

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

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

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. On November 24, 2021, Staff filed with the Commission a *Staff’s Notice of Additional Meeting* of the North American Numbering Plan Administrator (NANPA) meeting on October 14, 2021. In the previous filing, Staff included minutes of the October 14, 2021 meeting.
2. This Status Report provides an update of telephone number relief efforts for the 314 area code since Staff’s November 24, 2021 filing. The Industry Committee and the North American Numbering Plan Administrator are directing the telephone number relief efforts. Since December 2021 the Industry Committee have met on a monthly basis. A summary of the progress made by the Industry Committee and the North American Numbering Plan Administrator is summarized in Staff’s Memorandum attached as Appendix A. Overall relief efforts are progressing in a timely manner to activate the new 557 area code on August 12, 2022 or later as determined by the Industry Committee.
3. In addition to Appendix A, also attached are: Attachment A – List of Industry Committee participants, Attachment B – Current status of telephone numbers within 314 area code, Attachment C – Customer education milestones, Attachment D – Missouri Commission February 8, 2022 press release, and Attachment E – Technical implementation milestones. Staff will continue to file updates as the transition continues.

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 25th day of February, 2022, to all counsel of record.

/s/ Ron Irving

MEMORANDUM

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

From: John Van Eschen, Regulatory Manager
Kari Salsman, Senior Research/Data Analyst
Telecommunications Department

Date: February 25, 2022

Subject: Status update for 314 area code telephone number relief

Overall, telephone number relief efforts for the 314 area code are progressing in a timely manner. These efforts are being guided by the Industry Committee and the North American Numbering Plan Administrator.¹ The Industry Committee is comprised of interested industry participants utilizing telephone number resources within the 314 area code. Industry Committee participants are identified in Attachment A who are meeting on a monthly basis since December 2021.² Attached are relevant documents relating to telephone number relief efforts for the 314 area code.

Attachment B reflects the status of telephone numbers within the 314 area code. Telephone numbers within the 314 area code are projected to exhaust sometime within the third quarter of 2022. The 314 area code is in jeopardy status which means telephone numbers are being rationed. As of February 2022 the area code had 8 NXX codes available for assignment. Telephone number demand is projected to be 8 NXX codes within the next six months and telephone numbers are being rationed at a maximum rate of 2 NXX codes per month.

Attachment C identifies customer education milestones. The initial customer education milestone is for the Missouri Commission to issue a press release. Attachment D contains the Missouri Commission's February 8, 2022 press release which prompted several media stories about the telephone number relief for the 314 area code.³ Among future customer education efforts the industry intends to issue a single customer notice in the June/July billing cycle followed by press releases targeted for August 1, 2022. Attachment E identifies technical implementation

¹ This committee is chaired by AT&T's Sharon Poer and Inteliquent's Paul Belote. Heidi Wayman is overseeing telephone number relief efforts for the 314 area code on behalf of NANPA.

² Conference calls were held on December 15, 2021; January 12, 2022 and February 9, 2022. The next scheduled Industry Committee conference call is March 9, 2022 at noon.

³ For example, the Missouri Commission Staff is aware of news stories by KTVI-2 TV St. Louis, KMOV-4 St. Louis, St. Louis Post-Dispatch, KMOU-8 TV Columbia, KRCG-13 TV Jefferson City, and KSDK-5 TV St. Louis.

milestones which are industry tasks needed to ensure the new 557 area code will work properly among callers and 911 networks when activated within the 314 area code.

August 12, 2022 is a noteworthy milestone date because it represents the earliest date the new 557 area code will be activated; however, this date and all upcoming customer education and technical milestone deadlines may be subject to change. The Industry Committee intends to continue to monitor telephone number relief efforts and may adjust certain deadlines accordingly if needed.

Attachment A: List of Industry Committee participants.

Attachment B: Current status of telephone numbers within 314 area code.

Attachment C: Customer education milestones.

Attachment D: Missouri Commission February 8, 2022 press release.

Attachment E: Technical implementation milestones.

Industry Committee Participants

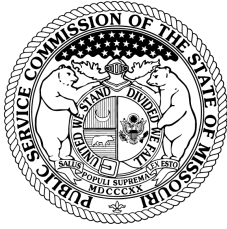
FIRST NAME	LAST NAME	COMPANY
Roseann	Kendall	Airus
Deborah	Anstead	Altice (CSC Wireless)
Norman	Lee	American Messaging
Sharon	Poer	AT&T
Robert	Brezina	Bandwidth.Com
Rebecca	Snell	Big River Telephone
Kim	Campbell	Birch Communications (Fusion)
Jeffrey	Herman	Boost Mobile
Phoau	Xiong	Brightlink Communications
Rita	Schmitz	CenturyLink/Lumen
Kathy	Troughton	Charter Comm
Matthew	Nolan	Charter Comm
Sam	Shiffman	Commio
Douglas	Osborne	Exiant
Michael	Crown	Fractel
Marilyn	Millender	HD Carrier
Debra	Wymore	Intrado
Douglas	Osborne	IP Horizon
Douglas	Osborne	Local Access
Joani	O'Neill	Onvoy (Inteliquent, Radiant IQ)
Bryan	Bethea	Onvoy (Inteliquent, Radiant IQ)
Paul	Belote	Onvoy (Inteliquent, Radiant IQ)
Jami	Perez	Peerless
Paul	Thompson	Ring Central (RCLEC)
Anthony	Lana	Socket Telecom
Emily	Rollheiser	Stratus Networks
Karen	Riepenkroger	T-Mobile
Elsamma	Mathew	T-Mobile
Cherry	Hill	T-Mobile
Becky	Jefferson	T-Mobile
Shaunna	Foreshee	T-Mobile
Fernando	de Moura	Telnyx
Prakhar	Mishra	Telnyx
Nick	Olsen	Terra Nova
Allyson	Blevins	Twilio
Craig	Wilkins	USA Mobility
Chanda	Brown	Verizon
Laura	Dalton	Verizon
Kelly	Faul	Verizon/XO
Dana	Crandall	Verizon Wireless
Michael	Ortega	Vonage Network
Michell	Bowyer	Windstream
Scott	Terry	Windstream
Bob	Salvo	YMAX
Heidi	Wayman	NANPA
Cecelia	McCabe	NANPA
Kari	Salsman	MO PSC

Status of Telephone Numbers within 314 Area Code

MO PSC File No. TO-2022-0010, 8/11/21	Start Network Prep & Customer Ed	Start of Permissive Dialing (7D & 10D)	End Permissive & Start Mandatory 10 Digit	Earliest date codes from new NPA can be ordered through NANPA	Earliest new NPA central office code activation date	Test number effective date (557-557-1557)	Next Scheduled Industry call	NPA is in Jeopardy Status until new NPA is opened 6/7/22	
MO 314-557 All- Services Overlay	11/12/2021	N/A	10/24/21 - 7/15/22	6/7/2022	8/12/2022	5/12/22 - 9/12/22	3/9/22 1pm central		
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
314 NPA Code Assignment Status as of:	12/15/2021	1/12/2022	2/9/2022						
NXXs Available	11	9	8						
NXXs Assigned Year-To-Date	21	2	3						
Available Blocks	15	21	20						
6 Mo Forecasted CO Code (NXX) Demand	10	6	8						
Forecasted Exhaust	3Q22	3Q22	3Q22						
Co-Chairs:	AT&T	Sharon Poer	256-744-7105	sharon.poer@att.com					
	Inteliquent	Paul Belote	202-900-1297	paul.belote@inteliquent.com					
Planning Letter:	PL-557								

Customer Education Milestones

#	Customer Education Milestone	Responsibility	Target Date	Status	Comments
1	Kick-Off Meeting	All Carriers	12/15/2021	Complete	
2	Develop Implementation Milestones	All Carriers	12/15/2021	Complete	To be modified as needed
3	Commission to issue Initial Press Release	Commission	2/12/2022	2/8/2022	
4	Review impacted directories and make necessary arrangements to update directories	Carriers with Directories	Ongoing	Ongoing	Carriers with directories to review directory publication deadlines and take appropriate actions to update directories as new publications are developed.
5	Send special letters to Directory Publishers	Co-Chairs	3/12/2022		These supplement the efforts of carriers with directories
6	Supply Verbiage for Single Customer Notification	Co-Chairs	3/12/2022		Co-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	5/12/2022		Carriers to update internal and external websites to include new area code information
8	Update Social Media outlets to include new overlay NPA information	All Carriers (optional)	5/12/2022		Carriers encouraged to use social media outlets where possible to communicate information about the new area code.
9	Supply Verbiage for Press Release to Industry and Commission	Co-Chairs	6/12/2022		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 overlay NPA.
10	Issue Single Customer Notification to educate customers about new overlay NPA	All Carriers	June/July Bill Cycle		Carriers may use template provided by the co-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 NPA effective date (some may choose to run it for 2 consecutive months)
11	Issue Press Release	All Carriers & Commission	8/1/2022		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	8/12/2022		All remaining 314 codes must be assigned before 557 codes can be assigned



PSC NEWS

Missouri Public Service Commission

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FOR IMMEDIATE RELEASE

FEBRUARY 8, 2022

A NEW 557 AREA CODE IS COMING TO THE 314 AREA CODE REGION

JEFFERSON CITY---The Missouri Public Service Commission continues to work with the North American Numbering Plan Administrator (NANPA) and the telecommunications industry on implementation of an overlay plan and the introduction of a new area code in the 314 area code region in Missouri. **The new area code will be 557. All existing 314 area code customers will retain their current area code in the overlay area and their telephone numbers will not be changed.**

The 314 area code serves communities such as, but not limited to, St. Louis, Overland, Bridgeton, Florissant, Webster Groves, Creve Coeur, Kirkwood and Sappington.

The Missouri Public Service Commission originally adopted an overlay plan for the 314 area code in an order issued on October 24, 2000. However, on September 25, 2001, the Commission delayed indefinitely the implementation of the area code overlay relief plan in order to allow time to test the effectiveness of telephone number conservation efforts.

“Telephone number conservation efforts were successful and as a result, implementation of an overlay relief plan for the 314 area code remained on hold for over 20 years,” said Public Service Commission Chairman Ryan Silvey.

NANPA has indicated to the Public Service Commission that telephone numbering in the 314 area code is again nearing exhaustion. NANPA projects the 314 area code will exhaust in the third quarter of 2022.

August 12, 2022 is the earliest date telephone numbers with a 557 area code will be activated and used within the 314 area code. The 557 area code will co-exist everywhere in this region with the 314 area code. All local calls within this region must be dialed using ten digits rather than seven digits. This area, along with many other areas throughout the nation, are required to eliminate seven digit local dialing by July 15, 2022 in order to accommodate the new 988 abbreviated dialing code for the national suicide prevention and mental health crisis hotline.

Telephone customers should know the following key facts about the 557 area code overlay:

- Telephone numbers, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- Customers in the overlay region must dial 10 digits for local calls and 1+10 digits for long distance calls.
- Three digit abbreviated dialing, to the extent currently available, such as 911, as well as 211, 311, 411, 511, 611, 711, or 811 will continue to work and not be affected.

(More)

Customers should identify their telephone number as a 10-digit number (3-digit area code + 7-digit telephone number), and include the area code when giving the number to others.

Customers should ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 557 area code as a valid area code and should continue to store or program telephone numbers as 10-digit numbers. Some examples include: stored telephone numbers in contact lists in wireless or cordless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, and safety alarm security systems and gates. Customers should also ensure their websites, personal and business stationery and printed checks, advertising materials, contact information, and personal or pet ID tags include the area code.

For more information, please contact your local telephone service provider or visit the Missouri Public Service Commission website at:

https://psc.mo.gov/Telecommunications/Understanding_Telephone_Numbers

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Case No. TO-2022-0010

Technical Implementation Milestones

#	Technical Implementation Milestone	Responsibility	Target Date	Status	Comments
1	Industry Committee Kick-Off Meeting	All Carriers	12/15/2021	Complete	
2	Develop Technical Implementation Milestones	All Carriers	12/15/2021	Complete	This is a living document and can be modified as needed.
3	Obtain industry test code from NANPA and activate the test number	AT&T	3/12/2022		The industry test number: 557-557-1557. The test number will be active starting on 5/12/22 - 9/12/22.
4	Open the test code (557-557) in carrier's network	All Carriers	5/12/2022		Please ensure 557-557 test code is opened in your network by 5/12/22.
5	Review/submit new 557 NPA Specific Trunks as needed	All Carriers	6/7/2022		Carriers using MF signaling will need new overlay NPA-specific trunks to send new overlay NPA traffic; new 557 NPA-specific trunks are not required if the carrier uses SS7 signaling.
6	Earliest date central office codes in the new 557 area code may be ordered through NANPA	All Carriers	6/7/2022		66 Days prior to new 557 Code Activation - Central Office Codes in the new 557 NPA will not be assigned until all available codes in the 202 NPA have been exhausted.
7	Completion of 10-digit signaling transition between carriers' networks	All Carriers	7/1/2022		Carriers should ensure 10-digit signaling conversion is completed in their networks. (The 10D signaling conversion refers to carriers sending 10 digits of the "called-to" party for all calls terminating in all end offices and access tandems in the existing 202 NPA region.)
8	New 557 NPA-specific trunk orders complete and activated	All Carriers	7/1/2022		
9	Network Ready for the new 314 NPA Activation; Deadline for carriers to enforce mandatory 10-digit dialing in the 314 and 557 NPAs	All Carriers	7/15/2022		Ensure mandatory 10-digit dialing implemented and enforced for both the 314 NPA and the new 557 NPA by this date; Carriers can set their own schedule for enforcement anytime between 10/24/21 and 7/15/22.
10	Create Industry Contact list	All Carriers	N/A	See 988 List	Ensure Network Emergency Contact List for carriers is up-to-date.
11	First Code Activation in the new 557 NPA	All Carriers	8/12/2022		Earliest in-service date of new 557 NPA is 8/12/22.
	E911 Work Plan	Responsibility	Target Date	Status	Comments

Technical Implementation Milestones

1	Notify all CLEC, ISP, IXC, Resellers, Wireless, and ILEC customers of new 557 NPA	911 Providers	3/12/2022		Identify 911 provider(s) companies in the overlay area
2	Determine whether a new ESN or NPD needs to be established for the new 557 NPA	911 Providers	3/12/2022		911 provider(s) to check if new ESN or NPD needed.
3	Ensure SRDB table has new 557 NPA built	911 Providers	3/12/2022		
4	Notify PSAPs, PSALI customers and County Coordinators of new 557 NPA	911 Providers	3/12/2022		911 provider(s) to notify their PSAP, PSALI and county coordinator customers of the new overlay NPA.
5	Notify statewide E911 coordinator and ask that notification be distributed to all PSAPs to supplement the above 911 Provider notifications	Co-Chairs	3/12/2022		Co-chairs to draft letter and send to statewide coordinator as a supplement to 911 provider(s) notice.
6	Review and submit CLEC trunk order requests to local provider if needed	All Carriers	5/12/2022		Carriers to check with local provider. Carriers using MF trunking should ensure that new 557 NPA-specific trunks are requested at least 90 days prior to the effective date of the new 557 NPA and activated no later than 30 days prior to the effective date of the new 557 NPA. New 557 NPA-specific trunks are not required if the carrier uses SS7 signaling.
7	Trunk orders complete and activated	911 Providers	7/12/2022		
8	Build/Test E911 Network/Tandem Translations	All Carriers	8/1/2022		Ensure new 911 trunks are built/completed and tested for the new 557 overlay NPA traffic.
9	Activate E911 Network/Tandem Translations	All Carriers	8/12/2022		