

***Resolution Concerning National Guidelines for the Use of N11 (Especially 211) Service Codes***

**WHEREAS**, An effort began in April 1997 to begin coordination of a 24-hour information and referral services free to callers into a system of statewide integrated units accessible by dialing 211; *and*

**WHEREAS**, Designating 211 as a community services referral access code would simplify access and eliminate confusion for consumers in need of health and human services and community-based services; *and*

**WHEREAS**, Over 40 States have implemented, are in the process of implementation, or are currently examining cost/benefits of implementation of a 211 system; *and*

**WHEREAS**, When the FCC requested public comment on 211 designation during the summer and fall of 1998, nearly 150 supportive responses were received; *and*

**WHEREAS**, A petition was filed with the FCC requesting that 211 be set aside as the universal number for accessing information about community resources; *and*

**WHEREAS**, The use of 211 codes, as proposed, would be primarily for the provision of intrastate information and related services; *and*

**WHEREAS**, Regulation of intrastate information and related services, including end-user access to those services, has historically been addressed by State public service commissions; *and*

**WHEREAS**, A 1992 NARUC resolution urged the FCC to “join in a cooperative effort with the States to develop guidelines for the use of N11 service codes on a nationwide basis for public services” and noted that NARUC would oppose rules that would preclude States from enacting additional safeguards and/or more stringent rules for the use of N11 service codes or any other type of abbreviated dialing plan for intrastate access of statewide services; *and*

**WHEREAS**, Generically speaking, N11 codes, including 211, are an extremely scarce resource cloaked in the public interest; *and*

**WHEREAS**, No State is required to implement 211 until ways, means and benefits of implementation have been thoroughly examined and all worthy concerns are considered; *and*

**WHEREAS**, Some States are currently using 211 for valid public interest services with universal benefit, such as for traffic information; *now, therefore, be it*

**RESOLVED**, That the Board of Directors of National Association of Regulatory Utility Commissioners (NARUC) convened in its 2000 Winter Meetings in Washington, D.C., supports States’ use of 211 to allow interim-deployment for the social service purposes discussed in this resolution, but reserving 211 from any other new assignment until the FCC develops guidelines for the use of N11 service codes; *and be it further*

**RESOLVED**, That the NARUC recognizes the FCC may grandfather currently assigned uses of 211 for valid public interest services with universal benefit to continue until it has developed guidelines for the use of all N11 service codes; *and be it further*

**RESOLVED**, That the NARUC urges the FCC to immediately develop guidelines for the use of N11 service codes on a nationwide basis for public services because of increased requests for public interest use and the scarcity of N11 numbers; *and be it further*

**RESOLVED**, That the NARUC General Counsel is directed to file a copy of this resolution with the FCC in Docket CC 92-105.

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*Sponsored by the Committee on Consumer Affairs and Telecommunications  
Adopted by the Board of Directors, March 8, 2000*