

REQUEST TO ESTABLISH DOCKET (Please type or print. File original with CLK.)		
Date:	10/28/2020	
1. From Division / Staff:	IDM / Fogleman	
2. OPR:	IDM	
3. OCR:	GCL	
4. Suggested Docket Title:	<u>Proposed Extension of Permissive Dialing in the 850 Area Code</u>	
5. Program/Module/Submodule Assignment:	B12	
6. Suggested Docket Mailing List		
a. Provide NAMES/ACRONYMS, if registered company		<input type="checkbox"/> Provided as an Attachment
Company Code, if applicable:	Parties (include address, if different from MCD):	Representatives (name and address):
b. Provide COMPLETE NAME AND ADDRESS for all others (match representatives to companies)		
Company Code, if applicable:	Interested persons, if any, (include address, if different from MCD):	Representatives (name and address):
	All Telecommunicaitons Companies	
	NANPA	
	Scott Crawler; Scottc@Smithsecuritysystem.com	P.O. Box 925, Gulf Breeze, FL 32562
	Howard W. Johnson; hjohnson@panhandlesystems.com	10 Industrial Blvd., Pensacola FL 32503
	Sean Guthrie; sguthrie@fla-alarms.org	1830 N. University Dr., PMB # 329, Plantation, Fl. 33322
7. Check one:	<input checked="" type="checkbox"/> Supporting documentation attached	<input type="checkbox"/> To be provided with Recommendation
Comments:		



- COMPLETE SECURITY & FIRE ALARM SPECIALISTS •
 - 24-HOUR UL LISTED CENTRAL STATION MONITORING •
- Florida State License: EF 0000053, Alabama State License 101

October 26, 2020

Greg Fogleman
Public Utilities Supervisor
Florida Public Service Commission

Mr. Fogleman:

Per your news release dated 8/7/2020, as a result of the addition of the (448) area code to the current (850) area. We will now require 10 digital dialing in our area, this creates a major problem for the thousands of legacy alarm panels that currently dial seven-digit numbers to reach our monitoring facility. The systems involved are Fire Alarm, Security Systems, Medical Alert and Hold-up Alarms. The time frame allotted by the Public Service Commission where 7- or 10-digit dialing are both supported is only six months, that is simply not enough time to visit all of these locations especially with the Covid-19 Pandemic making customers un-willing to allow technicians in to do the needed reprogramming.

The Public Service Commission should have done a better job informing Alarm Companies directly of this change. I respectfully request you extend this time frame, so that we can get our customers reprogrammed and avoid a public safety issue.

Thanking you in advance for your consideration.

Sincerely,

Scott Crawler, President
Smith Security System, Inc.

SC/gs



(850) 433-2310 • (850) 932-6096 • (850) 664-2773
P.O. BOX 925 • GULF BREEZE, FL 32562





October 27, 2020

10 Industrial Blvd. Pensacola FL 32503
(850) 478-2108 Voice (850) 478-2250 Fax
FL Lic. # EF0000698 / AI Lic. # 074

Greg Fogleman
Public Utilities Supervisor
Florida Public Commission

Sir,

As we discussed on the phone, this current accelerated schedule to push existing 850 area code users to 10 digit dialing poses a serious life safety risk. We, like most security and Fire Alarm Company's, have thousands of customers, both commercial and residential, and with equipment that currently uses local 7 digit dialing to communicate alarms to our central monitoring station. We currently have over 3500 that we are not able to reprogram remotely – these include commercial fire alarms, elevator emergency phones, commercial duress and hold up alarms and residential burglary and fire systems.

It is not realistic, with the very short window provided, to make these changes at each customer's site that requires a technician to make these programming changes. Add to this a worldwide pandemic where many customer do not want a person in their home or business.

Who will take on the liability for risk to loss of life or property because of this accelerated change to a dial plan? Is that a function of the Public Service Commission to accept the responsibilities and liabilities of the effects this schedule? The decision not to delay this for a reasonable amount of time will negatively affect the public's safety, and does not seem like it was taken into consideration. It seems like the only winner is the cell phone companies who can add more lines to increase business.

Today, we are able to dial 7 or 10 digits – this flexibility needs to be extended an additional 12 months to allow our industry to make the changes without risking the loss of alarm signal communications due to this dial plan change – add the new (448) area code and make that a 10 digit dial plan, but keep the existing flexible 7 or 10 digit dialing until Q4 of 2021 allowing equipment and programming changes for the older analog fire and security equipment in place. This is not an unreasonable request.

Thank you for your consideration,

Howard W. Johnson
President / CEO
Panhandle Alarm & Telephone Company, Inc.

Greg Fogleman

From: Dyer, Paul <Paul.Dyer@myfloridacfo.com>
Sent: Monday, October 26, 2020 1:26 PM
To: Greg Fogleman
Cc: Sinco, Casia
Subject: FW: Fire Alarms - Reprograming

Good Afternoon,

Based on your email, I would agree that a large percentage of Fire alarm systems will have to be done manually. To my knowledge, there are very few systems that can allow programming changes remotely. If the changes are not made in time, the building will not be monitored and would be a violation to the Florida Prevention Code. Also don't forget about the emergency phone in all the elevators. I would assume those numbers will need to be changed also as well as burglar, medical, etc.

I would suggest you contact DBPR and speak to them. They regulate the alarm industry and might have more information how the industry is handling the changeover.

Thank you,

Recently, the Florida Public Service Commission has ordered an area code overlay for the area service by the 850 area code. As a result of this order, the areas serviced by the 850 area code will be required to transition from seven-digit local dialing to ten-digit local dialing before the new area code 448 can begin being assigned. Currently, that transition is scheduled for February 20, 2021. Since then, I have been contacted by a representative from an alarm company that has expressed concerns regarding this implementation schedule. One of the assertions made related to the process by which fire alarms are updated to dial ten digits. They stated that such updates must be made "manually" and implied that this was a requirement. Can you confirm that the "manual" nature of such an update is a requirement or this really a function of the type of equipment a company has deployed? If it is a requirement, is it a national or Florida specific requirement? Is this new requirement, as it has not been brought to our attention in the past? Any citation to such rules you could provide would be very helpful. Thanks, Greg Fogleman
Public Utilities Supervisor
Office of Industry Development and Market Analysis
Florida Public Service Commission (850) 413-6574

Paul Dyer, District Chief
Office of Chief Financial Officer Jimmy Patronis
Florida Department of Financial Services
Division of State Fire Marshal
200 East Gaines Street, Tallahassee, FL 32399-0342
Phone: (850) 413-3741 Fax: (850) 414-6119
Email: PAUL.DYER@MYFLORIDACFO.COM



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[Download](#) CFO Patronis' Hurricane Financial Preparedness Toolkit



Please note that Florida has a broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

Joani O'Neill

From: Joani O'Neill
Sent: Monday, April 20, 2020 11:37 AM
To: sguthrie@fla-alarms.org; mkenna@fla-alarms.org
Subject: FL NPA 850/448 Area Code Overlay Notification
Attachments: Florida 850 First Alarm and Security Providers Letter.docx

Importance: High

Hello –

Please find attached information regarding upcoming dialing plan changes in the Florida 850 Area Code. Please share this information with teams that will be effected by this dialing change. Our goal is to ensure a smooth transition when it comes to mandatory 10-digit dialing for all customers in the Florida 850 Area Code. We appreciate your assistance in distributing information regarding this updated to local dialing procedures. If there are questions, please refer to the information included in the release.

Tri-Chairs for the Florida 850/448 Area Code Industry Team
Rita Schmitz – Rita.Schmitz@CenturyLink.com
Allyson Blevins – Allyson.Blevins@Charter.com
Joani O'Neill – Joani.ONeill@Inteliquent.com

Regards,



Joani O'Neill
Manager, Code Administration, Inteliquent
o: 406.496.6522 24-hr NOC: 800.933.1224 Opt 2
130 N. Main Street, 3rd Floor, Butte, MT 59701
www.inteliquent.com e: joani.oneill@inteliquent.com



Joani O'Neill

From: Mary Kenna <MKenna@FLA-Alarms.org>
To: Joani O'Neill
Sent: Monday, April 20, 2020 11:53 AM
Subject: Read: FL NPA 850/448 Area Code Overlay Notification

//EXTERNAL Sender: MKenna@FLA-Alarms.org from United States.

Your message

To: Mary Kenna
Subject: FL NPA 850/448 Area Code Overlay Notification
Sent: Monday, April 20, 2020 1:37:20 PM (UTC-05:00) Eastern Time (US & Canada)

was read on Monday, April 20, 2020 1:52:23 PM (UTC-05:00) Eastern Time (US & Canada).

Joani O'Neill

From: Joani O'Neill
Sent: Thursday, July 9, 2020 4:11 PM
To: sguthrie@fla-alarms.org; mkenna@fla-alarms.org
Cc: Joani O'Neill
Subject: FL NPA 850/448 Area Code Overlay Notification
Attachments: Florida 850 Second Alarm and Security Providers Letter.docx

Importance: High

Hello –

Please find attached information regarding upcoming dialing plan changes in the Florida 850 Area Code. Please share this information with teams that will be effected by this dialing change. Our goal is to ensure a smooth transition when it comes to mandatory 10-digit dialing for all customers in the Florida 850 Area Code. We appreciate your assistance in distributing information regarding this updated to local dialing procedures. If there are questions, please refer to the information included in the release.

Thanks!

Regards,



Joani O'Neill
Manager, Code Administration, Inteliquent
o: 406.496.6522 24-hr NOC: 800.933.1224 Opt 2
130 N. Main Street, 3rd Floor, Butte, MT 59701
www.inteliquent.com e: joani.oneill@inteliquent.com



Joani O'Neill

From: Microsoft Outlook
To: sguthrie@fla-alarms.org; mkenna@fla-alarms.org
Sent: Thursday, July 9, 2020 4:11 PM
Subject: Relayed: FL NPA 850/448 Area Code Overlay Notification

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

sguthrie@fla-alarms.org (sguthrie@fla-alarms.org)

mkenna@fla-alarms.org (mkenna@fla-alarms.org)

Subject: FL NPA 850/448 Area Code Overlay Notification

Joani O'Neill

From: Joani O'Neill
Sent: Thursday, October 22, 2020 6:45 PM
To: sguthrie@fla-alarms.org; mkenna@fla-alarms.org
Cc: Joani O'Neill
Subject: FL NPA 850/448 Overlay Second Notice - Reminder
Attachments: Florida 850 Second Notice Alarm and Security Providers Letter.docx

Hello –

Please see attached letter for important information regarding the FL NPA 850/448 overlay. This notice should be shared with all Alarm and Security providers in your organization.

Thanks!

Regards,



Joani O'Neill
Director, Numbering Operations
Inteliquent

o: 406-496-6522 | m: 406-560-9017
Joani.oneill@inteliquent.com
inteliquent.com
550 W. Adams St., Suite 900, Chicago, IL 60661



Joani O'Neill

From: Microsoft Outlook
To: sguthrie@fla-alarms.org; mkenna@fla-alarms.org
Sent: Thursday, October 22, 2020 6:45 PM
Subject: Relayed: FL NPA 850/448 Overlay Second Notice - Reminder

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

sguthrie@fla-alarms.org (sguthrie@fla-alarms.org)

mkenna@fla-alarms.org (mkenna@fla-alarms.org)

Subject: FL NPA 850/448 Overlay Second Notice - Reminder

Joani O'Neill

From: Joani O'Neill
Sent: Friday, April 17, 2020 3:25 PM
To: President@flafaa.org
Subject: FL NPA 850/448 Overlay Notice
Attachments: Florida 850 First Alarm and Security Providers Letter.docx

Hello –

My name is Joani O'Neill and I am one of the Tri-Chairs for the Florida 850/448 Area Code Industry Team working on the 850/448 Area Code Overlay in Florida. One of our responsibilities is to make sure the Alarm and Security providers are aware of the upcoming changes to the dialing procedures so I'm hoping you can tell me if there is a contact person in the Alarm and Security industry I can reach out to in order to make sure all of the Alarm and Security providers receive the attached notification. Any information you can provide is appreciated.

Thank you!

Regards,



Joani O'Neill

Manager, Code Administration, Inteliquent

o: 406.496.6522 24-hr NOC: 800.933.1224 Opt 2

130 N. Main Street, 3rd Floor, Butte, MT 59701

www.inteliquent.com e: joani.oneill@inteliquent.com



Joani O'Neill

From: Joani O'Neill
Sent: Thursday, July 9, 2020 4:09 PM
To: President@flafaa.org
Cc: Joani O'Neill
Subject: FL NPA 850/448 Overlay Second Notice
Attachments: Florida 850 Second Alarm and Security Providers Letter.docx

Hello –

Please see attached letter for important information regarding the FL NPA 850/448 overlay. This notice should be shared with all Alarm and Security providers in your organization.

Thanks!

Regards,



Joani O'Neill
Manager, Code Administration, Inteliquent
o: 406.496.6522 24-hr NOC: 800.933.1224 Opt 2
130 N. Main Street, 3rd Floor, Butte, MT 59701
www.inteliquent.com e: joani.oneill@inteliquent.com



Joani O'Neill

From: Microsoft Outlook
To: President@flafaa.org
Sent: Thursday, July 9, 2020 4:09 PM
Subject: Relayed: FL NPA 850/448 Overlay Second Notice

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

President@flafaa.org (President@flafaa.org)

Subject: FL NPA 850/448 Overlay Second Notice

Joani O'Neill

From: Joani O'Neill
Sent: Thursday, October 22, 2020 6:43 PM
To: President@flafaa.org
Cc: Joani O'Neill
Subject: FL NPA 850/448 Overlay Second Notice - Reminder
Attachments: Florida 850 Second Notice Alarm and Security Providers Letter.docx

Importance: High

Hello –





Please see attached letter for important information regarding the FL NPA 850/448 overlay. This notice should be shared with all Alarm and Security providers in your organization.

Thanks!

Regards,



Joani O'Neill
Director, Numbering Operations
Inteliquent

 o: 406-496-6522 | m: 406-560-9017
 Joani.oneill@inteliquent.com
 inteliquent.com
 550 W. Adams St., Suite 900, Chicago, IL 60661



Joani O'Neill

From: Microsoft Outlook
To: President@flafaa.org
Sent: Thursday, October 22, 2020 6:43 PM
Subject: Relayed: FL NPA 850/448 Overlay Second Notice - Reminder

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

President@flafaa.org (President@flafaa.org)

Subject: FL NPA 850/448 Overlay Second Notice - Reminder

Joani O'Neill

From: chris.creamer flafaa.org <chris.creamer@flafaa.org>
Sent: Thursday, October 22, 2020 6:48 PM
To: Joani O'Neill
Cc: Joani O'Neill
Subject: Re: FL NPA 850/448 Overlay Second Notice - Reminder

//EXTERNAL Sender: chris.creamer@flafaa.org from United States.

Ty

Get [Outlook for iOS](#)

From: Joani O'Neill <Joani.O'Neill@Inteliquent.com>
Sent: Thursday, October 22, 2020 8:42:51 PM
To: chris.creamer flafaa.org <chris.creamer@flafaa.org>
Cc: Joani O'Neill <Joani.O'Neill@Inteliquent.com>
Subject: FL NPA 850/448 Overlay Second Notice - Reminder

Hello –

Please see attached letter for important information regarding the FL NPA 850/448 overlay. This notice should be shared with all Alarm and Security providers in your organization.

Thanks!

Regards,



Joani O'Neill
Director, Numbering Operations
Inteliquent

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Joani.oneill@inteliquent.com
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550 W. Adams St., Suite 900, Chicago, IL 60661



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Area Code Overlay Approved for the Florida 850 Area Code

Attention: Alarm and Security Service/Equipment Providers

To ensure a continuing supply of telephone numbers, the new 448 area code will be added to the area currently served by 850. The new 448 area code will serve the same geographic area currently served by the existing 850 area code which generally covers the northern portion of Florida known as the panhandle and communities such as Pensacola, Panama City and Tallahassee. The 850 area code is also the home of Eglin and Tyndall Air Force Bases.

What is an area code overlay?

An overlay is the addition of another area code (448) to the same geographic region as an existing area code (850). An overlay does not require customers to change their existing area code.

How does this affect providers of alarm and security services and equipment?

As a result of the overlay, a new local dialing procedure requires callers to dial area code + telephone number. Alarm and security services and equipment currently located in the 850 area code and programmed to dial only seven digits must be updated or reprogrammed to dial area code+telephone number or 1+area code +telephone number for all calls in the 850/448 area code.

What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number or 1 + area code + telephone number**. This means that all calls in the 850 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number or 1 + area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 448 area code.

When will the change begin?

Effective **August 22, 2020**, the new dialing procedures should be used whenever a call is placed from the 850 area code. If the caller forgets and dials just seven digits, calls will still be completed.

Beginning **February 20, 2021**, the new dialing procedure must be used, as described above. On and after this date, if callers do not use the new dialing procedure, calls will not complete. A recording will instruct the caller to hang up and dial again including the area code.

Reprogramming of alarm equipment should be completed by February 20, 2021.

To verify that equipment can complete calls to the new 448 area code, a special test number, 448-448-1448, will be in service beginning December 20, 2020 and it will remain active through April 20, 2021.

Beginning March 20, 2021, new telephone lines or services may be assigned numbers using the new 448 area code.

What will remain the same?

- Telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- Emergency services can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, these calls may still be dialed using just the three digits.

Who may you contact with questions?

Customers with questions regarding the dialing procedure change should be directed to their local service provider, or they can contact the Public Staff at the Florida Public Service Commission website: <http://www.floridapsc.com/>.

Sincerely –

Tri-Chairs for the Florida 850/448 Area Code Industry Team

Rita Schmitz – Rita.Schmitz@CenturyLink.com

Allyson Blevins – Allyson.Blevins@Charter.com

Joani O'Neill – Joani.ONeill@Inteliquent.com



Area Code Overlay Approved for the Florida 850 Area Code

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Tri-Chairs for the Florida 850/448 Area Code Industry Team

Rita Schmitz – Rita.Schmitz@CenturyLink.com

Allyson Blevins – Allyson.Blevins@Charter.com

Joani O'Neill – Joani.ONeill@Inteliquent.com



Get Ready! Dialing Numbers in Florida 850 Area Code is changing!

Attention: Alarm and Security Service/Equipment Providers

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Tri-Chairs for the Florida 850/448 Area Code Industry Team

Rita Schmitz – Rita.Schmitz@CenturyLink.com

Allyson Blevins – Allyson.Blevins@Charter.com

Joani O'Neill – Joani.ONeill@Inteliquet.com

