistent with the definition of informational services exempt from Commission jurisdiction contemplated in § 40-15-401(I).

6. Additionally, the 211 code cannot be categorized as "new service other than those services included in the definition of basic local exchange service." § 40-15-401(1)(e). As defined by the FCC, abbreviated dialing codes such as 211 enable the caller to connect to a location in the 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 1.<sup>12</sup> Abbreviated dialing codes such as 911 and 411 are pre-existing dialing patterns of this type that have been in use nation-wide for years. Any additional N11 code does not fall within the statutory definition of a new telecommunications service, nor has the Commission previously granted this type of treatment for any N11 code. This position of Qwest will not be adopted. It is apparent that Colorado law supports a finding that N11 codes are subject to regulation by this Commission.

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<sup>12</sup> F.C.C.'s Third Report and Order, at paragraphs 3-5.

## Other Rule Issues

1. Qwest raises an issue with proposed Rule 4 CCR 723-24.1. Qwest comments that the proposed rule appears to limit certain N11 codes to specific uses when such assignment has not been made by the FCC. Accordingly, Qwest requests that the proposed rule be modified to eliminate the limiting descriptions for 411, 611 and 811.

2. Qwest is correct in its assessment of proposed Rule 723-24.1. However, because these codes are commonly used for the stated purposes in the rule by telecommunications providers throughout the State, rather than completely eliminate the code descriptions for 411, 611 and 811, an alternate proposal will be adopted. The rule will be separated into two distinct lists. The first section of the rule would read as follows:

"The following abbreviated dialing codes have been designated and assigned by the FCC and may only be used for the stated purpose in Colorado:"

The list of dialing codes for this section of the rule will include 211, 311, 511, 711 and 911. The stated purposes for each of these codes will remain as identified in the proposed rules.

3. The second section of the rule would read as follows:

The following abbreviated dialing codes are commonly used for the stated purpose in Colorado, but may be used for other purposes until assigned by the FCC:

The list of dialing codes for this second section of the rule will include 411, 611 and 811. The stated purposes for each of these codes will remain as identified in the proposed rules.

4. Qwest next comments that Proposed Rule 4 CCR 723-24.2 is not consistent with applicable law or the FCC's orders with respect to the use and assignment of N11 codes. Qwest suggests that the rule be revised with alternative language. According to Qwest, Rule 723-24.2 should read as follows: "N11 dialing codes that have been assigned and designated by the FCC for nationwide use should only be used in conformance with such assignment and designation."

5. The recommendation will not be adopted. Consistent with the discussion above regarding the jurisdiction of the Commission in the implementation of N11 services, Qwest's proposed language is not necessary.

6. AT&T and Qwest provided comment regarding proposed Rule 4 CCR 723-24.3.1. Qwest commented that the rule should be amended by removing reference to the NANP. AT&T commented that the word "within" should be added before reference to the NANP in the rule.

7. The suggestion of AT&T will be adopted. Adding the word "within" prior to reference to the NANP should clarify

the reference in the rule and also address the concerns articulated by Qwest regarding Rule 723-24.3.1.

8. Qwest also provided comment on proposed Rules 4 CCR 723-24.4.4.2, 24.4.5 and 24.9. Qwest comments that these rules exceed the Commission's jurisdiction for assigning rates. According to Qwest, the Commission does not have jurisdiction over the rates that it might charge for 211 service. Qwest also requests clarification as to the definition of "end-user" as that term is used in Rule 723-24.9.

9. Consistent with the discussion on jurisdictional issues *supra*, Qwest's comments regarding the Commission's jurisdiction for assigning rates, and its recommendation that the proposed rules exerting regulatory reporting and oversight over the pricing of 211 service be stricken will not be adopted. The rules are clear that a carrier would only be required to submit cost information when it seeks to recover costs from a N11 service provider for any non-recurring or recurring costs. If a carrier intends to recover costs in a normal course of business, there is no reason to submit data to the Commission.

10. Rather than include text in Rule 723-24.9 explaining the meaning of an "end-user," that term will be clarified here. In this case, "end-user" means the actual end-use customer who would be making N11 calls. It does not refer

to the call center, referral center, or the holder of the abbreviated dialing code.

11. AT&T commented that the phrase "including toll-free numbers" should be added to the end of the introductory paragraph to Rule 4 CCR 723-24 that begins with the phrase "Abbreviated Dialing Codes." According to AT&T, the proposed language should be included to ensure that telecommunications companies can translate the 211 code to a toll-free number that the call center would then pay for. AT&T further comments that this will make the transmission and translation easier for all companies and more cohesive for carriers to translate to one individual number.

12. AT&T's proposed language will be adopted and included in the initial paragraph of Rule 24.

13. AT&T also commented that language in Rule 4 CCR 723-24.3.2 be amended to read on "14-days notice," rather than the current on "short" notice language currently in the proposed rule.

14. AT&T's proposed language will be adopted and included in Rule 24.3.2.

15. AT&T next requested that a typographical error in Rule 4 CCR 723-24.4 be corrected. AT&T commented that the first sentence of the rule should read: "An entity submitting "a" Petition . . ." rather than "an" Petition.

16. This suggestion will be adopted.

17. Finally, AT&T comments that Rule 4 CCR 723-24.4.2.1(e), in addition to including a list of cities, towns and counties that fall under the umbrella of affected geographic areas, should also include a list of central offices. According to AT&T, it would be preferable to include central offices in affected geographic areas because county boundaries and central office boundaries do not always coincide.

18. AT&T's comment will be adopted with minor changes. Rather than only including the term "or central offices," the phrase " or central offices, if known" will be added to Rule 723-24.4.2.1(e). Since non-telecommunications entities will most likely be leading the 211 effort, it is reasonable to assume that these entities may not have information as to what central offices would be affected. However, it is recommended that Commission Staff work closely with these entities to ensure that every effort is made to identify the central offices that are a part of the "affected geographic area."

19. Pursuant to § 40-6-019, C.R.S., it is recommended that the Commission adopt the attached rules.



**ORDER**

**The Commission Orders That:**

1. The proposed rules relating to the provision of N11 abbreviated dialing codes 4 *Code of Colorado Regulations* 723-24 attached to this Decision and Order are adopted.

2. The rules shall be effective 20 days after publication by the Secretary of State.

3. The opinion of the Attorney General of the State of Colorado shall be obtained regarding the constitutionality and legality of the rules.

4. A copy of the rules adopted by this Decision shall be filed with the Office of the Secretary of State for publication in *The Colorado Register*. The rules shall be submitted to the appropriate committee of reference of the Colorado General Assembly if the General Assembly is in session at the time this Order becomes effective, or to the committee on legal services, if the General Assembly is not in session, for an opinion as to whether the adopted rules conform with § 24-4-103, C.R.S.

5. This Recommended Decision shall be effective on the day it becomes the Decision of the Commission, if that is the case, and is entered as of the date above.

6. As provided by § 40-6-109, C.R.S., copies of this Recommended Decision shall be served upon the parties, who may file exceptions to it.

a. If no exceptions are filed within 20 days after service or within any extended period of time authorized, or unless the decision is stayed by the Commission upon its own motion, the Recommended Decision shall become the decision of the Commission and subject to the provisions of § 40-6-114, C.R.S.

b. If a party seeks to amend, modify, annul, or reverse basic findings of fact in its exceptions, that party must request and pay for a transcript to be filed, or the parties may stipulate to portions of the transcript according to the procedure stated in § 40-6-113, C.R.S. If no transcript or stipulation is filed, the Commission is bound by the facts set out by the hearing commissioner and the parties cannot challenge these facts. This will limit what the Commission can review if exceptions are filed.

7. If exceptions to this Decision are filed, they shall not exceed 30 pages in length, unless the Commission for good cause shown permits this limit to be exceeded.

8. This Order is effective immediately upon its Mailed Date.

( S E A L )



THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

POLLY PAGE

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Hearing Commissioner

ATTEST: A TRUE COPY

A handwritten signature in cursive script, reading 'Bruce N. Smith'.

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Bruce N. Smith  
Director

THE  
PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF COLORADO

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, including toll-free numbers, 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 have been designated and assigned by the FCC and may only be used for the stated purpose 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~~

723-24.1.6 The following abbreviated dialing codes are commonly used for the stated purpose in Colorado, but may be used for other purposes:

723-24.1.7 411 - Directory Assistance and Directory Assistance Call Completion

723-24.1.8 611 - Repair Service

723-24.1.9 811 - Business Office

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 within the North American Numbering Plan (NANP); and
- 723-24.3.2 use of an N11 dialing code must be discontinued on short 14-days 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 a~~n~~ 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 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 or central offices, if known, 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 of 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.