

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

In the Matter of an Investigatory)
Docket Mandating Ten-Digit Local)
Dialing in Certain Area Codes)

Case No. TO-2021-0155

STAFF’S FINAL STATUS REPORT

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

Staff asked the Commission to open this docket on December 3, 2020, to investigate the transition to ten-digit dialing in Missouri related to the order of the Federal Communications Commission (FCC) to make the “988” three-digit abbreviated dialing code the designated code for the national suicide prevention and mental health crisis hotline. The designation necessitated a shift to ten-digit dialing for any area code containing a “988” number plan area prefix. Staff filed its first *Status Report* May 3, 2021, and its second *Status Report* April 5, 2022. Staff now files a *Final Status Report* memorandum in this docket, attached here as Appendix A, to provide the Commission with updated information on the transition. This will be the final status report in this docket and, as such, the docket may be closed.

WHEREFORE, Staff prays that the Commission will accept its *Final 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 17th day of October 2022, to all counsel of record.

/s/ Ron Irving

MEMORANDUM

To: Case File
Case No. TO-2021-0155

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

Date: October 14, 2022

Subject: Final Staff Status Report

This report provides a final update on the status of the transition from seven-digit dialing to ten-digit local dialing for four Missouri area codes to ensure that users can dial “988” to access the national suicide prevention and mental health crisis hotline. The North American Numbering Plan Administrator (NANPA) tracked the industry’s progress in meeting five key milestones.¹ Carriers were required to report to NANPA after a carrier completed each of the five milestones. In turn, NANPA posted state-specific results on its website.

The five milestones that required company responses are identified below along with the completion due date and reporting results as of September 27, 2022. These results reflect Staff’s adjustment to correct the problem with the report rates identified on NANPA’s website.²

Milestone	Milestone Completion Due date	Adjusted Reported Rate ³
Milestone 8: Deadline to send first customer notice	3/25/2021	93%
Milestone 15: Carrier deadline to implement permissive 10-digit dialing	4/24/2121	93%
Milestone 23: Deadline to send second customer notice	9/24/2021	91%
Milestone 24: Deadline for 10-digit signaling transition	9/24/2021	93%
Milestone 33: Carrier deadline to implement mandatory 10-digit dialing	7/15/2022	89%

¹ www.nationalnanpa.com. Click-on “Transition to 10-Digit dialing for 988” and then “Progress by State/Area Code”.

² NANPA’s results posted on its website inflate company report rates. For example, in some instances the number of companies reporting completion of a milestone in a specific area code is higher than the number of companies assigned telephone numbers within the area code. According to NANPA officials, this observation is due to some companies reporting in every area code, even if they do not have numbering resources in all four area codes.

³ The adjusted report rate removes a company reporting the completion of a milestone for an area code if the company does not have telephone numbering resources in the area code. Consequently, these adjusted report rates will be lower than the report rate identified on NANPA’s tracking report. The adjusted reported rate also includes companies who have confirmed with Staff the completion of milestones.

The last milestone required companies to report to NANPA after implementing mandatory 10-digit local dialing. Companies could remove 7-digit dialing and enforce 10-digit dialing as early as October 24, 2021 but no later than July 15, 2022. As indicated in the table above 89% of companies have reported that they have mandatory 10-digit local dialing in place. The non-reporting companies for the five key milestones are wireless providers or companies not authorized by the Missouri Commission, therefore Staff will not further pursue the matter.

The transition to ten-digit dialing for the 988 national suicide prevention and mental health crisis hotline is complete. Staff is unaware of any problems or issues in this transition and the Commission may close the docket.