

**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. Staff indicates that the telephone number relief efforts for the 314 area code are complete and announced the launch of the new 557 area code. The North American Numbering Plan Administrator officials indicated requests for telephone numbers exceeded available blocks of telephone numbers with a 314 area code and, as such, telephone numbers with a 557 area code have been assigned and may have been activated August 12, 2022, or in the coming weeks. This is summarized in the Staff’s Memorandum attached as Appendix A.

2. In addition to Appendix A, also attached are: Attachment A – Status of telephone numbers within 314 area code as of August 3, 2022, Attachment B – Customer education milestones, Attachment C – Technical implementation milestones, and Attachment D – Missouri Commission August 1, 2022 press release.

**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**

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 16<sup>th</sup> day of August, 2022, to all counsel of record.

**/s/ Ron Irving**

## MEMORANDUM

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

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

Date: August 16, 2022

Subject: Status update for 314 area code telephone number relief

Telephone number relief efforts for the 314 area code are complete. These efforts progressed in a timely manner and were guided by the Industry Committee and the North American Numbering Plan Administrator.<sup>1</sup> Attached are relevant documents relating to the completion of 314 telephone number relief and the launch of the new 557 area code. Furthermore, NANPA officials have recently indicated requests for telephone numbers in this area exceeded available blocks of telephone numbers with a 314 area code. Consequently telephone numbers with a 557 area code have been assigned and will likely be activated on August 12, 2022 or shortly thereafter.

Attachment A: Status of telephone numbers within 314 area code as of August 3, 2022.

Attachment B: Customer education milestones.

Attachment C: Technical implementation milestones.

Attachment D: Missouri Commission August 1, 2022 press release.

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<sup>1</sup> This committee was chaired by AT&T's Sharon Poer. Heidi Wayman oversaw telephone number relief efforts for the 314 area code on behalf of NANPA. Monthly conference call meetings were held starting in December 2021 with the final meeting on August 3, 2022.

Status of telephone numbers within 314 area code as of August 3, 2022

<b>MO PSC File No. TO-2022-0010, 8/11/21</b>	<b>Start Network Prep &amp; Customer Ed</b>	<b>Start of Permissive Dialing (7D &amp; 10D)</b>	<b>End Permissive &amp; Start Mandatory 10 Digit</b>	<b>Earliest date codes from new NPA can be ordered through NANPA</b>	<b>Earliest new NPA central office code activation date</b>	<b>Test number effective date (557-557-1557)</b>	<b>Next Scheduled Industry call</b>	<b>Jeopardy rescinded 6/7/22</b>	
<b>MO 314-557 All- Services Overlay</b>	11/12/2021	N/A	10/24/21 - 7/15/22	6/7/2022	8/12/2022	5/12/22 - 9/12/22	<b>8/3/22 FINAL</b>		
	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>
<b>314 NPA Code Assignment Status as of:</b>	12/15/2021	1/12/2022	2/9/2022	3/9/2022	4/7/2022	5/4/2022	6/15/2022	7/6/2022	8/3/2022
<b>NXXs Available</b>	11	9	8	9	7	7	6	5	3
<b>NXXs Assigned Year-To-Date</b>	21	2	3	3	5	5	6	7	9
<b>Available Blocks</b>	15	21	20	16	52	25	32	38	31
<b>6 Mo Forecasted CO Code (NXX) Demand</b>	10	6	8	9	4	7	9	3	3
<b>Forecasted Exhaust</b>	3Q22	3Q22	3Q22	3Q22	3Q22	3Q22	3Q22	3Q22	3Q22
<b>Co-Chairs:</b>	AT&T	Sharon Poer	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.com</a>					
	Inteligent	Paul Belote	202-900-1297	<a href="mailto:paul.belote@inteligent.com">paul.belote@inteligent.com</a>					
<b>Planning Letter:</b>	PL-557								

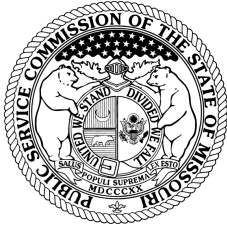
Customer Education Milestones

#	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	Complete	These supplement the efforts of carriers with directories
6	Supply Verbiage for Single Customer Notification	Co-Chairs	3/12/2022	Complete	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	Complete	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	Complete	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	Complete 6/15	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	Complete	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	Complete	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

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	Complete	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	Complete	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	Complete	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	Complete	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	Complete	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	Complete	
9	Network Ready for the new 557 NPA Activation; Deadline for carriers to enforce mandatory 10-digit dialing in the 314 and 557 NPAs	All Carriers	7/15/2022	Complete	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.
	<b>E911 Work Plan</b>	<b>Responsibility</b>	<b>Target Date</b>	<b>Status</b>	<b>Comments</b>

	<b>E911 Work Plan</b>	<b>Responsibility</b>	<b>Target Date</b>	<b>Status</b>	<b>Comments</b>
1	Notify all CLEC, ISP, IXC, Resellers, Wireless, and ILEC customers of new 557 NPA	911 Providers	3/12/2022	Complete	Identify 911 provider(s) companies in the overlay area
2	Determine whether a new ESN or NPD needs to established for the new 557 NPA	911 Providers	3/12/2022	Not Required	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	Complete	
4	Notify PSAPs, PSALI customers and County Coordinators of new 557 NPA	911 Providers	3/12/2022	Complete	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	Complete	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	Complete	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	Complete	
8	Build/Test E911 Network/Tandem Translations	All Carriers	8/1/2022	Complete	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		



# PSC NEWS

## Missouri Public Service Commission

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FY-23-26

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**FOR IMMEDIATE RELEASE**

**AUGUST 1, 2022**

**MEDIA REMINDER**

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

JEFFERSON CITY---The Missouri Public Service Commission reminds telephone customers in the current 314 area code that implementation of an overlay plan and the introduction of a new area code in the current 314 area code will occur later this month (**August**).

**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 change.** The North American Numbering Plan Administrator (NANPA) projected that telephone numbering in the 314 area code will exhaust in the third quarter of 2022.

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

**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, already requires ten digit local dialing (effective July 15, 2022) 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.
- Three digit abbreviated dialing, to the extent currently available, such as 911, as well as 211, 311, 411, 511, 611, 711, 988, or 811 will continue to work and not be affected.

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/Telephone\\_NumbersLocal\\_Dialing](https://psc.mo.gov/Telecommunications/Telephone_NumbersLocal_Dialing)