

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

DATE: November 25, 2020

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Gregory D. Fogleman, Public Utilities Supervisor, Office of Industry Development & Market Analysis GF

RE: Docket No. 20200236-TP - Proposed extension of permissive dialing in the 850 and 813 area codes.

Please file the attached email and memo to all Commissioners regarding the National Suicide Prevention Hotline in the above-referenced docket.

GF/jb


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Move Actions Tags Editing Zoom

From: Greg Fogleman Sent: Wed 11/25/2020 12:08 PM
To: Chairman Clark & Staff; Commissioner Brown & Staff; Commissioner Fay & Staff; Commissioner Graham & Staff; Commissioner Polmann & Staff
Cc: Braulio Baez; Mark Futrell; Keith Hetrick; Cayce Hinton; Mary Anne Helton; Adam Potts; Mark Long; Lee Eng Tan; Rachael Dziechciarz; Gabriella Passidomo
Subject: 988 National Suicide Prevention Lifeline

Message  988 National Suicide Prevention Lifeline Memo.pdf (123 KB)

Good afternoon Commissioners,

Attached please find staff's memo regarding the creation of the 988 National Suicide Prevention Lifeline and the resulting need to transition to 10-digit dialing in some area codes in Florida. This issue was mentioned briefly in staff's recommendation for Docket No. 20200236-TP, which will be before you at the December 1st Agenda Conference (item 6). This memo is intended to provide additional background information and identify affected area codes that are not being addressed in that docket.

Respectfully,

Greg Fogleman
Public Utilities Supervisor
Office of Industry Development and Market Analysis
Florida Public Service Commission
(850) 413-6574



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

DATE: November 25, 2020

TO: Chairman Gary F. Clark
Commissioner Art Graham
Commissioner Julie I. Brown
Commissioner Donald J. Polmann
Commissioner Andrew Giles Fay

FROM: Office of Industry Development & Market Analysis (Deas, Fogleman) *AF*

RE: 988 National Suicide Prevention Lifeline and 10-digit dialing

In 2018, the U.S. Congress passed the Suicide Hotline Improvement Act, which directed the Federal Communications Commission (FCC) to examine the feasibility of designating a three-digit dialing code to be used for a national suicide prevention and mental health crisis hotline. On July 16, 2020, the FCC designated 988 as the three-digit universal phone number for the National Suicide Prevention Lifeline, which will connect those in crisis with suicide prevention and mental health counselors. In addition, the FCC adopted rules to facilitate the implementation of the 988 dialing code.¹

The rules require 83 area codes throughout the United States to transition to 10-digit dialing in order to ensure customers are able to reach the National Suicide Prevention Lifeline by dialing 988. This is necessary wherever 988 has already been assigned as a prefix for 7-digit telephone numbers. Four Florida areas codes are impacted by this decision: 312 (Brevard County only), 352, 561, and 941. The 813 and 850 area codes would have been impacted as well, but the Commission had already ordered those area codes to transition to 10-digit dialing as part of area code relief plans. The 904 area code was also initially thought to be impacted, but after investigation by staff it was determined that the carrier holding the 988 prefix was no longer in business and NANPA could reclaim those numbers.

The FCC's Order requires providers to make any network changes necessary to implement the new dialing code. Providers are defined here as all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP. NANPA began industry planning meetings and established the 10-digit dialing implementation schedule included below. This schedule starts with network preparation and customer education, which is a nine and a half month process. Permissive dialing will be a six month period where customers can begin dialing 10-digits for local calls, though it is not required for call completion. Once mandatory 10-digit

¹ FCC Report and Order , FCC 20-100, WC Docket No. 18-336, Implementation of the National Suicide Hotline Improvement Act of 2018, released July 17, 2020, <https://docs.fcc.gov/public/attachments/FCC-20-100A1.pdf>

dialing begins customers will have to dial ten digits in order to complete a call. Some of the larger providers will need time to complete mandatory dialing in multiple states; therefore, providers will be given about eight and a half months to complete and enforce 10-digit dialing.

ACTION	DATE
Start of Network Preparation and Customer Education	July 16, 2020
Start of Permissive 10-digit Dialing	April 24, 2021
End of Permissive Dialing and Start of the 8.5 month Mandatory 10-digit Dialing Process	October 24, 2021
End of the Mandatory 10-digit Dialing Process Enforcement implemented	July 15, 2022
Providers shall transmit all calls initiated by an end user dialing 988 to the National Suicide Prevention Lifeline	July 16, 2022

The FCC has asserted exclusive jurisdiction over the implementation of 10-digit dialing in the 83 area codes identified. As a result, if the FPSC wanted to intervene in this process it would have to provide ex parte comments to the FCC.

cc: Braulio Baez
Mark Futrell
Keith Hetrick
Forest Boone
Jim Varian

Katherine Fleming
Ana Ortega
Eddie Phillips
Cayce Hinton
Mary Anne Helton

Adam Potts
Mark Long
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Gabriella Passidomo