

**Resolution Regarding Customers Needs in the
North American Numbering Plan**

WHEREAS, The North American Numbering Plan (NANP) determines the length, structure, and format of telephone numbers that customers and companies use in North America; and

WHEREAS, The design of telephone numbers influences the types of services that are offered over the public switched telephone network (PSTN), and also influences who will be able to offer the services; and

WHEREAS, The NANP is a public resource in that service providers must agree upon a common format for the PSTN to work efficiently; and

WHEREAS, There exists an Industry Numbering Committee (INC) that works on future numbering issues, and it has accepted the idea of a customer survey as a study issue; and

WHEREAS, The National Association of Regulatory Utility Commissioners (NARUC) and the Federal Communications Commission (FCC) have played active roles in setting national policy regarding the NANP; and

WHEREAS, Standards for use of 800 numbers, 900 numbers, N11, and other number formats have been addressed, and continue to be addressed, by State commissions and the FCC; and

WHEREAS, Bellcore has administered the NANP since Divestiture, but the FCC in CC Docket No. 92-237, begun as the request of NARUC, is seeking comment on whether responsibility should be assigned to someone else; and

WHEREAS, No accepted public policy body of knowledge exists on customer concerns and perceptions requiring the structure, format, length, and use of the NANP; and

WHEREAS, Regulators, industry, and the new NANP administrator would benefit from having such an accepted body of knowledge that is commonly held and publicly available; now, therefore, be it

RESOLVED, That the NARUC Executive Committee, convened at its 1994 Summer Meetings in San Diego, California, supports the development of a committee of customers, communications companies, and regulators whose purpose will be to survey customers to learn their concerns and perceptions regarding the NANP; and be it further

RESOLVED, That the NARUC Staff Subcommittee on Communications, consumer representatives, and other interested entities should work with the INC to develop such a committee; and be it further

RESOLVED, That this committee should ensure that the results of the survey are publicly available, at minimum through the NARUC bulletin board, the NARUC office, and the INC.

Sponsored by the Committee on Communications

Adopted July 27, 1994

Reported NARUC Bulletin, No. 32-1994, pp. 7-8