

Missouri One Call System, Inc.

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Records Public Service Commission

Missouri Public Service Commission

Ms. Natelle Dietrich
Regulatory Economist
Telecommunications Department
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

Mobile Call Exhibit No. 15

Date D-31-04 Case No. 17-2007-987

Reporter 14

Re:

Implementation of the 8-1-1 Abbreviated Dialing Code in Missouri

Dear Ms. Dietrich:

On behalf of Missouri One Call System Inc. (MOCS), I am pleased to notify you and the Missouri Public Service Commission of the efforts taken by MOCS to implement the 811 abbreviated dialing code. As you know, MOCS acts as the one call notification system for the state of Missouri and is therefore affected by the Sixth Report and Order in FCC Case No. CC Docket No.92-105.

As of July 10, 2006, MOCS, at its own cost, procured a toll free number (866-344-7483) to which all 811 calls can be routed from or by Missouri telecommunications companies. The toll free number is equipped with automatic voice prompts. To address the concern about caller confusion with the emergency abbreviated dialing code (911), the voice prompt on MOCS toll free number is programmed to advise any caller attempting to dial 911, and dialing 811 by mistake, that he or she has reached 811 and if intending to call 911 must hang up and redial carefully.

A further enhancement of the voice prompt system is that the operator will provide a list of direct toll free numbers for the call centers in neighboring states. Last, the voice prompt operator will provide a general toll free number to dial for information on any other state one call notification center the caller may wish to notify of an excavation.

Even though all telecommunication services providers will be participating in the 811 service, it is not clear to MOCS how many, if any, will be assessing a charge for the service. At this time, MOCS has not been advised by any carrier that it intends to charge

for the service. MOCS understands that if any regulated carrier decides to charge for the service it will need to file tariffs with the Commission for approval.

Would you or members of your staff please contact the telecommunication services providers in the state and advise them of the toll free number obtained by MOCS, and the other steps MOCS has taken toward implementation? Per the FCC, the deadline for nationwide 811 implementation is sometime in March, 2007, and time is growing short. MOCS strongly suggests that the Commission, MOCS and the telecommunications industry act in concert to have the complete system coordinated and operational in Missouri by January 1, 2007. That would allow time before the deadline to deal with any unforeseen complications.

If you have any questions, please do not hesitate to contact me. Thank you very much.

Sincerely,

John Lansford
Executive Director

cc: Colleen M. Dale

Mark W. Comley