

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

**NEWS RELEASE**

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**NORTH CAROLINA UTILITIES COMMISSION  
TURNS DOWN COMMERCIAL N11 DIALING**

The North Carolina Utilities Commission (NCUC) issued an Order today finding that assignment of N11 dialing codes for commercial purposes is not in the public interest. Characterizing commercial N11 assignment as being of only marginal value, the NCUC cited the relative scarcity of such numbers and the availability of the proposed commercial services through currently available dialing arrangements. The NCUC also noted that other abbreviated dialing arrangements with no scarcity problem, such as #XXX, would be available in the relatively near future, to which any N11 subscribers would be migrated. The NCUC said that to assign N11 now and migrate later would also cause customer confusion and expense.

N11 dialing codes refer to numbers such as 211, 311, etc. Current uses include 911 and 411, which are currently used for emergency or directory assistance. Local exchange companies also use some N11 codes for internal network purposes. Information service providers, including several major newspapers, had petitioned the Commission to authorize the allocation of available N11 codes. A hearing was held on the matter last year. The N11 codes, the petitioners said, would be an easy-to-remember entree into a system where a menu of information services would be available through further dialing or interaction. Local exchange companies could bill and collect for any resulting charges.

Two Commissioners dissented from the Order. They indicated that they believed that commercial N11 dialing would be beneficial and in the public interest and that the concerns of the Majority were overstated. They favored authorizing assignment of N11 numbers, at least as to local exchange companies wishing to offer the service.