

STATE OF NEW HAMPSHIRE

Inter-Department Communication

DATE: August 26, 2011
AT (OFFICE): NHPUC

FROM: Amanda Noonan, Director – Consumer Affairs *AN*

SUBJECT: DT 10-211 Customer Inquiries Regarding Number Reclamation

TO: Commissioners
Debra Howland



On July 29, 2011, Kate Bailey, Director of the Commission's Telecommunications Division, submitted a memo regarding an inquiry she had received from Paul Hartnett and his concerns about the impact of number reclamation on his business. Mr. Hartnett, a voice customer with a business located in the 584 exchange in New Hampshire, had printed advertising material which needed to be changed to reflect his new telephone number. Ms. Bailey recommended that the reclamation of the 584 exchange be delayed for 12 months to allow Mr. Hartnett additional time to use existing printed material, begin advertising his new number and either find a provider who offers intercept service to announce the number has been changed or to put a voice message on the line informing his customers of the new number while answering calls on a line associated with the new number.

While the Consumer Affairs Division has received additional inquiries from customers affected by the number reclamation since Ms. Bailey's July 29, 2011 memo, none of those customers are in a situation similar to Mr. Hartnett. Although most of the customers who have contacted the Consumer Affairs Division are businesses based in New Hampshire, one of the customers operates a California based business. Further, none of the customers who have called use the number being reclaimed for voice service. The numbers are used primarily for an electronic fax service and the concerns of these customers revolve primarily around the insufficient notice received from eFax, the provider of the electronic fax service for these customers.

Although eFax is not an entity under the Commission's jurisdiction, in response to concerns about adequate notice, a letter was sent to all CLECs and to FairPoint on August 25, 2011 reminding them of their obligation to timely provide notice to ensure customers are afforded sufficient time to smoothly transition their business to a new number.