

**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. On August 19, 2022, Staff filed with the Commission a Staff’s Notice of Meeting of the North American Numbering Plan Administrator (NANPA) meeting on June 7, 2022. In the previous filing, Staff included minutes of the meeting. This Status Report provides an update of telephone number relief efforts for the 816 area code since Staff’s August 19, 2022 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 concerning the telephone number relief for the 816 area code. The industry intends to issue a single customer notice to educate customers about the new area code in the July/August billing cycle followed by press releases targeted for September 13, 2023. August 8, 2023, is the earliest companies can request telephone numbers from NANPA with the new 975 area code, and October 13, 2023, is the earliest the 975 area code will be activated and used. This is summarized in the Staff’s Memorandum attached as Appendix A.

3. In addition to Appendix A, also attached are: Attachment A – Consumer education milestones, Attachment B – Technical implementation milestones, and Attachment C – Missouri Commission January 30, 2023 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

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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 9th day of February, 2023, to all counsel of record.

/s/ Ron Irving

MEMORANDUM

To: Missouri Public Service Commission Official Case File
File No. TO-2022-0010

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

Date: February 9, 2023

Subject: Status Update for 816 Area Code Telephone Number Relief

Telephone numbers within the 816 area code are projected to exhaust sometime within the second 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 816 area code and the Committee is meeting on a monthly basis.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. 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).

August 8th, 2023 is the earliest date companies can request telephone numbers from NANPA with the new 975 area code, and October 13, 2023 is the earliest date the 975 area code will be activated and used. The Missouri Commission issued an initial press release on January 30, 2023, which prompted several media stories about the telephone number relief for the 816 area code.⁴ Among future consumer education efforts, the industry intends to issue a single customer notice to educate customers about the new area code in the July/August billing cycle, followed by press releases targeted for September 13, 2023.

¹ As of January 31, 2023 37 NXX codes remain available for assignment. Telephone number rationing or jeopardy status has not yet been needed based on this inventory of telephone numbers and projected demand for numbers.

² This committee is tri-chaired by AT&T's Sharon Poer and Sinch's Allyson Blevins and Andrew Clark. 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.

³ Although numbering relief for this area code has been generally discussed in prior NANPA meetings, the first Industry Committee meeting solely devoted to 816 numbering relief was a conference call held January 11, 2023. The next scheduled Industry Committee conference call is February 8, 2023 at 1:00 PM with future monthly calls scheduled for the second Wednesday of the month at 1:00 PM.

⁴ For example, the Missouri Commission Staff is aware of news stories by KMBC-9 TV Kansas City, KSHB-41 TV Kansas City, WDAF-4 TV Kansas City and KCTV-5 TV Kansas City.

MO PSC File No. TO-2022-0010

February 9, 2023

Page 2 of 2

The Industry Committee intends to continue to monitor telephone number relief efforts and depending on when telephone numbers actually exhaust in the 816 area code, certain deadlines may be adjusted accordingly if needed.

Attachment A: Consumer education milestones.

Attachment B: Technical implementation milestones.

Attachment C: Missouri Commission January 30, 2023 press release.

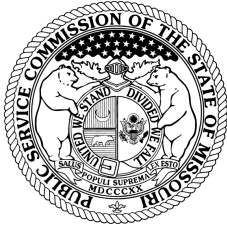
Missouri 816/975 Overlay Implementation Key Dates: Consumer Education Milestones

| # | 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 | N/A | Completed | The 975 NPA overlay was announced on August 11, 2021. The MoPSC issued a press release January 30, 2023. |
| 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 | | 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 | | 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 | | 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 | | 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 | | 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. |

Missouri 816/975 Overlay Implementation Key Dates: 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 | | 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 | | 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 | | |
| 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 | Responsibility | Target Completion Date | Status | Comments |
|----|---|-------------------------|------------------------|--------|--|
| 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) | 3/13/2023 | | 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) | 3/13/2023 | | 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) | 3/13/2023 | | |
| 14 | Notify PSAPs, PSALI customers and County Coordinators of new 975 NPA | 911 Providers (AT&T) | 3/13/2023 | | 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 | | 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 | | 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 | | |
| 19 | Build/Test E911 Network/Tandem Translations | All Carriers | 7/13/2023 | | 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 | | |
| 21 | Activate E911 Network/Tandem Translations | All Carriers | 10/13/2023 | | |



PSC NEWS

Missouri Public Service Commission

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FOR IMMEDIATE RELEASE

JANUARY 30, 2023

A NEW AREA CODE IS COMING TO THE 816 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 816 area code region in Missouri. **The new area code will be 975. All existing 816 area code customers will retain their current area code in the overlay area and their telephone numbers will not be changed.**

The 816 area code serves communities such as, but not limited to, Kansas City, St. Joseph, Savannah, Richmond, Maysville, Odessa, Adrian, Holden, Lawson and Drexel.

The Missouri Public Service Commission originally adopted an overlay plan for the 816 and 314 area codes 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 plans in order to allow time to test the effectiveness of telephone number conservation efforts.

“Telephone number conservation efforts were successful and we were able to delay the area code overlay implementation plan for the 816 area code for more than 21 years,” said Public Service Commission Chairman Scott Rupp. “The exhaustion of available telephone numbers led to an overlay plan and the introduction of the new 557 area code in the 314 area code region in August of last year.”

NANPA has indicated to the Public Service Commission that telephone numbering in the 816 area code is again nearing exhaustion. NANPA projects the 816 area code will exhaust in the second quarter of 2024.

August 8, 2023 is the **earliest date** companies can request telephone numbers with the 975 area code and **October 13, 2023** is the **earliest date** the 975 area code will be activated. Both of those dates could be pushed back depending on when telephone numbers actually exhaust in the 816 area code.

The 975 area code will co-exist everywhere in this region with the 816 area code. All local calls within this region must be dialed using ten digits rather than seven digits. The 816 area code, along with many other area codes throughout the country, were required to eliminate seven digit local dialing in July of 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 975 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.

(More)

Attachment C

- 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, 988, 511, 611, 711, 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 975 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