

State of Florida



## Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

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**DATE:** October 18, 2018

**TO:** Office of Commission Clerk (Stauffer)

**FROM:** Office of Industry Development and Market Analysis (Deas, Fogleman, Wendel) *J.D. LF BMW CH*  
Office of Auditing and Performance Analysis (Casey) *PK*  
Office of the General Counsel (Murphy) *cm TM*

**RE:** Docket No. 20180118-TL – Implementation of the 689 area code overlay in the existing 407/321 area code.

**AGENDA:** 10/30/18 – Regular Agenda – Interested Persons May Participate

**COMMISSIONERS ASSIGNED:** All Commissioners

**PREHEARING OFFICER:** Brown

**CRITICAL DATES:** None

**SPECIAL INSTRUCTIONS:** None

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### Case Background

On September 25, 2018, the Florida Public Service Commission (Commission) received Notice from the North American Numbering Administrator (NANPA) of the proposed implementation date for the 689 overlay in the 407/321 Numbering Plan Area (NPA). The areas served by the 407/321 NPA include Orange, Osceola, Seminole Counties and parts of Lake and Volusia Counties in Central Florida.

On May 15, 2001, NANPA petitioned this Commission for approval to implement an overlay relief plan for the 407/321 NPA. The petition was filed based upon NANPA's projection that the 407 central office (NXX) code would exhaust during the fourth quarter of 2003. On March 25, 2002, the Commission approved an area code overlay relief plan for the 407/321 NPA.<sup>1</sup>

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<sup>1</sup> Order No. PSC-2002- 0405-FOF-TL

The approved relief plan was the implementation of a third area code overlay in the existing 407/321 NPA. Subsequently, NANPA assigned the 689 area code to the 407/321 NPA with an implementation date of July 15, 2002. However, prior to the implementation date, new exhaust dates were posted by NANPA. Based on the new exhaust dates it was estimated that the remaining life of the 407 NXX would be extended for approximately 8.77 years. Therefore, on May 31, 2002, the Commission issued Order No. PSC-2002-0743-FOF-TL, indefinitely suspending the implementation of the 689 overlay. NANPA was directed to officially inform the Commission one year before the exhaust of available 407 NXX codes.

On May 16, 2018, NANPA notified the Commission that the current quantity of 407 NXX codes was only sufficient to meet the demand for the next 12 months. Therefore, NANPA requested that the Commission lift the suspension of the implementation of the 689 overlay so that NANPA may begin the process of putting the 689 area code in place prior to the exhaust of the 407 NXX codes. On July 25, 2018, the Commission lifted the suspension of the implementation plan for the 689 overlay of the 407/321 NPA.<sup>2</sup> NANPA was also directed to inform the Commission of the proposed implementation date once determined.

On September 25, 2018, NANPA notified the Commission of the proposed implementation date of June 4, 2018 for the 689 overlay in accordance with PSC-2018-0364-PCO-TL.

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<sup>2</sup> PSC-2018-0364-TL

### Discussion of Issues

**Issue 1:** Should the Commission acknowledge the implementation date of the 689 area code overlay in the 407/321 NPA as June 4, 2019?

**Recommendation:** Yes, the Commission should acknowledge the implementation date of the 689 area code overlay in the 407/321 NPA as June 4, 2019. (Deas, Fogelman, Wendel, Murphy, Casey)

**Staff Analysis:** On September 25, 2018, NANPA, on behalf of the telecommunications industry, notified the Commission of the proposed implementation dates for the 689 area code overlay. The industry's proposed activation date for the 689 area code is June 4, 2019. Prior to this date the industry has scheduled 7 months for network preparation and customer education. This preparation began on October 4, 2018, and is expected to be complete by May 4, 2019.

Carrier's will use various methods to educate customers regarding the new area code. This will include bill inserts, text messages and press releases. Also, carriers will update directories, websites and social media outlets to include information regarding the new area code overlay. Additionally, the Commission's Office of Consumer Assistance will provide customer education through press releases, informational alerts and announcements on the Commission's website and Twitter, as well as handle any press inquires.

Ten-digit dialing is already in place in the 407/321 NPA; therefore, a permissive dialing period will not be necessary. The dialing plan will be 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)

According to NANPA, the 407 NXX is projected to exhaust by the third quarter of 2019. Therefore, staff recommends that the Commission acknowledge the June 4, 2019 implementation date for the 689 area code overlay in the 407/321 NPA.

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

**Recommendation:** Yes. Staff recommends that this docket be closed. (Deas, Fogelman, Wendel, Murphy, Casey)

**Staff Analysis:** Upon issuance of the Order acknowledging the implementation date, this docket should be closed.