**FLORIDA PUBLIC SERVICE COMMISSION**

 **Fletcher Building**

 **101 East Gaines Street**

 **Tallahassee, Florida 32399-0850**

 **M E M O R A N D U M**

 **September 3, 1992**

**TO : DIRECTOR, DIVISION OF RECORDS AND REPORTING**

**FROM : DIVISION OF COMMUNICATIONS [O'PRY, WIDELL]**

 **DIVISION OF LEGAL SERVICES [MURPHY]**

**RE : DOCKET NO. 920876-TL - STAFF RECOMMENDATION TO "GRANDFATHER IN" SUBSCRIBERS IN THE MIAMI EXCHANGE WHO WERE ASSIGNED A NORTH DADE EXHCANGE PREFIX (NXX) IN ERROR** **BY BELLSOUTH TELECOMMUNICATIONS, INC. d/b/a SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY**

**AGENDA: SEPTEMBER 15, 1992 - CONTROVERSIAL - PARTIES MAY PARTICIPATE**

**CRITICAL DATES: NONE**

**SPECIAL INSTRUCTIONS: NONE**

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 **CASE BACKGROUND**

 By Order No. PSC-92-0169-FOF-TL issued April 8, 1992, the Commission ordered a boundary change for the subscribers in the Country Club of Miami area from the Miami exchange to the North Dade exchange. This required a telephone number change to an 829 NXX in the North Dade exchange. In order to minimize disruption regarding the change, the Company was required to immediately notify customers that their number would be changing in the next 90 days. The notice also advised the subscribers that they could, on a first come/first served basis and at no charge, request to keep the final four digits of their current telephone numbers.

 In complying with the requirements of Order No. PSC-92-0169-FOF-TL, Southern Bell discovered it had North Dade exchange subscribers assigned Miami exchange telephone numbers and Miami exchange subscribers assigned North Dade exchange telephone numbers. The purpose of this recommendation is to address that situation.

 **DISCUSSION OF ISSUES**

**ISSUE 1:** Should Southern Bell be required to grandfather the Miami exchange subscribers with North Dade exchange NXXs, until such time at they move or discontinue service?

**RECOMMENDATION:** Yes. The subscribers in the Miami exchange with North Dade exchange NXXs should be allowed to retain their 829 NXX, if they choose to do so and be grandfathered until such time as they move from their present location or discontinue service. The change should be implemented within thirty (30) days.

**STAFF ANALYSIS:** Order No. PSC-92-0169-FOF-TL in Docket No. 910028-TL required a boundary change for subscribers in the County Club of Miami area located in the Miami exchange to be moved to the North Dade exchange. In implementing the requirements of the order, Southern Bell Telephone and Telegraph Company (Southern Bell or Company) discovered subscribers in the Miami exchange with North Dade telephone numbers (NXXs), as well as North Dade subscribers with a Miami exchange telephone number. Staff first became aware of this problem through a complaint received from a subscriber residing at 84th Place in Hialeah. This subscriber has an 829 NXX and was notified that his telephone number would be changing to an 824 prefix in the Miami exchange. There are 10 residences and 23 businesses (65 total lines) that have North Dade numbers but are physically located in the Miami exchange. Conversely, there are 147 residence and 3 business customers in the North Dade exchange with Miami exchange telephone number.

The two exchanges pay the same rates but have different toll free calling areas:

 **EXCHANGE EAS TOLL FREE CALLING AREA**

 Miami **Homestead**, North Dade, Perrine North Dade **Hollywood**, Miami, Perrine

 The Miami exchange has calling to Homestead (39,298 access lines) whereas, the North Dade exchange has calling to Hollywood (194,631 access lines). The basic local rates for both the Miami and North Dade exchanges are: $10.65 for residence, $29.10 for businesses and $65.23 for PBX trunks. Staff does not believe those North Dade subscribers with Miami exchange telephone numbers will object to having their numbers changed to an NXX in the North Dade exchange, since they will be able to call toll free to the Hollywood exchange with 194,631 access lines vs. calling to the Homestead exchange with 39,298 access lines. However, the 10 residence and 23 business customers located in the Miami exchange should be allowed to retain their North Dade exchange telephone number (NXX, 829), if they choose to do so, and be grandfathered until such time as they move or discontinue service at their current location. Because of directory advertising and stationery concerns, Southern Bell has allowed business customers an extended conversion date. To date only the ten residence subscribers have actually experienced the number change. Since the problem was a result of Southern Bell's error in number assignment, staff believes the Miami exchange customers should be able to retain their previous 829 telephone number, if they choose to do so, without any additional charge, until they move or discontinue service at their current location. The change for the ten residence customers should be made within thirty (30) days.

 Southern Bell should review their telephone number assignment procedures and caution employees to be more careful, to ensure that correct telephone numbers are assigned in each exchange.

**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** Yes, with the adoption of staff's recommendation in Issue 1, this docket should be closed at the close of the PAA period, assuming no timely protest is received.

**STAFF ANALYSIS:** With the adoption of staff's recommendation in Issue 1, this docket should be closed at the close of the PAA protest period, if no timely protest is filed.

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