



Frequently Asked Questions regarding the Reassigned Numbers Database

February 25, 2021

For Service Providers and Service Provider Agents

1) When are Service Providers (SPs) required to maintain records of permanently disconnected numbers and report them to the Reassigned Number Database (RND)?

See Public Notice, DA 20-706, at <https://docs.fcc.gov/public/attachments/DA-20-706A1.pdf> requiring SPs to start maintaining records beginning July 27, 2020, and See Public Notice, DA-21-134, at <https://docs.fcc.gov/public/attachments/DA-21-134A1.pdf>, requiring initial seed data to be reported to the RND beginning April 15, 2021.

2) Do I report disconnected Toll Free numbers in the same file as geographic TNs?

You only report on disconnected geographic Telephone Numbers (TNs). The Toll Free Number Administrator (TFNA) is responsible for reporting on disconnected Toll Free numbers.

3) Am I only responsible for reporting disconnected TNs for resources assigned by the NANPA and PA?

You are responsible for reporting on disconnected numbers from all numbers allocated to you, including any numbers ported in to you and any numbers you received from another telecommunications provider.

4) Will ongoing monthly submissions be incremental or cumulative?

The ongoing monthly submissions will be incremental. For example, the monthly report to be submitted on May 15, 2021 should include all numbers disconnected between April 15, 2021 and May 15, 2021. February 19, 2021 – Please note that if there are disconnects that occur on the 15th, it is acceptable for those disconnects to be included in the next monthly report.

5) If reporting is incremental, how will a permanently disconnected number be removed from the database after it's reassigned?

The requirement is for SPs to report disconnected numbers; there is no requirement or process for removing previously reported numbers from the RND.



6) How do I get a Company ID?

You can determine your own Company ID or can have the RND Administrator assign a Company ID during registration. The Company ID must be a minimum of 3 and maximum of 10 characters. Alpha and numeric is acceptable.

7) For the ongoing monthly submissions, if a Company ID has no new disconnected TNs to report since the last monthly submission, does the Company ID still need to submit a report with no data to fulfill the reporting requirement?

The website upload area will have an area to actively confirm there are no disconnected numbers to report for the monthly submission. February 19, 2021 – please note that confirmation of no disconnected numbers can only be reported via the website upload area.

8) With regard to the January 15, 2021 Public Notice, DA 21-67, Technical Specifications, does Attachment A address both initial seed files and the monthly reports, or only initial seed file submissions?

The Attachment A located at <https://docs.fcc.gov/public/attachments/DA-21-67A1.pdf> refers to the seed files, which must be submitted via the website upload of an Excel file (xlsx) or via a Text file (.csv) although the same method can be used for the monthly ongoing disconnect reports. If submitted via Excel, there is a one million row limitation. Any SP needing to submit more than one Excel file can use the insertion of the “BatchID” on Row 2 of the file. Excel files with tabs will not be accepted.

9) With regard to the sample file formats in the January 15, 2021 Public Notice, are hyphens allowed? And what date format is acceptable?

Hyphens are not allowed, and the Telephone Number field is limited to 10 digits. Acceptable date formats are:

YYYY-MM-DD – 2021-04-01

MM/DD/YY - 04/01/21

MM/DD/YYYY - 04/01/2021

M/D/YY - 4/1/21

M/D/YYYY - 4/1/2021

10) Can a SP/SPA can report all company segments under one Company ID?

Yes, The SP/SPA can report all company segments (i.e., wireless, CLEC, VoiP) under one Company ID.

11) When will a SP/SPA be able to upload a file via SFTP in order to avoid having to manually login and upload a file(s) each month?

The SFTP capability will not be available for uploading the seed data but will be available for reporting monthly disconnected numbers.

12) What is the registration process for the RND?

A Primary Contact is required to complete registration and once the primary contact is registered, the Primary can invite additional users from the company. In order to request a login, the process will be to



send an email to the customer support email for the Reassigned Number Database (RND), indicating the type of registrant (SP or SPA). RND Customer Support will send an email back to the Primary Contact. The email will contain a link to an online registration form which is only valid for the Primary Contact and must be used within one week.

The registration will require contact and company information from the Primary Contact as well as information for the authorizer from the Primary Contact's company. The registration will also require a Company ID consisting of a minimum of 3 and maximum of 10 characters (alpha and numeric accepted). If the Company ID is not provided the RND will assign one. After registering, the Primary Contact, as well as the invited users, can upload the seed files. If necessary, all users can be uploading at the same time if needed in order to upload more than one file. Refer to Question 9 above regarding use the "BatchID" process for uploading more than 1 million rows of disconnects.

13) What format should be used to provide a Letter of Authorization (LOA) to the RND?

A Service Provider Agent must indicate its authorization to submit disconnected number reports or updates to the RND on behalf of the Service Provider through its possession of an LOA which must be emailed to the RND Customer Support at support@reassigned.us

The LOA must be on the service provider's company letterhead and must contain a statement authorizing SPSA to submit permanently disconnected telephone numbers reports or updates to the RND on behalf of the client service provider. The LOA must include the Company ID of the service provider; must be signed and dated by the service provider; and must contain contact information for the service provider (Name, Title, Email, Work Phone).

For Callers (Users) and Caller Agents (User Agents)

1) When will RND become complete for querying?

The date for which all providers are required to report disconnected numbers to the Reassigned Numbers Database. See Public Notice, DA 20-423, dated April 16, 2020, at https://docs.fcc.gov/public/attachments/DA-20-423A1_Rcd.pdf for further information.

2) When the RND becomes operational, how often will the database be refreshed?

The RND will be updated once a month, no later than two days after the 15th of each month.

3) How many queries can be made at a time?

Large queries can be made through file uploads via the Web GUI, SFTP and API and queries of 50 or less telephone numbers can be made as a single event directly through the Web GUI.



- Users may query up to a max of 50 TN's as a single event via the UI
- Users may query up to a max of 1000 TN's as a single API call when using the API
- Users may upload a file via the Website upload, API or SFTP that will allow the user to query up to 250,000 TNs per file

The maximum number of queries will ultimately be based on the size of the subscription the user purchases.

4) What format should be used to provide a Letter of Authorization (LOA) to the RND?

An Agent must indicate its authorization to query the RND on behalf of the client caller company through its possession of an LOA which must be emailed to the RND Customer Support at support@reassigned.us

The LOA must be on the service provider's company letterhead and must contain a statement authorizing the agent to query the RND on behalf of the client. The LOA must include the Company ID of the client company; must be signed and dated by the client company; and must contain contact information for the client company (Name, Title, Email, Work Phone).