

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Extension of
Time to Use 780 and 203 NXXs in
386 and 772 NPAs as Oddball
Codes by BellSouth
Telecommunications, Inc.

DOCKET NO. 021190-TL
ORDER NO. PSC-03-0271-PAA-TL
ISSUED: February 26, 2003

The following Commissioners participated in the disposition of
this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

NOTICE OF PROPOSED AGENCY ACTION
ORDER GRANTING BELLSOUTH TELECOMMUNICATIONS, INC.
EXTENSION OF TIME TO USE 780 AND 203 NXX IN
386 AND 772 NPAS AS ODDBALL CODES

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service
Commission that the action discussed herein is preliminary in
nature and will become final unless a person whose interests are
substantially affected files a petition for a formal proceeding,
pursuant to Rule 25-22.029, Florida Administrative Code.

BACKGROUND

On November 26, 2002, BellSouth Telecommunications, Inc.
(BellSouth) filed a petition requesting that the Florida Public
Service Commission (the Commission) grant an extension of time to
use the 203 and 780 NXXs as oddball codes. Specifically, BellSouth
requested that the 203 and 780 oddball codes remain active until
July 31, 2003 and December 31, 2003, respectively. Second,
BellSouth requested that the Commission delay the return of the 780

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oddball codes to NANPA until December 31, 2004 to allow an intercept message to be placed on it.

Oddball Codes

The term "oddball codes" is not specifically defined by Federal Communications Commission (FCC) rules or Central Office Code (NXX) Guidelines. However, the North American Numbering Plan Administration (NANPA) and many industry members use the term to refer to NXX codes that are considered throughout the industry as special use codes.

The 203 NXX is the oddball code for BellSouth ZipCONNECT service. ZipCONNECT is a tariff offering that allows a subscriber with multiple locations to advertise one number for its service and route calls to different locations depending upon criteria such as the time of day or the calling party's location. The 780 oddball code is the NXX code for BellSouth service and is listed in all Florida directories. Some examples of industry recognized oddball codes are shown in the table below:

Oddball Code	Special Use
211	Community information and referral service
311	Non-emergency police and other governmental services
411	Local directory assistance
511	Travel information services
611	Repair service
711	Telecommunications Relay Service (TRS)
811	Business office
911	Emergency
555	Directory assistance
700	Intra-LATA preferred interexchange carriers (PIC)
950	Feature Group B access
958	Local plant test
959	Local plant test
976	Information delivery service

Area Code Relief

Historically, when an area code split took place during an area code relief process, it was customary that the oddball codes be duplicated in the new area code. When the 904 area code was split and the new 386 area code was introduced, BellSouth requested that NANPA duplicate 17 oddball codes for the new 386 area code. NANPA duplicated 12 of the 17 BellSouth oddball codes and denied duplication of the other five codes because they were BellSouth specific codes and not industry recognized oddball codes available to other carriers.

On April 26, 2001, BellSouth filed a petition requesting the Commission to direct NANPA to duplicate the five denied codes in the new 386 area code. By Order No. PSC-01-1484-PCO-TL, issued July 16, 2001, in Docket No. 010614-TL, the Commission granted BellSouth's petition on a temporary basis, and directed NANPA to duplicate the codes until March 31, 2003, at which time these codes would be disconnected. The additional time was allowed to give BellSouth time to complete all translation work, notice customers, print new phone books, and provide BellSouth customers an alternative to the 203 oddball code.

Similarly, by Order No. PSC-01-2145-PCO-TL, issued November 2, 2001, in Docket No. 990456-TL, the Commission adopted the oddball code requirements set forth in Order No. PSC-01-1484-PCO-TL, for the new 772 area code during the relief process for the 561 area code. This allowed the duplication of the BellSouth-specific oddball codes in the new 772 area code until March 31, 2003.¹

Both Order No. PSC-01-1484-PCO-TL, and Order No. PSC-01-2145-PCO-TL, stated that "[i]f BellSouth finds it needs additional time to make the transition, it must seek relief so that we can sufficiently review and rule on its request prior to March 31, 2003."

¹ Although the Commission has only addressed BellSouth's use of oddball codes during area code relief proceedings for the 904 and 561 area codes, BellSouth has committed to the Commission to work towards the discontinuation of the use of all oddball codes in all of Florida by March 31, 2003. This would allow approximately 320,000 numbers to be returned to NANPA for re-assignment.

DISCUSSION

ODDBALL CODE 203

By its petition, BellSouth has requested the Commission to extend the use of the 203 oddball code until July 31, 2003. Based upon the circumstances of this docket, we believe it is appropriate to grant BellSouth's request to extend the use of the 203 oddball code until July 31, 2003.

As stated in the case background, Order No. PSC-01-1484-PCO-TL allowed BellSouth to duplicate certain NXX codes in the 386 NPA until March 31, 2003. After that date, the Commission required BellSouth to return the NXX codes to NANPA for reassignment. The basis for this Commission's decision was two-fold. First, other carriers did not have access to these types of codes, which presented an issue of competition. Second, the use of these codes created an inefficient use of numbering resources. A 10,000 number block was used to provide a handful of oddball code numbers.

In an effort to ease customer confusion, BellSouth stated in its petition that it is willing to extend the use of the 203 oddball NXX code only until July 31, 2003, if the Commission grants an extension for use of the code to that date. This extension will allow customers the necessary time to make advertising changes to another number such as an 800 toll-free number.

Since the extension request is only for three months and will serve to benefit the customers, we believe the request for the extension is reasonable. Therefore, we grant BellSouth's request to extend the use of the 203 oddball code until July 31, 2003. All 203 oddball codes must then be returned to NANPA on or before July 31, 2003.

ODDBALL CODE 780

BellSouth has also requested that the Commission allow BellSouth to continue the use of the 780 oddball code until December 31, 2003, and to delay the return of the 780 oddball code to NANPA until December 31, 2004. We believe that it is appropriate to grant BellSouth's request to continue the use of the 780 oddball code until December 31, 2003. However, we deny BellSouth's request to

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delay the return of the 780 oddball code until December 31, 2004, and, instead, order that BellSouth return the 780 oddball code to NANPA on or before March 31, 2004.

BellSouth states that it has been working to comply with the Commission's March 31, 2003 deadline to return all oddball codes. However, BellSouth reports that there are eight directories in the 386 and 772 NPAs that were published in August/September 2002 which still reference the 780 NXX numbers. The new 800 toll-free number will not be published in these directories until August/September 2003. Therefore, BellSouth requests that we allow it to continue to use the 780 oddball code until December 31, 2003. We believe that this is a reasonable request since BellSouth is replacing all 780 NXXs in its Florida territory with 800 toll-free numbers.

BellSouth also requests that the Commission delay the requirement of returning the 780 oddball code to NANPA until December 31, 2004, to allow an intercept message to be placed on the number directing consumers to the new 800 number.

We understand the potential customer confusion and uncertainty associated with a number change to reach a BellSouth business office. However, keeping the 780 oddball code until December 31, 2004 is an excessive amount of time. A normal area code change usually includes only a six-month intercept message. Further, as in previous area code proceedings, the Incumbent Local Exchange Companies, such as BellSouth, inform the customers through media advertisements, billing inserts, and voice intercepts indicating that a number change would occur. We believe that this type of multiple noticing can also be accomplished for the 780 oddball code. Therefore, we order that a reasonable period of time to extend the return of the 780 oddball codes to NANPA should be March 31, 2004, which would allow BellSouth to place a six-month intercept message on the 780 oddball code.

Based on the foregoing discussion, we grant BellSouth's request to continue the use of the 780 oddball code until December 31, 2003. However, we deny BellSouth's request to delay the return of the 780 NXXs to NANPA until December 31, 2004, and order that the 780 oddball code be returned to NANPA on or before March 31, 2004.

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Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that BellSouth may extend its use of the 203 oddball code until July 31, 2003. All 203 oddball codes must then be returned to NANPA on or before July 31, 2003. It is further

ORDERED by the Florida Public Service Commission that BellSouth may extend its use of the 780 oddball code until December 31, 2003. It is further

ORDERED by the Florida Public Service Commission that BellSouth must return the 780 NXXs to NANPA on or before March 31, 2004. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event this Order becomes final, this Docket shall be closed.

By ORDER of the Florida Public Service Commission this 26th Day of February, 2003.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records and Hearing
Services

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on March 19, 2003.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.