



THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

ONE SOUTH STATION

**BOSTON, MA 02110**  
**(617) 305-3500**

**MITT ROMNEY**  
GOVERNOR

**KERRY HEALEY**  
LIEUTENANT GOVERNOR

**BETH LINDSTROM**  
DIRECTOR  
OFFICE OF CONSUMER AFFAIRS  
AND BUSINESS REGULATION

**PAUL G. AFONSO**  
CHAIRMAN

**JAMES CONNELLY**  
COMMISSIONER

**W. ROBERT KEATING**  
COMMISSIONER

**JUDITH F. JUDSON**  
COMMISSIONER

**BRIAN PAUL GOLDEN**  
COMMISSIONER

**N11 Codes**

N11 codes, also known as service codes, are used to provide three-digit dialing access to special services. There are only eight possible three-digit N11 codes, making them among the scarcest of all numbering resources. In the United States, the Federal Communications Commission ("FCC") administers N11 codes. The FCC recognizes 211, 311, 511, 711, 811, and 911 as "nationally assigned." The table below summarizes N11 assignments.

<b>N11 Code</b>	<b>Description</b>
211	Community Information and Referral Services
311	Non-Emergency Government Services
411	Directory Assistance
511	Traffic and Transportation Information
611	Repair Service
711	Telecommunications Relay Service
811	One-Call Pipeline Safety
911	Emergency Services