

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 16th day of December, 2020.

In the Matter of an Investigatory Docket)
Mandating Ten-Digit Local Dialing in) **File No. TO-2021-0155**
Certain Area Codes)

**ORDER OPENING AN INVESTIGATORY FILE REGARDING TEN-DIGIT
LOCAL DIALING**

Issue Date: December 16, 2020

Effective Date: December 16, 2020

The Commission is opening this file at the request of the Commission’s Staff (Staff) to assist Staff regarding an order of the Federal Communications Commission (FCC) that will require ten-digit local dialing to be implemented in four of Missouri’s six area codes by July 15, 2022. The change to ten-digit local dialing is necessary to allow for the establishment of “988” as a three-digit code to reach a national suicide prevention and mental health crisis hotline. To avoid conflict with the new 988 code, all U.S. area codes that use a 988 NPA prefix – for example 314--988-xxxx – must move to ten-digit local dialing. In Missouri, the affected area codes are 314, 417, 660, and 816. Area codes 573 and 636 do not use a 988 NPA prefix and can continue to use seven-digit local dialing.

Staff intends to use this file to communicate with Missouri’s telecommunications providers about their plans to implement ten-digit local dialing and to gather company-specific information about the timing of implementing ten-digit local dialing as well as general plans for notifying customers and other entities. Staff plans to periodically report on its findings to the Commission.

THE COMMISSION ORDERS THAT:

1. This case is established as a repository for documents and information regarding Staff's investigation of the implementation of ten-digit local dialing in Missouri area codes 314, 417, 660, and 816.
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style with a large initial "M".

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and
Holsman CC., concur.

Woodruff, Chief Regulatory Law Judge