

**STATEMENT OF  
COMMISSIONER MICHAEL O'RIELLY**

*Re: Toll Free Assignment Modernization, WC Docket No. 17-192; Toll Free Service Access Codes, CC Docket No. 95-155*

This item aims to bring greater market efficiencies to another aspect of the Commission's work: toll free number assignment. I was somewhat surprised to learn that there is mutually exclusive interest in as many as 17,000 numbers, although I suspect that figure may be lower if viewed from the standpoint of the end users ultimately seeking to obtain toll free numbers.

In my experience, companies and consumers have found it increasingly more convenient and cost-effective to address questions and comments online rather than through call centers and toll-free numbers. Certainly, we should make sure that nothing in the Commission's rules impedes companies from shifting from toll free numbers to other customer service options should they desire to do so. Until the demand for toll free numbers has ceased, however, there should be potential benefits to auctioning remaining numbers where there is mutually exclusive interest. I thank my colleagues for working with me to improve the item, including to eliminate unnecessary delegations, to hone the legal authority discussion to focus on the substantive provisions of the Act, and to strengthen the discussion on preventing warehousing and hoarding. I vote to approve.