

North American Numbering Plan Planning Letter

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Subject: Assignment of Service Codes 311 and 711

The Federal Communications Commission (FCC), in its *First Report and Order and Further Notice of Proposed Rulemaking* (FCC 97-51), adopted on February 18, 1997, has directed North American Numbering Plan Administration to make the following assignments in the United States and its territories:

- Service code 311 is assigned on a national basis for access to non-emergency police and other government services, and
- Service code 711 is assigned on a national basis for telecommunications relay access (TRS) to facilitate communications with speech and/or hearing disabilities.

Detailed information concerning the implementation and usage of 311 and 711, including information about moving services that may be using these codes currently, may be found in FCC 97-51, which may be downloaded from the FCC's internet web site at <http://www.fcc.gov>.

It should be noted that in 1993 the Canadian Radio-Television and Telecommunications Commission (CRTC) directed the assignment of service code 711 and the reservation of service code 511 in Canada for access to message relay service by the deaf and by the hearing, respectively.

The table below summarizes current service code assignments in the United States and its territories:

211	Unassigned
311	Non-Emergency Police and Other Governmental Services
411	Local Directory Assistance
511	Unassigned
611	Repair Service
711	TRS
811	Business Office
911	Emergency

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