



October 1, 2003

To Whom it May Concern:

St. John's Mercy Medical Center (St. John's Mercy) is a leader in patient care, medical education and research. As one of the nation's largest Catholic hospitals, and the second largest private hospital in metropolitan St. Louis, St. John's Mercy operates the only Level I Trauma Center and Level III Neonatal Intensive Care Unit in St. Louis County. St. John's Mercy is a community hospital for patients with a variety of conditions and health needs and has been providing these services for over 100 years. St. John's Mercy, part of the Sisters of Mercy Health System – St. Louis, provided over thirteen million dollars in charity care and community benefits during the past fiscal year, not including the unpaid cost of Medicaid services.

In connection with our purchase of Direct Inward Dial ("DID") service from SBC Missouri, we are requesting a new NXX code (10,000 numbers), with a prefix ending of "XX2", from the Ladue, Missouri rate center (LADUE-STLSMO21DS4). Southwestern Bell cannot satisfy our request from its current inventory of telephone numbers and SBC's request for additional number resources was denied by NeuStar. I am requesting that decision be reversed.

St. John's Mercy depends on reliable, effective, and efficient communications with patients, our health care providers and co-workers in order to provide the best care for our patients and community. We seek to purchase DID service with a new 10,000 number block to enable us to implement a simpler and more unified dialing plan and to accommodate immediate and future growth needs on our medical campus.

Initially, the new numbers will be used to replace 3,200 DID numbers and convert 3,500 extension numbers to DID numbers. The numbers to be replaced include wireless numbers used by nurses. In July 2006, we will open a facility expansion that will require 700 new DID numbers and our master campus plan envisions additional patient rooms, outpatient services and physicians offices on the campus after 2006.

## Current Numbering Plan

St. John's Mercy relies on myriad hundreds and thousands blocks of telephone numbers from four unique central office codes, resulting from steady growth and expansion on the main campus. Our 3,200 DID numbers are provided by SBC SWBT supporting a Nortel Option 81 PBX which processes over 70,000 calls per day. The following table reflects our current utilization of assigned numbers.

Number Assignments	Qty
(314) 569-6000 - 6999	1000
(314) 567-2200 - 2799	600
(314) 995-4100 - 4599	500
(314) 569-4800 - 4899	100
(314) 812-7000-7999	1000
TOTAL	3,200

The incongruity within these number blocks alone makes it difficult for patients and their families, co-workers and physicians to communicate effectively. Phone numbers are frequently dialed in error, precluding a timely dissemination of patient data and clinical recommendations. In an effort to improve the quality of healthcare within our community, St. John's Mercy is pursuing the deployment of a simplified numbering scheme.

Our DID number bank is nearly exhausted with requests for additional ones being submitted weekly. As a State certified Shared Tenant Service provider, it is also difficult to offer service on campus to physician offices.

Throughout its history, St. John's Mercy has continued to expand to meet the needs of the community. As a telecommunications manager, I see this on a day-to-day basis in the internal requests I receive each week for new telephone service. We have nearly exhausted the current supply of telephone numbers and we are involved in a substantial campus facility expansion. We recently opened a new Cancer Center. This facility has an immediate requirement for at least 300 additional telephones and numbers.

## Proposed Numbering Plan


The goal of the hospital's new numbering plan is to reduce the number of NXX's serving our campus from five (and potentially more if we are forced to draw additional numbers to accommodate our growth from a different NPA-NXX code) to no more than two. While we plan to transition most of our telephone numbers to the new NXX code, we will retain approximately

## Exhibit 1

500 of our current numbers (primarily within our main exchange) for a transition period, prior to returning them. We will use the new numbers to support the telephones on campus today (approximately 5,300); the telephones needed on two new floors of patient rooms; our new Cancer Center; and the heart hospital scheduled to open in mid-2006.

The new code will initially be used for DID patient room numbers located in the main hospital. Due to the continuing growth of our facility, the room numbers are changing from three digits to four. Based on our experience, we believe it is important to coordinate the telephone number to the room number. To accomplish this, we plan to use 100 numbers from each of the ten thousands blocks for immediate assignment to patient rooms.

We currently utilize 3,500 internal extensions for communication. These cannot be reached directly from outside of St. John's Mercy, forcing callers to use an automated attendant or telephone menu feature, which adds to caller confusion, especially our elderly and immigrant patients. We plan to assign DID numbers to the majority of these extensions to assist our customers with a less complicated system.

Proposed Patient Room Number Plan			
1ST Qtr 2004	7th Floor	7th Floor	xx2-7000 to 7099
	6th Floor	6th Floor	xx2-6000 to 6099
	5th Floor	5th Floor	xx2-5000 to 5099
	4th Floor	4th Floor	xx2-4000 to 4099
	3rd Floor	3rd Floor	xx2-3000 to 3099
	2nd Floor	2nd Floor	xx2-2000 to 2099
		<b>St. John's Mercy Hospital</b> 615 S. New Ballas Rd St. Louis, MO	
			↑ Sample Dial Plan

### Proposed Return of Existing Inventory

When all of the patient room numbers are changed, the old numbers (314-567-2200 through 314-567-2799) will be returned to SBC. The remaining new numbers will be used for administrative

## Exhibit 1

phones, replacing the 314-995 and 314-812 numbers first. After completion of this second phase, 1500 numbers will be returned to SBC. The final transition of our main exchange (314-569-6000 through 314-569-6999) will be more of a challenge. We intend to return numbers to SBC as soon as reasonably possible after an appropriate aging period.

(314) 567-2200 - 2799	600	100% return
(314) 569-6000 - 6999	1000	50% return . Retain 569-6000 and remaining balance when the community is fully aware of the new numbers.
(314) 995-4100 - 4599	500	100% return
(314) 569-4800 - 4899	100	100% return
(314) 812-7678 - 7999	323	100% return
(314) 812-7000 - 7675	676	100% return
(314) 812-7677	1	St. John's will retain this number indefinitely
(314) 812-7676	1	St. John's will retain this number indefinitely
	2,698	<b>TOTAL TO BE RETURNED</b>

### Growth Requirements - New Construction Projects

The two new patient room floors will open for occupancy in January, 2004. We plan to assign 100 telephone numbers per floor for patient rooms. In addition, we will need approximately 700 new DID numbers for the new heart hospital, scheduled to open in July 2006.

Implementation of our new unified dialing plan is one path toward making St. John's Mercy more responsive to the needs of our patients, families, physicians and co-workers. I am requesting expedited approval of this request in order to begin system programming changes by mid-November 2003.

I would be happy to further explain our needs. I have attached a description of the scope of St. John's Mercy, which also summarizes much of the information in this letter.

Please don't hesitate to contact me directly for additional information or with any questions you may have. Thank you for your consideration.

Sincerely,

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