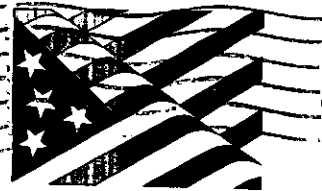




NANCY WAGNER
4144 Genessee St.
Kansas City, MO 64111

RECEIVED
MAY 9 2000

Records
Public Service Commission



USA 19

Secretary of the
Public Service Commission

PO Box 360

Jefferson City

MO 65102

510270360



Dear Sir:

letter file 70-2000-374

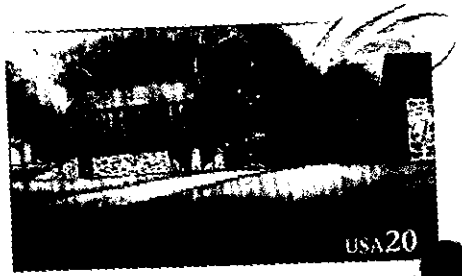
I am much in favor of a geographic split over an area-code overlay.

I think the brief confusion and new printing costs the companies affected may encounter is a small price to pay, versus the long-term annoyance of having different area codes on the same city block.

And stop passing out numbers in blocks of 10,000!

Nancy Wagner

123 West 96 Street
Harrison City MO 64114



Public Service Commission
P.O. Box 360
Jefferson City Mo 65102

8102/0360



RE: HC Area Code May 3, 2000
Dear PSC.

● Please do allow the 816
area code to be "overlayed"

TO-2000-394

Thanks
Robene Rose

TA 2000-374

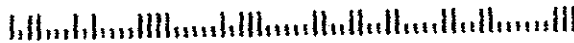
Missouri Public
Service Commission

REC'D SEP 14 2000



Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, Mo. 65102

USPS 1995

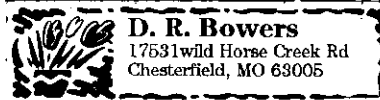


Dear Sir or Madam:

Please, no more area codes
in the area. We have two (2)
in Chesterfield and that's one (1)
too many.

It would have been better
for an area code for cell
phones & pagers. I dislike dialing
ten (10) digits for many nos in Chesterfield
just a short distance away.

Thank you



Edgar & Karen Beck
828 Atalanta Ave.
Webster Groves, Missouri

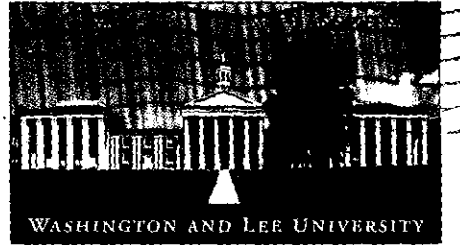
We support the proposal for geographic
area codes. No overlays please.

RECEIVED

SEP 18 2000

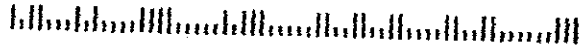
MO. PUBLIC SERVICE COMMISSION

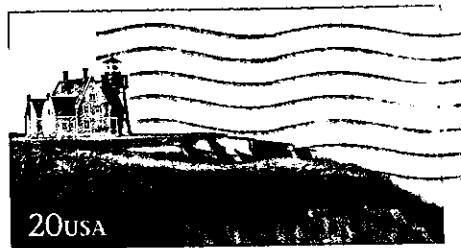
Karen Beck
Edgar Beck



Public Service Commission
Truman State Office Building
Room 530
PO Box 360
Jefferson City, MO 65102

USPS 896 Recycled





PUBLIC SERVICE COMMISSION
TRUMAN STATE OFFICE BUILDING
Room 530

P.O. Box 360

Jefferson City, MO 64102

5102+0360

© USPS 1997 recycled

NO OVERLAY IN ST. LOUIS

Thank you

Robert J. May
2536 N. Geyer Rd
ST LOUIS 63131

Missouri Public
Service Commission

REC'D SEP 14 2000

41346) Hamsatta

Flouissant Mo 63003

Sept. 21 2000

RECEIVED

SEP 06 2000

GOVERNOR'S OFFICE

ECOPSC

Dear Sir,

Please excuse my informality.
I am concerned about the proposal for a new area code for St Louis City area. (Racial profiling under another guise?!)
I am enclosing the article from the Post Dispatch with the full details. I know this is a Holiday weekend, but I hope someone on your staffs will read this letter before Sept 18th deadline.

Thanks for reading my note.
I am not computer literate so I must rely on my basic means of communication.

Sincerely yours,

Lucille G. Hall

(314) 355-8957

RECEIVED

SEP 22 2000

Records
Public Service Commission

RECEIVED

SEP 22 2000

B4

ST. LOUIS POST-DISPATCH

SEP 22 2000

METRO

WEDNESDAY, AUGUST 9, 2000

Area code

State backs third

St. Louis area code

Continued from B1

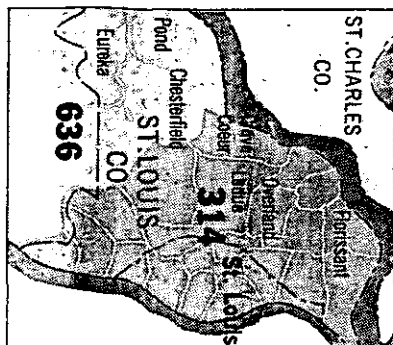
their counterparts in St. Louis, Clayton and Florissant. Folks making local calls between the two zones must now remember to dial 10 digits rather than the traditional seven.

But even before that change went into effect in February, the telephone industry — including Southwestern Bell — was asking to undo it. Industry officials said they wanted to intermingle the 314 and 636 area codes over the whole region to buy extra time for the fast-depleting pool of available numbers in the 314 area code. Making 636 an overlay code would extend the life of both the 314 and 636 codes until 2004 or 2005, they said.

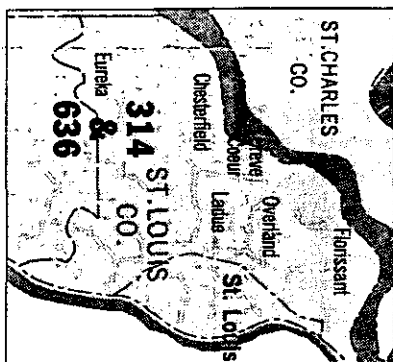
Neustar Inc., the company that administers area codes nationwide, has asked for a reversal of February's 636 split — a move that would impose 10-digit dialing throughout the area because both 636 and 314 areas would share the same geographic region. Reversing the split would delay the need for a third area code here for about four years.

In testimony last week, Southwestern Bell supported the reversal, also called a retroactive overlay.

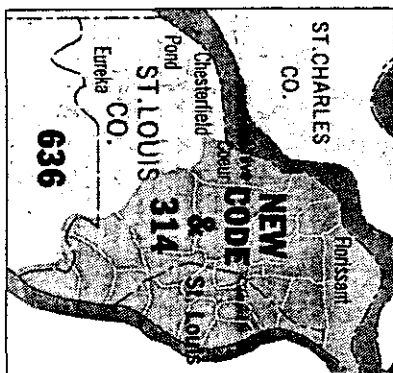
Area code proposals



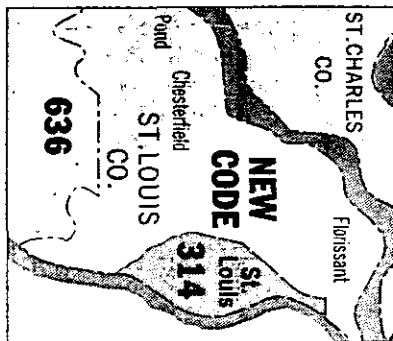
Current situation: Area split between 636 to west and 314 in the inner suburbs and city. The 636 area code is projected to have enough numbers to last until 2008. The 314 area code is projected to exhaust its number supply in the third quarter of 2001.



Industry proposal: Undo the split and have 636 and 314 share the same geographic area. Under this scenario, there would be enough numbers for the whole area to last 4.4 years. Everyone would have to dial 10 digits for all calls.



Missouri Public Service Commission staff and Office of Public Counsel position: Leave the split intact but overlay the 314 area with a new code. Under this scenario, there would be enough numbers in the 314 area to last 6.3 years. Only people and businesses in the 314 area would have to use 10-digit dialing for all calls. The 636 code would last until 2008.



Further geographic split: Leave the 636 area intact and divide 314 further. Under this scenario, everyone would retain 7-digit dialing within their home area code. Various proposals have been considered, including putting the city in 314 and inner suburbs in a new code or dividing roughly along Highway 40.

But state officials have proposed another solution — an overlay of a third area code on just the 314 area. The 636 area would remain separate under this proposal.

The 314 overlay would give the city of St. Louis and most nearby suburbs two area codes. Residents and businesses in the 314 area would keep existing phone numbers, but new customers would get numbers with the new area code if 314 numbers weren't available.

Within the 314 area, callers would have to dial 10 digits for every call. Residents of the 636 area would be able to dial other resi-

dents and businesses in 636 by dialing the seven-digit local number, but they would have to use 10 digits to dial phone numbers with the 314 area code or the new area code.

No one supported a further geographic split of 314 at last week's formal hearings, said Mike Dandino, assistant public counsel in Hogarty's office. Public support for another split has been weak, too.

Dandino said planners had difficulty coming up with a proposal to split the 314 area code that would correspond to political boundaries or to a familiar landmark, such as

Highway 40 (Interstate 64).

"It was difficult to figure out some way to split it that would make sense to consumers," Dandino said.

Walt Cecil, a telecommunications expert with the commission, said he was reluctant to recommend another split so quickly after the 314 and 636 division.

One side of any split usually is growing faster than the other, so the slower-growth area ends up with more unused numbers while the fast-growing one is in danger of running out of numbers, Cecil said. "With an overlay, those numbers

can migrate to where they're needed very quickly," Cecil said. "There's a point where you're going to have to bow to 10-digit dialing."

With last week's hearings concluded, parties in the case have until Sept. 18 to submit final briefs in the case, then wait for a decision by the commission.

Public comments also can be submitted to the Public Service Commission, Truman State Office Building, Room 530, P.O. Box 360, Jefferson City, Mo. 65102.

E-mail: jerristroud@postnet.com
Phone: 314-862-2146

POST-DISPATCH

Don't know what to do

State wants third area code in St. Louis

Under plan, new code
and 314 code would
occupy same region

BY JERRI STROUD
Of the Post-Dispatch

The Missouri part of the St. Louis area soon could get another new area code under a proposal backed by regulators and Missouri's official consumer advocate.

And that means many more of us could be dialing 10 digits to make local calls.

Public Counsel Martha S. Hogerty and the Missouri Public Service Commission's staff are urging the commission to create a new overlay code for the 314 area.

In an overlay, two codes occupy the same geographic area. Customers must dial 10 digits for all local calls, and neighbors could end up with phone numbers in different area codes.

Two other options exist:

■ Carving out a new area code within just part of the 314 area.

■ Undoing the recent geographic split of the 636 area code from 314 and overlaying 636, instead of a new area code, over the entire area.

The Public Service Commission heard testimony on the alternatives last week in Jefferson City. A decision should come down by November.

Why all the fuss over area codes? The spread of wireless phones, pagers, fax machines, computer modems and extra lines is gobbling up the pool of unused telephone numbers in the St. Louis area and around the nation. Regulators and telephone industry officials are scrambling for ways to keep pace with demand.

Just six months ago, the western and southern portions of the metro area were broken off geographically from the 314 area code and assigned a new area code of 636.

Suddenly, residents and businesses in places such as St. Charles, Chesterfield and Arnold had a different area code from

See Area code, B4

red line see map preferable

\$25/00

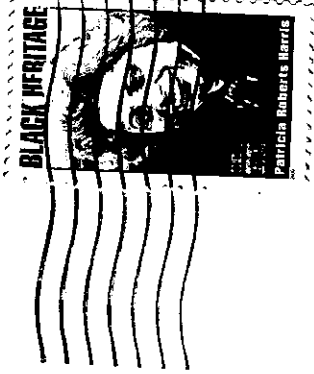
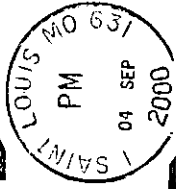
Dear Governor

This is my personal opinion
of the proposed action!! Am I wrong??

Sincerely

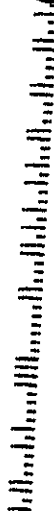
Lucille G. Stalls

Mrs. Lucille G. Walls
11340 Wamsutter Trail
Florissant, MO 63033-7722



Governor Mel Carnahan
State Capital, Room 216
Jefferson City, Mo. 65101

5101/1556





**McCann's Transportation, Inc.
McCann's Piggyback
Consolidation, Inc.**



575 Rudder Road, Suite 109
(636) 343-5222

P.O. Box 545
FAX (636) 343-7559

Fenton, Missouri 63026
(800) 533-6243

TA-2000-374

September 13, 2000

RECEIVED

SEP 15 2000

MO. PUBLIC SERVICE COMMISSION

Public Service Commission
Truman State Office Building
Room 530
P. O. Box 360
Jefferson City, Missouri - 65102

Subject: Area Code proposals.

We were affected by the break up of area code 314 last year. It caused, and continues to cause, problems for us to say nothing of the expense of changing all of our stationery, etc.

Like everyone else these days, our people operate beepers and cell phone, lap tops, etc. that require additional phone lines.

From my standpoint, I just don't understand why an area code has to changed because phone lines are being utilized for the beepers, cell phone, etc. Why not set up area codes for cell phone users. Why not set up separate area codes for beepers? Why not set up separate area codes for lap tops?.....

Since we are just beginning to scratch the surface of electronic communication, we will be changing area codes or overlaying them or for a long time to come.

Missouri is the "SHOW ME STATE"! Why don't we show the rest of the Country how we can protect our longtime area codes that identify and have indentified our communities by keeping their area codes and setting up new ones for the accessorial services like the cell phone.....

Sincerely,

William N. McCann

cc: Senators Bond and Ashcroft

Representatives Talent, Gephardt, Jo Ann Emerson, Kenny Hulshof

Gov. Mel Carnahan

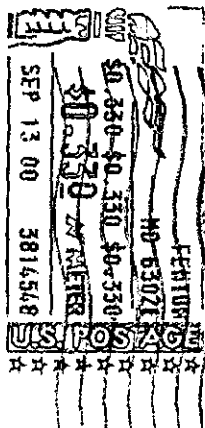
State Sen. David Klarick

State Rep. John Louden

575 Rudder Road, Suite 109
P.O. Box 545
Fenton, Missouri 63026

Public Service Commission
Truman State Office Building
Room 530
P. O. Box 360
Jefferson City, Missouri - 65102

63-102-0360



RECEIVED

SEP 13 2000

Records
Public Service Commission

September 12, 2000

Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, MO 65102

RECEIVED
SEP 13 2000

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

The telephone industry's attempt to impose area code overlays in the St. Louis area is ridiculous. Why should telephone customers have a confusing and cumbersome system of 10-digit dialing imposed on them? This is simply an attempt on the part of the telephone companies to change the system to allow them to use less expensive switching equipment. A simple change to the procedure for assigning blocks of telephone numbers from 10,000 at a time to a smaller number would delay the alleged number shortage problem many months and allow for proper infrastructure to be put in place to handle additional area codes as needed.

Don't allow the telephone companies to change the system just so they can avoid investment in the appropriate switching technology.



Kirk Caldwell
1245 Shepard Road
Wildwood, Mo 63038

Kelly, Kevin

From: Tom Doerr [tdoerr@essehealth.com]
Sent: Monday, November 27, 2000 11:34 AM
To: Kelly, Kevin
Subject: Re: Telephone area codes in St. Louis

TO-2000-374
Letter file

Why not give the 314 area code to everybody north of Highway 40, and 557 to everybody south of Highway 40? Or vice versa? This approach would ultimately be much simpler than the overlay solution.

The area code system exists and has done well because most people make many of their calls locally. It is simpler and easier to make these calls with seven digits instead of 10 or 11. Lets pause for a moment and think about the logical implications of overlay area codes. If overlays were the best way to do it, then why should we have area codes anywhere at all in the U.S.? As soon as one considers how impractical it would be to do away with area codes altogether, it clarifies the unnecessary complexity of overlays.

We all managed to deal with the new 636 area code, since it was defined by geography, rather than by when the person got assigned their phone number. What if we had decided to overlay 636 onto 314? We would now be overlaying 557 onto both of those. This is another way of demonstrating why overlays are a bad idea. Dialing phone numbers would be unnecessarily complicated.

It is not too late to change to a north/south geographic solution. Please reconsider.

Tom Doerr, M.D.
81 Willmore Road
St. Louis, MO 63109

Cell phone 314.393.4778
Home phone 314.832.6849

"Kelly, Kevin" wrote:

I would send it to this address where we will place it in the official case file. Thank you.

-----Original Message-----

From: Tom Doerr [mailto:tdoerr@essehealth.com]
Sent: Wednesday, November 22, 2000 8:50 PM
To: pscinfo@mail.state.mo.us
Subject: Telephone area codes in St. Louis

Please send me the email address for making a comment about the overlay area code proposal.

Thanks,
Tom Doerr

NEU STAR

www.neustar.com

RECEIVED

NOV 16 2000

Records
Public Service Commission

TO-2000-374
letter file
Ship England
SWB

November 4, 2000

To: Missouri 816 NPA Code Holders and Other Industry Members

Re: Industry Conference Call for Implementation of NPA Relief in the Missouri 816 NPA.

On October 24, 2000, the Missouri Public Service Commission (MPSC) approved an all-services distributed overlay relief plan for the 816 NPA. The order requires a report on the implementation schedule to be filed within 60 days of the Order's effective date.

The implementation meeting will be held by conference call on Thursday, November 30, 2000, 10:00a.m. Central Standard Time. **The dial-in number is 847-619-6648 with passcode 6533174#.** An agenda for the meeting is attached (Attachment 1).

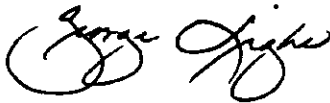
We will follow the consensus process, developed in an open industry forum, which is supported by the Alliance for Telecommunications Industry Solutions (ATIS). Please familiarize yourself with the MPSC decision and be prepared to make implementation decisions on the call. The Order may be accessed on the MPSC's website at the following URL:

<http://www.psc.state.mos.us/orders/10240374.htm>

The NANPA Transition Plan (Attachment 2), developed by an industry task force, describes NANPA's implementation responsibilities as follows: "... setting up, coordinating, and facilitating the first implementation meeting after the NPA relief plan has been approved." The plan continues with: "... Subgroups would be established, as necessary, and future meetings would be coordinated by these subgroups."

If you have any questions or concerns that you would like to discuss before the meeting, please call me at (708)-848-3838 or contact me by email at george.light@neustar.com. You may also contact Frank Colaco, Senior Relief Planner, at 973-740-9100 or by email at frank.colaco@neustar.com.

Sincerely,



George Light
NPA Relief Planner
Central Region - NANPA

NEUSTAR, INC.

1120 Vermont Avenue, N.W.

Suite 550

Washington, DC 20005

Phone 202 553 2600

Fax 202 553 2975

ATTACHMENT 1

Missouri 816 NPA Relief Initial Implementation Meeting
10 AM CST
November 30, 2000
Conference call

AGENDA

- Welcome and Introductions
- Review Consensus Definition
- Review current 816 NXX code assignment status
- Review Approved Relief Plan
- Establish implementation schedule
- Establish dialing plan
- Test number(s)
- Duplicate Codes
- Establish subcommittees, if needed
- Technical
 - Translations and testing
 - Switch announcements
 - 911, ETN, ISDN set changes
 - ANI conversion schedule
- Mechanization
 - Records conversion
 - BRIDS/BRADS updates
 - 800 database changes
- Customer Education
 - Establish communications channels

**NANPA Transition Plan
CO Code Administration and NPA Relief Planning**

5.6 Implementation of NPA Relief Plans

Once approved, an NPA relief plan must be implemented by the industry by the end of the permissive period. It was learned during the site visits that involvement in the implementation process varies considerably from one administration/region to another. In some cases, the NPA relief planner gets very involved from the moment the plan is approved until well after the end of permissive period. In other regions, the involvement is very little and is coordinated by the service providers. Some regions see implementation matters as a service provider issue and do not believe NANPA should become involved after a relief plan has been established. With this wide diversity of experience, it would be beneficial to move toward a standard process that would eventually be followed, as much as possible, across all regions.

NANPA will be responsible for setting up, coordinating, and facilitating the first implementation meeting after the NPA relief plan has been approved. Activities needing to be accomplished for a successful NPA relief plan would be identified at this meeting. Responsibilities would be assigned on a voluntary basis for these activities. Subgroups would be established, as necessary, and future meetings would be coordinated by these subgroups. It would be expected that the implementation group would meet about once month up to the start of permissive dialing. NANPA will attend as many of the implementation meetings as necessary to assist the industry and to gather the requisite material and information, e.g., test numbers, contact names, NXX lists, ANI conversion schedules, etc., that will be included in the NANPA Planning Letter.

Customer education will be a major topic of discussion at the implementation meetings. It is proposed that the development of customer education material will be the responsibility of the service providers and not NANPA, unless directed otherwise by appropriate regulatory authorities or by state regulations.

Hagemeyer, Nila

From: Messina, Toni
Sent: Tuesday, September 26, 2000 9:54 AM
To: Hagemeyer, Nila
Subject: FW: Area Codes

Nila - could yo add this to the area code case file, please? thanks so much

-----Original Message-----

From: Messina, Toni
Sent: Tuesday, September 26, 2000 9:53 AM
To: 'Nancy Van Dillen'
Cc: Kelly, Kevin
Subject: RE: Area Codes

RECEIVED

SEP 26 2000

Records
Public Service Commission

Dear Ms. Van Dillen:

Thanks for taking the time to express your views regarding the area code case now pending before the Public Service Commission. I will see that your message is added to our file on this topic so that Commissioners may consider it along with all other evidence in this case.

Toni Messina, Legislative Coordinator
Missouri Public Service Commission
PO Box 360, Jefferson City, MO 65102
Phone: 573-751-5472

-----Original Message-----

From: Nancy Van Dillen [mailto:nancyvand@juno.com]
Sent: Tuesday, September 26, 2000 9:25 AM
To: pscinfo@mail.state.mo.us
Subject: Area Codes

Please let Missouri avail itself of "number pooling" as a reasonable method of telephone number conservation. This may not last forever, but it would surely help. The best choice would be to designate specific area codes for cell phones, pagers and faxes, but until that regulation is addressed (and from the public hearing at Harris Stowe last summer I think that this is within the purview of the Federal Trade Commission) we

should at least ask that the assorted companies take only the prefix numbers that they truly need. It seems to me that consumers are asked to make all the adjustments in order to make things convenient for the communications companies.

Thank you for your consideration

Nancy Van Dillen
5871A Loran Ave
St Louis, MO 63109

YOU'RE PAYING TOO MUCH FOR THE INTERNET!

Juno now offers FREE Internet Access!

Try it today - there's no risk! For your FREE software, visit:
<http://dl.www.juno.com/get/tagj>.

Kelly, Kevin

From: Eric J. Jarvis [ejj0366@griffon.mwsc.edu]
Sent: Tuesday, September 26, 2000 11:31 PM
To: pscinfo@mail.state.mo.us
Subject: RE: Possible overlay of 314 area code

TO-2000-374
Letterfile

I am writing today to urge you to when deciding on a split of the 314 area code to avoid using an overlay, Why not just put the city of St. Louis in the 314 area code, and put St. Louis County in the new or proposed new area code, that would work and be less confusing than an overlay area code

Kelly, Kevin

From: Joe Patke [patke@sluh.org] on behalf of patke@sluh.org
Sent: Tuesday, October 24, 2000 2:28 PM
To: pscinfo@mail.state.mo.us
Subject: I am opposed to an overlay

TO-2000-379/
Letter File

I want to express my opposition to the plan to impose an "overlay" area code on the St. Louis area.

I would prefer to see a new area code created, and maintain 7-digit dialing within each area code. I believe the public has spoken out strongly against an overlay in the past, and yet it is being imposed upon us anyway.

I hope the PSC will reconsider this decision, and perhaps seek more public input.

- Joe Patke

RECEIVED

MAY - 5 2000

Missouri Public
Service Commission

letter file

~~FO 2000-374~~

TO-2000-374

May 4, 2000

Public Service Commission
Box 360
Jefferson City, MO 65102

RECEIVED³

MAY 05 2000

Records
Public Service Commission

Dear P.S.C.

I am writing you regarding the potential new telephone area code in the Kansas City area. My strong feeling is that if a new area code is created it should be based according to geographic location and not overlaid inside the (816) boundary.

Please do not let that happen!

Sincerely
Dennis Moore
Box 7232
K.C., MO 64113

D. More
Box 7232
K.C., Mo 64113



150 YEARS



Public Service Comm.
P.O. Box 360
L. H.

65102/0360

~~TO-2000-394~~

TO-2000-374

Mary-Ann Gaston
8270 West 117th Street
Overland Park, KS 66210

5-3-00

RECEIVED³

MAY 05 2000

Records
Public Service Commission

Secretary of the Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

Dear Secretary:

I have read the articles in the Kansas City Star that you are considering adding another area code to the Kansas City area. My suggestion is that you keep the 816 area code for residences and businesses ("permanent addresses" for telephones) and develop a new area code for cellular phones and pagers.

We're already used to cellular phones having either 816 or 913 area codes in the Kansas City metropolitan area, whether we live in Kansas or Missouri. I know that when I dial my house in Overland Park from my cell phone, I have to dial the area code because I have a "Missouri" phone. I think it would lessen the confusion considerably to switch all cellular phones (whose phone numbers we are not as familiar with) than have two area codes for people living in the same neighborhood.

Sincerely,



Mary-Ann Gaston

RECEIVED

MAY - 5 2000

Missouri Public
Service Commission

8270 W. 117 St.
Overland Park KS 66220



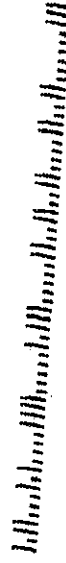
150 CARS

Heart of America



Secretary of Public Service Commission
P.O. Box 360
Jefferson City Mo 65102

65102+0360



RECEIVED

MAY - 5 2000

Missouri Public
Service Commission

~~To 2000-374~~

TO-2000-374

May 3, 2000

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

RECEIVED

MAY 05 2000

Records
Public Service Commission

Dear Officials:

I am writing you about the potential new telephone area code in the Kansas City area. My strong belief is that if a new area code is created it should be based according to "geographic" location and not "overlaid" inside the 816 boundary.

I have traveled to several locations throughout the US, and the "overlay" of new area codes creates extreme confusion which could be avoided if geographic split is selected.

Sincerely,
Bob Crussinger
P.O. Box 413744
Kansas City, MO 64141

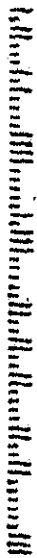
Cutsinger
PO Box 413744
KCMO 64111



RE: 816
Area
Code

Public Service Commission
PO Box 360
Jefferson City MO 65102

65102-360



TA - 2000-374

letter file

From: Dek0idj@aol.com [mailto:Dek0idj@aol.com]
Sent: Thursday, January 11, 2001 10:20 PM
To: pscinfo@mail.state.mo.us
Subject: The Growing Pain That Increases With Use

Please forward to the appropriate office.

An article appeared in the December 31 issue of the Blue Springs Examiner, that mentions that with the ever increasing need for more telephone numbers that western Missouri is getting a second area code (975). The proposal assigns both area codes to western Missouri. This includes all of the 816 area code.

What a mess! Your neighbor could have a number using area code 975 while yours is area code 816. Your office in downtown Kansas City could be assigned the 975 area code, while your bank in the same building is 816. Grandma in St. Joseph could be 816 and aunt Bessie next door could be 975. This only gets worse as time continues. This does not exist in most (if not all) regions of the United States and does not need to exist here.

Generally, when an area code is split, it is generally based on geography. A couple years ago the outlying areas of the 816 area code became area code 660. A short lived pain for those who lived in or called Warrensburg, Clinton, Maryville, etc., but at least that growing pain is over.

My daughter lives in Auburn Hills, Michigan. Over the last seven years, their area code has changed twice (313 to 810 to 248). Yes, they went throughout the transition twice, but their transition pain is now over.

Traditionally, a geographical area has one and only one area code, lets keep it that way!

Richard A. (Dick) Witt
2235 N.E. Porter Road
Blue Springs, MO 64014-0938

Telephone number 816-229-7988
Office number 816-459-6664

RECEIVED

JAN 25 2001

Records
Public Service Commission

TA-2000-374

Normandy Bank

TO 2000 374 CCB
letter file

NORMANDY

7151 NATURAL BRIDGE • P.O. BOX 5790
ST. LOUIS MO 63121-5790
Phone 314/383-5555 • Fax 314/383-1610

CRESTWOOD

50 CRESTWOOD EXECUTIVE CTR. • SUITE 60
CRESTWOOD MO 63126
Phone 314/729-0067 • Fax 314/849-2117

December 6, 2000

Mr. William E. Kennard, Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

RECEIVED

FEB 28 2001

Records
Public Service Commission

Dear Mr. Kennard:

It is our understanding that you are giving serious consideration to adding an additional area code in our immediate St. Louis area where we now have the 314 area code; however, we also understand that it is the intention to employ the new area code as an overlay on top of the present area code, requiring all dialed numbers within the present 314 area to be dialed as ten digit numbers rather than seven digit numbers.

The concern that we have is not for businesses or youngsters, who are apt to have telephones with memories that can be programmed to hold groups of ten digit numbers for easy access via one or two key memory dialing. Rather the concern is for those older persons for whom dialing is more of a chore and for whom during any kind of an emergency situation the added anxiety in having to properly dial three more digits might be of grave concern.

We respectfully suggest that you consider merely dividing the 314 area geographically into two halves--perhaps a north and south half or an east and west half so that seven digit numbers might then be the rule for dialing persons in close proximity. It would seem that the result would be that most numbers dialed would be seven digits rather than ten in reaching telephones within the present geographic area of 314.

Your consideration of this request will be appreciated.

Yours very truly,

Robert L. Levin

Robert L. Levin
President

2000 DEC 11 P 3:51

THE CHAIRMAN

RLL:mjf

Kelly, Kevin

From: Bob B Newman [ROBERTNEWMAN@prodigy.net]
Sent: Saturday, January 08, 2000 12:48 PM
To: pscinfo@mail.state.mo.us
Subject: Neustar's Proposal for an overlay

I hope that the Missouri Public Service Commission will vigorously oppose Neustar's Proposal to the FCC to switch the 636 area code to an overlay over 314 region.

Such a idea would cause a lot of unnecessary aggravation - especially for the elderly - for most telephone calls, which are local.

A better idea would be to take action immediately to give the St. Louis area 5 area codes:

1. One area code for phones in the City of St. Louis.
2. A second area code for phones in St. Louis County north of Highway 40.
3. A third area code for phones in St. Louis County south of Highway 40.
4. A fourth area code for phones in St. Charles County.
5. A fifth area code for phones in the 314 and 636 area outside the above referenced four areas.

Keep two things in mind when considering this idea:

1. The St. Louis area will eventually need 5 area codes.
2. Putting this system in place now will put the change behind us now, avoiding inevitable disruptions at a later time.

Sincerely,

Bob Newman
+++++ Drive
Shrewsbury, MO 63119

January 12, 2000

• To Whom It May Concern:

FD-2000-374
(letter file)

I have been reading in today's Jefferson County Leader paper today about the "Overlay" 314 - 636 area codes.

I for one do not want to have to dial a 10-digit local calling. If I have to dial a 10-digit for my neighbor and maybe their being different from mine I can not see any sense in this at all. Ok, I am 70 years old and do not like all the changes sometimes that are being made. I still like most of the old ways of things.

I can not see for the life of me why a company like Newstat can be allowed to come into Missouri with all of these changes.

A lot of us older people, and there are a lot of us in Missouri, sometimes can not remember family phone numbers and now you are thinking about letting someone come in and make matters worse.

If there were not so many different things added on to the telephone lines we would not have all of this trouble.

I hate to see someone in a car driving down the highway on a phone. How can they keep their minds on their driving.

I am very much against this "Overlay".

Dorothy LaVon Pace
160 Oak St.
Crystal City Mo.

1-636-937-4247

63019-1102

Records
Public Service Commission

JAN 20 2000

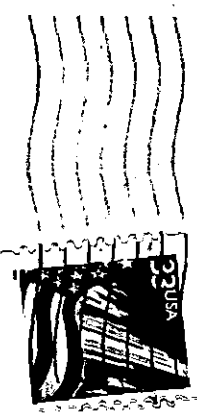
RECEIVED

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

JAN 19 2000

RECEIVED

1600 Ale. Dr.
Capital City, Mo. 63019



COMMUNITY
SHOPS
Missouri Public Service Commission
P.O. Box 350
Jefferson City, Mo. 65102

65102/0350

TO 2000-374
letter file

RECEIVED
JAN 18 2000

CUSTOMER SERVICES
Donna Perry PUBLIC SERVICE COMMISSION
1046 Sunridge Trail North
Pevely, MO 63070

RECEIVED

JAN 19 2000

*Records
Public Service Commission*

January 14, 2000

Missouri Public Service commission
P.O. Box 350
Jefferson City, MO 65102

RE: 314/636 Telephone Overlay

Gentlemen:

I am writing in regards to the 314/636 Telephone Overlay. In my opinion, this is going to be extremely confusing. I am sure the general public agrees with this statement.

My suggestion would be to divide area code 314 again and have the city of St. Louis have one area code, the counties have another one, and the outlying areas continue with the 636. This sounds so much more reasonable.

Thank you for considering this option.

Sincerely,

Donna Perry

Donna Perry

5

ST. LOUIS MO
FEB 2 1900

[illegible]

Missouri Public Service Commission letter file
P.O. Box 350
Jefferson City, MO 65102

TD-2000-374

Re: area code overlay
RECEIVED
JAN 19 2000

Dear Sirs:

Records
Public Service Commission

Please do not require the
citizens of MO to comply with
this overlay plan.

1) It is very difficult for
older and handicapped callers
to dial the numbers fast enough
so the phone doesn't automatically
go into a recording telling the caller
they have misdialed. So many
numbers are unwieldy.

2) It is costly to keep chang-
ing our checks, stationery and
computers.

3) There are people who we
seldom talk to who will not get

(2)

through on our old numbers and
quit trying in frustration which costs
us customers.

4) My number has changed
3 times in the past 5 years
because of the phone company
changes.

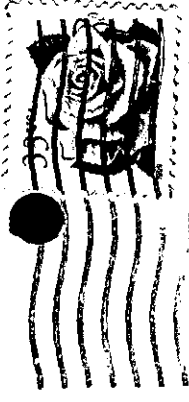
Please enough is enough.
Surely we can do a better
job. Let's do as Mr. Dandino
suggests and Conserve telephone
numbers.

Thank you for reading
my letter.

Sincerely,
Granny Fieser
1616 Sunshine Dr.
Festus, MO 63028
~~937-7000~~ no!
~~314-931-4582~~ no!
636-931-4582 finally!

MARY ANN FESER
AND ROGER M. PRYOR
1616 SUNSHINE DR.
FESTUS, MO 63028

ST. LOUIS, MO 631
PM
H JAN
2000



Missouri Public Service Comm.
P.O. Box 350
Jefferson City, MO 65102

65102/0150

Ind. Phos. to Overlax 314 ~~8636~~ 636 IN ST. LOUIS, JEFF. COUNTY

RECEIVED

TO-2000-374 letter file

JAN 21 2000

Records
Public Service Commission

This is getting TOTALLY
PATHETIC!! ABOUT THIS AREA CODE OVERLAX,
EVERYONE I KNOW, IS HAVING PROBLEMS
JUST DIALING ACROSS TOWN & VICE VERSA.

YOU ALWAYS GET BUSY SIGNALS WHEN
DIALING - EVEN THOUGH, THE PEOPLE YOU'RE CALLING ~~ARE~~
ARE NOT EVEN ON THE PHONE, - SINCE THEY'VE
CHANGED THIS 314-636 EXT. - AND ADDING SOME
KIND OF OVERLAY: WHAT TALKING ABOUT IS GOING
TO BE RAMPANT STATE OF CONFUSION.

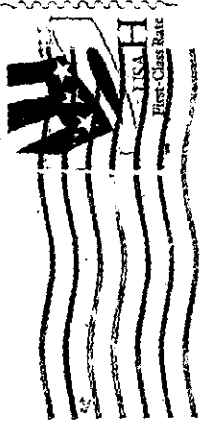
THIS MUST BE ALL ABOUT - THE SELF-SERVING
INTEREST OF THE TELECOMMUNICATIONS INDUSTRY.

WOULDN'T IT BE SIMPLER IF ALL THE FAX
MACHINES, & INTERNET LINES ETC. WERE
ON A WHOLE DIFFERENT NUMBERS SCHEME.

Then KEEP THE PHONE LINES, THE WAY THEY
WERE, WHEN YOU COULD MAKE A SIMPLE PHONE
CALL ACROSS TOWN WITH NO PROBLEM - ?

SINCE ALL STOLE WIND

Steve Ward
7079 Old LeMay Ferry
Barnhart, MO 63012-1822



Missouri Public Service Commission

P.O. Box 350

63102-0350

JEFFERSON CITY, MO. 65102

*Factory
Maintenance
Service*



ROBERT L. STEPHENS
PRESIDENT

Tele: **768-2367**
Mobile: **330-2696**
Night: **931-3549**

4391 Buckeye School Road
Festus, MO 63028

RECEIVED
JAN 21 2000
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

ROBERT LOUIS STEPHENS

4389 BUCKEYE SCHOOL RD.
FESTUS, MO 63028
(314) 931-3549

TD-2000-374
letter file

1/18/00

Mo. Public Service Commission,

Who AUTHORIZE the change in the
Telephone Area Codes in this Area?

As you CAN SEE FROM my Letter head
I pay Additional Premiums For a
ST. LOUIS MO LINE. Now EVEN though
I HAVE PAID FOR A 314 LINE it is
going to change to 636.

Who is going to pay For my
New personal & business stationary,
business cards, timesheets, ect?

Why should this RESERVED
LINE ON 314 change?

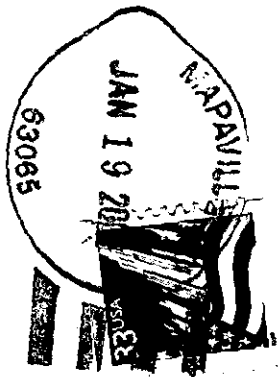
Do you really think that
Telephone users should pay for the
obvious LACK OF PLANNING AND Foresight
OF South Western BELL.

IF I did this KIND OF BUSINESS
I WOULD BE OUT OF BUSINESS! IMAGINE
what my CUSTOMERS WOULD SAY IF I PROVIDED
A SERVICE THAT FORCED them to spend
ADDITIONAL MONIES AND INDUCE MORE
INCONVENIENCE!
I WANT South Western BELL to
Reimburse me for my ADDITIONAL Cost!
Robert L. Stephens

ROBERT LOUIS STEPHENS

4389 BUCKEYE SCHOOL RD.
PESTUS, MO 63028

MISSOURI PUBLIC SERVICE
PUBLIC UTILITIES COMM.
P.O. BOX 360
JEFFERSON CITY, MO, 65102



65102+0360



RECEIVED

JAN 25 2000

TD-2000-374
letter file

JAN 18, 2000

Records
Public Service Commission
To THE MISSOURI

PUBLIC SERVICE COMMISSION

NO! NO! NO! To OVERLAY AREA CODES

I THOUGHT THIS QUESTION WAS SOLVED MONTHS AGO;

HORRORS, HERE IT IS AGAIN, LIKE THE MONSTER THAT

REFUSES TO DIE. LET 636 GO INTO EFFECT AS

PROPOSED LAST YEAR; LET IT BECOME ESTABLISHED

& STABLE.

314 HAS THE PROBLEM. SPLIT IT AGAIN; GET MORE
CODES FOR IT, SOMETHING, ANYTHING EXCEPT MESS
WITH THE NEW 636 AREA.

THIS WHOLE PROBLEM WAS BOTCHED VERY BADLY LAST YEAR.

A WORKABLE SOLUTION SHOULD HAVE BEEN DRAWN UP THEN

& PUT INTO EFFECT IN FEB, 2000, NOT SOMETHING THAT

HAS TO BE DRAGEED OUT & REHASHED EVERY SIX

MONTHS.

RECEIVED

JAN 24 2000

Missouri Public
Service Commission

SINCERELY

JOAN M. STEPZINSKI

5728 GLADE CHAPEL RD.

HILLSBORO, MO 63050-1828

TD-2000-374
letter file

As someone who uses the
phone quite often, I do not
think they need an overlay code.
Many of our older people have
problems dialing a regular
phone number, so they do not
need more numbers to dial.

RECEIVED

JAN 27 2000

Records
Public Service Commission

Ms. Barbara Casey
1458 Stoneridge Ct.
Burnhant, Mo.

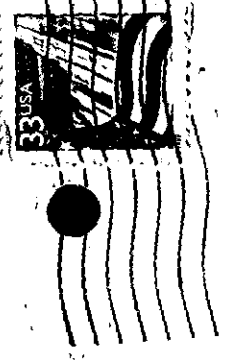
63012

RECEIVED

JAN 26 2000

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

C William & Barb Casey
14 Coneridge
Baltimore, MO 63012



Mo. Public Service Com.
P.O. Box 350
Jefferson City, Mo.
65102

65101/3333 

Persinger, Gordon

TO-2000-374
(Letter file)
Rev
Kevin
Kelly

From: jtcronin@us.ibm.com
Sent: Monday, February 21, 2000 5:00 PM
To: Lumpe, Sheila; Drainer, Dianne; Crumpton, Harold; Murray, Connie;
rschemem@mail.state.mo.us; Persinger, Gordon; VanEschen, John
Subject: Telephone Issues in St.Louis Area

I hope this communication reaches you. Previous correspondence by U.S.Mail was not answered. Please at least acknowledge this message. You may reply using a variety of means listed below.

I am very concerned about decisions regarding the telephone service in the St.Louis metropolitan area. Today's story in the St.Louis Post Dispatch on possible 911 system problems on the 314/636 split have renewed my concern.

In my profession I have been in regular contact with people experiencing the same problems around the country. Many of them have experienced these problems years ahead of Missouri. If Missouri could learn from their experiences, perhaps more consumer friendly, longer term decisions could be made.

Area Code Splits -- Treat the problem, not the symptom. As you know the cause of the problem is the growth of new telecommunications devices, namely Cell Phones, Pages, and FAX's. The use of these products continues to increase and there is no way to predict long term growth patterns. Further as the population of the metropolitan area moves, this too has an effect on the planning of area codes. If St.Louis (and Kansas City) follow the patterns of other metropolitan areas, we will have multiple area codes and consumer confusion. Based on the experience of other communities the best long term solution is a combination of overlay area codes and service differentiation. Service differentiation is the key to the solution. Keep the land based (old technology) phones on the 314 area code. Move all non-land based phones to the new area code(s). This approach has a number of advantages to the consumer which won't be elaborated in this message. If you are interested, ask.

Local Service Costs -- I live in St.Louis County and pay over twice as much for my phone service as do most county residents. The problem is due to the MCA plan. As the region's population moves, consumers move into higher cost phone areas. The result allows SBC to financially benefit from urban growth. I recommend the MCA plan be eliminated and replaced with a simple distance based plan. For example, there is no additional cost for calls within 35 miles. An approach like the MCA plan, coupled with Area Code Splits has the potential for additional problems. As more area codes are added, problems with MCA will increase. Your commission should reconsider this system.

Do More Research -- If you determined the average cost of basic phone service in St.Louis County for the last 20 years, it would probably show a clear increasing trend. The increases will probably exceed normal increases allowed by the PSC. These increases are the result of creative rule changes and plans (like MCA). My concern is a number of decisions have been made for the convenience and/or benefit of SBC; without later reassessing the actual economic impact to the community as a whole.

Please give these issues some serious consideration.

John T. Cronin

Work: 314-234-3993
Home: 636-458-6260
Email: jtcronin@us.ibm.com

FILED³

FEB 22 2000

Missouri Public
Service Commission

Address:

2328 Forest Leaf Pkwy
Wildwood, MO 63011

Lumpe, Sheila

From: jtcronin@us.ibm.com
Sent: Monday, February 21, 2000 5:00 PM
To: Lumpe, Sheila; Drainer, Dianne; Crumpton, Harold; Murray, Connie;
rschemem@mail.state.mo.us; Persinger, Gordon; VanEschen, John
Subject: Telephone Issues in St.Louis Area

2-22-00
To John.
for reply
please send a copy
of your reply to
the Commission
Thanks

TO-2000-374
letter file

I hope this communication reaches you. Previous correspondence by U.S.Mail was not answered. Please at least acknowledge this message. You may reply using a variety of means listed below.

I am very concerned about decisions regarding the telephone service in the St.Louis metropolitan area. Today's story in the St.Louis Post Dispatch on possible 911 system problems on the 314/636 split have renewed my concern.

In my profession I have been in regular contact with people experiencing the same problems around the country. Many of them have experienced these problems years ahead of Missouri. If Missouri could learn from their experiences, perhaps more consumer friendly, longer term decisions could be made.

Area Code Splits—Treat the problem, not the symptom. As you know the cause of the problem is the growth of new telecommunications devices, namely Cell Phones, Pages, and FAX's. The use of these products continues to increase and there is no way to predict long term growth patterns. Further as the population of the metropolitan area moves, this too has an effect on the planning of area codes. If St.Louis (and Kansas City) follow the patterns of other metropolitan areas, we will have multiple area codes and consumer confusion. Based on the experience of other communities the best long term solution is a combination of overlay area codes and service differentiation. Service differentiation is the key to the solution. Keep the land based (old technology) phones on the 314 area code. Move all non-land based phones to the new area code(s). This approach has a number of advantages to the consumer which won't be elaborated in this message. If you are interested, ask.

Local Service Costs—I live in St.Louis County and pay over twice as much for my phone service as do most county residents. The problem is due to the MCA plan. As the region's population moves, consumers move into higher cost phone areas. The result allows SBC to financially benefit from urban growth. I recommend the MCA plan be eliminated and replaced with a simple distance based plan. For example, there is no additional cost for calls within 35 miles. An approach like the MCA plan, coupled with Area Code Splits has the potential for additional problems. As more area codes are added, problems with MCA will increase. Your commission should reconsider this system.

Do More Research—If you determined the average cost of basic phone service in St.Louis County for the last 20 years, it would probably show a clear increasing trend. The increases will probably exceed normal increases allowed by the PSC. These increases are the result of creative rule changes and plans (like MCA). My concern is a number of decisions have been made for the convenience and/or benefit of SBC; without later reassessing the actual economic impact to the community as a whole.

Please give these issues some serious consideration.

John T. Cronin

Work: 314-234-3993
Home: 636-458-6260
Email: jtcronin@us.ibm.com

Address:
2328 Forest Leaf Pkwy
Wildwood, MO 63011

TD-2000-374

Kelly, Kevin

letter file

From: Tom Dollus [tdollussr@megsinet.com]
Sent: Thursday, March 16, 2000 10:41 PM
To: pscinfo@mail.state.mo.us
Subject: Area Code 314/636 Split

I understand there is going to be some consideration for changing the split to include overlay. I am opposed to this as it will add further confusion to the system. I understand that geographic splits such as county line or river are not as easy to administer but if there is more need in the 314 area why not pull the 636 into I-270 rather than the present diagonal in the St. Louis County area. Please do not go to OVERLAY!

RECEIVED

MAR 20 2000

*Records
Public Service Commission*

3/17/99



TO - 2000-374
letter file

11654 Olive Blvd. • Creve Coeur, MO 63141 (314) 432-8408

Fax (314) 432-2810 • www.reuther.com

April 24, 2000

RECEIVED

Public Service Commission
815 Charter Commons Drive
Suite 100B
Chesterfield, Missouri 63017

APR 26 2000

Records
Public Service Commission

Dear Sirs,

As a business owner and citizen of Missouri, I would like to ask that you establish an Overlay Plan to address the telephone problems we have in this region.

An Overlay Plan will be the best answer to the current problem and, like most small business owners, I will not have to spend thousands of dollars on new stationery and other related costs.

A geographic split was not the answer before and is not the answer now.

Small businesses are the backbone of this state -- please take that into consideration when making your decision.

I apologize for being unable to attend the Hearing this evening due to company business.

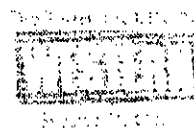
Sincerely,

Tim Reuther

Owner/Reuther Jeep/Chrysler



Where we've made our name a tradition



BIRCHLER MENGWASSER MARTIN LALL P.C.

Certified Public Accountants
937a Olive Boulevard
Suite 301
St. Louis, Missouri 63132
314/997-5535
314/997-1429 (FAX)

*Members of the American
Institute of Certified
Public Accountants and
Missouri Society of
Certified Public Accountants*

April 24, 2000

Public Service Commission
815 Charter Commons Drive
Suite 100B
Chesterfield, Missouri

To the Public Service Commission:

I would like to request that you use an Overlay Plan to address the telephone number issue.

We have already had a geographic split that proved costly and I would not support such a move to solve the problem.

An Overlay Plan is far more appropriate and permanent; it is less costly for me as a small business owner and will assure that my Company does not incur costs for changing stationery, business cards, advertising, etc.

An Overlay Plan is a long-term solution to a recurring problem.

I regret being unable to attend this evening's meeting. Unfortunately, the notice appeared too late for my attendance.

Sincerely,



Stan J. Mengwasser, CPA

SJM:mas



CUSTOM SIGNWORKS

April 24, 2000

Public Service Commission
815 Charter Commons Drive
Suite 100B
Chesterfield, MO 63017

Members of the Commission:

I support an "Overlay" to solve the current telephone number problems. Other methods of addressing the problem are expensive to small business owners and are short-term solutions.

I regret not being able to attend the Hearing this evening as it was published too late for me to change my schedule.

Sincerely,

Michael Christian

4065 Wedgeway Court • St. Louis, MO 63045 • (314) 209-1915 • Fax (314) 209-1917
Toll Free (888) 449-2701 • E-mail: custom@netscad.net


1st Fidelity Mortgage
using our experience for your future

Re: P.S.C.

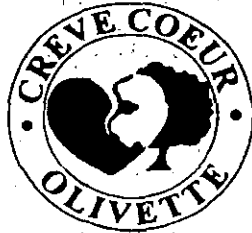
As a small business owner located in Creve Coeur, MO. I would like to ask that you implement an Overlay Plan with regard to addressing the current telephone problems.

I do not support a geographical split - it is expensive for me and does not solve the problem of continually changing existing phone numbers.

As Senior Partner, I would like to go on record with P.S.C. supporting on "overlay" versus the geographical split.



Paul Cooper
Senior Partner
1st Fidelity Mortgage



TO-2000-374
RECEIVED *letter file*
APR 26 2000

Records
Public Service Commission

Chamber of Commerce

PRESENTATION TO MISSOURI PUBLIC SERVICE COMMISSION

MONDAY, APRIL 24, 2000

Vi Smith

Executive Vice President

Good evening, members of the Missouri Public Service Commission, my name is Vi Smith, Executive Vice President of the Creve Coeur-Olivette Chamber of Commerce, representing about 350 area business owners, more than three hundred of which are employers with less than fifty employees.

We are here tonight to ask Commission members to approve an "overlay" plan.

Our members agree that the single most important financial impact on the success of their business is the ability to communicate. Requiring those businesses to change their telephone numbers is not only a major disruption of their business, but a costly and time consuming burden.

An overlay will not only effectively address the current problems, but also provide the mechanism for future continuous relief without further disruption of our current telephone numbers.

Geographic splits are too confusing. Each time a business -- especially a small business -- is forced to change its telephone number, the rippling effect on their business is tremendous -- initially there is the personal contact with important clients and customers, then there is the cost of new stationery and new business cards for employees. Then there are changes to media advertising. When businesses rely on long term advertising, they face even more problems. Trade publications and magazines sometimes cannot be changed for weeks or months -- even as long as a year. Businesses can never recoup those losses.

We hope that you will consider all these factors because small business owners are the backbone of the State of Missouri; they work hard and extremely long hours to remain competitive and grow their business. Some of our members asked that we share their personal letters with you requesting the overlay plan and we would like to present these to you on their behalf.

We thank you for giving us the opportunity to speak this evening.

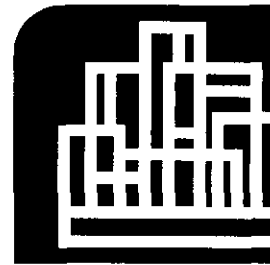
RECEIVED

APR 26 2000

*Records
Public Service Commission*

letter file TO-2000-374

**CLAYTON
CHAMBER OF
COMMERCE**



Executive Director
Lisa J. O'Brien
Officers 2000
President
Steven M. Turner
Creative Printing Services, Inc.

Vice President
Jeffrey L. Fister
Clayton Word

Vice President
Simon Katz
Simons Jewelers

Vice President
Daniel G. Tobben
Murphy, Tobben & Wasinger, L.C.

Vice President
Harold A. Tzinberg
Blumenfeld, Kaplan Sandweiss, P.C.

Treasurer
James G. Castellano
Rubin, Brown, Gornstein & Company

Past President
Anne L. Gagen

Board of Directors

Matt Collier
Littlefield Unlimited

Kenneth S. Goldman
Goldman Promotions

Thomas D. Gorman
Thomas Gorman, Inc.

Mary L. Huebner
Ottolino Winters Huebner Architects

Allan Ivie
The PrivateBank

Peter B. Krombach
Grubb & Ellis/Krombach Partners

Gary E. Krosch
Colonel Day's, Inc.

Tim Mallett
Remy's Kitchen & Wine Bar

Jeanie McDonald
HRM Outsourcing

Carolyn P. Miles
Atrium Gallery, Ltd.

Sally H. Murdaugh
Apropos Gallery/etcetera

Lee B. Murray
Equity Office Properties

F. Walter Nelson
St. Louis County Government

Joseph M. Noelker
The Earthgrains Company

John C. Porter
Clayton Jewelers

Scott S. Randall
City of Clayton

Elizabeth T. Robb
Blake & Davis Realtors

John Schaper
Enterprise Rent-A-Car

Don Senti
School District of Clayton

DeLancey A. Smith
Ervin Marketing Creative
Communications

Ann M. Sullins
Commerce Bank, N.A.

Kevin Thompson
Coin Acceptors, Inc.

Stephen I. Wolff
Wolff Properties

On Wednesday, April 19, 2000, the Clayton Chamber of Commerce Board of Directors accepted the following resolution in support of the Area Code Relief option of the Overlay plan.

Area Code Relief Resolution

WHEREAS, the Legislative Committee (the "Committee") of the Clayton Chamber of Commerce (the "Chamber") supports the Area Code Relief Overlay option.

WHEREAS, after substantial consideration, the Committee has concluded that acceptance of the Overlay will be in the best long-term interest of Clayton's businesses.

WHEREAS, the Overlay Plan will eliminate the costly expense to businesses to modify existing telephone numbers on all collateral.

WHEREAS, the Overlay Plan will eliminate dialing confusion as to when to use 7 or 10-digit numbers.

WHEREAS, the Overlay Plan option will provide easier transition when additional relief is needed.

WHEREAS, the Overlay Plan will assure the business community that there will be no more costly changes to existing phone numbers.

WHEREAS, the Overlay Plan would eliminate multiple geographic splits projected under the geographic split option.

NOW THEREFORE, be it resolved that the Clayton Chamber of Commerce Board advise the Missouri Public Service Commission of the Board's interest in supporting the Overlay option in order to alleviate the exhaustion of local telephone numbers for the 314 and 636 prefixes.

For additional information please contact:

Lisa O'Brien
Executive Director
Clayton Chamber of Commerce
314-726-3033

600 W 107th St. Apt. 208
Kansas City, MO 64114-5927
April 21, 2000

Missouri Public Service Commission
302 W High St. 5th Floor
PO Box 360
Jefferson City, MO 65102-0360

RECEIVED

APR 24 2000

Missouri Public
Service Commission

To - 2000--374
letter file

RECEIVED

MAY 1 2000

Records
Public Service Commission

Dear Public Service Commission:

I am submitting a comment about the proposed new area code for the 816.

I have no significant objections to the concept of using an "overlay" area code and, in fact, I believe using an overlay is less disruptive and costly than geographically splitting the 816 area code.

I do, however, want to strongly express a concern regarding the implementation of this new area code: the tradition of using 7 digit dialing *within* one's own area code *should be retained after the new area code is implemented*. While it will obviously be necessary to dial 10 digits when calling the new area code, there is very little reason to burden people calling within their own area code—before *or* after the new area code is put into effect.

Any requirement that mandates 10 digit dialing for calls to numbers in one's own area code will simply make dialing more difficult by requiring the use of extra digits for numbers people regularly dial. I am well aware of the recent implementation of 10 digit dialing for local numbers in the 913 area code but, since most of the numbers I call are in the 816 area code, it has not been a large inconvenience (and it is not difficult to remember to use the area code when calling 913 numbers).

I had a frustrating experience in another city (Los Angeles) when I tried to make a call from a pay telephone. Seeing that the number I was calling was in the same area code, I simply dialed the 7 digit number. I was surprised when I got a recording telling me to dial the area code first. I was even *more* surprised—and quite upset—when the pay telephone *refused* to return my coins after I got this message. This was a most unpleasant experience (it took several months and several letters to get the pay telephone service to refund the money the telephone erroneously collected).

Permitting 7 digit dialing within each area code will minimize the inconvenience and maximize the flexibility for customers, all while having a negligible impact on the pool of available telephone numbers.

For these reasons, *I strongly urge the Missouri Public Service Commission to mandate that 7 digit dialing be permitted for all calls between numbers that are within the same area code*. Additionally, the use of 10 digits should also be permitted for these calls.

Thank you for allowing me to express my concerns and I hope you will give them due consideration.

Sincerely,



Robert L. Stitt



ROBERT L STITT
600 W 107TH ST APT 208
KANSAS CITY MO 64114-5927

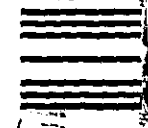
MISSOURI PUBLIC SERVICE COMMISSION
302 W HIGH ST 5TH FL
PO BOX 360
JEFFERSON CITY MO 65102-0360



STAMPS.COM



06250000347675



50 stamps.com

APR 22 2000
US POSTAGE
FIRST-CLASS MAIL
KANSAS CITY, MO 64114

\$0.33

ANDREW SMITH

TO - 2000 - 374
letter file

RECEIVED

MAY 1 2000

April 24, 2000

Records
Public Service Commission

Missouri Public Service Commission
POB 360
Jefferson City, MO 65102

Dear Sir or Madam:

IN REFERENCE TO OVERLAPPING AREA CODES IN THE ST. LOUIS AREA.

NO!

Please do not do this! This is a recipe for a telephone disaster. There would be no logical way to keep straight who has what area code. Given I will be moving into the 314 area code soon, I could potentially have a different area code than my next door neighbor (at home or work).

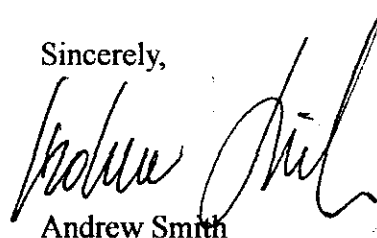
If you need more exchanges for the 314 area code, shrink the size of the area in logical geographical steps.

Why did you just shrink the 314 area and add 636 area code? I thought this issue was already settled by shrinking the size of 314. Did you not shrink it enough? Shrink it more if you have to (In a logical geographical way).

Your lack of foresight, poor public communication on this issue, and inability to resolve this issue the first time the area code change was made is appalling.

PLEASE DO NOT MAKE THIS GOOFY CHANGE!

Sincerely,



Andrew Smith

RECEIVED

MAY 2 2000

TO- 2000-374
letter file

Hagemeyer, Nila

From: Kelly, Kevin
Sent: Tuesday, May 02, 2000 8:52 AM
To: Hagemeyer, Nila
Subject: FW: 314/636 Restructuring --- Overlay is a horrible idea!

Records
Public Service Commission

Please place this in the official letter file in the case concerning area code issues (314, 636 and 816). Thanks.

-----Original Message-----

From: Mike Boyle [mailto:MBOYLE@Coinco.com]
Sent: Tuesday, May 02, 2000 8:18 AM
To: pscinfo@mail.state.mo.us
Subject: 314/636 Restructuring --- Overlay is a horrible idea!

The overlay proposals will make, even calling across the street, incredibly convoluted.

Why can't we simply make all wireless communications, modem lines, pagers, etc., a different area code and re-free-up all those telephone numbers for normal land line communications? These "luxury" services are responsible for the accelerated erosion of the long established numbering system. This would mean that if I wanted to call a neighbor or local business and communicate building to building, human to human, mouth to ear, I could continue to do it just the way I have for so many years.

All the stuff that has come along in the past few years, and I admit that may have been 10 - 15 years, is "wrecking" the status quo rather than "enhancing" it.

You need to understand, to add some credence to my comments, that I am a user of cellular, pager and modem services. While there are only two numbers registered in my name (land line & cellular; I haven't put a second line into my house for the computer) I do routinely use the other services. I am big enough to admit "THEY" (these new services) are the culprit...Let them shoulder, rather than cause, the burden of additional dialing digits.

I would appreciate a response. I am quite interested in knowing if this proposal has been considered and if rejected, why?

letter file

MYRAL C. COATNEY, D.O.
RECEIVED

6235 TRUMAN ROAD
KANSAS CITY, MISSOURI 64126

OFFICE
BE 1-5600
RESIDENCE
FL 6-3060

MAY 4 2000

5-2-00

Records
Public Service Commission

Gentlemen: —

Since I can't attend your open forums, I wish to inform you to use common sense — use the overlay for all new Numbers! Geographic was fine at first, but not at this timing.

I wrote the Star (K.C.) before Ameritech was taken over by S.B.C. Even then there was the plea "quit wasting Numbers in 10,000 lots!" I would implore you to end this wasteful activity!!

My Numbers have been in existence over 40 years. I don't want them changed.

Myral C. Coatney D.O.

TO-2000-374
letter file

Belton Chamber of Commerce, Inc.

P.O. BOX 350 • BELTON, MISSOURI 64012 • (816) 331-2420

RECEIVED

MAY 4 2000

April 25, 2000

Records
Public Service Commission
RECEIVED

MAY - 4 2000

Missouri Public Service Commission
The Truman State Office Building
5th Floor, 301 West High Street
P.O. Box 360
Jefferson City, MO 65102

Missouri Public
Service Commission

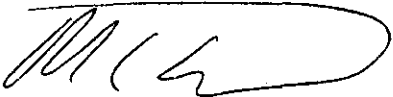
Dear Sirs:

The Belton Chamber of Commerce would like to go on record as supporting the suggested overlay relief plan as proposed by the North American Numbering Plan Administrator.

We believe this overlay method would be the least intrusive for businesses and individuals in the area. The telephone is one of the major tools that businesses use to market their products and services, a business spends many of their advertising dollars to advertise the business phone number.

We realize that the growth of the area and new technology make an additional source of numbers necessary. Please consider the overlay plan as the plan that would alleviate the problem and also preserve the integrity of the advertising structure currently in place by business customers.

Respectfully yours,



Mark Ricketts, President
Belton Chamber of Commerce

RECEIVED

MAY 5 2000

Records
Public Service Commission

70-2000-374

RECEIVED

MAY 05 2000

Why should regular customers of telephones have to make 10-digit phone calls when all you had to do was change the cellular phones to the ~~344~~ 636 code. After all that is why the split in the first place. Let the cellular phone's do the changing and leave the rest of us alone.

Cellular phones have their place, but it seems to me its just a play toy for most of the users unless its used for business. You cant go down the road unless you see someone using one in a car and that's another problem since I know its a traffic thing. Unless you know someone that buy a cellular phone user you dont think about it.

Sincerely

Joan M. Rodgers
1020 Lafayette Pl
Lake St Louis, MO
63367

TO - 2000-374
letter file

ATTN: MR. JED SICKINGER

SIR:

I HAVE BEEN FOLLOWING THE RECENT COMMENTS AND ARTICLES ON PROPOSED AREA CODE, AND OVERLAY ETC. PLANS, AND I THOUGHT OF A SOLUTION THAT IS EITHER IMPOSSIBLE OR TOO SIMPLISTIC, OR IT MIGHT BE A GOOD "FIX"

WHY HAVE WE BECOME ACCUSTOMED TO AND "SLAVE TO" THE THREE - FOUR CONCEPT. IE: 000 0000 ? IS IT REALLY SACROSANCT OR CAN IT BE MANIPULATED? IF SO, WE COULD IMMEDIATELY INCREASE BY (10) EVERY NUMBER NOW IN CIRCULATION BY THE ADDITION OF A SERIES OF 0 TO 9 TO EVERY 3-DIGIT PREFIX AS IN ~~3740 4889~~ THRU ~~3740 4889~~.

IF THE ABOVE CONCEPT COULD BE APPLIED, THEN LETS GO FURTHER AND DO THE SAME TO THE (4) DIGIT IN USE NOW, AS FOLLOWING, 3749 48890 THRU 3749 48899. THIS INCREASES THE PHONE NUMBERS BY ANOTHER (10) TIMES, AND WE HAVE'NT EVEN SCRATCHED AREA CODE USE YET. HOW ABOUT THAT!!!!!!

I BELIEVE IT TAKES SOMEONE REALLY STUPID OR REALLY SMART TO COME UP WITH THIS IDEA, SO THERE MUST BE SOME BASIC CONCEPT TO STOP ITS IMPLEMENTATION. I WOULD LIKE TO HEAR THE "REASONS" IT CANNOT BE USED TO OFFER A POSSIBLE "SIMPLE SOLUTION" TO A VERY STICKY PROBLEM AND ITS MANY RESULTING PROBLEMS WITH OVERLAY OR AN ADDED AREA CODE. I BELIEVE THAT IF IT IS NOT POSSIBLE NOW,

THAT THE SYNTAX OR WHATEVER WOULD BE NECESSARY TO DO SO WOULD BE CHEAPER THAN ANY OF HERETOFORE MENTIONED REPAIRS. IN EFFECT THIS WOULD LEAVE ALL AREA CODES AND EXISTING NUMBERS INTACT, AND ONLY NEW NUMBERS AFFECTED WITH THE PROLIFERATION

OF CELL PHONES, "WHY NOT HAVE THEM BEAR THE INCONVENIENCES"? MAY I HEAR FROM YOU?

SINCERELY,

816 761 0910

HARRY D. DUNCAN (DONNACHI)
5603 E 87TH ST.
KANSAS CITY, MO. 64132

THIS A COPY OF EMAIL SENT ON 5/4/00 TO KCSTAR.COM
I HOPE THIS MEETS YOUR "COMMENT" INVITATION

Harry Duncan
Donnachi@aol.com

RECEIVED

MAY 5 2000

Records
Public Service Commission

RECEIVED

MAY 9 2000

Records
Public Service Commission

May 4 - 2000
St Charles Mo.
63301

TO-2000-374
letter file

To Dale Roberts,

By using the 1 and the area code,
you would be making all these calls,
long distance right!

The telephone co are screwing us
enough all ready and also the people
who are thinking of all the great
ideas. to get more money out of
people.

There are people who can't almost
afford a tele any more, and I'm one
of them.

Things have gotten out of hand,
as far as I'm concerned.

Something should be done, about
some of these charges that are on our
phone bills already.

I want to know if this money is really
being used for what they say, or is it
going into someone's pocket, which has
happened more than once.

You wanted my opinion you got it. I
hope it does some good.

Maybe you would like to read this to the
people at the

Public Service Commission

Kansas City, St Joseph & Blue Springs
also Jefferson City Mo.

● I hope this doesn't pass for
all the peoples sake, theres enough
to deal with in this world!

Shirley Poeling

956 Vine

St. Charles, Mo.

63301

MAY 9 2000

Records
Public Service Commission

May 5, 2000

TO-2000-374 letter file

Dear Robert
Why Oh why
are we again
talking about changing
the area code
system? We have
just done a
major change. Enough
is enough!!

Nancy Zirges



Ms. Nancy Zirges
45 Great Lakes Dr
Saint Peters, MO 63376



TO-2000-374

letter file

RECEIVED

MAY 9 2000

*Records
Public Service Commission*

CHAMBER OF COMMERCE

April 20, 2000

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102

Dear Commissioners & Staff:

On April 18, 2000 the Liberty Area Chamber of Commerce Board of Directors voted to support and encourages the Missouri Public Service Commission to implement the overlay proposal made by the Telecommunications Industry in regards to the Kansas City Metropolitan area.

Liberty is a community of 26,000 people. Liberty is located east of I-35 highway and neighbors Kansas City. The Liberty Area Chamber of Commerce services the Kansas City and Liberty area. We are the county seat for Clay County, the largest county in the Kansas City metropolitan area. There are more than 350 business members represented by the Chamber of Commerce.

The overlay proposal offers several advantages that are not present in the split option.

- Existing businesses don't have the financial burden of replacing business cards, stationary and contacting all of their clients.
- The Missouri River has been considered a divisional point in the Kansas City Metropolitan Area. The City of Kansas City has worked hard at making sure the river does not act as a dividing point. The split proposal only defeats what Kansas City Mayor Kay Barnes has worked so hard to overcome. Leaders in the Kansas City area, both north and south of the river, have worked hard for a number of years to eliminate the barriers created by the river. Creating a split using the river as a divisional point would be detrimental to all of the work done by leaders in the Kansas City area.
- With either plan, ten-digit dialing will become necessary however with the overlay plan, fewer people are burdened at implementation.
- The overlay plan has a longer life span than the split option. If changes must be made, we believe the communities involved will be more receptive to the plan if they know the commission does not expect to come back immediately with additional changes.

It is our hope that when the Commission announces the changes that take place that an overlay project will be chosen.

Respectfully,

Melinda J. Mehaffy
President

RECEIVED
MAY 09 2000

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION

RECEIVED

MAY 9 2000

Records
Public Service Commission

70-2000-374
letter file

Hiram Schear
20619 State Route J
Peculiar, MO 64078
(816) 779-7369
hram3@juno.com

5-4-00

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Dear Sirs,

This is a comment about the proposed area code changes for the 816 area.

Please DO NOT give us the PERMANENT complexities of 10 digit dialing by doing an "overlay" of area codes. Although an area code split is an expense and inconvenience for many IT IS A TEMPORARY expenses and inconvenience. After a year or two everyone finally gets used to it and life is back to normal. With an overlay the inconvenience NEVER GOES AWAY. That is way I feel that it is a shortsighted plan. If you do it, it will mean that all phone books must include area codes FOREVER. If you do it we will NEVER AGAIN be able to dial a simple 7 digit number. Etc. Etc.

Please plan for the future.

Sincerely,



Hiram H. Schear

70-2000-374
letter file

RECEIVED

MAY 9 2000

Records
Public Service Commission

May 03, 2000

Mr. Dale Roberts
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Dear Sir,

In my opinion, I feel that the proposal for the
10 digit phone number is a waste of time.
Especially for business, that would have to use this
"1" plus area code every time they placed a call.
For me, the "1" plus area code tells me when I am
making a long distance call which I will be charged
additional for. The new 636 area code is already
a problem, as far as I am concerned.
I oppose this proposal.
Thank You for your time

Sincerely,

Jeanette & Micheal Hamilton
Jeanette & Micheal Hamilton

70-2000-374
letter file

RECEIVED

May 4, 2000

MAY 9 2000

Secretary, Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Records
Public Service Commission

Dear Sir or Madam,

In re: the proposed plan to "overlay" the 816 area code with a new area code, rather than the usual practice of a geographic split.

I was disappointed to read in the St. Joseph paper this morning that only a handful of people attended yesterday's meeting. Could it be because most ordinary consumers were at their jobs on a weekday afternoon?

The advocates of the plan seem to be more interested in a cheap way to address the problem of the expanding number of phone numbers. They are using the excuse that there would be "confusion" on the part of businesses to inform others that their area code has changed. I get the impression that the ordinary household consumer is being ignored in this process. Many of us have been through area code changes before and lived through it. We in the Kansas City metro area already have to consider which side of the state line we are calling, but most of us are aware of the change and have adjusted accordingly. After all, most of us know where the residence or business we are calling is located.

However, this new plan seems to be only for the benefit of the telephone companies, with little thought of the the little guy. Are they trying to tell us that the telephone companies are not making money and they need this little trick to squeeze more profit from their customers? Dial a different area code for a neighbor down the street, or the drug store a few blocks away? As they they say on TV, "Give me a break!"

I hope the Public Service Commission will listen to the ordinary household consumer instead of big business for a change.

Dolores Palmer
6519 N W Hilldale Dr.
Kansas City, MO 64151
816-587-5981
dcloepalm@earthlink.net

Dolores Palmer

letter file

DONALD WHITMAN

Phone: 816-444-1963
 816-361-1956
 Fax: 816-444-4790
 E-mail: dandpwhit@aol.com
 24 East 68th Street,
 Kansas City, MO 64113-2414

RECEIVED

MAY 9 2000

Records
Public Service Commission

11:25 a.m.
 75 degrees
 Sunny
 4 May 2000

Secretary
 Public Service Commission
 P.O. Box 360,
 Jefferson City, MO 65102

RE: New Area Code Proposals for Current 816 Assignment.

Dear Sir or Madam:

While circumstances kept my spouse and me from attending the public hearings on 816 area code proposals, we very much would like our preferences to be considered by the Commission as it prepares to make a ruling.

Our qualified preference is an "overlay" rather than reducing the present 816 area in size to impose a changed area code for those who are located outside the new boundary. We do not wish to see the imposition of changing phone numbers (area codes)!

On the other hand, we do not have sufficient information to evaluate the assertion by Martha Hogerty, Missouri public counsel, that was printed in the 3 May **Kansas City Star**. It said, "...the problem would be eliminated if state and federal regulators adopted a decisive number conservation plan and stopped issuing numbers to phone companies in blocks of 10,000." If that is the case, and would not introduce more or different complications, then we likely would favor that idea. Again, we recommend a solution that does not require mass changes to people's phone numbers.

In the years we have maintained our present telephone numbers (one since 1963 and another since 1966) they have been distributed to family members, friends, business and fraternal associates around the world. To notify everyone, and to change all of the printed and electronic records is an overwhelming thought. We urge you to favor a "fix" that will leave the existing 816 network in place, be it an overlay or a change in the way numbers are assigned—whichever can be reasonably accomplished.

Please **DO NOT** split the 816 area and force mass changes of numbers.

Sincerely,



Donald and Polly Whitman

enc: **Kansas City Star** article, "New Area Code to be Discussed." 3 May 2000

KANSAS CITY STAR 3 MAY 2000

New area code to be discussed

Public hearings will seek reaction to plan that addresses growth in phone numbers

By TED SICKINGER
The Kansas City Star

The Missouri Public Service Commission will hold public hearings today in Kansas City and Blue Springs to gauge consumer reaction to a plan to "overlay" the 816 area code with a new area code, perhaps by the fall of 2001.

The Kansas City hearing will take

place from 12:30 p.m. to 2:30 p.m. in Room 204 of the Jackson County Courthouse at 415 E. 12th St. The Blue Springs hearing will run from 6:30 p.m. to 8:30 p.m. at the Jackson County Park Facility, Fleming Hall, 21906 Woods Chapel Road.

The staff of the commission will be available for one hour before each hearing to answer questions.

The overlay plan aims to alleviate

the exhaustion of 816 area code numbers caused by the proliferation of wireless phones and second lines for fax and Internet connections.

With an overlay, existing customers keep their numbers, and a new area code is assigned to new numbers. All local calls become subject to 10-digit dialing, no matter the area code.

Advocates of the plan, including larger telephone companies, say overlays are cheap to administer

See CODES, C-2

CODES: Hearings to be held today

Continued from C-1

and minimize customer confusion, as there is no need for businesses and consumers to reprint stationery and inform others their numbers have changed.

But overlays have drawbacks, and some consumers think the commission and Neustar Inc., which administers area codes around the country, are making the wrong call.

Opponents say the commission should use the long accepted method of relieving exhausted area codes by implementing a geographic split.

As its name implies, a geographic split makes the boundaries covered by the existing area code smaller, and brings in a new area code to fill the gap. Roughly half the exchanges served by the old area code are moved to a new one, leaving room in both for new numbers.

Geographic splits make more intuitive sense, opponents of overlays say, as people in the same neighborhood retain the same area code. With an overlay, two phones in the same house can have different area codes.

Furthermore, with a split, calls within the same area code can still be made with seven digits.

Martha Hogerty, Missouri public counsel, said the problem would be eliminated if state and federal regulators adopted a decisive number conservation plan and stopped issuing numbers to phone companies in blocks of 10,000.

"We have traditionally opposed overlays in favor of splits," she said. "The issue this time is not just whether the overlay or geographic split is the better choice, but whether there is a real need to go through this very painful and expensive exercise of area code relief

now.

"Our primary concern is that we have to get rid of this system altogether and come up with a conservation plan so we don't have to continue to do these."

Hogerty said her office had pushed hard for such a conservation plan at both the state and federal level, as there is concern that the entire North American Numbering System will eventually be exhausted, necessitating 11- or 12-digit dialing for all calls.

Those who can't attend the hearings can submit written comments to the secretary of the Public Service Commission, P.O. Box 360, Jefferson City, MO 65102. Testimony in the case is due by next Wednesday.

To reach Ted Sickinger, call (816) 234-4336 or send e-mail to sickinger@kcstar.com

TO-2000-374

May 8, 2000

RECEIVED

MAY 12 2000

Public Service Commission
P.O. Box 360
Jefferson City, MO. 65102

Missouri Public
Service Commission

Re: 816 Area Code Overlay Comments

Sir,

I'm confused as to why we continue to do the telephone communication business as we did 20 years ago. Surely the technology exists that would allow a user to have one phone number and utilize that number for connection to any device that user may possess, such as a home phone, office phone, cellar phone, FAX, etc.

My scenario would simply allow a user to enter one seven digit number followed by a "pound" or "star" and then a 4 (for Home), a 2 (for Cell), a 9 (for Work) or a 3 (for Fax) or some combination such as this. It would eliminate the need for continuing expanding phone numbers and would make remembering phone numbers much easier.

Sincerely,



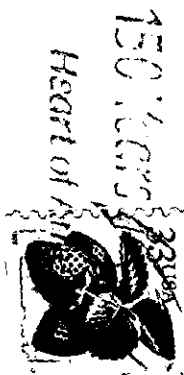
John Brackman
7706 Larson
Kansas City, MO. 64138

RECEIVED

MAY 12 2000

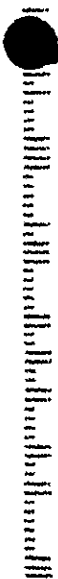
Records
Public Service Commission

John Brackman
7706 Larson
Kansas City, MO. 64138



Public Service Commission
P.O. Box 360
Jefferson City, MO. 65102

65102-0360



TO-2000-374

1898 SW State Route N
Amity, MO 64422
16 Apr 00

Missouri Public Service Commission
Truman State Office Building
301 West High Street
Jefferson City, MO 65102

RECEIVED

APR 20 2000

Dear Sirs:

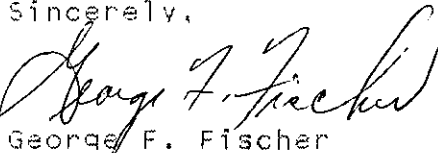
Missouri Public
Service Commission

We have seen much publicity in the media, especially in the local county newspapers plus the St Joseph News Press reference the overlaying of a new area code rather than splitting the off part of the current 816 area code and making a new exclusive area code. We were in the minority when area code 660 was split off area code 816 several years ago when the effort was to keep St Joseph and that immediate vicinity included in area code 816 along with Kansas City.

Please consider when making the new decision, that this is a rural area, that our current telephone exchanges may be some of those who have excess numbers and maybe several of those exchanges could be combined, and that it would probably create less overall confusion for many of our elderly citizens if the entire area were to be encompassed by a single area code vic-a-vis the co-mingling of two or more area codes.

Thank you for your consideration of our views.

Sincerely,


George F. Fischer


Doris M. Fischer

Mr. and Mrs. George F. Fischer
1898 S. W. State Route N
Amity, MO 64422-9008



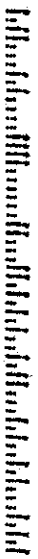
150 Years



Heart of America

Missouri Public Service Commission
Thomas State Office Building
301 W. High Street
Jefferson City, MO 65102

01/1580



Near Public Service Commission

Re: Code Hearings in KCMO

10-200-374

Please do not

Change our 816
(telephone code)
prefix in the
north part of Kansas
City (north of the
river).

RECEIVED

MAY - 9 2000

Missouri Public
Service Commission

The "913" division
for metro Kansas
City is enough
division.

The North Kansas City
School District No. 74

Pam Polson
Coordinator
YouthFriends

3100 N.E. 83rd Street, Suite 2400, Kansas City, MO 64119
E-mail: ppolson@nkcsd.k12.mo.us

816-413-5479
Fax: 816-413-5465

A Great Place to Learn.

Pam Polson
816-452-2672

PAMELA H. POLSON
700 N.W. 40th TERRACE
KANSAS CITY, MO 64116



150 Years
HAPPY



Dickie Service
Commission
P.O. Box 360
Jefferson City MO.

65102+0360

Suburb/County/State/Zip
65102

RECEIVED

JUN 15 2000

Missouri Public
Service Commission

Public Service Folks:

There's a group of us old timers that meet for breakfast once each week, mostly for good food, but also to solve the dilemmas of the good old U.S.A.

Last week we took on the problem of the squeeze on telephone area codes. Now, these guys didn't just fall off the turnip truck, so some of them know how to get things fixed.

So here's what was felt to be the solution to the "816" area code impending shortage:

- Reserve the remaining supply of 816 codes for the main number at each residence and business. This would be the number that would be listed in the phone book.
- All additional numbers assigned to that person or business would be given the new area code. These numbers are rarely dialed, since extra lines for rollover numbers, fax, internet, or cell phones are generally "speed dialed", so the caller rarely dials the full number anyway.
- If a residence or business wants a second line listed in the directory, a fee could be charged for that listing, and thereby be given an "816" number.

Ol' Fred (who doesn't always agree with such wisdom) offered an alternative plan that would reserve all 816 numbers for residences and give the new area codes to businesses - a possibility.

Thanks for hearing us out - come have grits with us soon.

George Davidson

TO-2000-374 letter file

12235 Charlotte
Kansas City, MO 64146

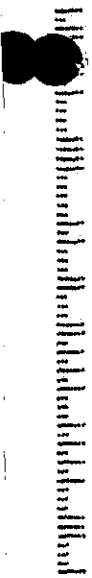
June 13, 2000

George Davidson
12235 Charlotte
Kansas City, MO 64146



Missouri Public Service Commission
P. O. Box 1157
Jefferson City, MO 65102

65102-1157



LOG NO: NAME:

*** CONSUMER COMPLAINT SYSTEM -- CONFIDENTIAL INFORMATION *** DATE: 7/06/20
TIME: 10:57:36

LOG NUMBER 192002000 TARIFF NUMBER
NAME TRESLER CARL R

CASE NUMBER
DELETE THIS COMPLAINT

ADDRESS 13804 E 43RD STREET
INDEPENDENCE MO 64055
COUNTY JACKSON

TELEPHONE OFFICE: 000 000 0000 HOME: 000 000 0000 PROBLEM AREA: 000 000
UTILITY CODE: 3045 SOUTHWESTERN BELL TELEPHONE CO

TYPE T COMPLAINT: MEDIATION REQUEST: INQUIRY: MEANS OF COMM: L

COMPLAINT CODE: DISPOSITION:
CLASS: SAVINGS:

REFER TO : CLARK ANTHONY REFERRED FROM:

REC OFFC JC DTE SNT CO 00 00 0000 INIT RESP 00 00 0000 FINAL RESP 00 00 0000

COMMISSION RULE: 4CSR 240- 00 . 000 VIOLATION:
4CSR 240- 00 . 000 VIOLATION: CHANGE RECEIVED DATE?

EDUC MATERIALS SENT? DESCRIPTION:

RECEIVED: 07 05 2000 FOLLOW UP: 07 12 2000 CLOSED: 00 00 0000

LOG NO:

NAME:

*** CONSUMER COMPLAINT SYSTEM -- CONFIDENTIAL INFORMATION *** DATE: 7/06/20
TIME: 10:57:41

LOG NUMBER: 192002000 NAME: TRESLER CARL R

I RECEIVED THE (CITY SCENE), ALONG WITH MY UTILITY BILL. IN IT THERE IS AN ARTICLE ABOUT, A SHORTAGE OF TELEPHONE NUMBERS FOR NEW TELEPHONE CUSTOMERS.

I RECENTLY WATCHED A PROGRAM ON ONE OF THE TELEVISION STATIONS, ABOUT THIS SUBJECT.

IT SEEMS, MAJOR COMPANYS, ARE ALLOWED TO RESERVE (TEN THOUSAND) PHONE NUMBER AND SMALLER COMPANYS, A SMALLER AMOUNT OF NUMBERS IT WAS SAID THESE LARGE COMPANYS, SHOULD BE LIMITED TO (ONE THOUSAND & THE SMALLER COMPANYS BE REDUCED ACCORDINGLY. THERE WOULD BE NO SHORTAGE OF NUMBERS THEN. YOU & I WOULD NOT HAVE TO GO THROUGH THIS MESS THEN.

THIS MESS HAS BEEN CREATED BY USING THE REGULAR PHONE NUMBERS FOR USE IN COMPUTERS & OTHER TYPES OF THIS EQUIPMENT.

I FEEL THIS EQUIPMENT SHOULD BE THE ONE, THAT SHOULD HAVE TO HAVE THEIR NUMBERS CHANGED, NOT YOU & I.

IF THE PHONE COMPANYS WANT THIS, COMPUTER TYPE OF BUSINESS, THEN LET

ORE

LOG NO:

NAME:

*** CONSUMER COMPLAINT SYSTEM -- CONFIDENTIAL INFORMATION *** DATE: 7/06/20
TIME: 10:57:42

LOG NUMBER: 192002000 NAME: TRESLER CARL R

THEM ASSIGN SPECIAL NUMBERS FOR IT.

END OF LIST!

RECEIVED
JUL 05 2000

June 27, 2000
Indep, Mo

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Missouri Public Service Commission

Sir;

I received the (City Scene), along with my utility bill. In it there is an article about, a shortage of telephone numbers for new telephone customers.

I recently watched a program on one of the television stations, about this subject.

It seems, major companies, are allowed to reserve (ten thousand) phone numbers & smaller companies, a smaller amount of numbers. It was said these large companies, should be limited to (one thousand & the smaller companies be reduced accordingly. There would be no shortage of numbers then. You & I would not have to go through this mess then.

This mess has been created by using the regular phone numbers for use in computers & other types of this equipment.

I feel this equipment should be the one, that should have to have their numbers changed, not you & I.

If the phone companies want this, computer type of business, then let them assign special numbers for it.

Sincerely

Carl R. Tresler



Carl R. Presler
13804 E. 43rd. St.
Indep, Mo. 64055



Missouri Public Service Commission
Truman State Office Building
Room 530
301 West High Street
Indep, Mo. 64050

Jefferson City MO 64501

John Egley
424 South Van Buren Avenue
Kirkwood, Missouri 63122
(314) 822-3585

RECEIVED

AUG 11 2000

Records
Public Service Commission

TO-2000-374
letter file

August 9, 2000

Secretary of the Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

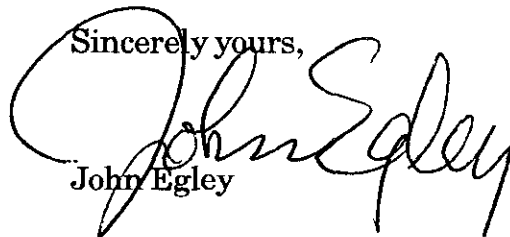
Ladies and Gentlemen:

Back in January 1998, I wrote you a letter (copy enclosed) in which I proposed that we add another digit to local telephone numbers, reasoning that dialing ONE additional digit for local calls would surely be preferable to dialing THREE additional digits. Moreover, it would make 90,000,000 extra numbers available in each area code to accommodate the growth demanded by the proliferation of cell phones, faxes, modems, and pagers.

Since then, new area codes 573 and 636 have been carved out of 314 in rapid succession, and already we're faced with the need to add yet another one. This is absurd. Doesn't ANY public official realize that there are only 999 numbers available for area codes, and very soon we'll be FORCED to add another digit anyway, AFTER having gone through all of the hassles of multiple area code changes? This was plain to foresee, and no one too boneheaded to have foreseen it should be making decisions.

I've begun to suspect that candidates for public officials' jobs are given a test to make sure they're stupidly shortsighted. God knows there's abundant evidence.

Sincerely yours,


John Egley

cc: St. Louis Post-Dispatch

John Egley
424 South Van Buren Avenue
Kirkwood, Missouri 63122
(314) 822-3585

January 29, 1998

Secretary of the Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

Ladies and Gentlemen:

In all of the discussion of different ways to implement new area codes, I haven't heard about any consideration of increasing the capacity of area codes by simply adding another digit to our individual phone numbers. Dialing eight digits for local calls is surely preferable to dialing ten, and this solution would make many millions of additional numbers available in each area code (from 9,999,999 to 99,999,999 = 90,000,000 additional numbers, minus numbers not issued).

With the ever-accelerating demand for more numbers for wireless phones, fax machines, modems, and pagers, adding more area codes is destined to become a sustained series of short-lived temporary fixes until we inevitably run out of area code numbers, at which point we'll be forced to add the extra digit. Why don't we spare ourselves that on-running vexation by adding the digit now?

Besides, adding a digit isn't unprecedented. Back at the other end of this century local phone numbers were only six characters.

Ultimately, maybe we'll develop a system that employs our nine-digit social security number as our basic means of contacting each other individually regardless of our location, perhaps through a chip surgically implanted at birth.

We can work on that later.

Sincerely yours,

John Egley

cc: Office of Public Counsel

70-2000-374
letter file

Kelly, Kevin

From: RBN [robertnewman@prodigy.net]
Sent: Sunday, August 13, 2000 1:49 PM
To: pscinfo@mail.state.mo.us
Subject: Additional Area Code(s) for St. Louis Region

I must object to the proposal that an overlay be put over the St. Louis region.

The best way of solving this problem would be to give the City of St. Louis its own area code. That city/county district has its own police, 911 system, fire, et al. Giving the City its own area code would buy the rest of the region time to work out an alternative to an overlay.

Putting an overlay over the whole area would be a major hassle for elderly people, businesses and handicapped individuals.

A proactive idea would be to give St. Charles County its own area code now. Since they're growing so fast out there, getting their own area code is inevitable. Why wait?

I also believe the parts of St. Louis County north of Highway 40 should be given one area code, the parts south should be given another. Again, two area codes for the county are inevitable, why put it off?

Thank you.

Bob Newman
7519-A Triwoods Drive
Shrewsbury, MO 63119

RECEIVED

AUG 14 2000

*Records
Public Service Commission*

TO-2000-374
letter file

Kelly, Kevin

From: Douglas C. Atkins Jr. [clark_atkins@juno.com]
Sent: Sunday, August 13, 2000 7:55 PM
To: pscinfo@mail.state.mo.us
Subject: Comment on New Area Code for St. Louis

I'd like to submit my comment via email if that is acceptable:

I suggest that if a third area code is needed you assign the pagers & cell-phones to that area code.

My reasons for this are several:

It minimizes the inconvenience of dialing the area code when the caller is calling a regular phone number. This seems to be the most basic portion of the phone service we enjoy and thus should be the easiest.

And despite the

best efforts of SWBell, switching of the area codes results in many problems each day reaching parties who have a new area code. In many cases, I would imagine someone calling from out-of-town might just give up figuring the company was out of business or it was easier to call someone who was at least reachable. It reduces the expense and inconvenience of individuals & businesses reprinting their stationary, invoices, purchase orders, receipts, etc. etc. And also reduces their time spent updating all their contacts as to the new number.

Thank you for your attention.
Clark Atkins
Kirkwood, MO
clark_atkins@juno.com

RECEIVED
AUG 14 2000
Records
Public Service Commission

AUGUST 21-2000

PUBLIC SERVICE COMMISSION
P.O. BOX 360
JEFFERSON CITY, MO. 65102

SUBJECT: NEW AREA CODE FOR ST. LOUIS AREA -
SUGGESTION

FROM EVERYTHING I READ, IT APPEARS THE PROBLEM WITH RUNNING OUT OF CODE NUMBERS IS THE INCREASE OF 'INTERNET' AND 'CELL PHONE' USAGE.

THIS HAS, I'M SURE, BEEN SUGGESTED BEFORE, ALTHOUGH I NEVER READ ANY REASONS WHY IT WOULDN'T WORK.

WHY WOULD IT BE DIFFICULT TO PUT ALL, OR AT LEAST THE NEW SERVICES OF 'INTERNET' OR CELL PHONES' IN A NEW AREA CODE NUMBER?

INTERNET BILLING IS DONE TO THE EXISTING CUSTOMER BY 'MASTER CARD' OR OTHER METHODS, BUT THE 'INTERNET' CALLING NUMBER IS ENTIRELY DIFFERENT.

CELL PHONES; ONE'S I'M FAMILIAR WITH, ARE BILLED BY THE PROVIDER FROM THE CALLS MADE ON THE NUMBER THE SUPPLIER PROVIDED.

I SEE NO REASON WHY ANYONE WOULD CARE WHAT AREA CODE THEY ARE ASSIGNED BY THE SUPPLIER.

I WOULD THINK THE ENGINEERS OF THE PHONE COMPANIES PROVIDING THE SERVICES COULD CERTAINLY HANDLE THIS PROBLEM.

SINCERELY:



BOB BUSCHMANN
9408 PALOMINO DR.
ST. LOUIS MO. 63123
(314) 638-3033

RECEIVED
AUG 22 2000

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION

So

WS

de looms

codes in what's now the 314 area — with the new code likely expanded into the current 636 area," Kelly said.

Cecil said information and suggestions may be submitted until Sept. 18 to the Public Service Commission, P.O. Box 360, Jefferson City, 65102.

"The PSC must make a decision on what to do by about November or December," Kelly said.

"We want to make a decision as early as possible, to give consumers plenty of time to make adjustments. We realize consumers in the 314 and 636 area codes underwent changes very recently, but we're reacting to what NeuStar filed and the need to move forward to address the shortage situation," he said.

BOB BUSCHMANN
9408 PALOMINO DR.
ST. LOUIS MO. 63123

RECEIVED
AUG 22 2000

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION



PUBLIC SERVICE COMMISSION
P.O. BOX 360
JEFFERSON CITY, MO. 65102

65102-0360





LeisureTravelPros.com, LLC

LETTER FILE
70-2000-374

August 21, 2000

Public Service Commission
Truman State Office Building, Room 530
P. O. Box 360
Jefferson City, MO 65102

RECEIVED²
AUG 23 2000
Records
Public Service Commission

To whom this may concern:

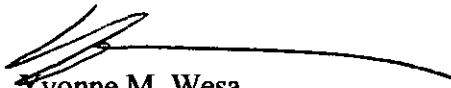
It is unconscionable that you are again considering another area code change!

This shows a lack of preparation on your part and complete insensitivity to the disruption of business and residential services.

It would have been much simpler to make two area code changes at the same time rather than experience one dramatic change February 25, 2000, and another within a year!

We would suggest the Public "Service Commission" might need new management.

Sincerely,


Yvonne M. Wesa
President

YMW/jr



Leisure Travel Pros, LLC

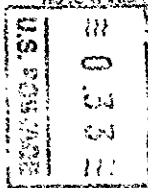
743 Spirit 40 Park Drive
Suite 122
Chesterfield MO 63005

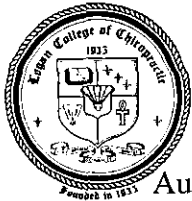
Public Service Commission
Truman State Office Building, Room 530
P. O. Box 360
Jefferson City, MO 65102

65102-0360



POSTNET
803009





LOGAN

COLLEGE OF CHIROPRACTIC

August 21, 2000

Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, MO 65102

RECEIVED²

AUG 23 2000

Records
Public Service Commission

To whom it may concern:

I read with interest the August 9, 2000 article in the St. Louis Post-Dispatch concerning the creation of a new area code for the 314 area. I understand there are several options being considered.

I disagree with the suggestion that the 314 and 636 split be reversed. This change has resulted in confusion and expense for the residents of both areas. We are still in the process of learning when to dial seven digits versus ten digits, and have just recently began to understand which areas remained in the 314 area and which areas were changed to 636. The reversal of this decision would cause more confusion and further expense. Reversal of this decision would only delay the return of another area code split in four years.

I disagree with the overlay for new customers in the 314 area suggestion. Random placement of area codes would be very confusing to residents. With an overlay neighbors would have to dial ten digits to call each other while calling several miles away would only require seven digits.

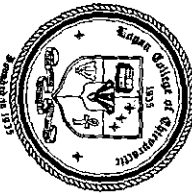
I suggest that the 636 area be left as it is. This geographical area will need the entire bank of available telephone numbers to meet the needs of its rapid growth.

In the August 9th article Mike Dandino stated that planners were having a difficult time coming up with a proposal to split the 314 area code geographically. I feel this suggestion should be looked at closely. A geographical split is much easier to understand and communicate to residents than a group of intermingled area codes.

Telephone communication is important in business and residential use. I respectfully request that the Public Service Commission consider the impact of their decision on customers usage and minimize the confusion and expense as much as possible by leaving the 636 area as it is and geographically splitting the 314 area.

Sincerely,

Sharon Kehrer



1851 Schoettler Road
Post Office Box 1065
Chesterfield, MO 63006-1065

D4103
LOGAN
COLLEGE OF CHIROPRACTIC

CHIROPRACTIC
WORKS!

Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, MO 65102

65102-0360



TO-2000-374

letter file

J. Gibson Henderson, Ph.D.

473 Graywood Drive
Ballwin, Missouri 63011

Phone 636-227-6340
Fax 636-207-1260

RECEIVED

AUG 14 2000

MO. PUBLIC SERVICE COMMISSION

August 10, 2000

Public Service Commission
Truman State Office Building
Room 530, P.O. Box 360
Jefferson City, MO 65102

Dear Members of the Commission:

I am enclosing an article that I wrote for the St. Louis Post-Dispatch pointing to flaws in the way the current 636 changeover is handled. I have two specific suggestions for the Committee.

1) No matter what proposal is selected, I think it would save a lot of trouble to all phone customers involved (and their friends, relatives, and customers) if for an indefinite period (at least a year) there were an error that would be triggered whenever someone used an outdate area code that stated the following: "The area code of the number you have dialed has changed. The new number is 636-GRANDPA." This kind of message produces a self-correcting system, where callers get the new number and correct their previous information. The current kind of message: "The number you have called cannot be completed as dialed. Please check the number and dial again." This message gives no new information and leaves the caller confused, and as you can see from my article hurts the businessman who depends on referrals.

2) What about reassigning all cellular phones and beepers to a new area code and leave residential and business numbers alone.

Sincerely,



J. Gibson Henderson, Ph.D.
Missouri Licensed Psychologist
PY01170

✓ cc: Walt Cecil

COMMUNICATIONS

Why can't phone message still say the area code has changed?

By J. GIBSON HENDERSON

IF your area code changes do you cease to exist? What sounds like a metaphysical question has for many of us become a practical one. Readers who have been changed from area code 314 to 636 can back me up on this.

I recently experienced the 636 last straw. A colleague told me that she had referred some people to my practice, only to hear from them that they couldn't get through to me. They had gotten an ear-piercing "d-o-o, d-o-o, d-w-e-e-t!" followed by the recorded announcement: "We're sorry, your call cannot be completed as dialed. Please check the number and dial again." This message will ultimately become exasperating to people who have your number from an old directory or business card.

Naturally they look at the number they have, think they must have misdialed and try again. Same message. Look at card. Try again. Same message. Look at card. And so forth.

Callers from other parts of the country fare no better. My sister from Connecticut and my friend Chris from Boston were willing to go to great lengths to solve the mystery, eventually e-mailing me to say that they'd been trying to reach me for days with no response and wondered, given my recent medical history, if something was amiss.

With both my ties to family and friends and my livelihood at stake, I decided to take a plunge into the icy waters of the Southwestern Bell Business Office's automated response system, which encircles like a moat a tiny enclave of besieged employees. Since none of the choices on the menu matched my concern, I picked numbers at random until I heard what I tentatively identified as a live voice. I asked a few test questions that could only be answered by someone with a heartbeat and found that this was not only a real person but also someone who knew the secret code for connecting me to customer relations.

CUSTOMER RELATIONS at SWB is staffed by people who know well how to "relate" to customers. I thought this person did, indeed, "relate" well to me, I was less sure, however, at the end of our conversation that she or anyone else at SWB would actually attempt to solve the problem. I did find out that what I wanted to have in perpetuity was something that actually had happened for one month after the change.

When someone dialed 314-MYNUMBER he or she got a recording that said, "The number you've called has been changed. The new number is 636-MYNUMBER." The customer relations person told me she had taken down my complaint and would forward it to the next level. I pictured her wadding up the complaint and swishing it deftly through one of those basketball hoops you hang from the top of a door.

I am a little puzzled why the very informative initial message was changed to "please check the number and dial again," which, if followed to the letter, would lead the caller to an endless loop of redialing until she got hungry or thirsty, had to go to the john, or transcended all bodily urges to achieve the coveted Buddhist state of true "mindfulness." I can't imagine that there would have been any harm in keeping the original informative message indefinitely. In fact, it must have been of some inconvenience to SWB to change the message. There is one thing I know for sure: Every single phone solicitation outfit in the United States of America has somehow received word of my new area code.

*I can't
imagine that
there would
have been
any harm in
keeping the
original
informative
message
indefinitely.*

Maybe the phone company will soon have another service like Caller ID, say, "Automatic Area Code Redirect" that you can pay more of your hard-earned money for once they've baffled your whole support network by changing your area code. Like Caller ID (which is the phone company's way to protect you from — get the significance here — various other phone companies calling to sell you on a new long distance rate), this new service falls into the category of "cause the affliction, then charge for the cure."

Perhaps I'm not being fair to the phone company. Therefore, I'm going to hold off sending this article for one whole month (note the significance of the time frame). After that, if I still get the Zen message, I'm sending this in. Not that it will make any difference to the phone company, which I'm sure plays hoops enthusiastically with dozens of wadded up complaints like mine everyday.

J. Gibson Henderson, Ballwin, is a

DESCO COMMERCIALSM
Commercial Real Estate Brokerage Services

TO-2000-374
letter file
RECEIVED

August 15, 2000

AUG 17 2000

Records
Public Service Commission

Mr. Walt Cecil
Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

Re: Area Code Solutions for St. Louis Metropolitan Area

Dear Mr. Cecil:

Having just suffered through the aggravation of the "314 / 636" adjustment in St. Louis with both my business and personal communications, I find it absolutely unbelievable that what was confirmed as an eight year solution is now an exhausted remedy by Fall of 2001. Please consider my following suggestion in your discussion as I believe it is important to keep the best interest of the general public at heart, not the easiest path for the phone companies. I find myself dialing not ten digits when calling certain areas, but quite often seventeen digits because the boundary lines are not distinct between 314 / 636 areas. It would have been much wiser to segment via a major highway (i.e. I-270), but this mistake is set. Please do not throw fuel on the fire by making a similar mistake again.

I believe that the issue is very important to the citizens of my area and the complaints that I hear on almost a daily basis are widespread. Using your phone is becoming harder to use, not easier. With issues like mobile phones in vehicles and the potential for accidents being very real, why would we subject ourselves to further risk by dialing ten or seventeen numbers because we're not sure about which area code to use.

Solution:

Look to where the growth is taking place. Who are consuming these phone numbers at a geometric rate? Cellular phones, pagers, computers and fax lines. As an owner of all of the above items, I put to you that the area code should be assigned based upon type of use, not area. If these products are consuming numbers, these products should receive the changes, not the general public. This may be extra work for the phone companies, but again, I stress that the ultimate goal should be to keep this the least impactful on the general public.

I am available by phone at "presently" (314) 994-4068 or I am willing to speak in person in Jefferson City with reasonable notice.

Sincerely,



Daniel Wm. Hayes
Principal

DWH/alj
cc: Mr. Kevin Kelly

TO-2000-374
letter file

DESCO COMMERCIALSM
Commercial Real Estate Brokerage Services

August 15, 2000

Mr. Walt Cecil
Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

RECEIVED

AUG 22 2000

Records
Public Service Commission

RECEIVED

AUG 21 2000

MO. PUBLIC SERVICE COMMISSION

Re: Area Code Solutions for St. Louis Metropolitan Area

Dear Mr. Cecil:

Having just suffered through the aggravation of the "314 / 636" adjustment in St. Louis with both my business and personal communications, I find it absolutely unbelievable that what was confirmed as an eight year solution is now an exhausted remedy by Fall of 2001. Please consider my following suggestion in your discussion as I believe it is important to keep the best interest of the general public at heart, not the easiest path for the phone companies. I find myself dialing not ten digits when calling certain areas, but quite often seventeen digits because the boundary lines are not distinct between 314 / 636 areas. It would have been much wiser to segment via a major highway (i.e. I-270), but this mistake is set. Please do not throw fuel on the fire by making a similar mistake again.

I believe that the issue is very important to the citizens of my area and the complaints that I hear on almost a daily basis are widespread. Using your phone is becoming harder to use, not easier. With issues like mobile phones in vehicles and the potential for accidents being very real, why would we subject ourselves to further risk by dialing ten or seventeen numbers because we're not sure about which area code to use.

Solution:

Look to where the growth is taking place. Who are consuming these phone numbers at a geometric rate? Cellular phones, pagers, computers and fax lines. As an owner of all of the above items, I put to you that the area code should be assigned based upon type of use, not area. If these products are consuming numbers, these products should receive the changes, not the general public. This may be extra work for the phone companies, but again, I stress that the ultimate goal should be to keep this the least impactful on the general public.

I am available by phone at "presently" (314) 994-4068 or I am willing to speak in person in Jefferson City with reasonable notice.

Sincerely,



Daniel Wm. Hayes
Principal

DWH/alj
cc: Mr. Kevin Kelly

TO-2000-374
letter file

Jerry Rich
1501 Ploma Dr.
Manchester, MO 63021
636.225.4161

RECEIVED

AUG 24 2000

Records
Public Service Commission

August 22, 2000

ATTN: Dale Hardy Roberts
Public Service Commission
PO Box 360
Jefferson City, MO 65102

SUBJECT: AREA CODE PLAN RE: 314/636

To the Public Service Commissioners and Staff:

Thank you for considering public comment as you review the matter of retroactively overlaying the 314/636 area codes. Although not directly relevant to your decision, I would note that I attended a public hearing in April and it appeared to me that many individuals giving testimony were recruited by the dominant local telephone company. I don't know that testimony given that day reflected public opinion.

In any event, I would urge the PSC to decline NeuStar's proposal to reverse the recent 314/636 area code split. This proposal is ill-advised and, I think, unfriendly to consumers. The PSC has been through this process, has made a well-considered decision, and should not introduce more confusion by reversing the split and overlaying the area codes.

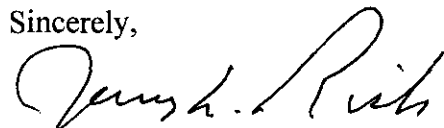
As a consumer in the 636 area code (and near the boundary of the split), I am quite satisfied with the split and believe that local businesses and consumers have managed the change well. My own small office had to make the appropriate changes and they were not onerous nor is the present dialing situation difficult.

If any different strategy is to be pursued, it should be within the present 314 area code. Since I live outside that area, I won't speak to any preference that affects only that area. However, an overlay in the present 314 area is a viable option as is further splitting—but please don't penalize the successful 636 area code by re-integrating it with 314.

Again, I believe the recent area code split was adequately reviewed and defended, and that the right decision was made.

Finally, I would urge the PSC to mandate number conservation in all area codes. Furthermore, I would urge the PSC to join other states to actively propose a more effective solution: assignment of cell phones and pagers to discrete area codes. This is the "split" that makes profound sense! There is no reason that the PSC, teaming up with other states, cannot effectively lobby the FCC to change its position on this matter.

Sincerely,



Jerry L. Rich

cc: Office of the Public Counsel

32 Falling Leaf Drive
O'Fallon, Missouri 63366
September 14, 2000

Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

RECEIVED

SEP 18 2000

MO. PUBLIC SERVICE COMM

To Whom it May Concern:

I am writing this letter regarding the anticipated shortage of 314 telephone numbers in the near future and the Public Service Commission's upcoming decision to deal with the problem.

It has always been logical and helpful to me to know that when I am calling a particular location that a specific area code will apply. If a new area code is allowed to co-exist within the current 314 area code boundaries or if 636 area codes are given to new phone numbers within the 314 boundaries, then callers will not know what area code to use when they call a particular location.

To keep the system as straight-forward as possible, it is my suggestion that the 314 area again be divided into two sections. One section would retain the 314 area code while the other section would be given a new area code. I believe that area codes need to apply to specific locations in order to keep our phone system from getting very confusing.

Thank you.

Sincerely,

Rinda R. Ontiveros

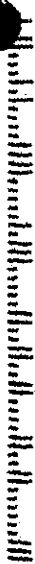
Rinda R. Ontiveros

Charles & Rinda Ontiveros
32 Falling Leaf Dr.
O Fallon, MO 63366

Public Service Commission
P.O. Box 360
Jefferson City, MO 65102



65102+0360





1562 FOXLEIGH COURT
SAINT LOUIS, MISSOURI
63131

RECEIVED

SEP 18 2000

MO. PUBLIC SERVICE COMMISSION

SEPTEMBER 13, 2000

PUBLIC SERVICE COMMISSION
TRUMAN STATE OFFICE BUILDING
ROOM 530
P.O. BOX 360
JEFFERSON CITY, MO 65102

GENTLEMEN/MESDAMES:

IN RE THE AREA CODE PROPOSALS:

YES, WE CARE VERY MUCH IF MORE DIGITS ARE ADDED TO OUR TELEPHONE NUMBERS. IN FEW WORDS, DO NOT DO THAT.

EVEN IN THE LARGER DETROIT/ANN ARBOR, MICHIGAN AREA, AREA CODES HAVE BEEN CHANGED, BUT NOT OVER THE EXISTING ONES.

IN OUR '314' AREA WE HAVE ACCOMMODATED TO THE NEW '636' CODE, THAT WE CAN AGREE TO, BUT IT WOULD BE UNFAIR TO BURDEN OLDER PEOPLE WITH HAVING TO DIAL ENDLESSLY JUST TO REACH ANOTHER PERSON/ENTITY.

PLEASE LISTEN TO THE COMMENTS HEREIN OFFERED.

SINCERELY,

Dorothy B. Maxwell

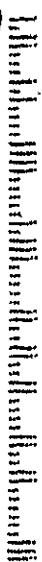
Dorothy B Maxwell
1562 Foxleigh Court
St. Louis, MO 63131



PUBLIC SERVICE COMMISSION
TRUMAN STATE OFFICE BUILDING

ROOM 530
P.O. BOX 360
JEFFERSON CITY, MO. 65102

65102+0360



WALTER L. PETERS
#1 DEERPATH DR.
ST. PETERS, MO. 63376-4213

September 13, 2000

MISSOURI PUBLIC SERVICE COMMISSION
PUBLIC SERVICE COMMISSION
TRUMAN STATE OFFICE BUILDING
ROOM 530
P.O. BOX 360
JEFFERSON CITY, MO. 65102
Subject: TELEPHONE AREA CODES

RECEIVED

SEP 18 2000

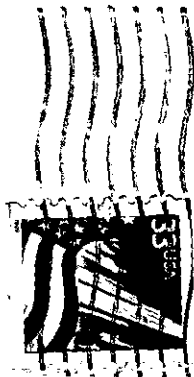
MO. PUBLIC SERVICE COMMISSION

Dear MISSOURI PUBLIC SERVICE COMMISSION,

I am writing this letter to offer my opinion on the constant problems that we are having concerning the changing of the area code around the nation. I suggest that you consider using a five- digit area code and use the current postal zip- codes as most people have to learn the zip code to mail to someone this same code would serve as the area code also for calling someone.

Walter L. Peters

Walter L. Peters
1 Deepath Dr.
St. Peters, Mo. 63376-4213



Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, Mo. 65102

65102X0360

Missouri Public
Service Commission

REC'D SEP 14 2000

Postal Box 3509
Maplewood, MO (63143)
Wednesday, 13 September 2000

Missouri Public Service Commission
Room 530
Truman State Office Building
Postal Box 360
Jefferson City, MO (65102)

Gentlemen:

I want to urge you, in adopting a new telephone area code for Saint Louis, to split the existing 314 area geographically. Please do not adopt an overlay area code for Saint Louis. I feel that it is confusing to have more than one area code assigned to any one geographical area, and annoying to have to dial ten digits instead of seven for every number called.

It will also be annoying to have an area as small as 314 divided. Calls that now take seven digits will require ten. But dialing all local calls with ten digits would be worse, and being unable to associate a geographical area with any one area code would be more than annoying.

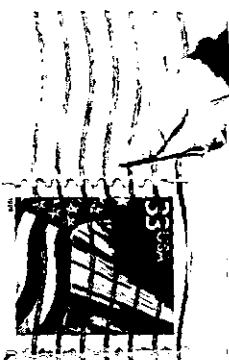
My vote: yes for a geographical split within 314; no for an overlay code.

Sincerely yours,

William Lee Valentine

William Lee Valentine

WILLIAM WES URGENTLY
Post Box 3509
MARIENWOOD, MO 63143



MISSOURI PUBLIC SERVICE COMMISSION
Post Box 360
JEFFERSON CITY
MISSOURI 65102

25102/0320 Missouri Public Service Commission

Missouri Public
Service Commission

REC'D SEP 14 2000

September 12, 2000

Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City Mo 65102

Dear Sir or Madam:

My husband and I feel strongly that it is preferable to avoid the overlay area code method of increasing the number of telephone numbers. Please do use the idea of splitting the area geographically and adding new area codes as needed. One code per one area!!!

Thank you for the opportunity to express our preference.

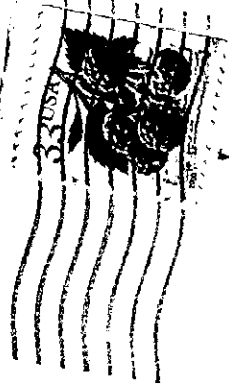
Sincerely yours,

Anita Koerner

William and Anita Koerner
5642 Murdoch Avenue
St. Louis MO 63109-2867

K William F. Koerner
5643 Muzgach Avenue
St. Louis MO 63109

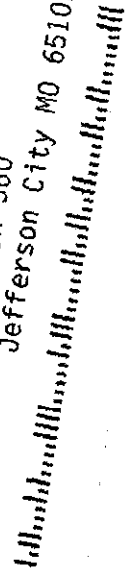
SAINT LOUIS MO 631
PM
2 13 SEP
2000



Public Service Commission
Truman State Office Building
Room 530

65102-0360

P.O. BOX 360
Jefferson City MO 65102



If a third area code is needed in St. Louis we all know it will be a big source of confusion over which one to use. In order to eliminate this I would like to see one code used for residences, one for cell phones, and one for Business lines. In this way you would know automatically which code to use. Thank you for allowing me to express my opinion.

Lawrence E. Kapp

Missouri Public
Service Commission

REC'D SEP 14 2000

LARRY AND ALICE KORP
5924 Royal Country Court
St. Louis, MO 63129-4048



Public Service Commission
Truman State Office Bldg.
Room 530
P.O. Box 360
Jefferson City, Mo 65702

65102/0360 

Raymond & June Sellenriek
15174 Chamisal Drive
Chesterfield, MO 63017
636 532 8174

Sept. 13, 2000

Missouri Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, Missouri 65102

Missouri Public
Service Commission
REC'D SEP 14 2000

Dear Commission Members,

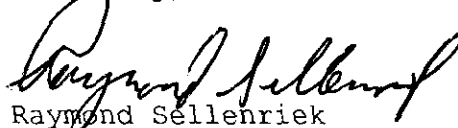
We are writing to ask that a new telephone area code be assigned for the St. Louis area. We prefer this to the overlay process being considered.

We are in the western portion of St. Louis County that got the new area code 636 in February of this year. Although, it seems very soon after this change that another area code would be necessary. We would rather see the St. Louis area further divided than to require everyone do dial ten digits no matter where they are calling. The overlay system it seems to me will be much more confusing.

Short of this, why not postpone this action long enough that a number pooling arrangement can be implemented. This would allow assigning numbers in 1,000 lot blocks and greatly relieve the entire situation.

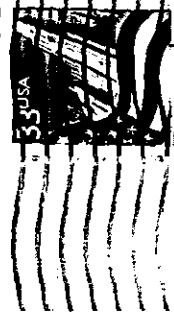
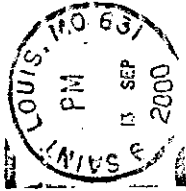
Thank you for your consideration.

Sincerely,


Raymond Sellenriek



Mr. Ray Sellenriek
15174 Chamisal Dr.
Chesterfield, MO 63017-7724



Missouri Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, Mo. 65102

090648Z
090648Z
090648Z
090648Z
090648Z

LOG NO: NAME:
*** CONSUMER COMPLAINT SYSTEM -- CONFIDENTIAL INFORMATION *** DATE: 8/17/2000
TIME: 13:21:58
LOG NUMBER 202782000 TARIFF NUMBER CASE NUMBER
NAME HATCHER GERALD J. DELETE THIS COMPLAINT
ADDRESS 15596 VALLEY BRANCH
CHESTERFIELD MO 63017
COUNTY
TELEPHONE OFFICE: 636 532 4122 HOME: 000 000 0000 PROBLEM AREA: 636 532
UTILITY CODE: 9999 GENERAL UTILITY OR LEFT BLANK
TYPE T COMPLAINT: Y MEDIATION REQUEST: INQUIRY: MEANS OF COMM: L
COMPLAINT CODE: SNAC SERVICE NEW AREA CDE DISPOSITION:
CLASS: C SAVINGS:
REFER TO : VANESCHEN JOHN REFERRED FROM:
REC OFFC JC DTE SNT CO 00 00 0000 INIT RESP 00 00 0000 FINAL RESP 00 00 0000
COMMISSION RULE: 4CSR 240- 00 . 000 VIOLATION:
4CSR 240- 00 . 000 VIOLATION: CHANGE RECEIVED DATE?
EDUC MATERIALS SENT? DESCRIPTION:
RECEIVED: 08 17 2000 FOLLOW UP: 08 24 2000 CLOSED: 00 00 0000

Monday, August 14, 2000

Public Service Commission
P.O. Box 360
Jefferson City , Mo. 65102

To Whom It Concerns:

As a consumer of the telephone and have very little knowledge of how the numbering system for you phone works. I have only this to say. area 314 stood up for a very large area for I can't tell you how long but as far as I know Missouri was divide into 3 area codes for as my memory serves me for at least 25 years and now in the last 3 to 4 years you say we need to have area code changes to accommodate the consumer.

One solution that I think should be give some consideration is convenience for the consumer to call from house to house. Give area codes out for fax machines , cell phones Beepers,computers,and other type devices .

I have a cell phone in my truck but I use it to call out not to have people call me while I am driving. I have had people call me but very few times and most of the time it was about a problem.

I go to fax someone I have to know their fax number each and every time I fax them because I don'tt fax them often. I don't worry about remembering their fax number.

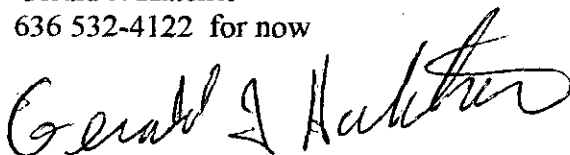
But from my home I dial many more time to people at home than all the other call put together.

My Father die Dec. 1999. I am a lot like him The easier things can be made the more I would use it. I am getting to a point where I hate telephones, telephone companies because they are making it more difficult to communicate with others.

In St.Louis you now have to know where some lives to know if they are 314 or 636. and I suppose there will be another area code whether we want it or not.

The Break up of the AT&T telephone company was the one of the biggest screw up in American Government and certainly has made it hard to communicate with others.

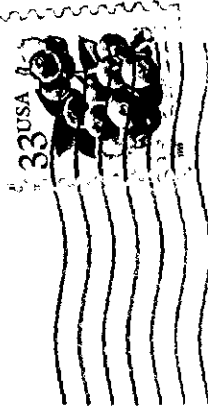
Gerald J. Hatcher
636 532-4122 for now





**CONCRETE BREAKING
HAULING • GRADING • BACKHOE WORK**

Jerry Hatcher • 15596 Valley Branch • Chesterfield, MO 63017



Public Service Commission
P.O. Box 360
Jefferson City Mo 65102

"THE CONCRETE BREAKER"

65102-0360





BETTE HANDY, Agent
Auto - Life - Health - Home and Business

RECEIVED

9-15-00

SEP 18 2000

8084 Watson, Suite 261 St. Louis, Missouri 63119
Phone: Off. (314) 849-0202 Res (314) 230-5767
(202)

MO. PUBLIC SERVICE COMMISSION

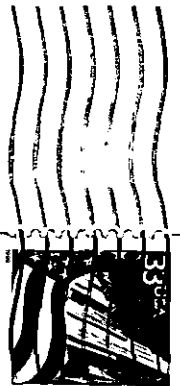
As a Small Business owner - I think it's important
you know that I am opposed to the overly method
of adding a new area code. We need to have some area
if our + area code when we make calls. Although it
it will be a mess. Please continue the beauty method
I am still happy all day and all new Stationary

Sincerely
Bette Handy



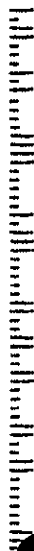
BETTE HANDY, Agent
Auto - Life - Health - Home and Business

8084 Watson Rd., Suite 261 St. Louis, MO 63119
Phone: Off. 314-849-0202 Res. 636-230-5767



Public Service Commission
PO Box 360
Jefferson City, mo 65102

3102+0360



RECEIVED
SEP 18 2000
MO. PUBLIC SERVICE COMMISSION

September 15, 2000

Public Service Commission
Truman State Office Building
Room 530
P. O. Box 360
Jefferson City, MO 65102

Dear Sirs/Mesdames:

I am writing to support the idea of a geographic split for the 314 area code. I have read the newspaper reports concerning your advocacy of an overlay. I believe it's a bad idea.

I have been waiting for one of your open forums in the St. Louis area to express my concerns. Due to my travel schedule, I must have missed it. Had I been notified of it, I would have been there. I can only hope this letter does what I could have done personally.

I believe the overlay will only serve to confuse people over a long term basis. The point of an AREA code is that you can know the area, and mentally you can know where you're calling. I reject the notion that "well, you have to dial 10 digits anyway, so what's the difference what the area code is". If that's the case, let's gather all the area codes in the country and pool them. A computer can select a new number once applied for. Mine and the 200 other homes in my subdivision can all have different area codes, because "we're all dialing 10 digits anyway". The absurdity of this is clear, but it illustrates the point. The strength of a geographic split is that you are only concentrating on the last 7 digits because the first 3 are "automatic". For example, when I dial Chicago, I know exactly where I'm dialing due to the area code, even though there's 5 of them. It makes perfect sense.

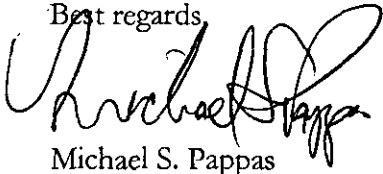
I reject the assertion that a comfortable split can't be done on 314 geographically. It's nonsense.

I am offended that the deck has been stacked against a geographic split by all parties involved in increasing fashion for a long time. I was interviewed by Barb Meisenheimer a few years ago, pre-636. I was on a cell phone in Oklahoma when we did it (I remember it well). I argued for two new geographic area codes at once in order to upset the St. Louis area only once, and was told that one new code would last for quite a while. I was asked if an overlay for cell phones and faxes would make sense. I responded that under only those circumstances it did, and it was reported to the Commission that I supported an overlay! A clear lie.

For all the planning and money spent on this, it seems that the convenience of the phone company overrides service to the customers. I believe if an overlay is done that you'll get plenty of backlash. I urge you to reconsider for a geographic split.

I welcome the opportunity to speak to you about this, if you choose.

Best regards,

A handwritten signature in black ink, appearing to read "Michael S. Pappas". The signature is fluid and cursive, with the first name "Michael" being more prominent than the last name "Pappas".

Michael S. Pappas
14830 Annasarra Ct.
Chesterfield, MO 63017

Home-636-207-7789
Office-636-519-9700

ce Herfile
TO-2000-374**Kelly, Kevin**

From: Larry & Pat Belgeri [lrpb2@inlink.com]
Sent: Saturday, September 16, 2000 11:33 AM
To: pscinfo@mail.state.mo.us
Subject: St. Louis area Telephone Area Codes
Importance: High

Dear Members,

We would like to add our vote for the Commission to continue to adopt geographic splits for telephone area codes in the St. Louis area, rather than an overlay, as the St. Louis Post Dispatch (September 12, 2000, page D1) has identified as the most likely decision to be made by the Commission at the current time.

The Post Dispatch states the "regulators and the industry spent almost no time considering proposals to split the 314 area into two smaller regions. The industry rejected the proposals in November 1999, when representatives of six companies voted to support the retroactive overlay." **The Public Service Commission is supposed to SERVE THE PUBLIC, NOT big business and certainly NOT the telephone companies -- who have been allowed, unregulated, to continue to increase the cost of telephone services.**

People in the St. Louis area have adjusted to the geographic split, and, with minimal effort, can easily conclude who is currently located in the 314 or 636 area. Now, less than one year into the new split, you will blow that out of the water by overlaying the entire 314 area with a second code --- it just doesn't make sense. If you started with geographic splits, you should continue with them. It is not "fair" to the St. Louis area to now decide that you didn't like what you started! While the "regulators and industry" spent almost no time considering a geographic split, the Commission -- who is supposed to look out for the public good -- should have!

Regards,

Larry & Pat Belgeri

533 Kimberly Lane

St. Peters, MO 63376

TA -2000-374
Letterfile

Kelly, Kevin

From: Cathy Stein [stlcat99@yahoo.com]
Sent: Tuesday, September 12, 2000 8:47 AM
To: pscinfo@mail.state.mo.us
Subject: St. Louis Area Code Plans

I would respectfully suggest that you consider designating that all current and future cellular/wireless phone and pager numbers be converted to a new area code. In other words, leave the existing geographic 314/636 split and introduce a logical split for cellular/wireless phone and pager access providers. I believe all cellular phone and pager numbers are still in the 314 area code and seem to be far outpacing the demand for land lines in the 314 geography. On the surface, this would seem to provide the needed relief while reducing the confusion level considerably.

I can only assume there is some obvious technical reason which renders this plan unworkable, because it seems very logical and simple to the layman. I have had numerous conversations with colleagues, neighbors and friends and everyone seems to agree this would be ideal. The vast majority of the time a caller knows he or she is calling a pager or cell phone number, so it would be far less confusing to personally manage one's telephone contacts than either of the overlay plans being considered. It also seems, to the uninformed, that these are the types of numbers which are experiencing the rapid growth in demand.

At the very least, it would be beneficial for St. Louis area residents to be educated on why this would not be a workable plan so that we can be more open-minded to whichever option is selected.

Cathy Stein
Chesterfield, MO

TD 2000-374
Letterfile

Kelly, Kevin

From: Judy Toedebusch [jtoedebu@mail.win.org]
Sent: Tuesday, September 12, 2000 7:41 PM
To: pscinfo@mail.state.mo.us
Subject: overlay area code

To whom it may concern, This e-mail is to let you know I am totally against an overlay plan for an additional area code. There has to be an easier way. Why not simply assign cell phone and pagers with their own area code? Are how about adding 1 digit to existing numbers (ex: my number is 636-327-4686, how about if you add the number one to either the 327 or the 4686?) that would add a very large base to the existing number and when it was used up start over with the number two added, then three etc. Anything has to be better then an overlay because that gives you no clue as to where the number is really located. Please do not rush into this overlay plan. Thank you for reading this and hoping considering what I have said. Judy Toedebusch 781 E. Hwy N Wentzville, MO 63385 (jtoedebu@mail.win.org)

TB 2000-374
Letterfile

RECEIVED

SEP 8 2000

Records
Public Service Commission

September 6, 2000

I sent the following letter in May.

Because I have not heard any more about this problem lately, I am wondering what has happened. I sincerely hope that the "overlay" plan has been scrapped. As a Missouri taxpayer, I would appreciate hearing from you with an update. Thank you.

May 4, 2000

Secretary, Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Dear Sir or Madam,

In re: the proposed plan to "overlay" the 816 area code with a new area code, rather than the usual practice of a geographic split.

I was disappointed to read in the St. Joseph paper this morning that only a handful of people attended yesterday's meeting. Could it be because most ordinary consumers were at their jobs on a weekday afternoon?

The advocates of the plan seem to be more interested in a cheap way to address the problem of the expanding number of phone numbers. They are using the excuse that there would be "confusion" on the part of businesses to inform others that their area code has changed. I get the impression that the ordinary household consumer is being ignored in this process. Many of us have been through area code changes before and lived through it. We in the Kansas City metro area already have to consider which side of the state line we are calling, but most of us are aware of the change and have adjusted accordingly. After all, most of us know where the residence or business we are calling is located.

RECEIVED
SEP 11 2000

COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION

However, this new plan seems to be only for the benefit of the telephone companies, with little thought of the the little guy. Are they trying to tell us that the telephone companies are not making money and they need this little trick to squeeze more profit from their customers? Dial a different area code for a neighbor down the street, or the drug store a few blocks away? As they they say on TV, "Give me a break!"

I hope the Public Service Commission will listen to the ordinary household consumer instead of big business for a change.

Dolores Palmer
6519 N W Hilldale Dr.
Kansas City, MO 64151
816-587-5981
dcloepalm@earthlink.net

Dolores C. Palmer
6519 N West Hilldale Dr.
Kansas City, MO 64151

General Council

Secretary, Public Service Comm,

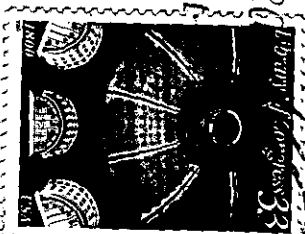
PO Box 360

Jefferson City, MO 65102

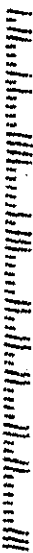


150 Yr

Heart



65102+0360



TO-2000-374
Letterfile

Kelly, Kevin

From: BRISTULL@aol.com
Sent: Wednesday, September 13, 2000 10:36 PM
To: pscinfo@mail.state.mo.us
Cc: rbn2000@juno.com
Subject: Area code changes

I am writing to express my opposition to the area code of 636 becoming an overlay for the St.Louis metro region. The whole idea of an overlay seems to lend itself for nothing but confusion and irritation.

As a resident of St.Charles that recently was switched into the new area code, I find it very shortsighted that the long term needs of the entire metro region were not fully considered or addressed.

Besides the confusion which would be created by having a possible two area codes for one location, think of the budgetary issues for all the businesses which will be forced to adjust their letterhead—again. This was not a popular decision before, but was accepted as a necessary part of the community growing. I certainly don't envy your customer service operators that will gave the task of explaining how we've outgrown 636 in less than one year.

If new and additional area codes are necessary, please make the appropriate changes now in one massive effort. Continuing to merge/add/overlay numbers every few months or years needs to be avoided.

Thanks for your consideration.

Brian Stull

LETTER FILE

TD-2000-374

RECEIVED²

SEP 18 2000

Arthur J. (Art) Steiger

810 Berquist Drive

Ballwin, MO 63011-4216

September 12, 2000

TO: *Records*
Public Service Commission

Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, MO. 65102

RECEIVED

SEP 14 2000

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Re: Telephone Area Codes 636, 314, ???

Today's Post Dispatch says regulators have heard few complaints about overlay proposals. Consider this a vehement complaint against that approach.

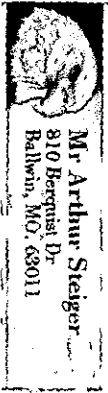
Every time we make a phone call now, whether it's at home or out, we have to either know the area code from memory, look it up, ask someone, or pick one and wait to see if we get the error message, to find out what we have to dial. To need to dial 10 digits all the time will only make it worse. It makes sense to have a geographic distribution. St. Louis City 314 should remain as is. St. Louis County 636 should remain as is (they have already gone thru the hassle of changing). That part of St. Louis County that remained 314 should receive a new code.

The second best choice is the one supported by Ms. Hogerty to overly 314 only, if necessary, and most importantly, to quickly implement the number pooling process.

I believe that the phone companies proposals reflect their interests only and should be viewed from that perspective. Let's keep it simple for the users.

From two hassled users in the 636 area code

Art Steiger *Trudy Steiger*
Art Steiger/ Trudy Steiger



TO:
Public Service Commission
Truman State Office Building
Room 530
P.O. Box 360
Jefferson City, MO. 65102

65102-0360



To Whom it may concern;

TO- 2000-374/5/00
letter
file

I would like to suggest that all FAX machines be assigned their own AREA CODE. I HAVE problems with someone trying to SEND my HOME PHONE A FAX. IT IS TRULY ANNOYING TO COME HOME AND FIND SEVERAL MINUTES OF BEEPING ON my machine, OR DEAL WITH my phone RINGING FOR AN HOUR BECAUSE SOMEONE IS TRYING TO SEND my home phone A FAX. IF FAX machines had THEIR OWN AREA CODE, THIS WOULD NOT happen.

I would also like to suggest that CELL PHONES be assigned their own special AREA CODE. THAT way, callers would know if the NUMBER they are calling is a cell phone.

No matter how you solve the phone NUMBER shortage, BUSINESSES will have to REPRINT STATIONARY. I would think assigning FAX machines one AREA CODE, AND cell phones ANOTHER, would be a good way to solve the NUMBER shortage.

A good way to solve the

RECEIVED

SEP

8 2000

Sincerely

Carol McArthur



Mrs. Carol J. McArthur
10040 Meadowfield Ln
Saint Louis MO 63128-1211

visit us at www.peta-online.org

Public Service Commission
Records

RECEIVED

000-374

To - 2000-374

letter file

8/29/00

SEP 5 2000

Records
Public Service Commission

Carole Schriack

2279 Whiskey Rd.

Chickfield, Mo.

63017-7348

Public Service Comm.

P.O. Box 360

Jefferson City, Mo. 65102

To whom it may concern;

With regard to a third Area Code, I would like to suggest the following;

- 1) Give the 3rd Area Code to all new cellular phones
- 2) Give the 3rd Area Code to all "older" cellular phone customers who were issued phones commencing 1/1995 to the present.

This would free up numbers in the 636 & 314 Area for residential & commercial use.



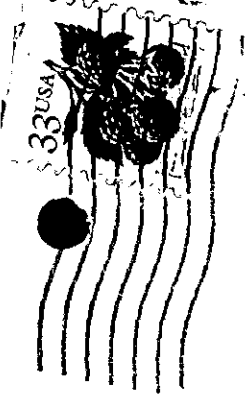
Don't know if this can be done
but hopefully something of this
nature could be put in place.

Sincerely

Carole A. Schmidt



Mrs. William Schmidt
2211 1/2
Jefferson City, MO 63017



Public Service Comm.
P.O. Box 360
Jefferson City, Mo. 65102

65102+0360



Public Service Commission

8-14-421c

P.O. Box 366

Jefferson City, Mo. 65102

TO-2000-374
letter file

Area Code Suggestions:-

"New" area codes for:-

- (1) Computer use
- (2) Cell phones
- (3) FAX machines
- (4) Etc.

RECEIVED

AUG 29 2000

Records
Public Service Commission

Leave telephone use for residential and
present "business" as is.

H. Farley

2947 Gran-Lin Dr.

St. Charles, Mo. 63303

1-636-447-6788

TO-2000-374
letter file

THE HEINENS
6 BRIAR HILL LANE
COLUMBIA, IL 62236-1004

August 16, 2000

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

RECEIVED

AUG 29 2000

Records
Public Service Commission

RE: Fewer 314, 636-phone number available

Attached is a copy of an article appearing in the Clarion Journal on 8/16/200, Metro East Edition. Although we live on the Illinois side of the Mississippi River, we must deal with the changes in communication patterns and incur the costs of changing systems every time new area codes are assigned or modified. I appreciate the opportunity to offer the following suggestions.

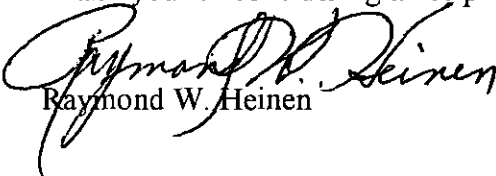
Please consider making new area codes "Service Specific". Why not assign different area codes to various services as a way of identifying for users the type of service/phone they are contacting? For instance, assign area codes by the following services:

- a. Residential Phone Numbers
- b. Business Phone Numbers
- c. Fax Machines
- d. Cell Phones
- e. Pagers

Assigning area codes by service could potentially have the following benefits:

- a. For Senior Citizens:
 - 1. It would be a lot easier for them to not have to change their "rapid dial" systems every few years.
 - 2. They wouldn't get the "screech" of fax machines as often.
 - 3. They wouldn't have to dial as many digits.
- b. For Business and Government:
 - 1. It would reduce the costs of changing stationery etc. every few years.
 - 2. It would be avoid "wrong dialing" for fax machine users, this would be particularly helpful for people attempting to copy a number from a business card.

Thank you for considering these possible solutions to our "numbers" problem.


Raymond W. Heinen

Fewer 314, 636 phone numbers available

Third area code looms

By Mary Shapiro
Staff writer

The shortage of telephone numbers available in the St. Louis region could soon lead to the introduction of a third area code.

ST. LOUIS

The Missouri Public Service Commission (PSC) recently split the St. Louis area into two area codes — 314 and 636. Telephone numbers in the 314 area code were being exhausted, officials said.

Under the split, areas such as Valley Park, Manchester, Ballwin and Wildwood — as well as parts or all of Jefferson, Franklin, Warren, St. Charles, Lincoln and Montgomery counties — were given a 636 area code.

Despite this action, the available 314 telephone num-

bers are expected to be exhausted by the third quarter of next year, said Kevin Kelly and Walt Cecil, both with the PSC. The commission originally anticipated the 314 area code numbers would last until about 2008, Kelly said.

Alternative area code solutions were discussed recently in Jefferson City, he said.

Officials have recommended a proposal calling for the creation of a new area code, which would co-exist within the current 314 area code boundaries, Kelly said.

He said this solution would provide enough telephone numbers to last about six years.

Under this proposal, people in the 314 area would be required to dial 10 digits for all local calls, whether to a number in the 314, 636 or new area code.

NeuStar Inc., an independent agency responsible for recommending the need for new

area codes, said representatives from telecommunications companies, such as Southwestern Bell, prefer another proposal.

"The industry proposal is to do a retroactive overlay, which would give 636 area codes to new phone numbers within the 314 area code (boundaries) when available 314 numbers are used up," Kelly said.

The plan would solve the need for additional numbers for about four years, he said.

"However, at some point, that plan would require introducing a third area code. That would mean you would have three area codes in what's now the 314 area — with the new code likely expanded into the current 636 area," Kelly said.

Cecil said information and suggestions may be submitted until Sept. 18 to the Public Service Commission, P.O. Box 360, Jefferson City, 65102.

quarterly.

A COM

"The Ban.



Waterloo

WEBSITE
CSBWATERLOO

Graduates

• Kimberly K. Murphy, daughter of Dona Parker of Swansea, and a 1986 graduate of Waterloo High School, received a graduate degree from Washington University in St. Louis on May 19. Murphy graduated from Southern Illinois University at Edwardsville with a bachelor of science degree in marketing in 1990.

• Lucretia "Cricket" S. Kelly, of Columbia received a graduate degree from Washington University in St. Louis on May 19.

Kelly graduated in 1969 from Beloit College in Beloit, Wis., with a bachelor's degree. She also received a master of arts degree from Washington University in 1995.

Kelly currently resides with her husband, John, in Columbia.

• Carrie F. Keller, daughter of Mary L. and Virgil B. Keller of Columbia, received an undergraduate degree from Washington University in St. Louis on May 19.

She is a 1996 graduate of Belleville Township High School West.



2nd ANNUAL VOLLEYBALL TOURNAMENT

2nd Annual Bradley Matzenbacher Benefit
August 19th & 20th at Lou & Michelle's Sports Bar & Grill (Waterloo, Illinois).

Contact Shane or Jamie Matzenbacher at 939-4568.
First 16 teams to pay will play.

Sponsored by: Nevois Construction - Koerber
Distributing - Action Graphics & Signs

Proceeds to Benefit Brad Matzenbacher Charity Fund for special needs people

Proceeds to Benefit Mike Reeves



Deep Discounts for You



TO: 2000-374
letter file

9223 Laurel Hill Dr
Crestwood MO 63126
August 14, 2000

RECEIVED
AUG 29 2000
Records
Public Service Commission

Public Service Commission
P O Box 360
Jefferson City MO 65102

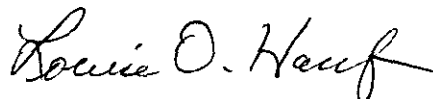
To Whom It May Concern:

Following is a suggestion in regard to additional area code changes not only in the St Louis area but in all areas of the United States.

Why not keep existing area codes and increase the four digit part of the number to five or more as needed? I call Chile and Germany and they have a different format and I feel sure other countries do also.

There may be reasons why this wouldn't work but if it would the constant changing of area codes would be eliminated.

Sincerely,


Louise O. Hauf

loh

TD-2000-374
letter file

RECEIVED

August 14, 2000

AUG 29 2000

Records
Public Service Commission

To: Public Service Commission

Re: More Area Code changes

To Whom it May Concern:

Last week I read in the West County Journal that another change in Area Code is being considered. Many of us are still trying to "cope" with the recent addition / change for the St.Louis area.

Therefore, I would like to make a suggestion that seems so simple and reasonable, I don't understand why it has not already been recommended. **Why not change ALL Cell Phones and / or ALL Pagers to the new area code?!?!?** Personally, that would be more acceptable than confusing the public again with residential and business area code changes. I have a pager and a cell phone, and I could "live with" such a change. Fax numbers are also an option, although I think that potentially could complicate life for some businesses. I can only speak for myself, but if we knew that ALL cell phones and / or pagers had their own, specific area code, it would be relatively easy for most of us to adapt to such a change.

Sincerely,

Karen Bly

Karen Bly
972 Fernway Lane
St. Louis, Mo. 63141

(H) (314) 542-2478

(W) (314) 577-5347

To- 2000-374

August 14, 2000

Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

RECEIVED

AUG 29 2000

*Records
Public Service Commission*

To Whom It May Concern:

Rather than cause another upheaval and disruption for people with stationary or portable telephones in their home, I propose that all of the car telephones and cellular telephones have similar area codes.

(i.e., car phones 123- and cell phones 456-).

- ① people would know which type of service they would be using.
- ② seniors wouldn't have to be inconvenienced and disturbance again and again at this time of their life.
- ③ this should have been done originally before everything got out of hand.
- ④ won't have to go through this chaos every two or three years.

Please consider my suggestion. It has to be better than dividing the 314 and 636 areas again and again.

Sincerely,



D. G. Duba
913 Kent Court
Ballwin, MO 63011-3013

Donald J. McLain
2009 Long Gate Court
Chesterfield, Missouri 63017

TD-2000-374

letter file

8-14-00

DEAR Commission Member:

RECEIVED

AUG 29 2000

Records
Public Service Commission

Please do not consider the

addition of a third AREA code for
our AREA. It is very difficult to
make calls now with the two AREA codes.
Almost always it requires two calls
and is very frustrating.

Also the cost in changing business
letterhead etc is prohibitive.

Many thanks.

Don J. McLain

Mr. J. C. Ahrenbeck
741 Crab Thicket Lane
Des Peres, MO 63131

TO-2000-374
letter file

RECEIVED

AUG 29 2000

Records
Public Service Commission

RECEIVED
AUG 18 2000

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

Public Service Commission
Truman State Office Building
Room 530
P. O. Box 360
Jefferson City, MO 65102

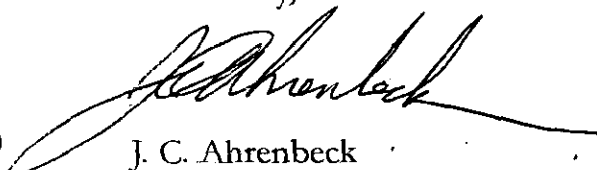
Gentlemen:

The St. Louis Post-Dispatch carried an article in today's paper concerning the three proposals dealing with the need for additional telephone numbers in the St. Louis metropolitan area. After reviewing these, the proposed plan by the Commission's staff to add a new area code as an overlay to 314, and issue this area code to anyone wanting a new number makes complete sense; while both of the others have, at least in my opinion, unacceptable features.

Also, I agree with the Commission's staff in stating that some day we will all reach the point of having to dial a ten-digit number in our home area. To try and avoid this, for the time being, by adopting some other less sensible plan would be unwise.

The Commission's staff has the right solution and I urge you to approve their plan.

Yours truly,


J. C. Ahrenbeck

J. C. Ahrenbeck
741 Crab Thicket Lane
Des Peres, MO 63131

Public Service Commission
Truman State Office Building
Room 530
P. O. Box 360
Jefferson City, MO 65102



65102X0360



J. Gibson Henderson, Ph.D.

473 Graywood Drive
Ballwin, Missouri 63011

Phone 636-227-6340
Fax 636-207-1260

RECEIVED

AUG 29 2000

August 10, 2000

Public Service Commission
Truman State Office Building
Room 530, P.O. Box 360
Jefferson City, MO 65102

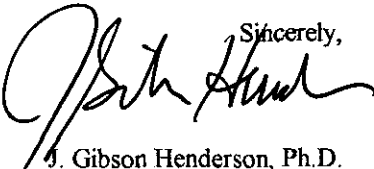
Records
Public Service Commission

Dear Members of the Commission:

I am enclosing an article that I wrote for the St. Louis Post-Dispatch pointing to flaws in the way the current 636 changeover is handled. I have two specific suggestions for the Committee.

1) No matter what proposal is selected, I think it would save a lot of trouble to all phone customers involved (and their friends, relatives, and customers) if for an indefinite period (at least a year) there were an error that would be triggered whenever someone used an outdate area code that stated the following: "The area code of the number you have dialed has changed. The new number is 636-GRANDPA." This kind of message produces a self-correcting system, where callers get the new number and correct their previous information. The current kind of message: "The number you have called cannot be completed as dialed. Please check the number and dial again." This message gives no new information and leaves the caller confused, and as you can see from my article hurts the businessman who depends on referrals.

2) What about reassigning all cellular phones and beepers to a new area code and leave residential and business numbers alone.

Sincerely,

J. Gibson Henderson, Ph.D.
Missouri Licensed Psychologist
PY01170

cc: Walt Cecil

RECEIVED
AUG 18 2000

CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION

COMMUNICATIONS

Why can't phone message still say the area code has changed?

By J. GIBSON HENDERSON

IF your area code changes do you cease to exist? What sounds like a metaphysical question has for many of us become a practical one. Readers who have been changed from area code 314 to 636 can back me up on this.

I recently experienced the 636 last straw. A colleague told me that she had referred some people to my practice, only to hear from them that they couldn't get through to me. They had gotten an ear-piercing "d-o-o, d-o-o, d-w-e-e-t!" followed by the recorded announcement: "We're sorry, your call cannot be completed as dialed. Please check the number and dial again." This message will ultimately become exasperating to people who have your number from an old directory or business card.

Naturally they look at the number they have, think they must have misdialed and try again. Same message. Look at card. Try again. Same message. Look at card. And so forth.

Callers from other parts of the country fare no better. My sister from Connecticut and my friend Chris from Boston were willing to go to great lengths to solve the mystery, eventually e-mailing me to say that they'd been trying to reach me for days with no response and wondered, given my recent medical history, if something was amiss.

With both my ties to family and friends and my livelihood at stake, I decided to take a plunge into the icy waters of the Southwestern Bell Business Office's automated response system, which encircles like a moat a tiny enclave of besieged employees. Since none of the choices on the menu matched my concern, I picked numbers at random until I heard what I tentatively identified as a live voice. I asked a few test questions that could only be answered by someone with a heartbeat and

CUSTOMER RELATIONS at SWB is staffed by people who know well how to "relate" to customers. I thought this person did, indeed, "relate" well to me, I was less sure, however, at the end of our conversation that she or anyone else at SWB would actually attempt to solve the problem. I did find out that what I wanted to have in perpetuity was something that actually had happened for one month after the change.

When someone dialed 314-MYNUMBER he or she got a recording that said, "The number you've called has been changed. The new number is 636-MYNUMBER." The customer relations person told me she had taken down my complaint and would forward it to the next level. I pictured her wadding up the complaint and swishing it deftly through one of those basketball hoops you hang from the top of a door.

I am a little puzzled why the very informative initial message was changed to "please check the number and dial again," which, if followed to the letter, would lead the caller to an endless loop of redialing until she got hungry or thirsty, had to go to the john, or transcended all bodily urges to achieve the coveted Buddhist state of true "mindfulness." I can't imagine that there would

have been any harm in keeping the original informative message indefinitely. In fact, it must have been of some inconvenience to SWB to change the message. There is one thing I know for sure: Every single phone solicitation outfit in the United States of America has somehow received word of my new area code.

*I can't
imagine that
there would
have been
any harm in
keeping the
original
informative
message
indefinitely.*

Maybe the phone company will soon have another service like Caller ID, say, "Automatic Area Code Redirect" that you can pay more of your hard-earned money for once they've baffled your whole support network by changing your area code. Like Caller ID (which is the phone company's way to protect you from — get the significance here — various other phone companies calling to sell you on a new long distance rate), this new service falls into the category of "cause the affliction, then charge for the cure."

Perhaps I'm not being fair to the phone company. Therefore, I'm going to hold off sending this article for one whole month (note the significance of the time frame). After that, if I still get the Zen message, I'm sending this in. Not that it will make any difference.

J. Gibson Henderson, Ph.D.
473 Graywood Drive
Ballwin, MO 63011

Public Service Commission
Truman State Office Building
Room 530, P.O. Box 360
Jefferson City, MO 65102



65102-0360





John J. Morgenthau, Sr.
501 Turbine Avenue
Chesterfield, MO 63005-3630
800.535.1445 Extension 3
Fax 636.519.1171
www.aerocharter.com

August 9, 2000

Public Service Commission
Truman State Office Bldg, Room 530
PO BOX 360
Jefferson City, Mo 65102

Dear Sirs,

It is time to separate pagers, cell phones, and other such equipment from our local area codes, and put them all into a group of their own. On our business phones and home phones we go to a big expense of printing up letter heads, invoices and stationary, only to have it obsoleted in a very short time. Most people don't have the cell phones and beeper numbers on anything but their business cards, and they can be changed at little cost. We do business in all 50 states, and a lot of customers don't realize that the phone companies do not give out the new area codes after a short period of time. When you call another state that has change its area code, instead of telling you that a change has been made, they will only say that this phone number is "no longer in existence" leaving you to believe that the company is out of business. I have notified many of the companies that we do business with, and they are usually surprised that the phone companies do not inform them of this. If you do a lot of outstate business, it is vital that you know this happens. Please don't change our area code again.

Sincerely,
John Morgenthau, Sr.

636 530 7911 // 636 449 5132
Chesterfield



JOHN J. MORGENTHAU, SR.
OFFICE MANAGER
JUMSR@AEROCHARTER.COM

501 TURBINE AVENUE
CHESTERFIELD, MO
63005-3630
636.537.0005
800.535.1445
636.519.1171 FAX
WWW.AEROCHARTER.COM

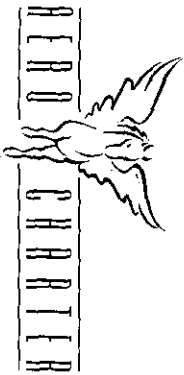
TO-2000-374
letter file

RECEIVED

AUG 29 2000

RECEIVED
AUG 18 2000
Public Service Commission Records

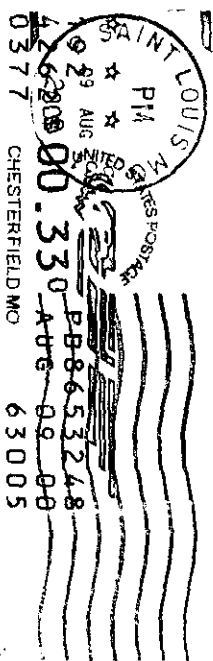
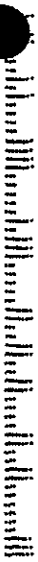
CUSTOMER SERVICES
PUBLIC SERVICE COMMISSION



501 TURBINE AVENUE
CHESTERFIELD, MO 63005-3630

*Public Service Commission
PO Box 360
Jefferson City, Mo 65102*

65102+0360



Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

August 24, 2000

TO-2000-374
letter file
RECEIVED

AUG 24 2000

Records
Public Service Commission

re: St. Louis area codes

Dear Commission,

I recently read a newspaper article regarding a third area code. Hopefully there can be a better job done with this change than the last.

The last one appears to have been done without any thought or logical means, because it did not follow any natural boundaries or landmarks.

One suggestion would be to make the city of St. Louis "314", St. Louis County "636" and the surrounding counties the new area code.

A second suggestion would be to give cell phones and pagers a separate area code from the land lines.

Let's get it right this time!!!

Thank you,



Mark K. Buchheit
9 Huntsman Trail
St. Peters, MO 63376