



**ATIS-0300120**

**Reassigned Numbers Database (RND)  
Guidelines for Service Provider Reporting  
of Permanently Disconnected Number Data**

Issued with the resolution of Issue-912890.

**July 22, 20210**

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## Foreword

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The Alliance for Telecommunications Industry Solutions (ATIS) serves the public through improved understanding between carriers, customers, and manufacturers. The Industry Numbering Committee provides an open forum to address and resolve industry-wide issues associated with planning, administration, allocation, assignment and use of the North American Numbering Plan (NANP) numbering resources within the NANP area.

The mandatory requirements are designated by the word *shall* and recommendations by the word *should*. Where both a mandatory requirement and a recommendation are specified for the same criterion, the recommendation represents a goal currently identifiable as having distinct compatibility or performance advantages. The word *may* denotes a optional capability that could augment the standard. The standard is fully functional without the incorporation of this optional capability.

Suggestions for improvement of this document are welcome. They should be sent to the Alliance for Telecommunications Industry Solutions, INC, 1200 G Street NW, Suite 500, Washington, DC 20005.

At the time of consensus on this document, INC, which was responsible for its development, had the following leadership:

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ATIS Standard on –

# Reassigned Numbers Database (RND) Guidelines for Service Provider Reporting of Permanently Disconnected Number Data

## 1 Scope, Purpose, & Overview

### 1.1 Scope and Purpose

This document specifies guidelines and procedures that address the *Service Provider Disconnected Numbers Report*. Service Providers<sup>1</sup> (SPs) are required to submit the *Service Provider Disconnected Numbers Report* to provide permanently disconnected number data for numbering resources from geographic numbering plan area (NPA) codes in the United States and its territories.<sup>2</sup>

The *Service Provider Disconnected Numbers Report* addresses the need to collect permanently disconnected number data in a single database, the Reassigned Numbers Database (RND). This RND provides valuable information to a User (or User Agent) of the RND by providing the ability to query the database to validate whether a telephone number has the potential to have been reassigned from the consumer the User intends to reach, thus allowing the User to avoid calling a consumer with a reassigned number who may not wish to receive the call.<sup>3</sup>

These guidelines apply to SPs that have been allocated or have ported in geographic numbering resources from geographic NPAs in the United States and its territories. These guidelines do not apply to SPs allocated geographic number resources from geographic NPAs from other NANP countries, and do not apply to SPs allocated non-geographic 5XX-NXX numbering resources. Finally, these guidelines do not apply to SPs that are Responsible Organizations (RespOrgs) assigned Toll Free Numbers.<sup>4</sup> Although the RND contains permanently disconnected number data for toll free numbers, the Toll Free Number Administrator (TFNA) has sole responsibility for the reporting of toll free disconnected number data to the RND,<sup>5</sup> and such reporting is outside the scope of these guidelines.

### 1.2 Assumptions and Constraints

The following are the assumptions and constraints for the *Service Provider Disconnected Numbers Report*:

1. A reporting SP is responsible for providing timely and accurate permanently disconnected number data for US geographic numbering resources that have been allocated to or ported in to it.<sup>6</sup>
2. The Reassigned Numbers Database Administrator (RNDA) shall secure all data received and treat SP-specific data as confidential. Specifically, disaggregated, carrier-specific data shall be treated as confidential and should be exempt from public disclosure under 5 U.S.C. §552 (b)(4).
3. Each reporting SP (or its Service Provider Agent) shall report its disconnected number data by Company Identifier.

<sup>1</sup> Throughout this document, references to Service Providers (SPs) includes their Service Provider Agents as applicable.

<sup>2</sup> See ¶3 and ¶11 in FCC 18-177, adopted December 12, 2018 and available at: <https://docs.fcc.gov/public/attachments/FCC-18-177A1.pdf>. See also 47 CFR §64.1200 (l).

<sup>3</sup> See FCC 18-177, ¶3.

<sup>4</sup> Not all RespOrgs are SPs.

<sup>5</sup> See FCC 18-177, ¶23

<sup>6</sup> 47 CFR §64.1200 (l).

4. The RND will compare only the most recent Disconnect Date for a particular telephone number with the Date of Prior Express Consent entered by a User (or its User Agent) in providing a response to a User query of the RND, but will be capable of storing historic views of each Disconnect Date reported to the RND for a particular telephone number, for auditing purposes.
5. SPs shall begin keeping accurate and complete records associated with the Permanent Disconnections of their subscribers on a going-forward basis when this information collection becomes effective on July 27, 2020.<sup>7</sup> Requiring this recordkeeping before the RND is launched will ensure that reporting SPs are appropriately tracking and have available the information they will need to update the RND once it has launched, as well as a set of initial data spanning some period of time to make the RND more useful from launch. Thereafter, the records of Permanent Disconnections in the RND will increase and become more comprehensive over time.<sup>8</sup>
6. SPs (*i.e.*, Reporting Carriers) who receive Intermediate Numbers from other SPs shall be responsible for reporting permanently disconnected number data for those received numbers to the RND.<sup>9</sup>

### 1.3 Service Provider Disconnected Numbers Report Overview and Attributes

The *Service Provider Disconnected Numbers Report* provides a simple mechanism by which a SP is to report permanently disconnected number data for US geographic numbers to the RND. The *Service Provider Disconnected Numbers Report* shall be submitted monthly no earlier than 12:00 am ET on the 11<sup>th</sup> of the month and no later than 11:59 pm ET on the 15<sup>th</sup> of each month. Monthly reporting balances the burden placed on SPs to report the data with the need for Users of the RND to obtain timely information about permanently disconnected numbers. Because the FCC established a minimum aging period of 45 days, there is no need for more frequent reporting.<sup>10</sup>

For the purposes of these guidelines, “Permanent Disconnection” occurs when a subscriber permanently has relinquished the US geographic number, or the SP has reversed its assignment of the US geographic number to the subscriber such that the number has been disassociated with the subscriber.<sup>11</sup> Permanently disconnected numbers therefore do not include instances where the telephone number is still associated with the subscriber, such as when a subscriber’s phone service has been disconnected temporarily for nonpayment of a bill or when a subscriber ports a number to another SP. A ported number remains assigned to and associated with the same subscriber even though a different SP serves the subscriber after the number is ported.

SP submission of the *Service Provider Disconnected Numbers Report* is mandatory.<sup>12</sup> Due to the large amount of permanently disconnected number data to be collected and added to the RND over time, electronic data collection and storage is necessary.

#### 1.3.1 Report Attributes

The following are the *Service Provider Disconnected Numbers Report* attributes:

1. SPs shall submit to the RND the *Service Provider Disconnected Numbers Report* ~~on~~by the 15<sup>th</sup> day of each month no later than 11:59 pm Eastern Standard Time (EST), even if the 15<sup>th</sup> falls on a weekend or a holiday. The cutoff date for the data in the monthly file shall include disconnects at least through the 10<sup>th</sup> of the month. If there are disconnects that occur after the 10<sup>th</sup> of the month, it is acceptable for those

<sup>7</sup> See FCC 18-177, ¶41 and FCC Public Notice DA 20-706, released July 2, 2020, available at <https://docs.fcc.gov/public/attachments/DA-20-706A1.pdf>.

<sup>8</sup> FCC 18-177, ¶41

<sup>9</sup> See ATIS-0300068, *North American Numbering Plan Numbering Resource Utilization/Forecast (NRUF) Reporting Guidelines*, about reporting Intermediate numbers.

<sup>10</sup> FCC 18-177, ¶40

<sup>11</sup> See 47 CFR §64.1200 (l)(3) and FCC 18-177 ¶38.

<sup>12</sup> 47 CFR §52.15 (f)(8) and §64.1200 (l)(2).

disconnects to be included in the next monthly report. Any number that is permanently disconnected after the cutoff for the monthly file shall be included in the following month's file.

2. On the *Service Provider Disconnected Numbers Report*, SPs shall report the most recent date each US geographic telephone number allocated to or ported in to the SP was permanently disconnected.
3. For instructions on completing the *Service Provider Disconnected Numbers Report*, SPs should consult the *Job Aid for Service Provider Disconnected Numbers Reporting* posted on the RNDA website (see Glossary).
4. SPs shall be able to submit updated *Service Provider Disconnected Numbers Report* files on the 15th of the month that will replace the most recently submitted file for that day.<sup>13</sup>
5. An SP shall be able to upload its permanently disconnected TN data in a manner (*i.e.*, secure FTP, web interface or file upload) that allows its compliance to the requirement to submit permanently disconnected telephone number data no earlier than 12:00 am ET on the 11<sup>th</sup> of the month and no later than 11:59 pm ET on the 15th of each month.
6. An SP shall be able to change or update incorrect records subsequent to the 15th of the month via the RNDA Help Desk.
7. An SP shall be provided with a response for RND entries that are unsuccessful, identifying the error and error type (*e.g.*, telephone numbers with less or more than 10 digits or a Disconnect Date in the future).

An SP shall be able to search/query and retrieve on a read-only basis its RND records or Audit Files; such capability will be restricted to search/view/query (including reports) only disconnected number data provided by the SP (or its Service Provider Agent), for the purpose of demonstrating compliance and/or complaint resolution.

### 1.3.2 Data Submission Methods

The available methods for SPs to submit *Service Provider Disconnected Numbers Reports* are: electronic file transfer (EFT) via secure File Transfer Protocol (FTP), input via the secure RNDA Graphical User Interface (GUI), or a file upload to the RND system. Standardized electronic format specifications are available on the RNDA website.

## 2 RNDA Responsibilities

The following are some of the key responsibilities of the RNDA that are most relevant to SPs:

1. The RNDA is the single point of contact for collection of permanently disconnected number data from SPs.
2. The RNDA shall be subject to audits by the FCC or its designee that include but are not limited to following: compliance with these guidelines and regulatory directives, conflicts of interest, neutrality, record verification, security, and logs of SP activities such as uploads, system queries, system user updates, etc.
3. The RNDA shall send Service Provider Disconnected Numbers Report submission reminder emails to SPs to submit data no earlier than 12:00am ET on the 11<sup>th</sup> of the month and no later than 11:59 pm ET on the 15th of each month. These submission reminders should be sent out at least one week prior to the submission date.

<sup>13</sup> For example, on the 15th of the month a SP submits a Service Provider Disconnected Numbers Report file containing 200 numbers, then realizes that another 100 numbers were missing from it. The SP will be able to submit a replacement file containing all 300 numbers by 11:59 pm that same day.



4. The RND system shall maintain an updated contact list of the specific individuals who supply and are responsible for submitting Service Provider Disconnected Numbers Report data, and shall semi-annually remind SPs via email of the need to keep the list of contacts current and accurate.
5. The RND system shall process all the disconnected number data obtained from the monthly submissions as soon as possible but not later than 8:00 am EST of the second calendar day following the submission date (i.e., no later than the 17th of the month).
6. The RND system shall be available to answer questions pertaining to any aspect of the Service Provider Disconnected Numbers Report process, forms, instructions, data assumptions, etc. The RND system shall also distribute periodic tips to RND system registered SPs and Service Provider Agents, to assist them in avoiding common errors.
7. The RND system's hours of operation are 8:00 am to 8:00 pm EST Monday through Friday, excluding recognized holidays. On the 15th of each month, the RND system shall be available from 8:00 am until 12:00 am (midnight) EST to allow for full support of the monthly disconnected number data submissions by SPs and the TFNA.

The RND system shall provide to the FCC, upon request, ad hoc reports containing disaggregated data reported by SPs.

### 3 Service Provider Responsibilities

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The following are the key responsibilities of SPs:

1. Each SP is responsible for maintaining records of the most recent date of permanent disconnection associated with its allocated or ported in geographic telephone numbers.<sup>14</sup>
2. Each SP shall submit to the RND system the *Service Provider Disconnected Numbers Report* no earlier than 12:00 am ET on the 11<sup>th</sup> of the month and no later than 11:59 pm ET on the 15<sup>th</sup> of each month, even if the 15<sup>th</sup> falls on a weekend or a holiday.
3. On the *Service Provider Disconnected Numbers Report*, each SP shall report the most recent date each US geographic telephone number allocated or ported to it was permanently disconnected. If a SP has no permanently disconnected number data to report in a given month, the SP shall submit the *Service Provider Disconnected Numbers Report* without data.
4. SPs shall begin keeping accurate and complete records associated with the Permanent Disconnections of their subscribers on a going-forward basis when this information collection becomes effective on July 27, 2020, regardless of when the RND system is launched.<sup>15</sup>
5. SPs (i.e., Reporting Carriers) who receive Intermediate Numbers from other SPs shall be responsible for reporting permanently disconnected number data for those received numbers to the RND.<sup>16</sup>
6. SPs shall be prepared to respond to any questions that the RND system may have with respect to their permanently disconnected number data and be prepared to submit modifications of their submitted data if necessary.
7. Each SP is responsible for keeping company contact information updated by maintaining an active RND system profile with the RND system and maintaining a Primary Contact for its company. The Primary Contact shall be responsible for approval or denial of additional RND system users for its company, and shall be

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<sup>14</sup> See 47 CFR §64.1200 (l)(1) and FCC 18-177, ¶3, 11 and 38.

<sup>15</sup> See FCC 18-177, ¶41 and FCC Public Notice DA 20-706, released July 2, 2020, available at <https://docs.fcc.gov/public/attachments/DA-20-706A1.pdf>.

<sup>16</sup> See ATIS-0300068, *North American Numbering Plan Numbering Resource Utilization/Forecast (NRUF) Reporting Guidelines*, about reporting intermediate numbers.

responsible for notifying the RNDA if an individual with system user access for its company ends employment with the company or no longer needs access to the RND system.

If an SP determines that it submitted incorrect information to the RND on its *Service Provider Disconnected Numbers Report* submission, the SP shall contact the RNDA Help Desk so that the RNDA can make an Emergency Update on behalf of the SP.

## 4 Definitions, Acronyms, & Abbreviations

For a list of common communications terms and definitions, please visit the *ATIS Telecom Glossary*, which is located at < <http://www.atis.org/glossary> >.

### 4.1 Definitions

**Aging Numbers:** Aging numbers are disconnected numbers that are not available for assignment to another end user or customer for a specified period of time. Numbers previously assigned to residential customers may be aged for no less than 45 days and no more than 90 days. Numbers previously assigned to business customers may be aged for no less than 45 days and no more than 365 calendar days (47 CFR §52.15 (f)(1)(ii)).

**Audit Files:** The ability for Service Providers/Service Provider Agents and Toll Free Number Administrator to obtain information about their records submitted to the RND.

**Auditor:** The appropriate bureau(s) within the FCC or other appropriate governmental entity, or other neutral vendor selected to audit the administration functions of the RNDA.

**Company Identifier:** A unique identifying code in the RND, based upon the system user profile type, that is assigned to each Service Provider, Service Provider Agent, User, User Agent, Toll Free Number Administrator and the FCC.

**Date of Prior Express Consent:** The date of which a customer provided consent or has otherwise been provided authorization for a calling entity to contact them at a specific telephone number (See also CFR §64.1200 (m)).

**Disconnect Date:** The date in which a telephone number is permanently disconnected by a Service Provider. This date will be uploaded into the RND by the Service Provider or its Service Provider Agent.

**Emergency Update:** The ability for the RNDA to make updates on behalf of the Service Provider/Service Provider Agent/Toll Free Number Administrator in the case of incorrect information that was submitted/uploaded into the RND.

**Interconnected Voice over Internet Protocol (VoIP) Service Provider:** An entity that provides interconnected VoIP service, as that term is defined in 47 U.S.C. § 153(25) (47 CFR § 52.5 (b)).

Interconnected VoIP providers are providers of a service that (1) enables real-time, two way voice communications, (2) requires a broadband connection from the user's location, (3) requires Internet protocol-compatible customer premises equipment, and (4) permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network (47 CFR § 9.3).

**Intermediate Numbers:** Intermediate numbers are numbers that are made available for use by another telecommunications carrier or non-carrier entity for the purpose of providing telecommunications service to an end user or customer. Numbers ported for the purpose of transferring an established customer's service to another service provider shall not be classified as intermediate numbers (47 CFR §52.15 (f)(1)(v)). Numbers such as dealer number pools should be included as a subcategory of intermediate numbers (FCC 00-104 ¶ 36). An "intermediate" number is one that is made available to a carrier or non-carrier entity from another carrier, but has not necessarily been assigned to an end-user or customer by the receiving carrier or non-carrier entity (FCC 15-70 ¶30). Numbers provided to carriers, interconnected VoIP providers, or other non-carrier entities by numbering partners should be reported [on FCC Form 502, the NRUF Report] as "intermediate," and do not qualify as "end users" or "customers" (FCC 15-70, ¶32).

**NANP (North American Numbering Plan):** A numbering architecture in which every station in the NANP area is identified by a unique ten-digit address consisting of a three-digit NPA code, a three digit central office code of the form NXX, and a four-digit line number of the form XXXX, where N represents the digits 2-9 and X represents the digits 0-9.

It is the basic numbering scheme for the telecommunications networks located in Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, Sint Maarten, St. Kitts & Nevis, St. Lucia, St. Vincent, Turks & Caicos Islands, Trinidad & Tobago, and the United States (including American Samoa, Puerto Rico, the U.S. Virgin Islands, Guam, and the Commonwealth of the Northern Mariana Islands) [see also 47 CFR §52.5 (d)].

**NANPA (North American Numbering Plan Administration):** The NANPA is responsible for the neutral administration of NANP numbering resources, subject to directives from regulatory authorities in the NANP member countries (see also 47 CFR §52.7 (e)). The NANPA is an impartial non-governmental entity that is not aligned with any particular telecommunications industry segment.<sup>17</sup> Under contract to the FCC, NANPA's responsibilities include assignment of NANP resources, and, in the U.S. and its territories, coordination of area code relief planning and collection of utilization and forecast data. See also 47 CFR §52.13.

**North American Numbering Plan Numbering Resource Utilization/Forecast (NRUF) Report:** FCC Form 502 that is used by assignees of geographic and/or certain non-geographic (NPAs 5XX and 900) NXX codes and thousands-blocks to report utilization and forecast data on those resources semi-annually to the NANPA (available at [www.nationalnanpa.com](http://www.nationalnanpa.com)).

**Permanent Disconnection:** Occurs when a subscriber permanently has relinquished a number, or the provider permanently has reversed its assignment of the number to the subscriber such that the number has been disassociated with the subscriber for active service in the service provider's or Toll Free Administrator's records. Permanently disconnected numbers therefore do not include instances where the phone number is still associated with the subscriber, such as when a subscriber's phone service has been disconnected temporarily for nonpayment of a bill or when a consumer ports a number to another provider. A ported number remains assigned to and associated with the same consumer even though a different provider serves the consumer after the number is ported (FCC 18-177, ¶38). See also 47 CFR §52.103 (d) and 47 CFR §64.1200 (l)(3)).

**Pooling Administrator (PA):** The term Pooling Administrator refers to the entity or entities responsible for administering a thousands-block number pool (47 CFR §52.7 (g)). The Pooling Administrator is responsible for the neutral administration of thousands-blocks from Central Office (CO) Codes in areas where thousands-block number pooling has been ordered or implemented. The PA is an impartial non-governmental entity that is not aligned with any particular telecommunications industry segment and is under contract to the FCC.

**Primary Contact:** An individual designated by a Service Provider company that is responsible for approval or denial of additional RND system users for its company, and for notifying the RND if an RND system user for that company ends employment with the company or no longer needs access to the RND system.

**Reassigned Numbers Database (RND):** The database which will contain a list of all US geographic and Toll Free NANP numbers that have been permanently disconnected and the Disconnect Date that Users and User Agents will be able to query to validate whether a telephone number has the potential to have been reassigned.

**Reassigned Numbers Database Administrator (RNDA):** The entity which will maintain the Reassigned Number Database. Contact information ~~is available at <https://www.reassigned.us>~~ ~~will be available on the RNDA website once the RND is launched.~~

**Reporting Carrier:** Refers to a telecommunications carrier that receives numbering resources from the NANPA, a Pooling Administrator or another telecommunications carrier (47 CFR §52.15 (f)(2)).

**Responsible Organization (RespOrg):** An entity chosen by a toll free subscriber to manage and administer the appropriate records in the toll free Service Management System for the toll free subscriber (47 CFR §52.101 (b)).

**Service Provider (SP):** Any telecommunications carrier or other entity that receives numbering resources from the NANPA, a Pooling Administrator or a telecommunications carrier for the purpose of providing or establishing telecommunications service. For the purposes of this part, the term "service provider" includes an interconnected VoIP service provider (47 CFR §52.5 (e)).

**Service Provider Agent:** Any party authorized to act on behalf of a Service Provider for the purposes of fulfilling the requirements of the Service Provider to provide permanently disconnected number information to the RND.

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<sup>17</sup> Administration of the North American Numbering Plan, Report and Order, CC Docket No. 92-237, 11 FCC Rcd 2588, 2608 (1995) (NANP Order).

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**Service Provider Disconnected Numbers Report:** A report filed monthly by each Service Provider (or its Service Provider Agent) with the RNDA that identifies each US geographic telephone number allocated to or ported-in to the Service Provider that has been permanently disconnected since the last report was filed. The report contains the US geographic telephone number and the date it was permanently disconnected.

**Telephone Number:** A 10-digit number in the format NPA-NXX-XXXX assigned to a telephone line for a specific phone or set of phones that is used to call that phone.

**Thousands-Block (NXX-X) Number Pooling:** Thousands-block number pooling is a process by which the 10,000 numbers in a central office code (NXX) are separated into ten sequential blocks of 1,000 numbers each (thousands-blocks), and allocated separately within a rate center (47 CFR §52.20 (a)).

**Toll Free Number Administrator (TFNA):** The entity which allocates toll free numbers to Responsible Organizations (RespOrgs) and maintains the Service Management System (SMS) database which contains all toll free telephone numbers (See also 47 CFR §52.101 (a)).

**User:** Any person or entity that queries the Reassigned Number Database to determine whether a telephone number has the potential to have been reassigned.

**User Agent:** Any authorized person or entity acting on behalf of another User that queries the Reassigned Number Database to determine whether a telephone number has the potential to have been reassigned.

## 4.2 Acronyms & Abbreviations

ATIS	Alliance for Telecommunications Industry Solutions
FCC	Federal Communications Commission
NANP	North American Numbering Plan
NANPA	North American Numbering Plan Administration
NRUF	North American Number Plan Numbering Resource Utilization/Forecast Report
PA	Pooling Administrator
RND	Reassigned Numbers Database
RNDA	Reassigned Numbers Database Administrator
RespOrg	Responsible Organization
SP	Service Provider
TFNA	Toll Free Number Administrator
VoIP	Voice over Internet Protocol

## 5 References

The following “rules” have been incorporated into this document.

ATIS-0300068, *North American Numbering Plan Numbering Resource Utilization/Forecast (NRUF) Reporting Guidelines*

Code of Federal Regulations (CFR), 47 CFR 9

Code of Federal Regulations (CFR), 47 CFR 52

Code of Federal Regulations (CFR), 47 CFR 64

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FCC 18-177 – *Second Report and Order*, released December 13, 2018

FCC DA 20-706 – *Consumer and Governmental Affairs Bureau Announces Compliance Date for Reassigned Numbers Database Rules*, released July 2, 2020

United States Code (U.S.C.), 5 U.S.C. §552, *The Freedom of Information Act*

United States Code (U.S.C.), 47 U.S.C. §153, *Communications Act of 1934*