

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

In the Matter of Telephone Number Relief) **File No. TO-2022-0250**
for the 573 Area Code)

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. The telephone number relief efforts are guided by the North American Numbering Plan Administrator (“NANPA”) and the Industry Committee which is comprised of interested industry participants. Telephone numbers within the 573 area code are expected to exhaust within the third quarter of 2024. The Industry Committee has been meeting monthly since February 2023 in order to discuss the status of available numbers within the area code and the implementation of milestones. 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 15th day of May, 2023, to all counsel of record.

/s/ Ron Irving

MEMORANDUM

To: Case File
Case No. TO-2022-0250

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

Date: May 15, 2023

Subject: Status update for 573 area code telephone number relief

Telephone numbers within the 573 area code are projected to exhaust sometime within the third quarter of 2024.¹ Telephone number relief efforts are being guided by the Industry Committee and the North American Numbering Plan Administrator (NANPA).² The Industry Committee is comprised of interested industry participants utilizing telephone number resources within the 573 area code and the Committee has been meeting on a monthly basis since February 2023.³ 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. Milestones specific to providing numbering relief in the 573 area code are identified in Attachment A (consumer education milestones) and Attachment B (technical implementation milestones).

January 16, 2024 is the earliest date companies can request telephone numbers from NANPA with the new 235 area code, and March 24, 2024 is the earliest date the 235 area code will be activated and used. Consumers will be required to use ten digit dialing, rather than seven digits, for local calls by February 2024. The industry has begun educating customers about the new area code and the requirement to dial the area code + telephone number (10 digits) through customer notices with a target date of all companies sending notice by July 26, 2023. Among future consumer education efforts, a press release advising of permissive ten digit dialing, followed by a press release advising of mandatory ten digit dialing will be issued by the target dates of August 21, 2023 and February 19, 2024, respectively.

¹ As of April 20, 2023 21 NXX codes remain available for assignment.

² This committee is tri-chaired by AT&T's Sharon Poer, Brightspeed's Dale Holcombe and Lumen's Rita Schmitz. Cecilia McCabe is overseeing telephone number relief efforts for the 573 area code on behalf of NANPA. The committee is currently comprised of over 70 participants.

³ Industry Committee conference calls were held February 23, 2023; March 16, 2023 and April 20, 2023. The next scheduled Industry Committee conference call is May 18, 2023 at 12:00 PM with future monthly calls scheduled for the third Thursday of the month at 12:00 PM.

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The Industry Committee intends to continue to monitor telephone number relief efforts and depending on when telephone numbers actually exhaust in the 573 area code, the date carriers can obtain numbers in the new 235 area code and when the 235 area code will be activated and used may be adjusted accordingly if needed.

Attachment A: Consumer education milestones.

Attachment B: Technical implementation milestones.

MO 573-235 NPA Overlay Customer Education Milestones

#	Customer Education	Responsibility	Target Date	Status	Comments
1	Customer Ed Subcommittee Kick-Off Meeting	All Carriers	2/24/2023	Complete	
2	Develop Customer Ed milestones	All Carriers	Ongoing	Ongoing	This is a living document and can be modified as needed.
3	Supply verbiage for first customer notification	Tri/Co-Chairs	3/26/2023	Complete	
5	Send Special letters to Directory Publishers, Coin Operated Payphone Providers, Alarm Association, & and 911 County Coordinators & PSAPs.	Tri/Co-Chairs	4/26/2023		
6	Supply verbiage for permissive Press Release to committee	Tri/Co-Chairs	6/26/2023		
7	Overlay information distributed internally as job aid for customer service representatives to answer customer questions and industry websites updated. There should not be a need for Representatives to refer questions to the Commission.	All Carriers Customer Service Representatives	6/26/2023		
8	Send additional reminder/special letters to Directory Publishers, Coin Operated Payphone Providers, Alarm Association, & and 911 County Coordinators & PSAPs.	Tri/Co-Chairs	7/14/2023		
9	Issue first customer notification	All Carriers	7/26/2023		Generally, should be in customers' hand 30 days prior to permissive 7, 10 or 11-Digit Dialing
10	Update social media and websites with information regarding upcoming Area Code Relief	All Carriers - Voluntary	7/26/2023		Carriers are encouraged to use social media outlets when possible to communicate information on the new area code.
11	Issue permissive Press Release	All Carriers & State PUC	8/21/2023		Begin a week before permissive dialing.
12	Develop language for use in Directories to alert the consumers of 10-digit dialing and the new area code	All Carriers who Publish Directories	Ongoing		Carriers to handle with each of their publish directories. As directories are due, the dialing plan information needs to be updated and distributed.
13	Permissive 7 or 10 Digit Dialing begins	All Carriers	8/26/2023		
14	Supply verbiage for second customer notification	Tri/Co-Chairs	9/24/2023		Chairs will provide to committee
15	Send Special letters to Alarm Association	Tri/Co-Chairs	10/24/2023		Second notification to remind and ensure necessary updates are completed prior to the mandatory dialing date.

MO 573-235 NPA Overlay Customer Education Milestones

16	Supply verbiage for mandatory Press Release to committee	Tri/Co-Chairs	12/29/2023		
17	Send second reminder to Directory Publishers, Coin Operated Payphone Providers, Alarm Association, & and 911 County Coordinators & PSAPs.	Tri/Co-Chairs	1/12/2024		Co-Chairs will send second notice to special organizations/associations to inform them about the local dialing changes and the new area code. NOTE: The letter for Directory Publishers to be sent to Cindi.aldrich@adp.org.
18	Social media and website information updated regarding upcoming changes to dialing requirements due to Area Code Relief	All Carriers - Voluntary	1/24/2024		Request that carriers with websites and social media pages make updates to those pages/sites to assist with customer education regarding upcoming dialing requirements.
19	Issue second customer notification	All Carriers	1/24/2024		Generally should be in customers' hands 30 days prior to mandatory.
20	Issue mandatory Press Release	Commission & all service providers who have ability	2/19/2024		
21	Mandatory 10 Digit Dialing begins	All Carriers	2/24/2024		
22	First Code Activation in new 235 Area Code	All Carriers	3/24/2024		

MO 573-235 NPA Overlay Technical Milestones

#	Technical Implementation	Responsibility	Target Date	Status	Comments
1	Technical Subcommittee Kick-Off Meeting	All Carriers	2/24/2023	Complete	
2	Develop Technical Implementation Milestones	All Carriers	2/24/2023	On-going	
3	Obtain industry test code from NANPA and activate the test number	Brightspeed			The industry test number: 235-235-1235. The test number will be active starting on 12-24-2023 through 04/24/2024.
4	<i>Network Ready for Permissive Dialing</i>	<i>All Carriers</i>	<i>7/26/2023</i>		
5	LERG updates in BIRRDs or via AOCN. (i.e. routing changes, rehomes, change from 7 to 10 terminating digits at end office and at access tandem, etc.)	All Carriers	8/26/2023		Exception of paging carrier codes, all End Office Codes must be updated to reflect 10 TD-EO (Terminating Digit at End Office) and at Access Tandem in LERG as soon as possible. 4-20-23: 1st notice sent to Service Providers where updates are needed - Rita S
6	Ensure Highway boxes are programmed with 10D dialing	Tri/Co-Chairs	8/26/2023		Need to confirm if state has Highway call boxes (usually check with State or Highway Patrol).
7	Create Permissive Dialing Industry Contact List	All Carriers	Ongoing		
8	Permissive Dialing begins	All Carriers	8/26/2023		
9	Open the test code (235-235) in carrier's network	All Carriers	12/24/2023		Please ensure 235-235 test code is opened in your network.
10	Earliest date central office codes in the new 235 area code may be ordered through NANPA	All Carriers	1/18/2024		
11	Establish 235 NPA Specific type of Trunks	All Carriers	1/24/2024		Operator Services trunks (0+, 0-, Directory Assistance (411)), E911 trunks, Intercepts. If your company uses MF signaling, you will need to establish separate trunk groups for 235 NPA calls. However, separate 235 NPA trunk groups are not required if your carrier uses SS7 signaling.
12	Completion of 10-digit signaling transition between carriers' networks	All Carriers	1/24/2024		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 573 NPA region.)
13	Send confirmation email to co-chairs when # 12 has been completed	All Carriers	1/24/2024		
14	Update on all speed calling, call forwarding numbers and voicemail options in embedded databases to reflect 10 digit dialing	All Carriers	1/24/2024		Final check and update required for all switch programmed numbers. <i>Some voicemail systems have options like paging or wake up call notifications where numbers are stored in 7 digits. Some of 211 and 311 numbers might be translated in 7-digits and require updates.</i>
15	Recorded Announcements in Place and Tested	All Carriers	1/24/2024		Verify that switch can handle the recorded announcement and also that the announcement can be understood as that is what the customers will be hearing if they forget to dial 10 digits.
16	Create Industry Emergency Contact list	All Carriers	1/24/2024		Create Network Emergency Contact List for carriers.
17	Network Ready for Mandatory Dialing	All Carriers	1/24/2024		
18	Mandatory Dialing begins	All Carriers	2/24/2024		
19	First Code Activation in the new 235 NPA	All Carriers	3/24/2024		

MO 573-235 NPA Overlay Technical Milestones

	E911 Work Plan	Responsibility	Target Date	Status	Comments
2	Confirm new ESN/NPD has been established for new 235 NPA	911 Providers	1/24/2024		New NPD is required for the new NPA and the NPD for 235 is '0X'.
3	Ensure SRDB table has new 235 NPA built in	911 Providers	1/24/2024		The Alisa will begin populating this table as records come in.
4	Notify PSAPs, PSALI customers and County Coordinators (2nd Notification - First was complete)	911 Providers	1/24/2024		
5	Review and Submit CLEC Trunk Order Requests to local provider if needed	All Carriers	1/24/2024		Please check with local provider. New trunks should be activated by the new 235 NPA first code activation date of 3/24/2024
6	Update PSAP equipments	PSAPs	1/24/2024		All speed calling and Call Forwarding numbers should be changed to 10D.
7	Trunk Orders Complete	911 Providers	1/24/2024		New 235 trunk established.
8	Build E911 Network/Tandem Translations	911 Providers	1/24/2024		
9	Verify if all PSAP work has been completed	PSAPs	1/24/2024		Get confirmation from PSAPs.
10	Activate E911 Network/Tandem Translations	911 Providers	On-going		