

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Implementation of the 689 area code
overlay in the existing 407/321 area code.

DOCKET NO. 20180118-TL
ORDER NO. PSC-2018-0528-FOF-TL
ISSUED: November 2, 2018

The following Commissioners participated in the disposition of this matter:

ART GRAHAM, Chairman
JULIE I. BROWN
DONALD J. POLMANN
GARY F. CLARK
ANDREW GILES FAY

ORDER ACKNOWLEDGING
JUNE 4, 2019 IMPLEMENTATION DATE
FOR 689 AREA CODE OVERLAY

BY THE COMMISSION:

On September 25, 2018,¹ the North American Numbering Administrator (NANPA) notified the Florida Public Service Commission of its June 4, 2019 implementation date for the 689 area code overlay in the 407/321 Numbering Plan Area (NPA). The 407/321 NPA includes Orange, Osceola, Seminole Counties and parts of Lake and Volusia Counties in Central Florida.

Ten-digit dialing is already in place in the 407/321 NPA; thus, the dialing plan will remain as follows:

Local call	10 - digit (NPA-NXX-XXXX)
Toll call	1 + 10-digits (1+NPA-NXX-XXXX)
Operator Services	0 + 10-digits (0+NPA- NXX-XXXX)

The industry has scheduled seven months for network preparation and customer education. These efforts began on October 4, 2018, and are expected to be completed by May 4, 2019. Carriers will inform customers of the new area code through bill inserts, text messages, and press releases. Carriers will also update directories, websites and social media outlets to include information regarding the new area code overlay.

Our Office of Consumer Assistance will provide customer education through press releases, alerts and announcements on our website and on Twitter, and by responding to press

¹ On behalf of the telecommunications industry, and in accordance with Order No. PSC-2018-0364-TL, issued in this Docket on July 25, 2018,

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inquires. By this Order we acknowledge the June 4, 2019 implementation date for the 689 area code overlay in the 407/321 NPA.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the June 4, 2019 implementation date for the 689 area code overlay in the 407/321 Numbering Plan Area is hereby acknowledged. It is further

ORDERED that this docket is hereby closed.

By ORDER of the Florida Public Service Commission this 2nd day of November, 2018.



CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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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 or judicial review of Commission orders that is available under Sections 120.57 or 120.68, 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 or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request:

- 1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or
- 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk, and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.