

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Telephone Number Relief)
for the 314 and 816 Area Codes) **File No. TO-2022-0010**

STAFF STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Status Report* in this matter hereby states:

1. This Status Report provides an update of telephone number relief efforts for the 816 area code since Staff's February 9, 2023 filing.

2. Telephone number relief efforts are guided by the Industry Committee and the North American Numbering Plan Administrator ("NANPA"). On January 30, 2023, the Missouri Commission issued an initial press release for the 816 area code and the industry issued a customer notice to educate customers concerning the new area code in the July/August billing cycle. The Commission is targeting another press release for September 13, 2023, with no additional customer education efforts planned. In January 2023, the telephone numbers within the 816 area code were projected to exhaust within the second quarter of 2024. In April 2023, NANPA projected the telephone area code exhaust will occur within the first quarter of 2025. However, the Industry Committee does not plan to revise the milestone dates and the telephone numbers with the new area code will be assigned and activated later than initially indicated. This is summarized in the Staff's Memorandum attached as Appendix A.

2. In addition to Appendix A, also attached are: Attachment A – Consumer education milestones and Attachment B – Technical implementation milestones.

WHEREFORE, Staff prays that the Commission will accept its Status Report and grant such other and further relief as the Commission considers just in the circumstances.

Respectfully submitted,

/s/ Ron Irving

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 1st day of September, 2023, to all counsel of record.

/s/ Ron Irving

MEMORANDUM

To: Case File
Case No. TO-2022-0010

From: Kari Salsman, Senior Research/Data Analyst
Telecommunications Department

Date: September 1, 2023

Subject: Status update for 816 area code telephone number relief

Telephone number relief efforts for the 816 area code are being guided by the Industry Committee and the North American Numbering Plan Administrator (NANPA).¹ The Industry Committee is comprised of interested industry participants utilizing telephone number resources within the 816 area code and the Committee is meeting on a monthly basis.² In general, the monthly meetings discuss the status of available numbers within the area code as well as implementation milestones typically applied in any relief effort. Tentative milestones specific to providing numbering relief in the 816 area code are identified in Attachment A (consumer education milestones) and Attachment B (technical implementation milestones).

When the Industry Committee began meeting in January and began establishing milestones specific to providing numbering relief in the 816 area code, telephone numbers within the 816 area code were projected to exhaust sometime within the second quarter of 2024. However, in a forecast provided by NANPA in April of this year, the projected telephone number area code exhaust was extended to sometime within the first quarter of 2025.³ Despite the exhaust date being extended by three quarters of a year the Industry Committee is not planning to revise the milestone dates identified in Attachments A and B.⁴ Consequently, telephone numbers with the new 975 area code will be assigned and activated much later than indicated and only when the 816 area code runs out

¹ This committee is co-chaired by AT&T's Sharon Poer and Sinch's Allyson Blevins. Heidi Wayman is overseeing telephone number relief efforts for the 816 area code on behalf of NANPA. The committee is currently comprised of over 50 participants.

² Although numbering relief for this area code has been discussed in prior NANPA meetings, Industry Committee conference call meetings solely devoted to 816 numbering relief started January 11, 2023. Meetings are generally held on the second Wednesday of the month. The next scheduled Industry Committee conference call is September 13, 2023 at 12:00 PM.

³ As of August 18, 2023, there are 23 NXX codes available for assignment along with 507 blocks of 1,000 numbers. NANPA projects 10 of the 23 NXX codes will be used within the next six months.

⁴ Industry Committees for other area codes have not attempted to adjust milestone dates if an area code's exhaust projection is extended. NANPA typically updates projections for area code exhaust in October and April. This committee prefers seeing future projections before considering revising any dates, if at all.

of numbers.⁵ The Missouri Commission issued an initial press release on January 30, 2023 and the industry issued a customer notice to educate customers about the new area code in the July/August billing cycle. Another press release by the Commission is targeted for September 13, 2023. At this time, no additional customer education efforts are planned.

The Industry Committee intends to regularly meet on a monthly basis and continue to monitor telephone number relief efforts.

Attachment A: Consumer education milestones.

Attachment B: Technical implementation milestones.

⁵ Attachment B indicates dates of August 8, 2023 and October 13, 2023 are the earliest dates telephone numbers from the new 975 area code might be requested and activated; however, the actual dates will be much later.

Customer Education Milestones

#	Implementation Milestones	Responsibility	Target Completion Date	Status	Comments
1	Kick-Off Meeting	All Carriers	1/13/2023	Completed	
2	Develop Implementation Milestones	All Carriers	1/13/2023	Completed	To be modified as needed
3	Commission to issue Initial Press Release	Commission	1/30/2023	Completed	The 975 NPA overlay was announced on August 11, 2021.
4	Send special letters to Directory Publishers to notify them of the new 975 NPA so they can add it to their directories in next publication	Co-Chairs	2/13/2023	Completed	These supplement the efforts of carriers with directories.
5	Review impacted directories and make necessary arrangements to update directories	Carriers with Directories	Ongoing		Carriers with directories to review directory publication deadlines and take appropriate actions to update directories as new publications are developed.
6	Supply Verbiage for Single Customer Notification	Co-Chairs	3/13/2023	Completed	Tri-Chairs to provide a template for a bill insert/bill message that carriers can use to educate their customers.
7	Update internal and external web sites with new overlay NPA information	All Carriers	6/13/2023	Completed	Carriers to update internal and external websites to include new overlay area code information
8	Update social media to include new overlay NPA information	All Carriers (optional)	6/13/2023	Completed	Carriers encouraged to use social media where possible to communicate information about the new area code.
9	Supply Verbiage for Press Release to Industry and Commission	Co-Chairs	7/13/2023	Completed	Co-chairs to distribute a template for a press release that carriers and the commission can issue to ensure the public is aware of the new 975 overlay NPA.
10	Issue Single Customer Notification to educate customers about new overlay NPA	All Carriers	August 2023 bill cycle		Carriers may use template provided by the Tri-chairs, or tweak it as needed to fit their own needs. Carriers should run the bill insert or bill message in the full month prior to the new 975 NPA effective date (some may choose to run it for 2 consecutive months, such as July and August 2023).
11	Issue Press Release	All Carriers & Commission	9/13/2023		Press releases should be issued sometime during the week prior to the effective date of the new overlay NPA.
12	Earliest First Code Activation in new overlay NPA	All Carriers	10/13/2023		All remaining 816 codes must be assigned before 975 codes can be assigned.

Technical Implementation Milestones

#	Implementation Milestones	Responsibility	Target Completion Date	Status	Comments
1	Deadline for carriers to enforce mandatory 10-digit dialing in the 816 NPA	All Carriers	7/15/2022	Complete	This is the deadline for Mandatory 10-Digit Dialing Enforcement Implementation under the federal 988-related 10-digit dialing transition project. See https://www.nationalnanpa.com/transition_to_10_digit_dialing_for_988/index.html and Planning Letter 597: https://nationalnanpa.com/planning_letters/PL_597.pdf .
2	Submit request to obtain new 975 Industry Test Code from NANPA to Establish Industry Test Number	AT&T	1/13/2023	Complete	AT&T to submit request to NANPA by this date to obtain 975-975 test code for establishing 975-975-1975 test number. Test code to become effective on 7/13/2023 and disconnect on 11/13/2023.
3	Activate 975-975-1975 Industry Test Number	AT&T	7/13/2023	Complete	Activate Industry Test Number to be in service from 7/13/2023 through 11/13/2023.
4	Open the new 975-975 test code in carrier networks; ensure successful calls to the test 975-975-1975	All Carriers	7/13/2023	Complete	Successful test calls will complete to announcement confirming the test line for the new 975 overlay NPA.
5	Review and submit new 975 NPA-specific trunks as needed	All Carriers	7/13/2023	Complete	Carriers using MF signaling will need new overlay NPA-specific trunks to send new overlay NPA traffic; new 975 NPA-specific trunks are not required if the carrier uses SS7 signaling. Carriers should submit any requests for new trunks by 90 days prior to the effective date of the new 975 overlay NPA so they may be activated 30 days prior to the effective date of the new 975 NPA. <i>Note: Carriers not planning on obtaining any new 975 codes immediately still should check to determine if such trunks are needed to accommodate ported in customers with 975 numbers.</i>
6	Earliest date 975 NXX codes can be requested from NANPA (all available 816 codes must first be assigned)	All Carriers	8/8/2023	Complete	
7	New 975 NPA-specific trunk orders complete and activated	All Carriers	9/13/2023		
8	Ensure new 975 NPA is recognized in all billing and provisioning systems	All Carriers	9/13/2023		
9	Network Ready for the new 975 NPA Activation	All Carriers	9/13/2023		Ensure mandatory 10-digit dialing implemented and enforced in the new 975 NPA by this date
10	Earliest first code activation in new 975 NPA	All Carriers	10/13/2023		New 975 NPA Effective Date
E911 Milestones					

11	Notify all CLEC, ISP, IXC, Resellers, Wireless, and ILEC customers connecting to the selective router(s) of the new 975 NPA	911 Providers (AT&T, Brightspeed, Windstream?)	3/13/2023	Complete	Identify 911 provider(s) /selective router owners in the overlay area
12	Determine whether a new ESN or NPD needs to be established in the selective router for the new 975 NPA	911 Providers (AT&T, Brightspeed, Windstream?)	3/13/2023	Complete	911 provider(s) to check if new ESN or NPD needed.
13	Ensure SRDB table in the selective router has new 975 NPA built	911 Providers (AT&T, Brightspeed, Windstream?)	3/13/2023	Complete	
14	Notify PSAPs, PSALI customers and County Coordinators of new 975 NPA	911 Providers (AT&T, Brightspeed, Windstream?)	3/13/2023	Complete	911 provider(s) to notify their PSAP, PSALI and county coordinator customers of the new 975 overlay NPA.
15	Notify statewide E911 coordinator of new 975 NPA and ask that notification be distributed to all PSAPs to supplement the above 911 Provider notifications	Co-Chairs	3/13/2023	Complete	Co-chairs to draft letter and send to statewide coordinator as a supplement to 911 provider(s) notice.
16	Review and submit CLEC trunk order requests to local provider if needed	All Carriers	7/13/2023	Complete	Carriers to check with local provider. Carriers using MF trunking/signaling should ensure that new 975 NPA-specific trunks are requested at least 90 days prior to the effective date of the new 975 NPA and activated no later than 30 days prior to the effective date of the new 975 NPA. New 975 NPA-specific trunks are not required if the carrier uses SS7 signaling.
17	Trunk orders complete and activated	911 Providers (Pending)	9/13/2023		
18	Update PSAP equipment to recognize new 975 NPA	PSAPs	7/13/2023	Complete	
19	Build/Test E911 Network/Tandem Translations	All Carriers	7/13/2023	Complete	Ensure new 911 trunks are built/completed and tested for the new 975 overlay NPA traffic.
20	Verify that all PSAP work has been completed	911 Providers (AT&T)	7/13/2023	Complete	
21	Activate E911 Network/Tandem Translations	All Carriers	10/13/2023		