213/323 Area Code Local Jurisdiction and Public Meetings

SOUTH GATE **City Council Chambers** **8650 California Avenue** ***10:00 a.m. September 8, 2015***	**LOS ANGELES** **Junipero Serra State Building** **Carmel Room, 1st Floor** **320 W. 4th Street** ***2:00 p.m., September 8, 2015***	**LOS ANGELES** **Junipero Serra State Building** **Carmel Room, 1st Floor** **320 W. 4th Street** ***10:00 a.m., September 9, 2015***
SOUTH PASADENA **City Council Chambers** **1414 Mission Street** ***2:00 p.m. September 9, 2015***	**SOUTH PASADENA*** **South Pasadena Public Library** **Community Room** **1115 El Centro Street** ***7:00 p.m. September 9, 2015*** **This activity is not sponsored by the City of South Pasadena or the South Pasadena Public Library.*	**LOS ANGELES** **Memorial Branch Library** **4625 W. Olympic Blvd.** ***2:00 p.m. September 10, 2015***

Agenda

I. Introductions **(10 minutes)**

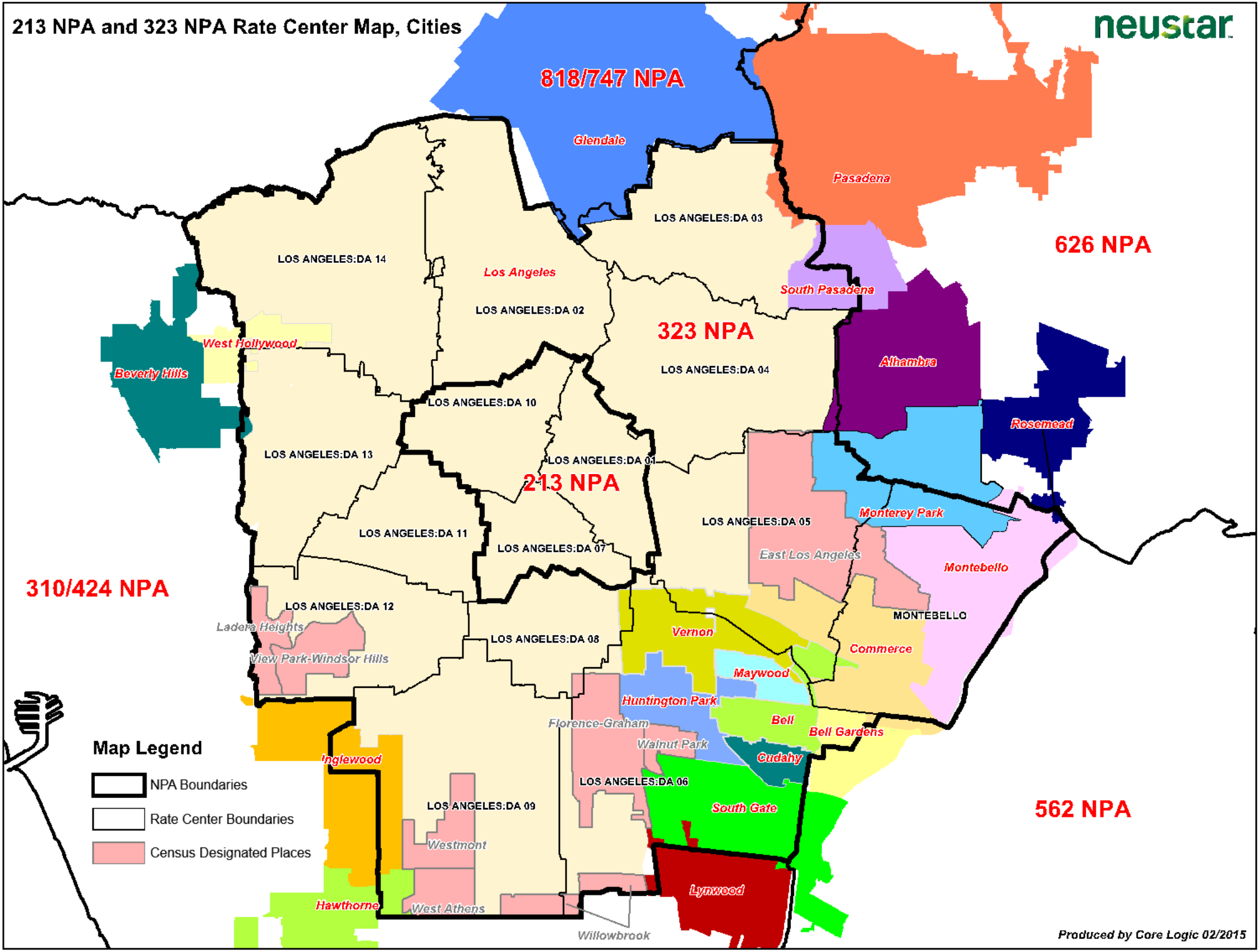
II. 213/323 Presentation **(30 minutes)**

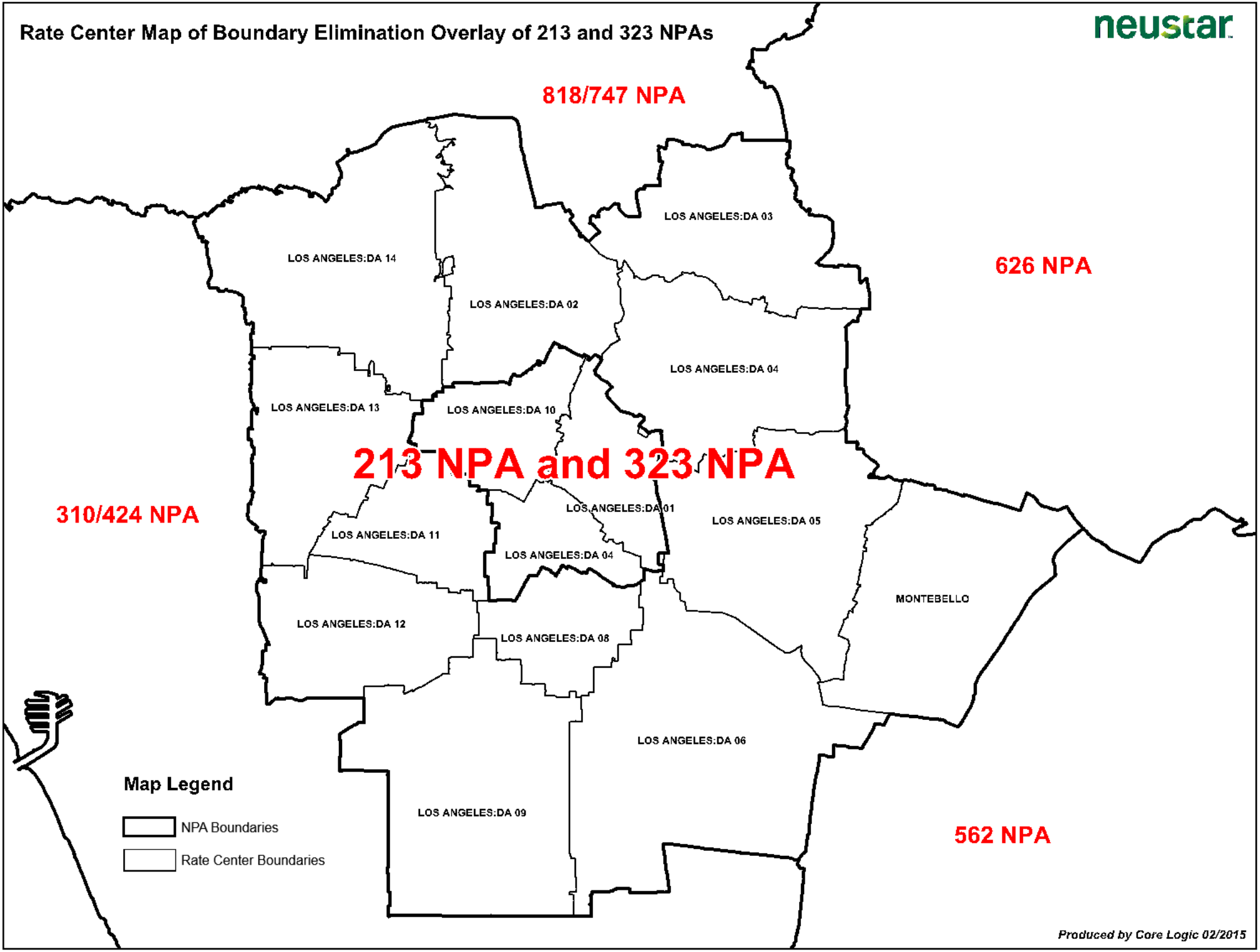
- **A. Purpose and Objectives**
- **B. Background**
- **C. Area Code Relief Planning**
- **D. Status of the 213 and 323 Area Codes**
- **E. Relief Method: Boundary Elimination Overlay**
- **F. Impacts and Implementation Timeline of the Overlay**

III. Question & Answers/Comments **(30 minutes)**

IV. Closing Remarks **(5 minutes)**

Moderated by the California Public Utilities Commission


213 NPA and 323 NPA Rate Center Map, Cities
neustar
818/747 NPA
626 NPA
323 NPA
213 NPA
310/424 NPA
562 NPA
Glendale
Pasadena
South Pasadena
Los Angeles
West Hollywood
Beverly Hills
Alhambra
Rosemead
Monterey Park
East Los Angeles
Montebello
MONTEBELLO
Commerce
Vernon
Maywood
Huntington Park
Bell
Bell Gardens
Cudahy
South Gate
Lynwood
Florence-Graham
Walnut Park
Ladera Heights
View Park-Windsor Hills
Inglewood
Hawthorne
Westmont
West Athens
Willowbrook
LOS ANGELES:DA 01
LOS ANGELES:DA 02
LOS ANGELES:DA 03
LOS ANGELES:DA 04
LOS ANGELES:DA 05
LOS ANGELES:DA 06
LOS ANGELES:DA 07
LOS ANGELES:DA 08
LOS ANGELES:DA 09
LOS ANGELES:DA 10
LOS ANGELES:DA 11
LOS ANGELES:DA 12
LOS ANGELES:DA 13
LOS ANGELES:DA 14
Map Legend
NPA Boundaries
Rate Center Boundaries
Census Designated Places
Produced by Core Logic 02/2015


Rate Center Map of Boundary Elimination Overlay of 213 and 323 NPAs
neustar
818/747 NPA
626 NPA
310/424 NPA
562 NPA
213 NPA and 323 NPA
LOS ANGELES:DA 14
LOS ANGELES:DA 03
LOS ANGELES:DA 02
LOS ANGELES:DA 04
LOS ANGELES:DA 13
LOS ANGELES:DA 10
LOS ANGELES:DA 01
LOS ANGELES:DA 05
LOS ANGELES:DA 11
LOS ANGELES:DA 04
MONTEBELLO
LOS ANGELES:DA 12
LOS ANGELES:DA 08
LOS ANGELES:DA 06
LOS ANGELES:DA 09
Map Legend
NPA Boundaries
Rate Center Boundaries
Produced by Core Logic 02/2015

Area Code and Numbering Glossary

Administrative Numbers: Numbers that perform specific administrative functions with the qualification that these numbers cannot be assigned to customers. These numbers can be employee/official numbers, Location Routing Numbers, test numbers, Temporary Local Directory Numbers (TLDN), wireless E911 emergency service routing digits/key (ESRD/ESRK) numbers, and soft-dial tone numbers. These can also be numbers used by carriers to perform internal administrative or operational functions necessary to maintain reasonable quality of service standards.

Aging Numbers: Disconnected numbers that are not available for assignment to another end-user or customer for a specified period of time

Area Code: The first set of three digits of a telephone number. Also referred to as a numbering plan area or NPA.

Area Code Exhaust: Exhaust occurs when there are no longer any central office codes or prefixes available for assignment within an area code.

Area Code Split: A form of an area code change where by a geographical region is divided into multiple regions with different area codes. Only one area code will be associated with a particular region.

Area Code Overlay: A form of an area code change where by a geographical region will have multiple area codes co-existing in the same region.

Assigned Numbers: Numbers working in the Public Switched Telephone Network under an agreement such as a contract or tariff at the request of specific customers for their use, or as numbers not yet working but having a customer service order pending.

Available Numbers: Numbers within existing central office codes (NXX) or thousand-blocks (NXX-X) that are available for assignment to subscriber access lines or their equivalents within a switching entity/point of interconnection (POI) and are not categorized as assigned, intermediate, administrative, aging or reserved.

Central Office Code (CO Code): The second set of three digits of a telephone number also referred to as a prefix. Central office codes are in the form "NXX." Central office codes are assigned to rate centers.

Contamination: Contamination occurs when telephone numbers within a block are not available for assignment.

Contamination Level: The level at which a thousand-block or NXX code has telephone numbers that are no longer considered as being assigned to end-users. It is calculated by dividing the sum of assigned, intermediate, reserved, aging, and administrative numbers by the total numbering resources within the thousand-block or NXX code, and multiplying the result by 100.

Contamination Threshold: The contamination level upon which eligibility of thousand-block donations or returns are based. The contamination threshold is currently at 10%.

Footprint Thousand-Block: A telecommunications carrier's initial thousand-block in a rate center.

Intermediate Numbers: Numbers that are made available for use by another carrier or non-carrier entity for the purpose of providing telecommunications service to an end-user or customer. Numbers provided for use by resellers, numbers in dealer numbering pools, numbers preprogrammed into customer premises equipment offered for retail sale, and numbers assigned to messaging telecommunications companies. Numbers controlled or made available to an end-user or customer by a carrier or non-carrier entity other than the code or block holder, and exclude all numbers assigned to end-user customers of code or block holders.

Location Routing Number: A unique 10-digit number that serves as a network address and is assigned to each central office code to identify each switch or point of interconnection in the network.

Area Code and Numbering Glossary

NeuStar Number Pool Administration: The administration that is responsible for the administration and assignment of thousand-blocks to Local Number Portability (LNP)-capable telecommunications companies in rate centers where thousand-block number pooling occurs. It processes thousand-block applications, returns, and donations.

North American Numbering Plan (NANP): A numbering architecture in which every station in the NANP area is identified by a unique 10-digit address consisting of an area code, central office code, and subscriber line number.

North American Numbering Plan Administration (NANPA): The group that is responsible for coordinating and administrating the North American Numbering/Dialing Plans. The FCC currently contracts with Neustar for numbering plan administration.

Numbering Categories: Categories in which telephone numbers are identified. There are six categories of telephone numbers. They are assigned, intermediate, reserved, aging, administrative, and available.

Numbering Plan Area (NPA): The first set of three digits of a telephone number, commonly known as the area code.

Numbering Resource Utilization and Forecast Report (NRUF Report): A semi-annual report demonstrating the forecast and utilization information to monitor and project area code and NANP exhaust.

NXX Code: A block of 10,000 telephone numbers; represented by the second set of three digits of a telephone number. Also referred to as a prefix.

Prefix: The second set of three digits of a telephone number. Also referred to as NXX code.

Point of Interconnection (POI): The physical location where a telecommunications carrier's connecting circuits interconnect for the purpose of interchanging traffic on the Public Switched Telephone Network.

Rate Boundary: Border between one rate center and another.

Rate Center: The smallest geographic area used to distinguish rate boundaries. A rate center is a geographic area containing one or more wire centers, used as the basis to define local and toll-calling areas. When communities were smaller, the rate center was the center of each community's greatest concentration of population, such as the post office or other centrally located points. As communities grew and population centers changed, planners connected large population centers by drawing vertical and horizontal lines across a map of the United States. When the vertical and horizontal lines intersected, a rate center was identified. The distance between rate centers was measured in airline miles. The mileage is used for determining local versus ZUM calls, local-toll calls, and long distance toll calls. All local and long distance telephone companies in the United States use rate centers to calculate the rates that are charged for telephone calls. For purposes of central office code assignments and relief planning the rate centers are a major component in an area code.

Reserved Numbers: Numbers held by telecommunications companies at the request of specific end-user customers for their future use. The purpose of having reserved numbers is to give prospective clients some assurance that numbers with the characteristics those customers are seeking will be available to them in the near future.

Stranded Telephone Numbers: Telephone numbers that cannot be shared amongst telecommunications carriers.

Subscriber Line Number: The last four digits of a telephone number.

Thousand-Block: A block of one thousand telephone numbers.

Thousand-Block Donation: A process for donating thousand-blocks that were allocated to telecommunications companies by NANPA.

Area Code and Numbering Glossary

Thousand-Block Number Pooling: A system that divides a central office code into ten sequential blocks of one thousand numbers and allocates telephone numbers in blocks of one thousand numbers. This system allows multiple telecommunications companies to share the ten thousand-blocks in a central office code.

Thousand-Block Return: A process for returning thousand-blocks that were allocated to telecommunications companies by the NeuStar Number Pool Administration.

Utilization Level: The level at which telecommunications companies are using the telephone numbers allocated to them. The utilization level is calculated by dividing all assigned numbers by the total numbering resources, and multiplying the result by 100.

Utilization Threshold: The utilization level that telecommunications companies must meet before receiving growth numbering resources. Currently, the utilization threshold is at 75%.

ZUM (Zone Usage Measurement): is how telecommunications service provides distinguish local from long distance service. ZUM usually includes a 13 mile radius from the point of origination. ZUM is divided into ZUM1 (12-13 mile radius), ZUM2 (14-15 mile radius), and ZUM3 (15-16 mile radius).

Basics of Area Code Relief Planning

NANPA, as a neutral third party, is responsible for forecasting the exhaust of geographic area codes and initiating the process known as area code relief planning. Below is a high level summary of this process.

The relief planning process starts with NANPA projecting the exhaust of an NPA. Area code exhaust occurs when all the prefixes (also known as central office codes) are assigned. Each area code contains 1,000 prefixes, but those prefixes beginning with a "zero" or "one" (a total of 200 prefixes) are not permitted. Further, prefixes such as 411, 911 and other "N11" codes (a total of eight codes) are used for special purposes, leaving 792 prefixes available in each NPA. When all of these prefixes are assigned, another area code is needed. NANPA publishes its forecasted exhaust of all of the area codes on a semi-annual basis. The forecast is used in determining when to start the process of adding another area code.

Three years prior to the forecasted exhaust date for an NPA, NANPA identifies various alternatives to introduce the new area code, either by splitting the current area code and introducing a new NPA or by overlaying a new area code on top of the existing geographical area. Using these alternatives as a starting point, NANPA convenes the service providers operating in the affected NPA together to review and decide which method they wish to recommend to the state regulatory authority. Additional relief alternatives may be identified during these meetings. Once the telecommunications industry reaches consensus on a particular relief plan, NANPA files this recommendation on behalf of the industry in the form of a petition with the state regulatory authority.

The state regulatory authority is responsible for making the final decision concerning the NPA relief method to be implemented. The state may conduct public meetings to get input from the general public on the various forms of relief. NANPA may participate in these meetings and provide assistance in explaining the options available. Once the state makes its decision on the type of NPA relief to be implemented (i.e., a split or an overlay), NANPA assigns the new area code.

With the relief method identified, the final step is implementation. NANPA will conduct an initial implementation meeting with the telecommunication companies – this time to determine when to implement the new area code. Issues such as dates and times for changing the dialing plan (known as permissive dialing) and determining when prefixes can be assigned from the new NPA are addressed. Specifics concerning the plan for implementing the new NPA are published in a NANPA Planning Letter. Often included in the planning letter is a rate center map of the new area code. The NANPA Planning Letter is posted on the NANPA website and serves notice to the telecommunications industry and general public that a new area code will be introduced.

The relief planning process is described in detail in the document entitled *NPA Code Relief Planning and Notification Guidelines, ATIS-0300061*, which can be found on the ATIS website at **www.atis.org/inc/incguides.asp**.

Frequently Asked Questions
323 Area Code

1. Why is the 213 area code being added to the area served by the 323 area code?
    - Whole prefixes are running out in the existing 323 area code. 323 area code prefixes are expected to be used up by March 2018. Once an area code no longer has any whole prefixes, it is considered to be at exhaust. Exhaust means that the available telephone numbers in the 323 area code are limited and cannot support the long-term demand for telephone numbers. Adding the 213 area code to the 323 area will provide additional prefixes and ensure new telephone numbers are available for the 323 area code customers. This is known as an area code overlay.

2. What is an area code overlay?
    - An area code overlay is a form of area code change that adds another area code to the same geographic region as the existing area code. Therefore, multiple area codes co-exist within the same geographic region. <u>An overlay does not require customers to change their existing area code</u>.

3. How will an overlay apply to the 213 and 323 area codes?
    - The 213 and 323 area code changes are in the form of an overlay known as a "boundary elimination overlay". The boundary between the 213 and 323 area codes is eliminated, thereby blending the two area codes together. The 213 area code would serve the 323 area code region in addition to the existing 213 area code region. The 323 area code would likewise serve both the current 213 and the current 323 area code regions.

4. Who will be affected by the area code changes?
    - If you have a telephone number with the 213 or the 323 area code, you will be affected by the area code changes. If you do not have a telephone number with the 213 or the 323 area code, but you work, live, go to school, conduct business, or have families and friends in the geographical region of the 213 or the 323 area code, you may be affected as well.

5. Which cities will be affected by the area code changes?
    - Cities that are served by the 213 and the 323 area codes will be affected.
        - → The 213 area code serves downtown City of Los Angeles within the County of Los Angeles.
        - → The 323 area code serves all or parts of the following cities: 1) Alhambra, 2) Bell, 3) Bell Gardens, 4) Beverly Hills, 5) Commerce, 6) Cudahy, 7) Glendale , 8) Hawthorne, 9) Huntington Park, 10) Inglewood, 11) Los Angeles, 12) Lynwood, 13) Maywood, 14) Montebello, 15) Monterey Park, 16) Pasadena, 17) Rosemead, 18) South Gate, 19) South Pasadena, 20) Vernon, and 21) West Hollywood.

6. Who will get the 213 area code?
    - After the area code changes are in effect, telephone numbers from the 213 area code may be assigned to new telephone customers or those adding additional lines. <u>All current customers keep their area code and telephone number.</u>

7. Will I have to change my telephone number or area code?
    - All current 213 and 323 area code customers keep their existing area code and telephone number.

Frequently Asked Questions
323 Area Code

8. Will the way I dial my calls, i.e. dialing procedure, change?
    - Yes. Customers must dial 1 + area code + telephone number for all calls. Even if you are calling your next door neighbor or within a house, you must dial 1+ area code + telephone number.

9. Why do I have to dial 1 + area code for all calls, even if I am just calling next door?
    - The Federal Communications Commission (FCC) requires dialing the area code + telephone number for all calls where an area code overlay exists. The FCC believes that this would maximize the effective use of telephone number resources, minimize anti-competitive effects due to dialing disparities and avoid customer confusion.
    - California requires that customers dial a "1" before an area code. Because the area code(s) added might look similar to prefixes, the telecommunications service providers operating in California decided to use the "1" to identify that the next three digits that are dialed represent the area code and not the prefix. However, some wireless services do not require the "1" to be dialed before an area code to connect calls in different area codes.

10. Does the change in dialing procedure apply to all telecommunications services?
    - Yes, in general. However, some wireless services do not require the "1" to be dialed before an area code to connect calls in different area codes. Please check with your telephone service provider.

11. Will there be a change in how I dial **emergency calls to 9-1-1**?
    - No. People can still just **dial only three digits to reach 9-1-1**. No additional digits will be required to make emergency calls. People can make emergency calls the same way they do so today.

12. Will there be a change in how I dial other N-1-1 phone numbers, such as 311 and 411?
    - No. People can still just dial only three digits to call N-1-1 phone numbers such as 211, 311, 411, 511, 611, and 711, 811.

13. How will customer directory listings be impacted?
    - The telecommunications industry will be updating the directory listings in the white pages for all affected communities to identify the associated area code of a telephone number. Individual customers are responsible for any changes to listings appearing in other directories. Each customer is responsible for telephone numbers appearing in any display advertising.

14. What can individuals do to prepare for the overlay?
    - Contact security or alarm vendors to update dial-up numbers to avoid a break in security routines and contacts.
    - Reprogram equipment or features, i.e. automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access, etc. programmed to dial seven digits to dial 1 + area code + telephone number.
    - Update items like stationary, checks, etc. to include your area code + telephone number.
    - Start thinking of dialing 1 + area code + telephone number for all calls.
    - Teach families, friends, etc. to dial 1 + area code + telephone number for all calls.
    - Give your area code + telephone number, not just the telephone number, as needed.

Frequently Asked Questions
323 Area Code

- When asking for someone else's number, remember to ask for the area code too.
- Remember that the 213 and 323 area codes co-exist within the same geographic region.
- During implementation of the area code overlay, businesses with telephone numbers with the 213 and 323 area codes should do the following:
  - → Notify alarm service providers of all appropriate area code + telephone number(s) so alarm service records and equipment can be updated as needed.
  - → Ensure security door and gate systems are reprogrammed to dial 1 + area code + telephone number.
  - → Reprogram any call-forwarding, automatic-dial or speed-dial features to dial 1 + area code + telephone number.
  - → Test telephone equipment to determine if it can dial and receive 1 + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
  - → Update items like stationary, checks, business cards, advertisements, promotional items, brochures, internet web pages, catalogs, etc. to include your area code + telephone number.
  - → Teach employees, coworkers, customers, etc. to dial 1 + area code + telephone number for all calls.
  - → Give your area code + telephone number, not just the telephone number.

15. Who is responsible for costs incurred to update customer phone equipment, advertising materials, etc., if necessary?
    - Individual customers are responsible for these costs.

16. Will the cost of a call differ because of the area code changes?
    - No.

17. Will calls between a telephone number with the 213 area code and a telephone number with the 323 area code be considered long-distance?
    - Calls that were local before the area code change will remain local calls. The distance, time of day, and length of a call determine the price of a call.

18. If I dial a "0" before the area code + telephone number, will there be special charges for that call?
    - It is possible that there will be special charges if one dials a "0" before the area code + telephone number. There may be special operator-assisted rates or credit card rates for this type of a call. It depends on your telecommunications service provider. Check with your service provider for additional information.

COMMENT FORM

323 Area Code Local Jurisdiction and Public Meetings

__South Gate-9/8-10am __Los Angeles-9/8-2pm __Los Angeles-9/9-10am
__South Pasadena-9/9-2pm __ South Pasadena-9/9-7pm __Los Angeles-9/10-2pm

Please check above which meeting you are attending and please provide the following information:

Name (please print): _____

City: _____

A. Are your comments presented on your own behalf or on behalf of an organization?

[ ] On my own behalf

[ ] On behalf of the following organization: _____

B. How can the impacts of this the area code boundary elimination overlay be minimized for you?

Please provide any comments here and feel free to continue your comments on the back of this page.

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WHERE TO SEND WRITTEN COMMENTS:

California Public Utilities Commission
Public Advisor's Office
320 W. 4th Street, Suite 500
Los Angeles, CA 90013

Email: public.advisor@cpuc.ca.gov
Tel: (866) 340-6147

Thank you.
We appreciate your thoughts, comments and opinions.