

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
JEFFERSON CITY  
December 26, 2000**

**CASE NO: TO-2000-374**

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**Enclosed find certified copy of an ORDER in the above-numbered case(s).**

Sincerely,

A handwritten signature in dark ink, appearing to read "Dale Hardy Roberts". The signature is written in a cursive, slightly slanted style.

**Dale Hardy Roberts**  
Secretary/Chief Regulatory Law Judge

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a Session of the Public Service  
Commission held at its office  
in Jefferson City on the 26th  
day of December, 2000.

In the Matter of the Petition of the North       )  
American Numbering Plan Administrator, on       )  
Behalf of the Missouri Telecommunications       ) Case No. TO-2000-374  
Industry, for Approval of NPA Relief Plan for   )  
the 314 and 816 Area Codes.                       )

**ORDER APPROVING THE 314 NPA  
RELIEF IMPLEMENTATION PLAN AS MODIFIED  
AND DIRECTING FILING**

On October 24, 2000, the Commission issued its Report and Order (R&O) adopting an all services distributed overlay as the method of relief for the 314 Numbering Plan Area (NPA). The R&O established a technical and planning committee for the 314 NPA to develop an NPA relief implementation plan and schedule. The R&O required a consensus plan and schedule to be filed and allowed for responses to the plan and schedule to be filed.

On November 22, 2000, a letter from NeuStar, Inc., was filed in this case showing that the North American Numbering Plan Administrator (NANPA) had assigned 557 to serve as the overlay area code for relief of the 314 NPA. On November 22, 2000, NANPA, acting through NeuStar, Inc., and acting for the 314 technical and planning committee, filed the relief implementation plan and schedule as required under the R&O. On December 4, 2000, the Commission's Staff filed a response to the plan and schedule. On December 6, 2000, the

Office of the Public Counsel (Public Counsel) filed a response to the plan and schedule.

The proposed plan and schedule provides for:

- 1) A permissive dialing period that begins at 12:01 a.m. CT on June 2, 2001, and ends at 12:01 a.m. CT on October 6, 2001.
- 2) Mandatory dialing beginning at 12:01 a.m. CT on October 6, 2001.
- 3) End of intercept announcements period on December 6, 2001.
- 4) Earliest effective date of Central Office (CO) code duplication in 557 NPA established as December 6, 2001.
- 5) A dialing plan requiring 10-digit local dialing within the 314 and 557 NPA.
- 6) A dialing plan allowing optional, per company, permissive 1+ 10-digit local dialing.
- 7) A dialing plan requiring 1+ 10-digit dialing for toll calls within the 314 and 557 NPA.
- 8) Southwestern Bell Telephone Company to hold a test code for the industry to use to test equipment in the 557 NPA.
- 9) Establishment of a subcommittee to address technical implementation issues.
- 10) Establishment of a subcommittee to address customer education for implementing the NPA relief plan.

The Staff response objected to item six, above, optional, per company, permissive 1+ 10-digit local dialing. Staff stated that such a dialing plan would be confusing to the public and consumers because implementation by the carriers would not be uniform. Staff stated further that neighbors using different telecommunications carriers could have different dialing requirements. A change in provider could require a burdensome change in dialing patterns. Staff also stated that consumers might not realize in advance of billing

whether a toll call has been placed if 1+ 10-digit local dialing is permitted.

The Public Counsel concurred in the Staff concerns regarding 1+ 10-digit local dialing. The Public Counsel stated that 1+ 10-digit local dialing would not be in the public interest and would confuse consumers about what is or is not a toll call. The Public Counsel did not oppose the remainder of the plan and schedule but suggested that, should code utilization slow or should unused codes be reclaimed, the Commission give consideration to modifying the schedule to delay implementation of the relief 557 NPA. No other responses to the plan and schedule were received.

On December 14, 2000, Southwestern Bell Telephone Company (SWBT) filed a reply to the responses filed by Staff and the Public Counsel. SWBT stated that it did not suggest permissive 1+ 10-digit local dialing and that it did not intend to use it if it were authorized, but that it believed that "there is some confusion" regarding the proposal, presumably on the part of Staff and the Public Counsel. SWBT stated that some carriers, and especially wireless carriers, might desire a 1+ dialed local call to be completed so that their customers would not have to "guess" which dialing pattern to use and end up dialing twice in some instances. SWBT stated that it understood why some carriers would desire this option.

SWBT's response offers one rationale for 1+ 10-digit local dialing, but it fails to address the concerns raised by Staff and the Public Counsel, and particularly, confusion that consumers may have in determining when a toll call is being placed. Further, the responses

of Staff and Public Counsel do not reflect any confusion that this proposal was optional for carriers and reflected an option for permissive dual dialing patterns rather than an option for an exclusive required dialing pattern.

The Commission finds that the proposed relief implementation plan and schedule are acceptable and in the public interest, with one exception. The Commission determines that a dialing plan allowing optional, per company, permissive 1+ 10-digit local dialing is not in the public interest in that it allows nonuniform dialing patterns that could burden and confuse consumers and cause uncertainty for consumers in determining whether a toll call is being placed. Therefore, the Commission finds that optional, per company, permissive 1+ 10-digit local dialing should not be approved. With this exception, the proposed relief implementation plan and schedule is acceptable and will be approved by the Commission.

Technical implementation issues that cannot be resolved by the technical implementation subcommittee for the 314 and 557 NPA may be brought to the Commission. The customer education subcommittee shall file a summary of the customer education plan with the Commission prior to its implementation and not later than February 21, 2001. The Commission will neither approve nor disapprove the plan; however, the Commission will hear any motions presenting objections or suggestions for the customer education plan and may order changes or supplements to the plan pursuant to objections or suggestions presented by motion or based upon the Commission's independent consideration of the plan.

**IT IS THEREFORE ORDERED:**

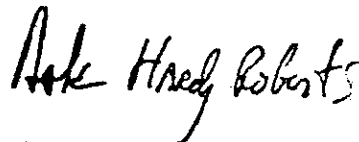
1. That the Commission approves the 314 and 557 NPA relief implementation plan and schedule as filed on November 22, 2000, with the exception that a dialing plan allowing optional, per company, permissive 1+ 10-digit local dialing is disapproved.

2. That technical implementation issues that cannot be resolved by the technical implementation subcommittee for the 314 and 557 NPA may be brought to the Commission.

3. That the customer education subcommittee shall file a summary of the customer education plan with the Commission prior to its implementation and not later than February 21, 2001. The Commission will neither approve nor disapprove the plan; however, the Commission will hear any motions presenting objections or suggestions for the customer education plan and may order changes or modifications to the plan pursuant to objections or suggestions presented by motion or based upon the Commission's independent consideration of the plan.

4. That this order shall become effective on January 5, 2001.

**BY THE COMMISSION**



**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**

( S E A L )

Lumpe, Ch., Drainer, Murray,  
Schemenauer, and Simmons, CC., concur.

Thornburg, Regulatory Law Judge

ALJ/Sec'y: Thornburg / Pape  
12-19 10-2000-374  
Date Circulated CASE NO.

SL  
Lumpe, Chair  
ma  
Drainer, Vice Chair  
CW  
Murray, Commissioner  
RC  
Schemenauer, Commissioner  
KS  
Simmons, Commissioner

12-26  
Agenda Date

Action taken: 5-0AS  
Must Vote Not Later Than \_\_\_\_\_

STATE OF MISSOURI  
OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and  
I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City,  
Missouri, this 26<sup>th</sup> day of December 2000.

Dale Hardy Roberts  
Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge

