

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for approval of implementation  
of 1+10-digit dialing for Walnut Hill and  
Molino, Florida exchanges, by Frontier  
Communications of the South, LLC.

DOCKET NO. 150151-TL  
ORDER NO. PSC-15-0396-PAA-TL  
ISSUED: September 18, 2015

The following Commissioners participated in the disposition of this matter:

ART GRAHAM, Chairman  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
JULIE I. BROWN  
JIMMY PATRONIS

ORDER GRANTING AMENDED PETITION  
BY FRONTIER COMMUNICATIONS OF THE SOUTH, LLC  
FOR MANDATORY 10-DIGIT DIALING

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

Background

On May 26, 2015, Frontier Communications of the South, LLC. (Frontier) filed a Petition for Approval of Mandatory 1+10 Digit Dialing for the Walnut Hill and Molino Exchanges. Frontier is a local exchange telecommunications company that is certificated by this Commission and serves the Walnut Hill and Molino Exchanges in Escambia County.

On June 10, 2015, we sent a data request to Frontier seeking additional information on Frontier's proposal. Frontier provided responses to the data request on June 25, 2015. On August 5, 2015, we sent an e-mail notice to all potentially affected communication carriers in the Frontier service area. In the notice, we described Frontier's proposal, provided a link to the proposal on our website, and advised that any written comments should be submitted to this Commission by August 14, 2015. In addition, on August 6, 2015, a Florida Administrative Register (FAR) notice was published in which we sought information on how Frontier's dialing proposal might affect other Florida communication carriers and customers. The FAR notice provided that written comments should be submitted to us by August 14, 2015. On August 14, 2015, BellSouth Telecommunications, LLC d/b/a AT&T Florida (AT&T), filed comments addressing Frontier's proposed dialing pattern change. On August 21, 2015, Frontier filed a letter

amending its original Petition to request mandatory 10-digit dialing instead of mandatory 1+10 digit dialing (Amended Petition).

We have jurisdiction to address this matter pursuant to Section 364.16(7), Florida Statutes, and 47 C.F.R. §52.19.

#### Decision

Frontier currently serves certain exchanges in northwest Florida, including the Molino exchange, which is in Escambia County, as well as the Walnut Hill exchange, which is just north of the Molino exchange. At present, both Pensacola, Florida and McCullough, Alabama are included in the local calling area for Frontier's customers in the Walnut Hill, Florida exchange. As such, customers in the Walnut Hill exchange utilize 7-digit dialing when making calls to both Pensacola and McCullough.

Frontier has learned that a wireless communication carrier recently opened the codes 251-261 in McCullough, Alabama and 850-261 in Pensacola, Florida. Frontier is concerned that when the wireless communication carrier actually begins offering service, 261 numbers in either the 850 area code or the 251 area code, Frontier customers' calls in Walnut Hill may not properly translate.

As an example, a customer in Walnut Hill, FL (850-327) may attempt to reach a business in McCullough, AL by dialing a 7-digit number as the customer has in the past. If the business has been assigned a number, such as 261-1234, that call to the business in McCullough may not complete, or it may be sent to a potentially identical number in Pensacola, FL, because 261-1234 also belongs to a customer in Pensacola, FL. Since Walnut Hill currently has 7-digit dialing into both McCullough and Pensacola, this is a very likely scenario due to the wireless communication carrier opening 261 number blocks in both areas. The same would be true if a customer in Walnut Hill (850-327) is contacting a friend or family member in Pensacola, FL and dials 261-7890. Because Pensacola is included in the customer's local calling area, along with McCullough, AL, the call may not be completed or may be switched to McCullough, AL, to a customer with that number. If, however, the customer were required to also dial the area code when placing a call, the call would properly translate to the appropriate switch and ultimate destination.

Frontier anticipates imminent problems with call routing in this area, as well as associated customer confusion and frustration. Therefore, Frontier asks in its Amended Petition to Implement 10-digit Mandatory Dialing in the Walnut Hill exchange. Because of the close proximity and community of interest between Molino and Walnut Hill, Frontier anticipates that applying the dialing requirement to both exchanges will reduce confusion that could otherwise arise because of notifications to just one of these exchanges. Customers in the Walnut Hill and Molino exchanges would not incur any change in calling rates. Frontier proposes to provide customer awareness, notification and education comparable to such efforts required for an area code split or overlay.

We anticipated potential dialing problems in this area during the area code 904 relief addressed in Docket No. 961153-TL. By Order No. PSC-97-0138-FOF-TL, issued February 10, 1997, we stated the following:

We have considered whether there would be a need to change interNPA dialing patterns. If the new NPA code results in routes with interNPA seven-digit dialing, a change to ten-digit dialing may be necessary on those routes.

On August 14, 2015, AT&T, filed comments addressing Frontier's proposed dialing pattern change. AT&T stated that it is unaware of any technical issues with implementing 1+10-digit dialing for inter-NPA calling from these exchanges. However, AT&T noted that implementation of 1+10-digit dialing is inconsistent with the previously-established dialing plan developed by industry and this Commission. Historically, in the State of Florida, 1+10 digit dialing has been earmarked to indicate to consumers they are making a toll call. By Order No. PSC-96-0558-FOF-TP, issued April 25, 1996, in Docket No. 960090-TP, we set the following dialing patterns.

Intra Exchange Local	10-digits
Inter and Intra NPA EAS	10-digits
Inter and Intra NPA ECS or alternative toll plan	1 + 10 digits
Inter and Intra NPA toll	1 + 10 digits

In our June 10, 2015 data request, we advised Frontier that historically in Florida, 1+10 dialing has been reserved for calls which incur toll charges, and asked why Frontier believes it should use 1+10 dialing instead of just 10-digit dialing. Frontier responded that it is not opposed to the implementation of 10-digit dialing versus 1+10 digit dialing. On August 21, 2015, after engaging in discussions with AT&T regarding its comments, Frontier amended its original Petition. The Amended Petition confirms Frontier's willingness to implement 10-digit dialing for the Walnut Hill and Molino exchanges, as opposed to 1+10 digit dialing as originally requested. In addition, Frontier represents that AT&T does not oppose Frontier's amended request to implement 10-digit dialing.

AT&T was the only communication carrier which submitted comments in this docket. No public comments from consumers were received. It appears that a change in the dialing pattern to 10-digit mandatory dialing in the Walnut Hill and Molino exchanges will not have any significant effect on either providers or consumers. Therefore, we hereby approve Frontier's Amended Petition for 10-digit Mandatory Dialing for the Walnut Hill and Molino exchanges.

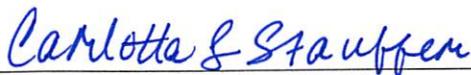
Based on the foregoing, it is

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ORDERED by the Florida Public Service Commission that Frontier Communications of the South, LLC.'s Amended Petition for 10-digit Mandatory Dialing for the Walnut Hill and Molino exchanges is hereby approved. It is further,

ORDERED that if no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, this docket shall be closed upon the issuance of a consummating order.

By ORDER of the Florida Public Service Commission this 18th day of September, 2015.



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

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

CWM

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on October 9, 2015.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.