

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held by telephone  
and internet audio conference on  
the 16<sup>th</sup> day of December, 2020.

In the Matter of an Investigatory Docket	)	
Mandating Ten-Digit Local Dialing in	)	<b><u>File No. TO-2021-0155</u></b>
Certain Area Codes	)	

**ORDER OPENING AN INVESTIGATORY FILE REGARDING TEN-DIGIT  
LOCAL DIALING**

Issue Date: December 16, 2020

Effective Date: December 16, 2020

The Commission is opening this file at the request of the Commission’s Staff (Staff) to assist Staff regarding an order of the Federal Communications Commission (FCC) that will require ten-digit local dialing to be implemented in four of Missouri’s six area codes by July 15, 2022. The change to ten-digit local dialing is necessary to allow for the establishment of “988” as a three-digit code to reach a national suicide prevention and mental health crisis hotline. To avoid conflict with the new 988 code, all U.S. area codes that use a 988 NPA prefix – for example 314--988-xxxx – must move to ten-digit local dialing. In Missouri, the affected area codes are 314, 417, 660, and 816. Area codes 573 and 636 do not use a 988 NPA prefix and can continue to use seven-digit local dialing.

Staff intends to use this file to communicate with Missouri’s telecommunications providers about their plans to implement ten-digit local dialing and to gather company-specific information about the timing of implementing ten-digit local dialing as well as general plans for notifying customers and other entities. Staff plans to periodically report on its findings to the Commission.

**THE COMMISSION ORDERS THAT:**

1. This case is established as a repository for documents and information regarding Staff's investigation of the implementation of ten-digit local dialing in Missouri area codes 314, 417, 660, and 816.
2. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and  
Holsman CC., concur.

Woodruff, Chief Regulatory Law Judge

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 16<sup>th</sup> day of December, 2020.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**December 16, 2020**

**File/Case No. TO-2021-0155**

**Missouri Public Service  
Commission**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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