



May 17, 2024

To: All 657/714 NPA Code Holders, Block Holders, and Interested Industry Members (California)

Subject: Relief Application for the 657/714 NPA

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Attached is the application for relief of the California 657/714 NPA recommending an all-services distributed overlay which was filed on May 15, 2024, with the California Public Utilities Commission.

If you have any questions, please contact me via email at [hwayman@nanpa.com](mailto:hwayman@nanpa.com) or call (571) 363-3824.

Sincerely,

*Heidi A. Wayman*  
Manager, Data Management  
NANPA

CC: Lina Khoury – California Public Utilities Commission, Communications Division  
Siamack Donighi – California Public Utilities Commission, Communications Division  
Quinlan Fang – California Public Utilities Commission, Communications Division

**BEFORE THE PUBLIC UTILITIES  
COMMISSION OF THE  
STATE OF CALIFORNIA**



**FILED**

05/15/24

09:46 AM

A2405011

**Application of the North American )  
Numbering Plan Administrator, on )  
behalf of the California ) Docket No. \_\_\_\_\_  
Telecommunications Industry, for )  
Relief of the 657/714 Numbering Plan )  
Area )**

**APPLICATION OF THE  
NORTH AMERICAN NUMBERING PLAN  
ADMINISTRATOR ON BEHALF OF THE CALIFORNIA  
TELECOMMUNICATIONS INDUSTRY FOR RELIEF OF  
THE 657/714 NUMBERING PLAN AREA**

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Dated: May 15, 2024

**BEFORE THE PUBLIC UTILITIES  
COMMISSION OF THE  
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**APPLICATION OF THE  
NORTH AMERICAN NUMBERING PLAN  
ADMINISTRATOR ON BEHALF OF THE CALIFORNIA  
TELECOMMUNICATIONS INDUSTRY FOR RELIEF OF  
THE 657/714 NUMBERING PLAN AREA**

The North American Numbering Plan Administrator (“NANPA”), as the neutral third-party numbering plan area (“NPA”) (also referred to as “area code”) relief planner for California and on behalf of the California telecommunications industry (“Industry”),<sup>1</sup> hereby notifies the California Public Utilities Commission (“Commission”)<sup>2</sup> that the 657/714 NPA overlay (“657/714 NPA”) is projected to exhaust its Central Office codes (often referred to as “CO” or “NXX” codes) during the first quarter of 2027. This means that absent NPA relief, the supply of CO codes in the 657/714 NPA is projected to run out during the projected exhaust quarter.

In the case of an existing NPA overlay complex in need of relief, such as the 657/714 NPA, the NPA Code Relief Planning and Notification Guidelines (“NPA Relief Planning Guidelines”) state that when “NPA relief is required for an existing overlay complex, then the Initial Planning Document, relief planning meeting, and industry

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<sup>1</sup> The Industry is composed of current and prospective telecommunications carriers operating in, or considering operations within, the 657/714 NPA.

<sup>2</sup> The Federal Communications Commission (“FCC”) delegated authority to the states to review and approve NPA relief plans. See 47 C.F.R. §52.19.

consensus to recommend an overlay is not required. NANPA shall draft a relief plan filing requesting approval of the overlay and recommending an implementation schedule including a timeframe for network preparation and customer education, with the new NPA effective at the end of the implementation schedule. There is no need for a permissive dialing period because 10-digit local dialing will already be in place. The draft filing shall include the state's existing overlay dialing plan.”<sup>3</sup>

The Industry recommends the new additional overlay NPA for the existing 657/714 NPA be implemented based upon a nine (9)-month schedule. Adhering to the Industry agreed-upon schedule will allow the new NPA to be implemented six (6) months prior to the projected exhaust of the 657/714 NPA. The Industry respectfully requests that the Commission expeditiously approve the Industry's plan and issue its final decision to implement the overlay as set forth herein, no later than June 30, 2025.

Prompt approval of the Industry's plan will also provide the Industry with the necessary time to prepare for the implementation and provide NANPA with the 75 calendar days needed to assign a new NPA, ensure a press release is issued to announce the new NPA, to schedule and facilitate an implementation meeting, and publish the Planning Letter(s).<sup>4</sup>

## **I. Background**

The 213 NPA, created in 1947, originally covered all of southern California. The 714 NPA was created as a result of a geographic split (“split”) of the 213 NPA in 1951. The 714 area code was split again three more times, first in 1982 creating the 619 NPA,

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<sup>3</sup> NPA Code Relief Planning and Notification Guidelines (ATIS-0300061, December 4, 2023) at §5.6.1 (“NPA Relief Planning Guidelines”). The NPA Relief Planning Guidelines can be accessed on the ATIS website located at <https://access.atis.org/higherlogic/ws/public/documents?view=>.

<sup>4</sup> NPA Relief Planning Guidelines at §5.10.1.

then in 1992 creating the 909 NPA, and in 1998 creating the 949 NPA. The 714 NPA needed relief again in 1999 and the Commission approved an overlay as the form of relief. The new 657 NPA was scheduled to be implemented on October 7, 2000.

However, due to number conservation measures, the 657 NPA was not implemented as the relief code for the 714 until September 23, 2008.

The 657/714 NPA is predominantly in northern Orange County and a small portion of Los Angeles and San Bernardino Counties. The 657/714 NPA serves all or portions of communities such as Anaheim, Brea, Buena Park, Costa Mesa, Cypress, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Orange, Placentia, Santa Ana, Westminster, and Yorba Linda. The 657/714 NPA is bordered to the north by the 562 NPA, the 626 NPA, and 909/840 NPA overlay, to the east by the 951 NPA, and to the south by the 949 NPA. Mandatory 1+10-digit dialing has been required in the 657/714 NPA since August 2008, and is required in all of the bordering NPAs as well.

As required by the FCC, NANPA collects CO code assignment, utilization, and forecasted demand data to determine the projected need for numbering resources. NANPA uses this data to project the exhaust date of each area code and publishes the results twice a year. The April 2024 Numbering Resource Utilization/Forecast (NRUF) and NPA Exhaust Analysis (“April 2024 NRUF Report”), published by NANPA, projects the exhaust of the 657/714 NPA during the first quarter of 2027.<sup>5</sup>

NANPA distributed a notice to the Industry on March 19, 2024,<sup>6</sup> for review of a draft application seeking Commission approval for the only relief alternative that meets

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<sup>5</sup> The April 2024 NRUF and NPA Exhaust Analysis (“April 2024 NRUF Report”) can be accessed on the NANPA web site at [https://nationalnanpa.com/reports/reports\\_npa](https://nationalnanpa.com/reports/reports_npa).

<sup>6</sup> NANPA’s March 19, 2024 notice to the Industry is attached as Exhibit A and contains CO code assignment information, thousands-block pooling statistics, and a map of the overlay area.

Industry guidelines for an existing NPA overlay complex, a new all-services distributed overlay NPA. The Industry met on April 9, 2024, and approved the instant Application for an additional all-services distributed overlay NPA of the existing 657/714 NPA.<sup>7</sup>

**II. Description of the Relief Plan and Public Education Plan**

The additional all-services distributed overlay will superimpose a new NPA over the same geographic area covered by the existing 657/714 NPA and is projected to last approximately 10 years. NANPA will assign CO codes from the new overlay NPA once all assignable CO codes from the 657/714 NPA are allocated. All existing customers will retain their current area code in the overlay area and will not have to change their telephone numbers. The new NPA will follow the current dialing plan for the 657/714 NPA:

**Dialing Plan for the 657/714 All-Services Distributed Overlay**

Type of Call	Call Terminating in	Dialing Plan
<b>Local</b>	Home NPA (HNPA) or Foreign NPA (FNPA)	1 + 10-digits (1 + NPA-NXX-XXXX)*
<b>Toll</b>	HNPA or FNPA	1 + 10-digits (1 + NPA-NXX-XXXX)
<b>Operator Services</b> Credit card, collect, third party	HNPA or FNPA	0 + 10-digits (0 + NPA-NXX-XXXX)

\*10-digit dialing permissible at wireless providers’ discretion

The Industry reached consensus to implement the new relief NPA in accordance with a nine (9)-month schedule and the Public Education Plan included in this Application below. A nine (9)-month schedule is the typical timeframe the Industry uses to implement an additional overlay when an existing overlay and 1+10-digit local dialing

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<sup>7</sup> A copy of the April 9, 2024 final meeting minutes is attached as Exhibit B.

is already in place.<sup>8</sup> The schedule, outlined below, does not include specific dates, but rather timeframes to identify the phases of implementation including customer education and technical milestones. Once the Commission approves the instant Application, the Industry will select specific dates at an implementation meeting to ensure the dates do not interfere with certain holidays, high traffic calling days, network freeze periods, or other NPA relief implementation activities occurring across the country. Moreover, the Commission’s prompt approval of the instant Application and adherence to the proposed implementation timeframe schedule will avoid the denial or delay of service to telecommunications providers’ customers due to the unavailability of CO codes. There is no requirement for a permissive dialing period because mandatory 1+10-digit local dialing has been in place in the 657/714 NPA since 2008. Customer education for this additional overlay implementation involves no dialing changes and a single informational notification of the new overlay NPA is all that is needed. Thus, there is no need for paid advertising to educate the public about the new NPA<sup>9</sup>.

**The Implementation Timeframe Schedule  
for the 657/714 All-Services Distributed Overlay**

Event	Timeframe
<b>Customer Education and Network Preparation Period*</b>	Nine (9) months
<b>Earliest Activation of CO codes in the new NPA **</b>	At completion of Customer Education and Network Preparation Period <b>Six (6) months prior to exhaust</b>

*\* There is no requirement for a permissive dialing period because mandatory 1+10-digit local dialing is already in place.*

*\*\*CO codes in the new NPA will not be assigned until all available CO codes in the existing 657/714 NPA are allocated.*

<sup>8</sup> The NPA Code Relief Guidelines at §7.2.

<sup>9</sup> See Attachment 1, Industry Statement for the Record, Additional Overlay to the Existing 657/714 Overlay.

After approval of a final decision, the Industry will form an implementation committee to implement the new area code that should begin approximately 15 months prior to exhaust of the 657/714 NPA<sup>10</sup>. Following is the Industry’s recommended Public Education Plan (PEP), which is based upon the Commission’s approved PEP for the 213/323/738 additional overlay but makes a few timing adjustments. The below PEP also eliminates one of the three news releases within the nine (9)-month timeframe because recent experience shows that media interest in the new NPA fades over time.

**Recommended Public Education Program (PEP)  
for Additional Overlay to the Existing 657/714 NPA Overlay  
Nine (9)-Month Implementation Plan**

<b>Activity</b>	<b>Description</b>	<b>Audience</b>	<b>Shared or Individual Service Provider Effort</b>	<b>Completion Date</b>
<b>1</b>	Effective date of decision approving an additional area code overlay for relief of the existing 657/714 overlay.	N/A	N/A	Date of Decision (DOD)
<b>2</b>	Post-Commission meeting news release announcing the 657/714 additional overlay area code relief plan, the overlay area code geographic boundaries, and the new overlay area code for issue within the 657/714 area code region. Post CPUC news release to CPUC website and social media platforms.	All customers	CPUC	DOD
<b>3</b>	NANPA 657/714 additional overlay implementation meeting, and request for industry participation on Public Education Plan (PEP) task force. Determination of Implementation Start Date (ISD).	CPUC staff and industry	Shared	6 weeks after DOD
<b>4</b>	Start Implementation	Industry	Industry	Implementation Start Date (ISD)

<sup>10</sup> A total of 18 months is needed to accommodate NANPA’s administrative processes, and to complete a nine (9)-month implementation schedule at least six (6) months prior to the exhaust of the 657/714 NPA.



<b>5</b>	Additional overlay information distributed internally as a job aid for customer service representatives to answer customer questions. Representatives should not need to refer questions to the CPUC.	Customer service representatives	Individual service provider	2 months after ISD
<b>6</b>	First news release announcing the 657/714 additional overlay area code relief plan, the area code overlay geographic boundaries, and the new overlay area code for issue within the 657/714 area code and adjacent area codes, to media and key entities, including chambers of commerce and local governments. Post news release to CPUC website and social media platforms.	All customers	Industry and CPUC staff	2 months after ISD
<b>7</b>	Provide to CPUC Communications Division first email or written confirmation from the California Telecommunications Industry identifying media coverage (including major local broadcast television stations) of the 657/714 additional area code overlay.	CPUC staff	Industry	3 months after ISD
<b>8</b>	Provide by email targeted letters with the information in the Customer Notification, along with PEP Task Force contact information, to (1) community based organizations and key government agencies, including senior, consumer and other advocacy/activist organizations, chambers of commerce, city councils, and other key government agencies, (2) alarm service provider associations, (3) public safety organizations and PSAPs, (4) telephone directory publishers, and (5) California Relay Services throughout the 657/714 area code overlay region. Request that these organizations distribute the information to their members.	Senior, consumer and other advocacy/activist organizations, chambers of commerce, city councils and other key government agencies, alarm service provider associations, public safety organizations and PSAPs, telephone directory publishers, and California Relay Services	Industry	3 months after ISD
<b>9</b>	657/714 additional overlay update to industry websites.	All customers	Individual service provider	3 months after ISD

<b>10</b>	Second news release reminding the public of the 657/714 additional overlay area code relief plan, the overlay area code geographic boundaries, and the new overlay area code for issue within the 657/714 area code overlay region. Post CPUC news release to CPUC website and social media platforms.	All customers	Industry and CPUC staff	8.5 months after ISD
<b>11</b>	Published Directories: Add information on cover to alert customers in 657/714 overlay area about the new overlay area code	All customers	Individual service provider	9 months after ISD
<b>12</b>	Single customer notification runs for two bill cycles: Announce the new additional area code overlay to the existing 657/714 area code overlay, indicate the affected areas, and the new area code effective date.	All customers	Individual	9 months after ISD
<b>13</b>	New NPA/Area Code effective and implementation completed			9 months after ISD
<b>14</b>	Provide to CPUC Communications Division second email or written confirmation from the California Telecommunications Industry identifying media coverage (including local broadcast television stations) of the 657/714 additional area code overlay.	CPUC staff	Industry	9.5 months after ISD

Following are the technical milestones the Industry typically utilizes in California for implementation of an additional overlay when an existing overlay and mandatory 1+10-digit local dialing is already in place; however, these may be modified by agreement of the Industry members during the actual implementation of the new NPA.

**Technical Milestones**

	<b>Action</b>	<b>Responsibility</b>
<b>1</b>	Obtain industry test code from NANPA and activate the test number	One Service Provider Volunteer
<b>2</b>	Open the test code in carriers' network	All Service Providers
<b>3</b>	Establish NPA Specific type of Trunks	All Service Providers (as needed)
	<b><u>E911 Work Plan</u></b>	

<b>4</b>	Confirm new Emergency Service Number (ESN)/Numbering Plan Digit (NPD) has been established for the new NPA	E911 Providers
<b>5</b>	Ensure new NPA is built in the SRDB table	E911 Providers
<b>6</b>	Notify PSAPs, PSALI customers and County Coordinators	E911 Providers
<b>7</b>	Notify Statewide 911 Coordinator	Industry Co-chairs
<b>8</b>	Review and Submit CLEC Trunk Order Requests to local provider if needed	All Service Providers (as needed)
<b>9</b>	Update PSAP equipment to recognize new NPA	PSAP's
<b>10</b>	Trunk Orders Complete	E911 Providers
<b>11</b>	Build E911 Network/Tandem Translations	E911 Providers
<b>12</b>	Verify if all PSAP work has been completed	E911 Providers
<b>13</b>	Activate E911 Network/Tandem Translations	All Service Providers

### **III. Conclusion**

Consumers are already familiar with the characteristics of an all-services distributed overlay in the 657/714 NPA area and 1+10-digit local dialing has been required for 16 years now, and thus there is no need for paid advertising. The Industry requests that the Commission issue a decision granting the instant Application approving 1) an additional new all-services distributed overlay NPA, 2) the recommended implementation schedule, and 3) the recommended PEP for relief of the 657/714 NPA without a hearing. In recent Commission NPA relief proceedings, the Commission agreed to forego in-person meetings and hearings in favor of written comments and reply comments. Once the Commission has granted the instant Application, the Industry will implement an all-services distributed overlay over the

657/714 NPA in accordance with the implementation schedule and PEP set forth above.

As such, the Industry requests that the Commission issue a final decision granting this instant Application no later than June 30, 2025.

Respectfully submitted,

*Kimberly Miller*

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Kimberly Wheeler Miller

Counsel for North American Numbering Plan  
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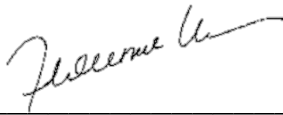
Heidi Wayman  
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May 15, 2024

**VERIFICATION**

I, Florence Weber, hereby state the following under penalty of perjury. I am Vice President of the North American Numbering Plan Administrator and authorized to make this verification on behalf of the North American Numbering Plan Administrator. I have read the foregoing “Application of the North American Numbering Plan Administrator, on behalf of the California Telecommunications Industry, for relief of the 657/714 Numbering Plan Area” (“Application”). To the best of my personal knowledge, except as to the matters which are therein stated on information or belief, based on personal information and communications with and information provided by appropriate NANPA personnel, I believe the facts stated in the Application to be true and correct.

By:



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Date: May 15, 2024

## ATTACHMENT 1

### **Industry Statement for the Record** Additional Overlay to the Existing 657/714 Overlay

The Industry respectfully requests that the Commission approve the industry's Application to implement an additional overlay for relief of the existing 657/714 area code overlay, including its proposed implementation interval and Public Education Plan (PEP), no later than June 30, 2025. The Industry's proposed schedule and PEP allow the Industry to implement relief efficiently, avoid holiday network freeze timeframes, and reduce the risk of running out of numbers before relief is implemented.

The Industry will work together to ensure the additional overlay implementation is successful. No paid advertising is necessary for a successful implementation because:

- The existing 657/714 overlay and its mandatory 1+10-digit dialing has been in place since 2008. There's no need for a permissive dialing period or customer education about 1+10-digit dialing.
- Educating 657/714 customers about the new additional overlay area code is just an informational exercise. Californians are already very familiar with multiple area codes and mandatory 1+10-digit dialing. Mandatory 1+10-digit dialing is the predominant dialing plan in California, required in all but two area codes by the time this additional overlay to the 657/714 overlay is implemented.
- The Industry is quite experienced in educating customers about the introduction of new overlay area codes when mandatory 10-digit or 1+10-digit dialing is already in place. By the time implementation for the additional overlay for the 657/714 overlay will need to start, the Industry will have implemented four such overlays in California, with no paid advertising being used.
  - Further, the Industry has already implemented similar overlays in Arizona, Colorado, Florida, Georgia, Illinois, Maryland, Missouri, New York, North Carolina, Ohio, Pennsylvania, Texas, Virginia, Washington, and Wisconsin. No paid advertising was used in any of those.
  - In fact, the Industry has implemented more than 60 overlays across the United States in the last ten years, and only five overlays implemented in California during that timeframe used paid advertising. No more than two news releases were issued in any of those implementations either, except for the two most recent overlays implemented in California.
- Paid advertising requirements in PEPs create the need for a funding mechanism, and past PEPs demonstrate that the funding mechanism is a burdensome, inefficient and unnecessarily complex process shouldered unfairly by a few industry volunteers.
- For the additional overlay to the existing 657/714 overlay with its simple informational messaging, paid advertising and a funded PEP doesn't make fiscal sense. It would be virtually impossible to implement a funded PEP within the recommended 9-month implementation schedule.

## **ATTACHMENT 2**

### **COMPLIANCE WITH RULE 2.1(c)**

In compliance with Rule 2.1(c) of the Commission's Rules of Practice and Procedure, the North American Numbering Plan Administrator, in its role as the neutral third-party NPA Relief Planner for California under the North American Numbering Plan and on behalf of the California telecommunications industry ("Industry"), provides the following information:

**Proposed Category:** The Application should be categorized as a rate setting proceeding according to Rule 7.1(e)(2) which states in part "[w]hen a proceeding does not clearly fit into any of the categories as defined in Rules 1.3(a), (d), and (e), the proceeding will be conducted under the rules applicable to the rate setting category" unless otherwise determined by the Commission.

**Need for Hearings:** The Application does not raise any material issues of fact. Further, as explained in the Application in Exhibit B, a recorded webcast regarding the Industry's proposed relief plan will be made available on the California Public Utilities Commission's website on July 19, 2024. Accordingly, hearings are not necessary.

**Issues to be Considered:** Whether the Commission should adopt the Industry's recommended all-services distributed overlay with a corresponding nine (9)-month implementation schedule, and the Industry's recommended Public Education Plan ("PEP") as the preferred form of relief for the 657/714 numbering plan area ("NPA").

**Proposed Schedule:** NANPA projects that the 657/714 NPA will exhaust during the first quarter of 2027. As explained in the Application, the Industry recommends a nine (9)-month schedule to implement the all-services overlay. To ensure the Industry

has sufficient time to implement relief before the 657/714 NPA exhausts, the following schedule is proposed:

Application Filed: May 15, 2024

Expiration of Protest Period: August 19, 2024

Final Decision Issued: June 30, 2025



# EXHIBIT A



March 19, 2024

To: All 657/714 NPA Code Holders, Block Holders and Interested Industry Members (California)

Subject: California 657/714 NPA Draft Application Review Meeting

The North American Numbering Plan Administrator (“NANPA”) has scheduled a draft application review meeting via web conference to provide the telecommunications industry of California (“Industry”) an opportunity to review and approve a draft application to add a new NPA to the California 657/714 NPA which is projected to exhaust in the first quarter of 2027. According to the NPA Code Relief Planning and Notification Guidelines (ATIS-0300061), Section 5.6.1 “Where NPA relief is required for an existing overlay complex, then the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required. NANPA shall draft a relief plan filing requesting approval of the overlay and recommending an implementation schedule including a timeframe for network preparation and customer education, with the new NPA effective at the end of the implementation schedule. There is no need for a permissive dialing period because 10-digit local dialing will already be in place. The draft filing shall include the state’s existing overlay dialing plan.”

NANPA will convene an Industry relief planning meeting on April 9, 2024, to review and approve the draft application for the 657/714 NPA. The resulting relief plan will be filed with the California Public Utilities Commission (“Commission”) for their consideration. The Industry-recognized consensus process developed by the Alliance for Telecommunications Industry Solutions (“ATIS”) will be applied in the decision-making efforts.

Also attached with this notice is an agenda, the consensus process, relief planning meeting aids, Central Office (“CO”) code summary, thousands-block statistics report, service provider CO code assignments by OCN, draft application, and a map of the rate centers in the 657/714 NPA geographic area.

Because the impacts of NPA relief are so significant, NANPA strongly encourages your participation in this meeting. Experience demonstrates that this could be the only meeting of the Industry before a decision is reached on the relief filing that will be submitted to the Commission for approval. The details of the relief planning meeting are as follows:

**Date: Tuesday, April 9, 2024**

**Time: 9 am PT; 10 am MT; 11 am CT; 12 pm ET**

Join Zoom Meeting

<https://somos.zoom.us/j/85016632143?pwd=FvuSBkij88KMJU9D97izwrWf894p0I.1&from=addon>

Meeting ID: 850 1663 2143

Password: 698722

One tap mobile

8884754499,,85016632143# US Toll-free

8778535257,,85016632143# US Toll-free

Dial by your location  
888 475 4499 US Toll-free  
877 853 5257 US Toll-free  
Meeting ID: 850 1663 2143

Please feel free to distribute this notice to others in the Industry that you feel should attend this important NPA relief planning meeting. If you receive this notice from someone else and would like to receive additional information in the future about the 657/714 NPA, you are encouraged to sign up to NANPA's NANP Administration System ("NAS") NANP Notification System ("NNS") by going to [www.nanpa.com](http://www.nanpa.com), then selecting NAS Login and then selecting New Registration and following the sign-up process.

If you wish to receive the draft application in Word format for editing purposes, contact me prior to the meeting. If you have any questions, please give me a call at (571) 363-3824 or via email at [hwayman@nanpa.com](mailto:hwayman@nanpa.com).

Sincerely,

*Heidi A. Wayman*  
Manager, Data Management  
NANPA

CC: Lina Khoury, California Public Utilities Commission  
Quinlan Fang, California Public Utilities Commission  
Siamack Donighi, California Public Utilities Commission

**California 657/714 NPA  
Draft Application Review Meeting  
via Web Conference**

**April 9, 2024 - 9:00 AM (PT)**

**AGENDA**

Welcome, Introductions, Consensus Definition / Statements For the Record

NANPA's Role and Responsibilities

Review INC Guidelines

Review 657/714 NPA Background, History and Status

Review of Draft Petition

Consensus on Customer Education & Technical Milestones

Consensus on Implementation Intervals

Review of State Law and Public Utility Code Requirements

Consensus on Approval & Filing

Statements for the Record

Open Discussions

Adjourn

## 7 RESOLUTION PROCESS

### 7.1 Consensus

Consensus is the method used by the ATIS Forums to reach resolution of Issues, unless specifically otherwise provided for in these Operating Procedures or in **Appendix A**. Consensus is established when substantial agreement has been reached among those participating in the Issue at hand. Substantial agreement means more than a simple majority, but not necessarily unanimous agreement.

Consensus requires that all views and objections be considered, and that a concerted effort be made toward their resolution. Observers shall have the opportunity to express their views and to influence the opinions of Voting Members. However, the opinions of Observers are not considered by the leadership in determining whether consensus has been achieved. Under some circumstances, consensus is achieved when the minority no longer wishes to articulate its objection. In other cases, the opinions of the minority should be recorded with the report of the substantial agreement, or consensus, of the majority.

When there are questions or disputes regarding consensus, leaders or participants should ask an objecting participant(s) to state the rationale for the objection and provide an opportunity for full discussion aimed at achieving full understanding and consideration of the objection.

A participant's silence is perceived as agreement by the Forum and its leadership. If participants do not agree, they should be encouraged to speak up and voice their opinion. A participant may appeal the resolution of an Issue in the manner provided for in Section 13.

#### **4.2.2**

NANPA investigates and resolves, wherever possible, any discrepancies in the information provided.

#### **4.2.3**

Any information released by NANPA to the industry will be released only on an aggregated or summary basis (See Section 16.1.2 of the Thousands-Block (NPA-NXX-X) & Central Office Code (NPA-NXX) Administration Guidelines).

#### **4.3**

NANPA continually monitors and projects CO code (NXX) exhaust within NPAs in order to anticipate the need and prepare for NPA relief activity.

#### **4.4**

NANPA develops plans for NPA relief and initiates implementation efforts, in both normal and jeopardy situations (See Section 16 of the Thousands-Block (NPA-NXX-X) & Central Office Code (NPA-NXX) Administration Guidelines). When the need for code relief is identified and relief activity is initiated, NANPA advises all parties affected by NPA relief activities and includes them in the planning effort.

#### **4.5**

Currently, NANPA's NPA Relief Planner submits the necessary information to the NPA Administrator who is responsible for the review and assignment of the new NPA. This is currently an internal NANPA function.

#### **4.6**

Where necessary, NANPA presents the industry-consensus recommended NPA relief plan to appropriate regulatory authority(ies).

#### **4.7**

NANPA and the industry jointly identify dialing plan issues within local jurisdictions at the relief planning meeting.

#### **4.8**

NANPA provides assistance to users of numbering resources and suggests alternatives, when possible, that will optimize numbering resource utilization.

#### **4.9**

Prepares and issues information related to reports for special information requests and scheduled periodic reports that relate to utilization of numbering resources.

## **5 NPA Relief Planning Process**

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The NRUF and other available resources are used to identify projected NPA exhaust. NANPA shall prepare relief options for each NPA projected to exhaust within thirty-six months.

Considerations in the NPA Relief Planning Process include:

## ATIS-0300061

- a) The relief options shall cover a period of at least 15 years beyond the predicted date of exhaust, and may cover more than one relief activity, if necessary, during the time frame. If the only viable relief option is less than 15 years from the predicted date of exhaust, then NANPA shall provide this relief option.
- b) The relief plan may need to be changed over time to reflect changes that take place such as demand for NXX codes or other factors (e.g., local competition, LNP, expansion of thousands-block number pooling, etc.). The semi-annual NRUF analysis shall be used as one of the tools in updating the options.
- c) Affected Parties are invited to provide input into development of the plan. The appropriate regulatory authority shall be made aware of the plan and approve the plan, if necessary.
- d) The choice of relief methods (e.g., split, overlay, boundary realignment) shall be specified in the plan, along with boundaries if a split or boundary realignment is chosen. The options under consideration should include the choice of relief method, boundary information, the estimated relief period and other assumptions such as projected code assignment rates, etc. The lives of relief alternatives are based on the projected rate of assignment of codes as described in Section 5.1, and these alternatives' lives commence at the point in time of projected exhaust of the NPA. See Appendix D for a summary of the relief model.
- e) For any relief activity proposed in the plan that requires number changes, it is recommended that customers who undergo number changes shall not be required to change again for a period of 15 years.
- f) The use of protected codes (NXXs) is an assignment practice whereby a central office code assigned in one NPA is not available for assignment in an adjacent NPA in order to permit 7-digit dialing across the NPA boundary (where 10-digit local dialing would otherwise be required). The use of protected codes (NXXs), which permits 7-digit dialing across NPA boundaries, should be eliminated as part of the NPA code relief planning process unless the appropriate regulatory authority directs otherwise.<sup>2</sup>
- g) The use of protected routes, which also permits 7-digit dialing across NPA boundaries, shall continue unless otherwise directed by the appropriate regulatory authority.<sup>3</sup> Where it is suspected that protected routes and 7-digit dialing cross-boundary exists, NANPA shall continue the code assignment practices that permit the continued protection of these routes until such time as these routes are eliminated by the service provider(s) or the appropriate regulatory authority. Any changes in rate centers or NXXs that would increase or decrease protected routes shall be reported to NANPA by the service provider initiating the change. The notification shall include the tariff, the rate centers and NXX codes involved and the direction of the 7-digit local calling. This notification is important since such changes may have code consumption implications on multiple NPAs. It should be understood that continuing this practice can result in a less efficient use of resources and shorten the forecasted lives of the NPA currently under relief planning as well as the adjacent NPAs; i.e., two-way 7-digit dialing across NPAs might involve several rate centers and many NXX codes in multiple NPAs. Additionally, the relief planning model used by NANPA cannot take into account the protected routes when projecting the lives of new NPA relief alternatives because the model assumptions are based on the premise that all NXXs available for assignment can be assigned to all rate centers. A high number of protected routes may impact the availability of NXX codes in specific rate centers (usually high-demand rate centers), which directly impacts the exhaust timeframe of an area code. As a result, NPA relief planning may start prematurely or may not permit for the standard intervals for relief implementation.

In the long term, the plan shall result in the most effective use possible of all codes serving a given area. Ideally, all of the codes in a given area shall exhaust about the same time in the case of splits. In practice, this may not be possible, but severe imbalances, for example, a difference in NPA lifetimes of more than 10 years, shall be avoided.

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<sup>2</sup> Per letter dated 10-29-97 from NANC Chairman to INC Moderator.

<sup>3</sup> In the case of an NPA overlay, cross NPA boundary calls originating from the overlay must be dialed on a 10-digit basis.

the face-to-face meeting manageable, participants on the bridge shall not be accorded special consideration<sup>4</sup>. NANPA shall moderate these meetings or conference calls and be fully prepared to answer questions regarding the alternatives. During the meetings/conference calls, new alternatives may be proposed and shall be considered in these discussions. Inasmuch as the objective of these meetings/conference calls is to reach industry consensus, subsequent meetings/conference calls shall be held as required until consensus is reached, or until NANPA determines consensus cannot be reached.

### **5.5.1 Modifications to Previous Industry Agreements**

This process provides industry participants an opportunity under prescribed circumstances to reopen and possibly modify previous agreements reached by consensus. To be fair to all parties and cognizant of the time and effort required to reach industry consensus, the following procedures shall be used to request a reopening of a previous consensus agreement(s).

- At least two Affected Parties are required to request the reopening and review of a consensus agreement(s) achieved at a previous industry meeting. This excludes a previously agreed to industry NPA relief plan, regardless of whether or not that plan has been filed. The request by the parties for a reopening/review must be made in writing to the Director, North American Numbering Plan Administration.
- At least three Affected Parties are required to request the reopening of a previously agreed to industry NPA relief plan that has not been filed with the appropriate regulatory authority. The request by the parties for a reopening/review shall be made in writing to the Director, North American Numbering Plan Administration.
- NANPA shall request a reopening of previous consensus agreements after receiving regulatory approval when circumstances could potentially have a significant impact to the implementation plan.
- NANPA shall notify all Affected Parties at least two (2) weeks in advance that a special conference call has been scheduled. Attached to the notice will be the reasons for and description of the proposed changes. Every effort will be made to avoid conflicts with other industry meetings so that all parties may participate.
- At the beginning of the conference call, Affected Parties will consider whether the previous consensus agreement will be reopened for discussion. If consensus is reached to reopen the discussion, the call will proceed. Absent such a consensus, the conference call will be adjourned.
- Only issues related to the scheduled topic will be considered on this special conference call.
- Meeting minutes shall be produced and distributed by NANPA within 14 calendar days of the conference call.

### **5.6 Notify Appropriate Regulatory Authority**

When consensus is reached within the industry or when NANPA determines additional meetings would not achieve consensus, NANPA should submit to the appropriate regulatory authority the results of the industry effort, if required. In its submission NANPA should also furnish all relevant background information including any statements for the record submitted in real time by industry participants (unless otherwise agreed), meeting minutes, mailing lists, etc. In the case where consensus could not be reached, brief position papers could be included.

#### **5.6.1 Relief for An Existing Overlay**

Where NPA relief is required for an existing overlay complex, then the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required. NANPA shall draft a relief plan filing requesting approval of the overlay and recommending an implementation schedule including a timeframe for network preparation and customer education, with the new NPA effective at the end of the implementation schedule. There is no need for a permissive dialing period because 10-digit local dialing will already be in place. The draft filing shall include the state's existing overlay dialing plan.

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<sup>4</sup> Caveat: those on the bridge may NOT ask for comments to be repeated or for additional explanations to be given because they cannot see what's happening in the room. The use of a bridge must not slow down the meeting.



NANPA shall notify all Affected Parties at least three (3) weeks in advance of a conference call scheduled to review and approve the draft filing. During the conference call, the timeframes for the implementation schedule will be determined. The recommended relief should be in place six (6) months prior to the forecasted exhaust (see Section 7.2). As usual, meeting minutes shall be produced and distributed by NANPA within 14 calendar days of the conference call.

Within 6 weeks of the conference call (unless otherwise agreed by the Affected Parties), NANPA shall submit the filing to the appropriate regulatory agency requesting approval of the overlay, and after regulatory approval has been received, NANPA shall proceed with the implementation process, as reflected in Sections 5.7 – 5.12.

### **5.6.2 Relief For A Single NPA When An Overlay is the Only Viable Alternative**

Where NPA relief is required for a single NPA area, 10-digit local dialing has not been implemented, and NANPA has determined that only an overlay alternative will meet the guidelines, then the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required.

NANPA shall draft a relief plan filing requesting approval of the overlay and recommending an implementation schedule including network preparation, customer education, and a permissive dialing period.

NANPA shall notify all Affected Parties at least three (3) weeks in advance of a conference call scheduled to review and approve the draft filing. In the notification, NANPA will include data (e.g., an NPA with a high concentration of assigned NXXs in one or only a few rate centers) supporting the recommendation that the overlay is the only relief method in compliance with the criteria listed in Section 5.0. The three (3) week timeframe notification may be necessary to allow individual industry members to fully analyze the technical, educational, and operational impacts to their respective subscribers and networks in determining the timeframes needed for implementation.

During the conference call, the timeframes for the implementation schedule will be determined to finalize the relief filing. The draft filing will include a recommendation for 10-digit dialing for local<sup>5</sup> calls (to either the home NPA (HNPA) and to foreign NPA(s) [FNPA]), and 1+10-digit dialing for toll calls (to either HNPA or FNPA), unless the state has an existing overlay dialing plan that is different. The recommended relief (i.e., mandatory dialing and the new NPA's in-service date) should be six (6) months prior to the forecasted exhaust (see Section 5.1). As usual, meeting minutes shall be produced and distributed by NANPA within 14 calendar days of the conference call.

Within six (6) weeks of the conference call (unless otherwise agreed by the Affected Parties), NANPA shall submit the filing to the appropriate regulatory agency requesting approval of the overlay. After regulatory approval has been received, NANPA shall proceed with the implementation process, as reflected in Sections 5.7 – 5.12.

### **5.6.3 Relief For A Single NPA When 10-Digit Local Dialing Has Been or Will Be Implemented**

Where NPA relief is required for a single NPA area that is scheduled to transition to 10-digit local dialing or has already transitioned to 10-digit local dialing<sup>6</sup>, then the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required.

NANPA shall draft a relief plan filing requesting approval of the overlay and recommending an implementation schedule including a timeframe for network preparation and customer education, with the new NPA effective at the end of the implementation schedule. There is no need for a permissive dialing period because 10-digit local dialing will already be in place. The draft filing shall include the state's existing overlay dialing plan.

NANPA shall notify all Affected Parties at least three (3) weeks in advance of a conference call scheduled to review and approve the draft filing. During the conference call, the timeframes for the implementation schedule will be determined. The recommended relief should be in place six (6) months prior to the forecasted exhaust (see Section 7.2). As usual, meeting minutes shall be produced and distributed by NANPA within 14 calendar days of the conference call.

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<sup>5</sup> As an industry Best Practice, service providers are encouraged to also provide permissive 1+ 10-digit local dialing at their discretion.

<sup>6</sup> For example, FCC 20-100, ¶53.

### **5.13 Routing Number Administrator's Responsibilities for NPA Relief**

This section identifies required relief planning functions that are related to the Routing Number Administrator's (RNA) functions as specified in these guidelines. These functions are identified because they are currently performed in conjunction with non-dialable pseudo-ANI (p-ANI) assignment. The objective of these functions is to promote effective and efficient p-ANI utilization and thereby help ensure the adequate supply of p-ANI numbers.

NPA relief planning functions included in this section are as follows:

The RNA tracks p-ANI assignments within NPAs to ensure effective and efficient utilization of numbering resources.

Upon notification from NANPA, the RNA shall notify all E9-1-1 Service Providers [Selective Router (SR) and Automatic Location Identification (ALI) Service providers], Mobile Positioning Centers (MPC), VoIP Positioning Centers (VPC), Wireless Service Providers and Public Service Answering Points (PSAP) with the following information by forwarding the NANPA planning letter:

- The geography affected by the NPA relief implementation plan
- NPA(s) affected
- The date permissive dialing begins
- The date mandatory dialing begins
- The date the NPA is implemented (if not the date mandatory dialing begins)

The RNA will participate on any NPA relief E9-1-1 task force meetings scheduled and provide updates to the E9-1-1 Service Providers, MPCs, VPCs, Wireless Service Providers and PSAPs when necessary.

When an NPA split is to be implemented, the RNA shall not assign p-ANI resources in a new NPA until the permissive dialing date.

When an NPA overlay is to be implemented, the RNA shall not assign p-ANI resources in the new NPA until the new overlay NPA has been implemented.

## **6 Alternative Relief Methods**

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All of the currently identified code relief alternatives are described below but depending on the particular NPA and the distribution of assigned NXXs within it, some alternatives may not be compliant with the criteria in Section 5.0 above (e.g., in an NPA with a high concentration of assigned NXXs in one or only a few rate centers, the overlay may be the only possible relief method). Possible impacts of these alternatives are found in Appendices B, E and G.

### **6.1 NPA Split Method**

By this method, the exhausting NPA is split into two or more geographic areas and a new NPA code is assigned to one of the areas formed by the split. This method generally acknowledges jurisdictional or natural boundaries but, for technical reasons and number optimization considerations, the actual boundaries must conform to existing rate center boundaries. Number changes are mandatory for customers assigned numbers from NXX codes that are moved to the new NPA.

### **6.2 Boundary Realignment Method**

In an NPA boundary realignment, the NPA requiring relief is adjacent to an NPA, within the same state or province, which has spare NXX code capacity. A boundary shift/realignment occurs so that spare codes in the adjacent NPA can be used in the NPA requiring relief. As a result, the geographic area of the exhausting NPA shrinks and the geographic area of the NPA with spare capacity expands. Only the customers in the geographic area between the old and new boundaries are directly affected by this change, and number changes are mandatory for customers assigned numbers from NXX codes that are moved to the adjacent NPA. This method applies to multi-NPA states

or provinces only. Boundary realignments must follow rate center boundaries. This method is viewed as an interim measure because it tends to provide shorter-term relief than when providing a new NPA code.

### **6.3 All-Services Distributed Overlay Method<sup>7</sup>**

An all-services distributed overlay occurs when more than one NPA code serves the same geographic area. In an NPA overlay, code relief is generally provided by opening a new NPA code covering the same geographic area as the NPA(s) requiring relief. NXX codes from this new NPA are assigned on a carrier-neutral basis, i.e., first come, first served. With the overlay method, the FCC requires mandatory 10-digit local dialing between and within the old and new NPAs.<sup>8</sup> Some states require 1 + 10-digit local dialing and some require 10-digit local dialing and allow 1 + 10-digit local dialing at the SP's discretion.

The all-services distributed overlay method eliminates the need for customer number changes as required under the split and boundary realignment methods. In areas where an overlay is already in place, a subsequent overlay eliminates the need for a permissive dialing period as part of implementation. In areas where mandatory 10-digit local dialing is already in place, an overlay eliminates the need for a permissive dialing period as part of implementation. Other potential implementation strategies have been identified for an all-services overlay, but they tend to provide shorter-term relief and/or may require additional technical work for some SPs. They are listed below:

#### **6.3.1 Concentrated Growth Overlay**

A concentrated growth overlay may be considered where the majority of the new telephone numbers are expected to be concentrated in one section of the existing NPA. For example, a fast-growing metropolitan area and a sparsely populated rural area could exist within the same NPA. The overlay NPA would be assigned initially to the section of the NPA experiencing the fastest growth, and new NXXs in that section would be assigned from the new NPA. As the NXXs allotted to the rural area near exhaust, the overlay boundaries could expand. For this option to be practical there must be a sufficient number of available NXXs to serve the non-overlay area and these must be designated for use only in the non-overlay area. This implies that NANPA must initiate the NPA relief planning process earlier than required if this option is to be feasible. Further, enforcement of mandatory 10-digit local dialing within the concentrated overlay or allowance of continued 7-digit dialing outside the concentrated overlay may be difficult for some SPs to manage within a single NPA. A concentrated growth overlay may cause customer dialing confusion and additional technical work for some SPs and may require a longer implementation interval.

#### **6.3.2 Boundary Elimination Overlay**

With a boundary elimination overlay, the NPA requiring relief is adjacent to an NPA with spare capacity. The boundary between these two NPAs is eliminated, and available NXX codes from the adjacent NPA are assigned within the original NPA boundary where relief is required. An appropriate use of boundary elimination might be in a state or province consisting of two NPAs, where one NPA has a considerable amount of relief life left. This solution has the advantage of not immediately requiring a new NPA code, but it also shares a limitation of boundary realignment because it offers shorter-term relief. Further, a boundary elimination overlay may require additional technical work for some SPs and may require a longer implementation interval.

#### **6.3.3 Multiple Overlay**

The multiple overlay strategy may be considered where relief is required in two or more NPAs. For example, this solution may be appropriate in a metropolitan area where two or more NPAs cover a small geographic area and where it would be difficult to implement another kind of relief. The new NPA would be assigned to overlay the multiple existing NPAs serving the entire metropolitan area. As another example, a new NPA could be assigned for

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<sup>7</sup> The LNPA Working Group Best Practice 30 supports the all-services distributed overlay as the preferred form of area code relief, and was endorsed by the North American Numbering Council (NANC) on September 18, 2013. See <http://www.nanc-chair.org/docs/documents.html>.

<sup>8</sup> 47 CFR §52.19 (c) (3) (ii).

new growth within an entire state or province where more than one NPA exists. Multiple overlays may require additional technical work for some SPs and may require a longer implementation interval.

### **6.3.4 Technology-Specific or Service-Specific Overlay**

These overlays occur when a new area code is introduced to serve the same geographic area as one or more existing area code(s) and numbering resources in the new area code overlay are assigned to a specific technology(ies) or service(s). State commissions may not implement a technology-specific or service-specific overlay without express authority from the FCC.<sup>9</sup> Such overlays are not feasible where local number portability and/or thousands-block pooling have been implemented. For purposes of relief planning, a technology-specific or service-specific overlay shall not be considered by the NANPA or the industry.

A state commission seeking delegated authority from the FCC to implement a technology-specific or service-specific overlay should discuss why the numbering resource optimization benefits of the proposed overlay would be superior to implementation of an all-services distributed overlay.<sup>10</sup>

## **6.4 Other Relief Methods**

A combination of the methods described above may be used. For example, a concentrated growth overlay could be assigned initially to a section of an NPA experiencing fast growth, and as more relief is required, the section served by two NPAs could expand into a distributed or multiple overlays, as demand requires. Other combination of relief methods may be appropriate. Each NPA requiring relief must be analyzed on the basis of its own unique characteristics with regard to demographics, geography, regulatory climate, technological considerations, projected exhaust, and community needs and requirements.

## **7 Other Relief Planning Considerations**

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This section describes miscellaneous considerations that should be included during the NPA relief planning process. It is not possible to identify every potential issue which may arise when planning relief for specific NPAs; each state or province, each metropolitan area and each industry segment will have unique characteristics which could introduce concerns not included here. The following items are examples of issues which, based on past industry experiences, could create impediments to a successful and efficient implementation effort.

### **7.1 Regulatory Involvement**

Regulatory Involvement - Involvement of the appropriate regulatory authority staff during NPA code relief planning may expedite the process of addressing public policy concerns throughout the process.

### **7.2 Timing and Schedules**

Issues related to timing and scheduling will vary with the type of relief method to be implemented as well as the level of difficulty of the required changes. In general, the relief implementation should be completed at least six (6) months prior to the projected exhaust of the NPA, but in extraordinary situations, at least three (3) months before the existing NPA would exhaust under the highest growth projections. For overlays, relief is completed when mandatory 10-digit local dialing has been implemented and the new NPA becomes effective.

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<sup>9</sup> 47 CFR §52.19 (c) (4). See also criteria outlined in FCC 01-362 ¶¶67-94.

<sup>10</sup> See FCC 01-362 ¶¶ 81-94.

## Relief Planning Meeting Aid

### Customer Education and Technical Milestones

*This meeting aid is a compilation of industry developed customer education and technical milestones. This list is prepared to assist the participants in choosing the milestones that will be applicable to the specific NPA relief planning project.*

#### Customer Education Milestones:

			<b>Responsibility</b>
		1 Issue single customer notification (e.g., bill messages, bill inserts, direct mail, text messaging, email)	
		2 Issue initial press release announcing the new NPA	
		3 Send Special letters to PSAPs and Directory Publishers	
		4 Update social media with information regarding new overlay NPA.	
		5 Update websites with information regarding new overlay NPA	
		6 Develop language for use in Directories to alert the consumers the new area code	
		<b><u>After Permissive 7 and 10-Digit Dialing Begins</u></b>	
		7 Issue second customer notification (e.g., bill messages, bill inserts, direct mail, text messaging, email)	
		8 Send reminder Special letters to Directory Publishers & PSAPs	
		9 Update social media with information regarding new overlay NPA.	
		10 Update websites with information regarding new overlay NPA	
		11 Issue second press release just prior to the new overlay NPA's effective date	

## Relief Planning Meeting Aid

### Customer Education and Technical Milestones

**Technical Milestones:**

			<b>Responsibility</b>
		1 Obtain industry test code from NANPA and activate the test number	
		2 Open the test code in carriers' network	
		3 LERG updates in BIRRDS or via AOCN. (i.e. routing changes, rehomes, change from 7 to 10 terminating digits at end office and at access tandem, etc	
		4 Ensure Highway boxes are programmed with 10-digit dialing	
		5 Network ready for Permissive Dialing	
		6 Create Permissive Dialing Industry Contact List	
		<b><u>Permissive Dialing Begins</u></b>	
		7 Establish NPA Specific type of Trunks	
		8 Completion of 10-digit signaling transition between carriers' networks	
		9 Require email from service providers when the 10-digit signaling transition between carriers' networks has been completed	
		10 Update on all speed calling, call forwarding numbers and voicemail options in embedded database to reflect 10-digit dialing	
		11 Recorded announcements in Place and Tested	
		<b><u>E911 Work Plan</u></b>	
		12 Confirm new Emergency Service Number (ESN)/Numbering Plan Digit (NPD) has been established for the new NPA	
		13 Ensure SRDB table has new NPA built	
		14 Notify PSAPs, PSALI customers and County Coordinators	
		15 Review and Submit CLEC Trunk Order Requests to local provider if needed	
		16 Update PSAP equipment to recognize new NPA	

## Relief Planning Meeting Aid

### Customer Education and Technical Milestones

		17 Trunk Orders Complete	
		18 Build E911 Network/Tandem Translations	
		19 Verify if all PSAP work has been completed	
		20 Activate E911 Network/Tandem Translations	

*The above are the typical milestones necessary for implementation of an all-services distributed overlay when mandatory 1+10-digit local dialing is already in place; however, these milestones may need to be modified during the actual implementation.*


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### PUBLIC UTILITIES CODE - PUC

**DIVISION 4. LAWS RELATING TO UTILITY CORPORATIONS AND THEIR EMPLOYEES [7503 - 8286]** (*Division 4 enacted by Stats. 1951, Ch. 764.*)

#### **CHAPTER 3.5. New Area Codes [7930 - 7943]** (*Chapter 3.5 added by Stats. 1990, Ch. 199, Sec. 1.*)

**7930.** The Legislature finds and declares all of the following:

- (a) The explosive demand for new area codes in California requires more area codes to be established than was envisioned when this chapter and Section 2887 were enacted in 1990.
- (b) Because of the advent of competition in the local telecommunications market, and a decision by the Federal Communications Commission, new area codes are established by the North American Numbering Plan Administrator in conjunction with the commission and members of the telecommunications industry.
- (c) In order to eliminate potential confusion for all the parties involved in the process of establishing new area codes, the changes to this chapter enacted in the 1997–98 Regular Session include identifying “providers” in Section 7931.
- (d) The “providers” specified in Section 7931 include telephone corporations and resellers that are regulated by the commission, and paging companies that are not regulated by the commission. It is necessary to include all of these entities within the term “providers” in order to effectively meet the needs of the state as they relate to the establishment of new area codes. The Legislature does not, however, by including paging companies as “providers” in Section 7931, intend to expand the jurisdiction of the commission over paging companies beyond the requirements of this chapter. The Legislature continues to recognize the status of paging companies as unregulated entities.

*(Repealed and added by Stats. 1998, Ch. 534, Sec. 3. Effective January 1, 1999.)*

**7931.** (a) This chapter is applicable to telephone corporations, including resellers, and to paging companies, hereafter referred to as providers.

(b) For purposes of this chapter, “coordinator” means the “coordinator for California area code relief” as designated by the North American Numbering Council.

(c) Whenever the coordinator and providers evaluate the potential boundaries of a new area code, they shall consider rate area boundaries, municipal boundaries, communities of interest, and other appropriate criteria.

(d) When the coordinator determines the need to establish a new area code, at least 30 months prior to the projected opening of the new area code, the coordinator shall provide written notice to the commission regarding the need to establish the new area code.

(e) From the date the written notice required by subdivision (d) is received by the commission all of the following shall be done:

(1) Within three months all providers shall notify all affected customers in writing of the need to establish a new area code. Nothing in this paragraph requires a customer to receive in one bill more than one notice for each billed number.

(2) Within nine months the coordinator and the commission staff shall notify representatives of local jurisdictions and the public in affected geographic areas, and, at the discretion of the commission, may conduct one or more meetings both for representatives of local jurisdictions and for members of the public in affected geographic areas to inform them of the proposed area code relief options and of measures that may be taken to mitigate any potential disruptions, and to afford them the opportunity to discuss the potential impact of the proposed options.



(3) Within 11 months the coordinator shall file the results of the area code relief planning process with the commission requesting commission approval to implement a plan. Anyone may contest the results of the area code planning process by filing a written protest with the commission not later than 60 days after the results have been filed with the commission.

(f) Unless the commission determines otherwise, at least 12 months prior to the date adopted by the commission for opening the new area code, all of the following shall be done:

(1) The coordinator shall notify the general public of the specific geographic area to be included in both the old and new area codes. The notice shall include the schedule for any transitional dialing periods required by Section 7932.

(2) Each telephone provider serving the specific geographic area included in the existing area code shall give written notice to all its affected customers about the specific geographic area that will be included in the new area code. The notice shall include the schedule for any transitional dialing periods required by Section 7932, and the prefixes that will be contained in the new area code. Nothing in this paragraph requires a customer to receive in one bill more than one notice for each billed telephone number.

(g) Within three months prior to the adopted date for opening the new area code, each provider serving the existing area code shall give written notice to its affected customers of the specific geographic boundaries of the new area code. The notice shall include the schedule for any transitional periods required by Section 7932, and the prefixes that will be contained in the new area code. Nothing in this paragraph requires a customer to receive in one bill more than one notice for each billed number.

*(Amended by Stats. 2017, Ch. 425, Sec. 13. (SB 385) Effective January 1, 2018.)*

**7932.** (a) Whenever a provider opens a new area code, it shall do all of the following:

(1) If the new area code plan permits seven-digit dialing, provide for a transitional dialing period during which a number in the new area code, or a number in the existing area code, may be reached by dialing either the seven-digit called number, or the area code plus the seven-digit called number.

(2) Subsequent to the transitional dialing period provided in paragraph (1), if prefix codes are available, permit callers to reach a recorded announcement, without charge, that will inform the caller of the new area code when the existing area code is dialed.

(3) If the new area code plan requires 10-digit dialing within an area code, provide for any transitional dialing period or recorded announcements the commission may order.

(b) Paragraphs (1) and (2) of subdivision (a) shall no longer be operative if an authorized federal or state agency orders mandatory 10-digit dialing.

*(Added by renumbering Section 7931 by Stats. 1998, Ch. 534, Sec. 5. Effective January 1, 1999.)*

**7933.** The rate structure of any call originating in or made to an area code shall not change with the split of an area code into two or more area codes, regardless of the number of digits dialed.

*(Added by renumbering Section 7932 by Stats. 1998, Ch. 534, Sec. 6. Effective January 1, 1999.)*

**7934.** The Legislature finds and declares all of the following:

(a) The number of area codes in this state has more than doubled since 1991.

(b) The proliferation of area codes has caused undue hardship on citizens of this state, who have begun to be forced into new area codes after years of having the same telephone number.

(c) That proliferation has substantially increased costs to businesses, individuals, and government agencies.

(d) New area codes require the replacement of business cards and letterhead stationery, and companies must use employee time contacting their customers to ensure that those customers are able to continue to reach the affected company.

(e) The proliferation of area codes has also reduced worker productivity as employees begin using new and unfamiliar area codes.

(f) It is the policy of the Legislature that existing area codes should be preserved for as long as possible.

(g) It is the further policy of the Legislature that the hardship currently experienced by telecommunications customers as a result of the creation of new area codes should be alleviated.

(h) For all of the reasons stated above, it is necessary for the commission, as a public agency, to take all possible measures to protect area codes as a public resource, stop area code proliferation, and review their existing practice of establishing new area code regions and the creation of area code overlays.

*(Added by Stats. 1999, Ch. 809, Sec. 2. Effective October 10, 1999.)*

**7935.** (a) The commission shall develop and implement any measures it determines to be available for telephone corporations that possess prefixes to efficiently allocate telephone numbers within those prefixes. The commission shall consider the cost effectiveness of these measures before requiring implementation. Among the measures the commission shall consider are rate center consolidation, allocation of numbers in blocks smaller than 10,000, and unassigned number porting.

(b) For the purpose of this section, in accordance with the North American Numbering Plan, a telephone number consists of a three digit area code or number plan area (NPA), a three digit prefix or NXX code, and a four digit line number.

*(Added by Stats. 1999, Ch. 809, Sec. 3. Effective October 10, 1999.)*

**7936.** The commission shall direct the North American Numbering Plan Administrator to obtain utilization data for any area code for which a relief plan is proposed, prior to adopting a plan for, or setting a date for, relief.

*(Added by Stats. 1999, Ch. 809, Sec. 4. Effective October 10, 1999.)*

**7938.** The commission shall require, as an interim measure until the commission develops procedures for number pooling or adopts utilization standards, that number assignments made by telephone corporations to their customers shall be made first from prefixes that are more than 25 percent in use. A telephone corporation may assign numbers from prefixes with less than 25 percent use only to the extent necessary, if numbers from prefixes that are more than 25 percent in use are not otherwise available.

*(Added by Stats. 1999, Ch. 809, Sec. 6. Effective October 10, 1999.)*

**7939.** (a) If the commission or an authorized federal agency establishes a process to ensure that telephone numbers can be allocated in blocks smaller than 10,000, the commission shall require that a telephone corporation return to the North American Numbering Plan Administrator blocks of telephone numbers for reassignment, in a quantity determined by the commission.

(b) The commission shall direct the North American Numbering Plan Administrator to seek the return of blocks of numbers smaller than 10,000 not in use. The commission, for purposes of this section, shall define "not in use."

*(Added by Stats. 1999, Ch. 809, Sec. 7. Effective October 10, 1999.)*

**7940.** A telephone corporation doing business in this state that possesses one or more telephone number prefixes, or portions thereof, shall provide to the commission or its agent, upon request, use information pertaining to both those prefixes in use and those prefixes not in use, according to any schedule established by the commission.

*(Added by Stats. 1999, Ch. 809, Sec. 8. Effective October 10, 1999.)*

**7943.** (a) It is the intent of the Legislature that when the commission has no reasonable alternative other than to create a new area code, that the commission do so in a way that creates the least inconvenience for customers.

(b) The commission shall request that the Federal Communications Commission grant authority for the commission to order telephone corporations to assign telephone numbers dedicated to mobile telephony service and mobile data service, as defined in Section 224.4, to a separate area code and to permit seven digit dialing within that technology-specific area code and the underlying preexisting area code or codes.

(c) Before approving any new area code, the commission shall first perform a telephone utilization study and implement all reasonable telephone number conservation measures.

(d) If the commission receives the grant of authority set forth in subdivision (b) and determines that further area code relief is needed, the commission shall exercise the authority granted to it in subdivision (b) unless it finds at least one of the following:

- (1) Exercising the authority granted by subdivision (b) would be more disruptive to the customers where area code relief has been determined to be necessary.

(2) Exercising the authority granted by subdivision (b) will not adequately extend the life of the area code where relief has been determined to be necessary.

(e) The commission may not implement any authority granted by the Federal Communications Commission pursuant to subdivision (b), in a manner that impairs the ability of a customer to have number portability.

*(Amended by Stats. 2006, Ch. 198, Sec. 25. Effective January 1, 2007.)*

<b>NPA Complex</b>	<b>Abbreviated Rate Center</b>	<b>Rate Center Full Name</b>	<b>LATA</b>
657/714	ANAHEIM	ANAHEIM	730
657/714	BREA	BREA	730
657/714	BUENA PARK	BUENA PARK	730
657/714	CYPRESS	CYPRESS	730
657/714	FULLERTON	FULLERTON	730
657/714	GARDEN GRV	GARDEN GROVE	730
657/714	HUNTITNBCH	HUNTINGTON BEACH	730
657/714	ORANGE	ORANGE	730
657/714	PLACENTIA	PLACENTIA	730
657/714	SANTA ANA	SANTA ANA	730
657/714	SILVERADO	SILVERADO	730
657/714	WESTMINSTR	WESTMINSTER	730
657/714	YORBALINDA	YORBA LINDA	730

**CALIFORNIA 657/714 NPA  
CENTRAL OFFICE CODE HOLDERS**

<b>Company</b>	<b>OCN</b>	<b>Count of CO Codes</b>
33 WIRELESS INC.	6967	4
AIRESPRING, INC.	996H	1
AMERICAN MESSAGING SERVICES, LLC	6906	5
AMERICAN MESSAGING SERVICES, LLC	9748	11
AT&T - LOCAL	7421	1
AT&T CORP.	516C	4
BANDWIDTH.COM CLEC, LLC - CA	981E	40
BARR TELL USA, LLC	026K	3
CELLCO PARTNERSHIP DBA VERIZON WIRELESS - CA	6006	330
CENTURYLINK COMMUNICATIONS, LLC	508J	3
COMCAST IP PHONE, LLC	318J	9
COMMIO, LLC	939H	3
DMR COMMUNICATIONS INC. - CA	478A	1
FRACTEL, LLC	965H	40
FRONTIER CALIFORNIA INC.	2319	39
GLOBAL CROSSING LOCAL SERVICES, INC. - CA	8690	6
IP HORIZON LLC	515J	4
LEVEL 3 COMMUNICATIONS, LLC - CA	8826	29
LEVEL 3 TELECOM OF CALIFORNIA, LP - CA	7718	11
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	7229	24
MCIMETRO ACCESS TRANSMISSION SERVICES LLC - CA	7240	23
METROPCS NETWORKS, LLC	899D	70
NEW CINGULAR WIRELESS PCS, LLC	6010	110
NORTH COUNTY COMMUNICATION CORPORATION - CA	7894	1
NUSO, LLC	732J	1
ONVOY SPECTRUM, LLC	624H	1
ONVOY, LLC - CA	649C	46
PACIFIC BELL	9740	268
PACIFIC BELL (COMPETITIVE)	7480	2
PAETEC COMMUNICATIONS, INC. - CA	4733	5
PEERLESS NETWORK OF CALIFORNIA, LLC - CA	373F	16
SHELCOMM	0051	3
TELEPORT COMMUNICATIONS AMERICA, LLC - CA	7139	27

TELNYX LLC	073H	3
TIME WARNER CBL INFO SVCS (CA) DBA TIME WARNER CAB	576C	14
T-MOBILE USA, INC.	6529	116
TON80 COMMUNICATIONS, LLC	516J	9
TWILIO INTERNATIONAL, INC.	506J	3
U.S. TELEPACIFIC CORP. DBA TPX COMMUNICATIONS	671J	32
USA MOBILITY WIRELESS, INC.	6630	24
UTILITY TELECOM GROUP, LLC - CA	9262	4
VONAGE AMERICA LLC	197D	1
XO CALIFORNIA, INC.	7262	1

**CALIFORNIA 657/714 NPA  
THOUSANDS-BLOCK HOLDERS THAT DO NOT HAVE A CENTRAL OFFICE CODE  
ASSIGNED**

<b>Company</b>	<b>OCN</b>
TERRA NOVA TELECOM INC.	145J
WIDE VOICE, LLC - CA	252F
YMAX COMMUNICATIONS CORP. - CA	258E
HD CARRIER LLC	321J
DISH WIRELESS, LLC	490J
WHITESKY COMMUNICATIONS, LLC	553J
VOIP INNOVATIONS, LLC	597F
INTEGRATED PATH COMMUNICATIONS, LLC - CA	707H
CHARTER FIBERLINK CA-CCO, LLC - CA	776C
CURATEL, LLC - CA	993B

## Background Information for the 657/714 NPA Relief Project

### Relief Planning Background:

The 213 NPA, created in 1947, originally covered all of southern California. The 714 NPA was created when it was split off the 213 NPA in 1951. The 714 area code was split again in 1982, 1992, and 1998 and the 619, 909, and 949 area codes were introduced. Even with the introduction of these area code splits, the 714 needed additional relief and the California Public Utilities Commission approved an overlay of the 714 NPA and the 657 NPA was to be introduced in October 2000 but due to number conservation measures, the 657 was introduced September 23, 2008.

The 657/714 NPA is predominantly in northern Orange County with a small portion in Los Angeles and San Bernardino Counties. The 657/714 NPA serves all or portions of communities such as Anaheim, Brea, Buena Park, Costa Mesa, Cypress, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Orange, Placentia, Santa Ana, Westminster, and Yorba Linda.

There are two grandfathered codes in the 714 NPA: 714-608 in the Capistrano Valley rate center and code 714-915 located in the Laguna Beach rate center. These two codes were grandfathered when the 714 NPA was split and the 949 NPA was introduced in 1998.

### Exhaust Forecast:

The October 2023 Numbering Resource Utilization/Forecast (NRUF) and NPA Exhaust Analysis (“October 2023 NRUF Report”), published by NANPA, projects the 657/714 NPA will exhaust during the first quarter of 2027. Relief planning is to begin in the first quarter of 2024.

### CURRENT DIALING PLAN OF THE 657/714 NPA

Type of Call	Call Terminating in	Dialing Plan
Local call	Home NPA (HNPA) or Foreign NPA (FNPA)	1+ 10 digits (NPA-NXX-XXXX)
Toll Call	HNPA or FNPA	1+10 digits (1+ NPA-NXX-XXXX)
Operator Services Credit card, collect, third party	HNPA or FNPA	0+10 digits (0+NPA-NXX-XXXX)

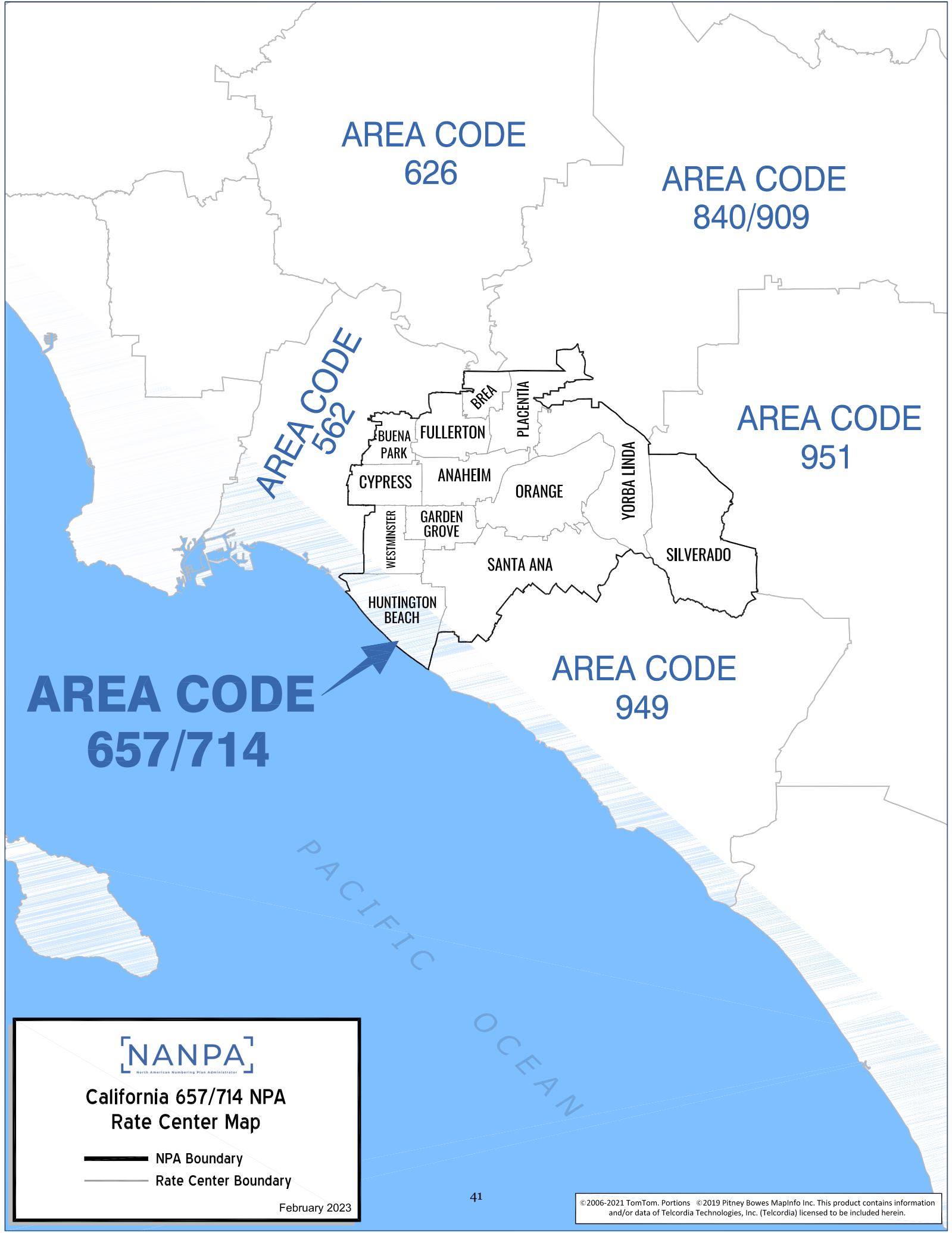
## California Central Office Code Summary

<b>NPA</b>	<b>657</b>	<b>714</b>				
<b>Assigned NXXs</b>	565	783				
<b>Reserved NXXs</b>	0	0				
<b>Unavailable NXXs</b>	14	14				
<b>Available NXXs</b>	221	3				
<b>Total</b>	<b>800</b>	<b>800</b>				
<b>Code Assignment History</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>657 NPA</b>	50	78	77	99	55	11*
<b>714 NPA</b>	0	0	0	0	5	0*
<b>*As of March 18, 2024</b>						
<b>October 2023 NRUF and NPA Exhaust Analysis</b>	1Q2027					
<b>Note: Unavailable indicates codes that are unavailable for assignment. These codes include, but are not limited to, test and special use codes(e.g., 958, 959, 555, time), N11 and other unique codes (e.g., 976, 950) and codes with special dialing arrangements (e.g., 7-digit dialing across NPA boundary).</b>						



**THOUSANDS-BLOCK STATISTICS**

<b>ST/NPA:</b>	<b>CA 657/714</b>
<b>MEETING DATE:</b>	<b>4/9/24</b>
<b>RATE CENTERS</b>	
<i># Total</i>	<b>13</b>
<i># Mandatory</i>	<b>13</b>
<i># Mandatory-Single Service Providers (M*)</i>	<b>0</b>
<i># Optional</i>	<b>0</b>
<i># Excluded</i>	<b>0</b>
<b>BLOCKS ASSIGNED</b>	
<i># Total</i>	<b>685</b>
<i>(For time period 3/01/23- 3/18/24)</i>	
<b>BLOCKS AVAILABLE</b>	
<i>#Total</i>	<b>46</b>
<i>(As of preparation date: 3/18/24)</i>	
<b>CODES ASSIGNED</b>	
<i># Total</i>	<b>57</b>
<i># for Pool Replenishment</i>	<b>57</b>
<i># for Dedicated Customers</i>	<b>0</b>
<i># for LRNs</i>	<b>0</b>
<i>(For time period 3/01/23- 3/18/24)</i>	
<b>CODES FORECASTED</b>	
<i># Total</i>	<b>32</b>
<i># for Pool Replenishment and Dedicated Customers</i>	<b>32</b>
<i># for LRNs</i>	<b>0</b>
<i>(For the next twelve months as of: 3/18/24)</i>	



AREA CODE  
626

AREA CODE  
840/909

AREA CODE  
562

AREA CODE  
951

AREA CODE  
657/714

AREA CODE  
949

PACIFIC OCEAN

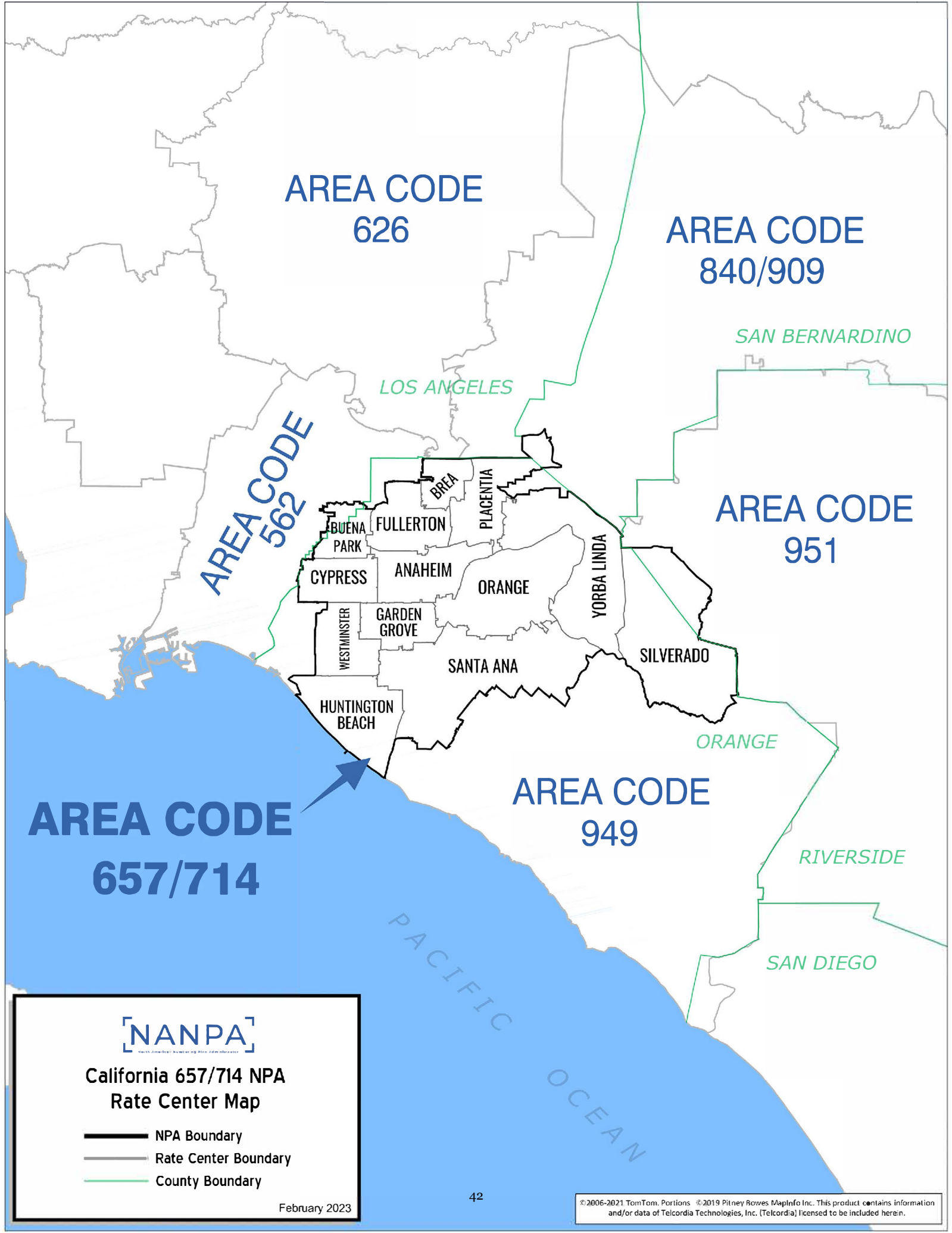
BUENA PARK FULLERTON BREA PLACENTIA  
CYPRESS ANAHEIM ORANGE YORBA LINDA  
WESTMINSTER GARDEN GROVE SANTA ANA SILVERADO  
HUNTINGTON BEACH

**[NANPA]**  
NORTH AMERICAN NUMBERING PLAN ADMINISTRATOR

**California 657/714 NPA  
 Rate Center Map**

— NPA Boundary  
 — Rate Center Boundary

February 2023



**AREA CODE  
626**

**AREA CODE  
840/909**

*SAN BERNARDINO*

*LOS ANGELES*

**AREA CODE  
562**

**AREA CODE  
951**

BREA  
PLACENTIA  
BUENA PARK  
FULLERTON  
CYPRESS  
ANAHEIM  
ORANGE  
WESTMINSTER  
GARDEN GROVE  
YORBA LINDA  
SANTA ANA  
SILVERADO  
HUNTINGTON BEACH

*ORANGE*

**AREA CODE  
657/714**

**AREA CODE  
949**

*RIVERSIDE*

*SAN DIEGO*

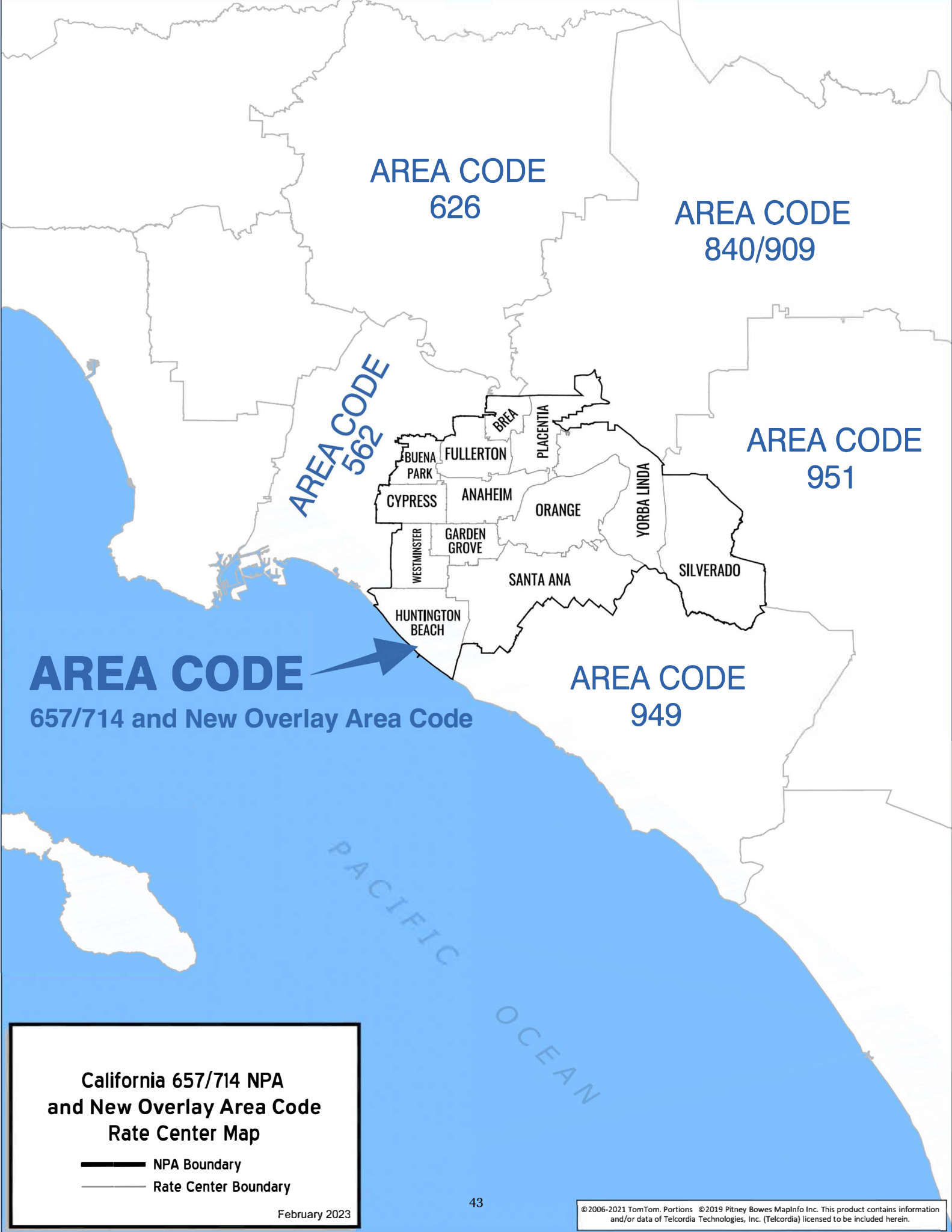
*PACIFIC OCEAN*



**California 657/714 NPA  
Rate Center Map**

- NPA Boundary
- Rate Center Boundary
- County Boundary

February 2023



AREA CODE  
626

AREA CODE  
840/909

AREA CODE  
562

AREA CODE  
951

**AREA CODE** →  
657/714 and New Overlay Area Code

AREA CODE  
949

PACIFIC OCEAN

**California 657/714 NPA  
and New Overlay Area Code  
Rate Center Map**

NPA Boundary  
 Rate Center Boundary

February 2023

# EXHIBIT B



May 3, 2024

To: All 657/714 NPA Code Holders, Block Holders, and Interested Industry Members (California)

Subject: Final Minutes of the Draft Application Review Meeting for the 657/714 NPA

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Attached are the final minutes from the April 9, 2024, California 657/714 NPA draft application review meeting. These minutes became final on April 30, 2024.

If you have any questions, you can email [hwayman@nanpa.com](mailto:hwayman@nanpa.com) or call (571) 363-3824.

Sincerely,

*Heidi A. Wayman*  
Manager, Data Management  
NANPA

CC: Lina Khoury – California Public Utilities Commission  
Siamack Donighi – California Public Utilities Commission  
Quinlan Fang – California Public Utilities Commission

**CALIFORNIA 657/714 NPA  
Draft Application Review Meeting  
via Web Conference  
Final Minutes  
April 9, 2024**

**WELCOME, INTRODUCTIONS & AGENDA REVIEW**

Heidi Wayman, Manager, Data Management, North American Numbering Plan Administrator (“NANPA”), opened the meeting with introductions and a review of the agenda. A list of attendees can be found in Attachment #1.

**REVIEW CONSENSUS PROCESS AND NPA RELIEF PLANNING GUIDELINES**

Heidi stated the Alliance for Telecommunications Industry Solutions (“ATIS”) approved industry consensus process would be followed. She reviewed the consensus process and explained how consensus is determined. In addition, she stated that the minutes would be comprised of consensus agreements, and that issues not captured by consensus could be expressed in the form of a Statement for the Record, which could be conveyed at any point during the meeting.

**NANPA’s ROLE AND RESPONSIBILITIES**

Heidi reviewed NANPA’s role and responsibilities for today’s meeting as follows:

- Start the relief planning process 36 months prior to exhaust of the Numbering Plan Area (“NPA”).
- Distribute the notice with the draft application three weeks prior to the initial relief planning meeting, which was completed on March 19, 2024, and a reminder notice was distributed on April 5, 2024.
- Facilitate the meeting, to assist the telecommunications industry of California (“Industry”) to reach consensus on the application for relief to be filed with the California Public Utilities Commission (“Commission”).
- Determine any additional items to include in the filing with the Commission such as the state dialing plan, implementation intervals and comply with any state-specific requirements.
- Then NANPA is charged with the responsibility of filing a relief application, on behalf of the Industry, with the Commission. Once the Industry comes to consensus on what should be included in the filing, NANPA will file the regulatory filing as decided by the Industry or as required by the state statute.

**INDUSTRY GUIDELINES**

An overlay is the only option for relief of the 657/714 NPA, per Section 5.6.1 of the NPA Code Relief Planning and Notification Guidelines (“Guidelines”) which state:

*Where NPA relief is required for an existing overlay complex, then the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required. NANPA shall draft a relief plan filing requesting approval of the overlay*

*and recommending an implementation schedule including a timeframe for network preparation and customer education, with the new NPA effective at the end of the implementation schedule. There is no need for a permissive dialing period because 10-digit local dialing will already be in place. The draft filing shall include the state's existing overlay dialing plan.*

*NANPA shall notify all Affected Parties at least three (3) weeks in advance of a conference call scheduled to review and approve the draft filing. During the conference call, the timeframes for the implementation schedule will be determined. The recommended relief should be in place six (6) months prior to the forecasted exhaust (see Section 7.2). As usual, meeting minutes shall be produced and distributed by NANPA within 14 calendar days of the conference call.*

Heidi reviewed Guidelines Section 6.3:

*An all-services distributed overlay occurs when more than one NPA code serves the same geographic area. In an NPA overlay, code relief is generally provided by opening a new NPA code covering the same geographic area as the NPA(s) requiring relief. NXX codes from this new NPA are assigned on a carrier-neutral basis, i.e., first come, first served. With the overlay method, the FCC requires mandatory 10-digit local dialing between and within the old and new NPAs.*

*Some states require 1 + 10-digit local dialing and some require 10-digit local dialing and allow 1 + 10-digit local dialing at the SP's discretion.*

*The all-services distributed overlay method eliminates the need for customer number changes as required under the split and boundary realignment methods. In areas where an overlay is already in place, a subsequent overlay eliminates the need for a permissive dialing period as part of implementation. In areas where mandatory 10-digit local dialing is already in place, an overlay eliminates the need for a permissive dialing period as part of implementation.*

Heidi also reviewed Guidelines Section 7.2:

*Issues related to timing and scheduling will vary with the type of relief method to be implemented as well as the level of difficulty of the required changes. In general, the relief implementation should be completed at least six (6) months prior to the projected exhaust of the NPA, but in extraordinary situations, at least three (3) months before the existing NPA would exhaust under the highest growth projections. For overlays, relief is completed when mandatory 10-digit local dialing has been implemented and the new NPA becomes effective.*

Heidi referred the participants to the relief planning meeting aids included in the meeting notice, excerpts from the Guidelines, and the Customer Education and Technical Milestones. These meeting aids will assist the participants in their decision making and the Guidelines can be downloaded from the ATIS web site at: [www.atis.org](http://www.atis.org).



## **BACKGROUND:**

The 213 NPA, created in 1947, originally covered all of southern California. The 714 NPA was created when it was split off from the 213 NPA in 1951. The 714 area code was split again in 1982, 1992, and 1998 and the 619, 909, and 949 area codes were introduced. Even with the introduction of these area code splits, the 714 needed additional relief and the California Public Utilities Commission approved an overlay of the 714 NPA. The 657 NPA was to be introduced in October 2000 but due to number conservation measures, the 657 was not implemented until September 23, 2008.

The 657/714 NPA is predominantly in northern Orange County with a small portion in Los Angeles and San Bernardino Counties. The 657/714 NPA serves all or portions of communities such as Anaheim, Brea, Buena Park, Costa Mesa, Cypress, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Orange, Placentia, Santa Ana, Westminster, and Yorba Linda.

There are two grandfathered codes in the 714 NPA: 714-608 in the Capistrano Valley rate center and code 714-915 in the Laguna Beach rate center. These two codes were grandfathered when the 714 NPA was split and the 949 NPA was introduced in 1998.

As previously reviewed in section 5.6.1 of the Guidelines, an area code overlay is the only option for relief of the 657/714 NPA. The projected life of adding a new NPA overlay to the 657/714 NPA overlay complex is approximately 10 years based on the current assignment rate.

## **CENTRAL OFFICE (“CO”) CODE STATUS OF THE CALIFORNIA 657/714 NPA**

Heidi provided a read-out of the monthly CO code assignment activity for the California 657/714 NPA. As of April 8, 2024, the 657 NPA has 570 CO codes assigned, 216 CO codes available for assignment and 14 unavailable CO codes. The 714 NPA has 784 CO codes assigned, two (2) CO codes available for assignment and 14 unavailable CO codes (See Attachment #2)

## **Exhaust Forecast**

The October 2023 Numbering Resource Utilization/Forecast (NRUF) and NPA Exhaust Analysis (“October 2023 NRUF Report”), published by NANPA, indicated that the 657/714 NPA would exhaust during the first quarter of 2027. The April 2024 NRUF was published by NANPA on April 16, 2024 and the projected exhaust date for the 657/714 NPA did not change.

## **THOUSANDS-BLOCK STATUS**

There are 13 rate centers in the 657/714 NPA overlay, and all 13 rate centers are mandatory for pooling. From March 1, 2023 through April 8, 2024, there were 765 thousands-blocks assigned and 63 CO codes assigned for pool replenishment. As of April 8, 2024, there are 26 thousands-blocks available. The forecasted need for CO codes for the next twelve months is 27 CO codes forecasted for pool replenishment and dedicated customers. (See Attachment #3)

Heidi also reviewed the 657/714 NPA Maps with rate centers and county boundaries, Rate Center Table, and CO Code Holder and Thousands-Block Holder Tables. There are 53 service provider OCNs assigned a CO code or thousands-blocks in the 657/714 NPA overlay.

## **STATEMENT FOR THE RECORD**

The following *Industry Statement for the Record* was provided during the meeting. After some

discussion, the participating members reached consensus to include it in the minutes and have it included as Attachment 1 to the Application filed with the Commission.

**Industry Statement for the Record**  
Additional Overlay to the Existing 657/714 Overlay

The Industry respectfully requests that the Commission approve the industry's Application to implement an additional overlay for relief of the existing 657/714 area code overlay, including its proposed implementation interval and Public Education Plan (PEP), no later than June 30, 2025. The Industry's proposed schedule and PEP allow the Industry to implement relief efficiently, avoid holiday network freeze timeframes, and reduce the risk of running out of numbers before relief is implemented.

The Industry will work together to ensure the additional overlay implementation is successful. No paid advertising is necessary for a successful implementation because:

- The existing 657/714 overlay and its mandatory 1+10-digit dialing has been in place since 2008. There's no need for a permissive dialing period or customer education about 1+10-digit dialing.
- Educating 657/714 customers about the new additional overlay area code is just an informational exercise. Californians are already very familiar with multiple area codes and mandatory 1+10-digit dialing. Mandatory 1+10-digit dialing is the predominant dialing plan in California, required in all but two area codes by the time this additional overlay to the 657/714 overlay is implemented.
- The Industry is quite experienced in educating customers about the introduction of new overlay area codes when mandatory 10-digit or 1+10-digit dialing is already in place. By the time implementation for the additional overlay for the 657/714 overlay will need to start, the Industry will have implemented four such overlays in California, with no paid advertising being used.
  - Further, the Industry has already implemented similar overlays in Arizona, Colorado, Florida, Georgia, Illinois, Maryland, Missouri, New York, North Carolina, Ohio, Pennsylvania, Texas, Virginia, Washington and Wisconsin. No paid advertising was used in any of those.
  - In fact, the Industry has implemented more than 60 overlays across the United States in the last ten years, and only five overlays implemented in California during that timeframe used paid advertising. No more than two news releases were issued in any of those implementations either, except for the two most recent overlays implemented in California.
- Paid advertising requirements in PEPs create the need for a funding mechanism, and past PEPs demonstrate that the funding mechanism is a burdensome, inefficient and unnecessarily complex process shouldered unfairly by a few industry volunteers.
- For the additional overlay to the existing 657/714 overlay with its simple informational messaging, paid advertising and a funded PEP doesn't make fiscal sense. It would be virtually impossible to implement a funded PEP within the recommended nine (9)-month

implementation schedule.

**REVIEW DRAFT RELIEF APPLICATION FOR THE 657/714 NPA**

Heidi reviewed the draft relief application for the 657/714 NPA distributed on March 19, 2024, which recommends an all-services distributed overlay. A new NPA code would be assigned to the same geographic area occupied by the existing 657/714 NPA. Customers would retain their current telephone numbers. The projected life of the new NPA is approximately 10 years based on current assignment rates. Consensus was reached to approve NANPA’s recommended application as edited by the participants during the meeting.

The following dialing plan is the current dialing plan for the 657/714 NPA. Consensus was reached by the participating members to add the following statement to the existing dialing plan, *\* 10-digit dialing permissible at wireless providers’ discretion.*

**Current Dialing Plan for the 657/714 All-Services Overlay**

Type of call	Call terminating in	Dialing plan
Local	Home NPA (HNPA) or Foreign NPA (FNPA)	1 + 10-digits (1 + NPA-NXX-XXXX)*
Toll	HNPA or FNPA	1 + 10-digits (1 + NPA-NXX-XXXX)
Operator Utilities <small>Credit card, collect, third party</small>	HNPA or FNPA	0 + 10-digits (0 + NPA-NXX-XXXX)

\*10-digit dialing permissible at wireless providers’ discretion

**ESTABLISH IMPLEMENTATION SCHEDULE**

Consensus was reached by the participating members to recommend to the Commission a nine (9)-month schedule for implementation of the overlay with the new NPA becoming effective six (6)-months prior to the forecasted exhaust date. Since mandatory 1+10-digit dialing is already in place, a permissive dialing period is not needed. The meeting participants also reached consensus to recommend that CO codes will not be assigned in the new overlay NPA until all available codes in the 657 and 714 NPAs have been assigned. The recommended schedule is as follows:

**Implementation Schedule for an All-Services Overlay**

EVENT	TIMEFRAME
Customer Education and Network Preparation Period*	Nine (9) months
Earliest Activation of CO codes in the new NPA **	At completion of Customer Education and Network Preparation Period <i>Six (6) months prior to exhaust</i>

\* *There is no requirement for a permissive dialing period because mandatory 1+10-digit local dialing is already in place.*

\*\**CO codes in the new NPA will not be assigned until all available codes in the existing 657/714 NPA are allocated.*

**CUSTOMER EDUCATION PLAN**

There was discussion regarding any additional items to be included in the application and consensus was reached to include the Industry’s *Recommended Public Education Program*

*(PEP) for Additional Overlay to the Existing 657/714 NPA Overlay Nine-Month Implementation Plan.*

**Recommended Public Education Program (PEP)  
for Additional Overlay to the Existing 657/714 NPA Overlay  
Nine-Month Implementation Plan**

<b>Activity</b>	<b>Description</b>	<b>Audience</b>	<b>Shared or Individual Service Provider Effort</b>	<b>Completion Date</b>
1	Effective date of decision approving an additional area code overlay for relief of the existing 657/714 overlay.	N/A	N/A	Date of Decision (DOD)
2	Post-Commission meeting news release announcing the 657/714 additional overlay area code relief plan, the overlay area code geographic boundaries, and the new overlay area code for issue within the 657/714 area code region. Post CPUC news release to CPUC website and social media platforms.	All customers	CPUC	DOD
3	NANPA 657/714 additional overlay implementation meeting, and request for industry participation on Public Education Plan (PEP) task force. Determination of Implementation Start Date (ISD).	CPUC staff and industry	Shared	6 weeks after DOD
4	Start Implementation	Industry	Industry	Implementation Start Date (ISD)
5	Additional overlay information distributed internally as a job aid for customer service representatives to answer customer questions. Representatives should not need to refer questions to the CPUC.	Customer service representatives	Individual service provider	2 months after ISD
6	First news release announcing the 657/714 additional overlay area code relief plan, the area code overlay geographic boundaries, and the new overlay area code for issue within the 657/714 area code and adjacent area codes, to media and key entities, including chambers of commerce and local governments. Post news release to CPUC website and social media platforms.	All customers	Industry and CPUC staff	2 months after ISD
7	Provide to CPUC Communications Division first email or written confirmation from the California Telecommunications Industry identifying media coverage (including major local broadcast television stations) of the 657/714 additional area code overlay.	CPUC staff	Industry	3 months after ISD

8	Provide by email targeted letters with the information in the Customer Notification, along with PEP Task Force contact information, to (1) community based organizations and key government agencies, including senior, consumer and other advocacy/activist organizations, chambers of commerce, city councils, and other key government agencies, (2) alarm service provider associations, (3) public safety organizations and PSAPs, (4) telephone directory publishers, and (5) California Relay Services throughout the 657/714 area code overlay region. Request that these organizations distribute the information to their members.	Senior, consumer and other advocacy/ activist organizations, chambers of commerce, city councils and other key government agencies, alarm service provider associations, public safety organizations and PSAPs, telephone directory publishers, and California Relay Services	Industry	3 months after ISD
9	657/714 additional overlay update to industry websites.	All customers	Individual service provider	3 months after ISD
10	Second news release reminding the public of the 657/714 additional overlay area code relief plan, the overlay area code geographic boundaries, and the new overlay area code for issue within the 657/714 area code overlay region. Post CPUC news release to CPUC website and social media platforms.	All customers	Industry and CPUC staff	8.5 months after ISD
11	Published Directories: Add information on cover to alert customers in 657/714 overlay area about the new overlay area code	All customers	Individual service provider	9 months after ISD
12	Single customer notification runs for two bill cycles: Announce the new additional area code overlay to the existing 657/714 area code overlay, indicate the affected areas, and the new area code effective date.	All customers	Individual	9 months after ISD
13	New NPA/Area Code effective and implementation completed			9 months after ISD
14	Provide to CPUC Communications Division second email or written confirmation from the California Telecommunications Industry identifying media coverage (including local broadcast television stations) of the 657/714 additional area code overlay.	CPUC staff	Industry	9.5 months after ISD

Additionally, consensus was reached to include the following technical milestones that will be utilized by the Industry for implementation of the additional overlay when mandatory 1+10-digit dialing is already in effect.

**Technical Milestones:**

	<b>Responsibility</b>
1 Obtain industry test code from NANPA and activate the test number.	One (1) Service Provider Volunteer
2 Open the test code in Service Providers' network.	All Service Providers
3 Establish NPA Specific type of Trunks	All Service Providers (as needed)
<b>E911 Work Plan</b>	
4 Confirm new Emergency Service Number (ESN)/ Numbering Plan Digit (NPD) has been established for the new NPA	E911 Providers
5 Ensure new NPA is built in the SRDB table	E911 Providers
6 Notify PSAPs, PS/ALI customers and County Coordinators	E911 Providers
7 Notify Statewide 911 Coordinator	Industry Co-chairs
8 Review and Submit CLEC Trunk Order Requests to local provider if needed	All Service Providers (as needed)
9 Update PSAP Equipment	PSAPs
10 Trunk Orders Complete	E911 Providers
11 Build E911 Network/Tandem Translations	E911 Providers
12 Verify if all PSAP work has been completed	E911 Providers
13 Activate E911 Network/Tandem Translations	All Service Providers

*The above are the typical milestones necessary for implementation of an additional overlay when mandatory 1+10-digit dialing is already in place; however, these may need to be modified during the actual implementation.*

**STATE STATUTE REQUIREMENTS**

Heidi mentioned that the California Public Utilities Code, Section 7931, has certain notification requirements: NANPA is to formally notify the CPUC at least **30 months prior** to the projected opening of a new NPA;

***-Within three-months of that notice***, all Service Providers are to notify all customers in writing of the need to establish a new area code and;

***-Within 9 months of that notice to the CPUC*** the staff and the area code relief coordinator (NANPA) are to notify representatives of local jurisdictions and the public in affected geographic areas, and, at the discretion of the commission, may conduct one or more meetings both for representatives of local jurisdictions and members of the public to inform them of the proposed area code relief.

Heidi stated a formal notification will be sent by NANPA to the Commission notifying the Commission a new area code is needed for relief of the 657/714 NPA. The notification to the Commission will be posted via the NANP Notification System (“NNS”). In lieu of public

meetings, the Commission staff and NANPA will be recording a webcast which will be posted to the Commission website. Within three months of this notice being sent to the Commission, all service provider OCNs with assigned CO codes or thousands-blocks must inform their customers of the need for the new area code and the webcast. The customer notice verbiage will be drafted and approved by the Commission staff and sent out via NNS as well as emailed to all service provider OCNs in the 657 and 714 NPAs. Heidi reminded the participants to keep their NAS user profiles active to ensure they are receiving NNS notifications.

#### **OPEN DISCUSSION**

A participant asked when the Industry will receive a timeline of when the customer notices will be distributed. Heidi responded that the timeline is not established, and the CO code holders and thousands-block holders in the 657/714 NPA will be notified through NNS and an email will be sent by the Commission.

#### **NANPA FILING INDUSTRY EFFORTS WITH COMMISSION**

Participants reached consensus that NANPA will file the application for relief of the 657/714 NPA with the Commission informing it of the outcome of this relief planning meeting by May 21, 2024.

#### **MEETING MINUTES DISTRIBUTION AND APPROVAL OF THE MINUTES**

The meeting minutes will be posted no later than April 23, 2024. The Industry is to provide any suggested edits to Heidi Wayman via email at [hwayman@nanpa.com](mailto:hwayman@nanpa.com). Any changes to the minutes should be provided within one week of posting, when the minutes will become final.

NANPA Meeting Adjourned

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These minutes became final on April 30, 2024.

**California 657/714 NPA  
Draft Application Review Meeting  
April 9, 2024  
Participants**

NAME	COMPANY
Jeanne Bell	Allstream/Zayo
Deborah Anstead	Altice USA
Sharon Poer	AT&T
Lina Khoury	California Public Utilities Commission
Quinlan Fang	California Public Utilities Commission
Siamack Donighi	California Public Utilities Commission
Matthew Nolan	Charter
Angela Burbach	Cox Communications
Dan Bowlin	DISH Wireless
Rosemary Coates	Frontier Communications
Judy Geise	Frontier Communications
Laura Simmons	Frontier Communications
Rachel Gredler	Frontier Communications
Rita Schmitz	Lumen/CenturyLink
Margaret Cox	Lumen/CenturyLink
Heidi Wayman	NANPA
Cecilia McCabe	NANPA
Linda Hymans	NANPA
Florence Weber	NANPA
Rebecca Morrow	Since Voice
Shaunna Forshee	T-Mobile
Chanda Brown	Verizon
Brandon Orozco	Verizon
Dana Crandall	Verizon Wireless



## California Central Office Code Summary

<b>NPA</b>	<b>657</b>	<b>714</b>				
<b>Assigned NXXs</b>	570	784				
<b>Reserved NXXs</b>	0	0				
<b>Unavailable NXXs</b>	14	14				
<b>Available NXXs</b>	216	2				
<b>Total</b>	<b>800</b>	<b>800</b>				
<b>Code Assignment History</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>657 NPA</b>	50	78	77	99	55	16*
<b>714 NPA</b>	0	0	0	0	5	1*
<b>*As of April 8, 2024</b>						
<b>October 2023 NRUF and NPA Exhaust Analysis</b>	1Q2027					
<b>Note: Unavailable indicates codes that are unavailable for assignment. These codes include, but are not limited to, test and special use codes(e.g., 958, 959, 555, time), N11 and other unique codes (e.g., 976, 950) and codes with special dialing arrangements (e.g., 7-digit dialing across NPA boundary).</b>						

<b>THOUSANDS-BLOCK STATISTICS</b>	
<b>ST/NPA:</b>	<b>CA 657/714</b>
<b>MEETING DATE:</b>	<b>4/9/24</b>
<b>RATE CENTERS</b>	
<i># Total</i>	<b>13</b>
<i># Mandatory</i>	<b>13</b>
<i># Mandatory-Single Service Providers (M*)</i>	<b>0</b>
<i># Optional</i>	<b>0</b>
<i># Excluded</i>	<b>0</b>
<b>BLOCKS ASSIGNED</b>	
<i># Total</i>	<b>765</b>
<i>(For time period 3/01/23- 4/08/24)</i>	
<b>BLOCKS AVAILABLE</b>	
<i>#Total</i>	<b>26</b>
<i>(As of preparation date: 4/08/24)</i>	
<b>CODES ASSIGNED</b>	
<i># Total</i>	<b>63</b>
<i># for Pool Replenishment</i>	<b>63</b>
<i># for Dedicated Customers</i>	<b>0</b>
<i># for LRNs</i>	<b>0</b>
<i>(For time period 3/01/23- 4/08/24)</i>	
<b>CODES FORECASTED</b>	
<i># Total</i>	<b>27</b>
<i># for Pool Replenishment and Dedicated Customers</i>	<b>27</b>
<i># for LRNs</i>	<b>0</b>
<i>(For the next twelve months as of: 4/08/24)</i>	