

**BEFORE THE
CALIFORNIA PUBLIC UTILITIES COMMISSION**



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Application of the North American Numbering
Plan Administrator, on behalf of the California
Telecommunications Industry, for Relief of the
510 Numbering Plan Area

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) Docket No. _____
) A1705013
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**APPLICATION OF THE NORTH AMERICAN NUMBERING PLAN
ADMINISTRATOR, ON BEHALF OF THE CALIFORNIA
TELECOMMUNICATIONS INDUSTRY, FOR RELIEF OF THE 510
NUMBERING PLAN AREA**

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Dated: May 19, 2017

**BEFORE THE
CALIFORNIA PUBLIC UTILITIES COMMISSION**

Application of the North American Numbering
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**APPLICATION OF THE NORTH AMERICAN NUMBERING PLAN
ADMINISTRATOR, ON BEHALF OF THE CALIFORNIA TELECOMMUNICATIONS
INDUSTRY, FOR RELIEF OF THE 510 NUMBERING PLAN AREA**

Neustar, Inc., the North American Numbering Plan Administrator (“NANPA”), 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”),¹ requests that the California Public Utilities Commission (“Commission”)² approve the Industry’s consensus³ decision to recommend to the Commission an all-services distributed overlay as the form of relief for the 510 numbering plan area (“NPA”).⁴ Absent NPA relief, the supply of central office codes (often referred to as “CO” or “NXX” codes) for the 510

¹ The Industry is composed of current and prospective telecommunications carriers operating in, or considering operations within, the 510 area code in California.

² The Federal Communications Commission (“FCC”) delegated authority to the states, including California, to review and approve NPA relief plans. *See* 47 C.F.R. § 52.19.

³ Consensus as used in this document means: 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. (ATIS Operating Procedures, section 7.1, version 5.2, Mar. 1, 2015 (see Exhibit A, page 4).

⁴ As the neutral third party administrator, NANPA has no independent view regarding the relief option selected by the Industry.

NPA will exhaust during the second quarter of 2018. In order to allow sufficient time for completion of the selected relief plan prior to exhaust of CO codes in the 510 NPA, the Industry respectfully requests that the Commission also approve the recommended 13-month implementation schedule and customer education plan outlined in Section I.A.3 below.

I. BACKGROUND

A. 510 NPA Relief Efforts

In April 2016, NANPA published an NRUF (Number Resource Utilization Forecast) and NPA Exhaust Analysis which indicated that the 510 NPA would exhaust during the second quarter of 2019. Due to increased demand for numbering resources, that projected exhaust date subsequently has been revised to second quarter 2018.⁵ Based upon the projected exhaust of the 510 NPA, NANPA began the relief planning process by announcing the need for relief and distributing initial relief planning documents to the Industry on April 17, 2016.⁶ NANPA then convened an Industry relief meeting on June 20, 2016 to discuss possible relief alternatives for the 510 NPA.⁷ NANPA kept the Commission staff informed of the Industry's efforts throughout the process including sending an announcement letter to the Commission on July 29, 2016.⁸

⁵ The revised projected exhaust of second quarter 2018 was first published in the October 2016 NRUF and NPA Exhaust Analysis.

⁶ In order to plan for the introduction of new area codes, NANPA and the Industry utilize the NPA Code Relief Planning and Notification Guidelines (ATIS-0300061, Jan. 4, 2016) ("Relief Planning Guidelines"). The NPA Relief Planning Guidelines assist NANPA, the Industry and regulatory authorities within a particular geographic NPA in the planning and execution of relief efforts. The NPA Relief Planning Guidelines can be accessed on the ATIS website located at www.atis.org/01_committ_forums/INC/inc_docs.asp.

⁷ NANPA's invitation to the June 20, 2016 relief planning meeting, including the Planning Document and other relief materials, is attached as Exhibit A. The minutes of the June 20, 2016 meeting are attached as Exhibit B.

⁸ The Letter to Timothy J. Sullivan, Executive Director, California Public Utilities Commission from Joseph R. Cocke, Senior NPA Relief Planner, NANPA (Jul. 29, 2016) is attached as Exhibit C.

1. The June 20, 2016 Industry Relief Meeting

Pursuant to the NPA Relief Planning Guidelines, NANPA distributed a Planning Document (“PD”) to the Industry prior to the June 20, 2016 meeting. The PD contained descriptions, maps, general facts and assumptions, and the projected lives of two area code relief options, an all services overlay, referred to as Alternative #1 in the PD, and a geographic split, referred to as Alternative #2.

In Alternative #1, the all services overlay, a new area code would be assigned to the same geographic area occupied by the existing 510 NPA. The 510 NPA customers would retain their current telephone numbers; however, 1+10-digit-dialing for all calls placed within and between the 510 NPA and the new NPA would be required.

Alternative #2, the geographic split, would divide the 510 NPA into two NPAs. The proposed boundary runs east to west along the southern boundary of Oakland Main-Piedmont DA Rate Center and north of the Oakland: Alameda DA and Oakland Fruitvale DA rate centers. The area below the new boundary line is referred to as Area A in the PD and the area above the boundary is referred to as Area B. Area A has a projected life of 47 years and Area B has a projected life of 51 years.

The June 20, 2016 meeting attendees reviewed the relief alternatives and related information. The Industry members reached consensus to recommend the all-services distributed overlay plan to the Commission as their choice of relief for the 510 NPA. The Industry also reached consensus to recommend a 13-month schedule for implementing the area code overlay.

2. The Local Jurisdiction and Public Participation Meetings

The California PU Code section 7931, (e) (2) states, that:

...within nine months the coordinator and the commission staff shall conduct at least one meeting for representatives of local jurisdictions to inform them of the proposed area code relief options, and to afford them the opportunity to discuss

the potential impact of the proposed options. Following the local jurisdiction meeting, the coordinator and the commission staff shall conduct at least three public meetings in the affected geographical area. The public meetings are to inform members of the public about the proposed area code relief options, and to afford affected customers an opportunity to discuss the potential impact of the proposed area code relief options and measures that may be taken to mitigate any potential disruptions.

Pursuant to PU Code 7931, the Commission staff required a local jurisdiction meeting and three public participation meetings be held to allow those affected by an area code change to voice their concerns and opinions. The CPUC staff presented the overlay alternative and the split alternative at three local jurisdiction and public meetings held in Oakland and Berkeley on January 17, 2017 and Hayward on February 15, 2017.⁹

3. The April 24, 2017 and May 1, 2017 Industry Relief Meeting

On April 24, 2017 and continued on May 1, 2017, NANPA held another relief meeting regarding the 510 NPA to discuss the results of the local jurisdiction and public participation meetings and to finalize the Industry's recommendation to the Commission. The participants of the April 24, 2017 and May 1, 2017 meeting discussed the attributes of the relief alternatives that were presented in the local jurisdiction and public participation meetings.¹⁰ The Industry's consensus decision remained the same: to recommend Alternative #1, the all-services distributed overlay plan, to the Commission as the method of relief for the 510 NPA, and to recommend a 13-month schedule for implementing the area code overlay. Further, the industry reached consensus to make a statement regarding customer education, set forth in Exhibit F attached herein, which provides a modified PEP that the industry asks the Commission to adopt.

⁹ See Exhibit D.

¹⁰ See Exhibit D, NANPA's invitation to the Industry to attend the April 24, 2017 meeting which includes the Commission staff report on the 510 NPA relief public meetings. The minutes of the April 24, 2017 and May 1, 2017 meeting are attached as Exhibit E. The industry consensus statement is Exhibit F.

II. DESCRIPTION OF THE RECOMMENDED RELIEF ALTERNATIVE

The Industry recommended all-services distributed overlay, Alternative #1, would superimpose a new NPA over the same geographic area covered by the existing 510 NPA. All existing customers would retain the 510 area code and would not have to change their telephone numbers. Consistent with FCC regulations and California uniform dialing, the relief plan would require 1+10 digit dialing for all calls within and between the 510 NPA and the new NPA.¹² All calls (local and toll), whether the calls are to the home NPA or a foreign NPA, would be dialed using 1+10 digits. CO code assignments would be made from the new overlay area code beginning one month after mandatory dialing begins. The all services overlay has a projected life of 49 years.

The recommended 13-month implementation schedule, provided below, includes recommended intervals for each implementation phase but does not include specific dates. The Commission should allow the Industry to select the specific implementation dates, once an order is issued, that do not conflict with other overlay implementations occurring across the country.

Recommended Implementation Schedule for an All-Services Distributed Overlay

EVENT	TIMEFRAME	DATE
Start of customer education and network preparation	6 months	TBD
Permissive 7-digit and 1+10-digit dialing period (calls within the 510 NPA can be dialed using 7 or 1+10 digits) and continued customer education	6 months	TBD
NPA overlay and first code activation after end of permissive dialing period (effective date for CO codes from the new overlay NPA)	1 month	TBD
Total implementation period	13 months	

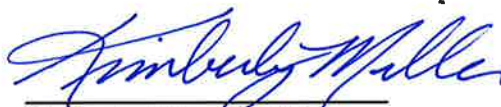
¹² 47 C.F.R. § 52.19(c)(3)(ii).

Adhering to the proposed implementation schedule will avoid the denial or delay of service to telecommunications providers' customers due to the unavailability of CO codes. Given that exhaust of the 510 NPA is now projected in the second quarter 2018, a year from now, it is critical that the Commission issue an order expeditiously to ensure timely relief and effective customer education.

III. CONCLUSION

The Industry respectfully requests that the Commission issue an order expeditiously approving the Industry's recommendation for relief for the 510 NPA, an all-services distributed overlay. The Industry also requests that the order approve the recommended relief implementation schedule and the recommended modified PEP in Exhibit F to ensure that relief is implemented before the 510 NPA is exhausted and to ensure that the Industry has sufficient time to effectively and efficiently educate customers.

Respectfully submitted,



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May 19, 2017

VERIFICATION

I, John C. Manning, hereby state the following under penalty of perjury. I am Senior Director of the North American Numbering Plan Administration, Neustar, Inc. I am 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 510 Numbering Plan Area" (the "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: 

Date: May 19, 2017

ATTACHMENT 1

COMPLIANCE WITH RULE 2.1(c)

In compliance with Rule 2.1(c) of the Commission's Rules of Practice and Procedure, Neustar, Inc., 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 6.1(c) 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, local jurisdiction and public participation hearings have been held regarding the issues presented in the Application. Accordingly, hearings are not required.

Issues to be Considered: Whether the Commission should adopt the Industry's recommended all-services distributed overlay, with corresponding 13-month implementation schedule and customer education plan, as the preferred form of relief for the 510 numbering plan area ("NPA").

Proposed Schedule: NANPA projects that the 510 NPA will exhaust during the second quarter of 2018. As explained in the Application, the Industry recommends a 13-month schedule to implement the all services overlay. To ensure the Industry has sufficient time to implement relief before the 510 NPA exhausts, the following schedule is proposed:

Application Filed	May 19, 2017
Expiration of Protest Period	July 19, 2017
Decision Issued	August 21, 2017

EXHIBIT A

April 17, 2016

To: All 510 NPA Code Holders and Other Industry Members (California)

Subject: Initial Planning Document with Notice of the 510 NPA Relief Planning Meeting

Neustar, Inc., in its capacity as the North American Numbering Plan Administration (NANPA) is responsible for initiating area code relief (in accordance with the NPA Code Relief Planning and Notification Guidelines, ATIS-0300061) in areas within the United States in sufficient time to prevent exhaust of numbering resources before relief is implemented, typically thirty-six months prior to exhaust. The April 15, 2016 Numbering Resource Utilization Forecast (NRUF) projects the 510 NPA in California will exhaust during the 2Q2019.

Accordingly, on June 20, 2016, NANPA will convene an industry NPA relief planning conference call to develop a recommended relief plan for the 510 NPA. The objective of this meeting is to secure consensus among members of the California Telecommunications Industry on a single plan for relief of the 510 NPA. The resulting relief plan will be filed with the California Public Utilities 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.

Attached is the Initial Planning Document (IPD) for the 510 NPA developed by NANPA and will be presented at the June 20, 2016 meeting to assist the Industry with NPA relief planning efforts. NANPA also welcomes the submission of additional relief alternatives from interested parties.

Also attached to this notice are the meeting agenda, consensus process, relief planning meeting aids, the California 510 NPA NXX Summary and Pooling Statistics reports, State of California Department of Finance population statistics and sections of the California State PU Code relating to area code relief planning and notification requirements for your reference.

Because the resulting impacts of NPA relief planning are so significant, NANPA strongly encourages your participation at the June 20, 2016 meeting. Past experience demonstrates that this could be the only meeting of the industry before a decision is reached on a recommended relief plan. The details of the meeting are as follows:

Date: June 20, 2016

Time: 11:00 AM PT; 12:00 PM MT; 1:00 PM CT; 2:00 PM ET

Dial-in number: (630) 827-6799 Pass code: 8831535#

NANPA is also making an online capability available for this meeting. To join the online of the reference documents during the call please utilize the link and instructions provided below:

Page 2:

https://urldefense.proofpoint.com/v2/url?u=https-3A__neustar.webex.com_neustar_j.php-3FMTID-3Dm4a4c0adc0775efb0e1104096c6c0a61d&d=CwMGaQ&c=MOptNIVtIETeDALC_lULrw&r=O6ub6WcNvHcqR8QyH34bdMaow0_qxONlcs mouaSKj8g&m=YAA2oKdzXhj255b3PegTUc2cHLjpSxwiuXs2F556Aec&s=cozp9uGU0Tt_Za0s7h1WwkBLss1JNynKP2rf2F2orR4&e=

Meeting Number: 623 666 277

Meeting password: akjht733

Please feel free to distribute this notice to others in the industry that you feel should attend this important NPA relief planning conference call. If you received this notice from someone else and would like to receive additional information in the future about the 510 NPA relief, you are encouraged to sign up to NANPA's NAS-NNS by going to www.nanpa.com, then selecting NAS Login and then selecting New Registration and following the sign-up process.

Please feel free to contact me if you have any questions regarding the above relief planning conference call, any aspect of relief planning, or have any questions about receiving notices and documents via NNS. I can be reached on 571-434-5690 or via email at the address above.

Sincerely,

Joseph R. Cocke
Senior NPA Relief Planner
NANPA
e-mail: joe.cocke@neustar.biz

CC: Fe Lazaro and Joanne Leung – CPUC Staff

Attachments

**CALIFORNIA 510 NPA
INITIAL RELIEF PLANNING
INDUSTRY MEETING
VIA CONFERENCE CALL**

**June 20, 2016 - 11:00 AM (PT)
BRIDGE: (630) 827-6799; PASSCODE: 8831535 #**

AGENDA

Welcome, Introductions, Consensus Definition / Statements for the record

NANPA's Role and Responsibilities

Review of 510 NPA Background, History and Status

Review of Initial Planning Document and Proposed Relief Alternatives

New Alternatives from Industry Participants

Identify Pros and Cons of Relief Alternatives

Discussion and Elimination of Relief Alternatives

Consensus on Relief Alternative and Dialing Plan

Consensus on Implementation Intervals

Review of State Law and PU Code Notification Requirements

Schedule Local Jurisdiction and Public Meetings

Statements for the Record

Set Date to Approve Minutes

Open Discussions

Adjourn

INDUSTRY CONSENSUS PROCESS

3/1/2015

ATIS OPERATING PROCEDURES

VERSION 5.4

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.

This meeting aid is prepared to assist the participants in understanding basic steps and considerations in NPA Relief Planning and the criteria established to determine if relief alternatives are viable.

Section:

2.6 The ATIS consensus process will be employed in selecting an industry relief recommendation.

2.12 Once there is an approved relief plan, all code holders, block holders, and the Pooling Administrator (PA) in the exhausting NPA shall take the appropriate steps to facilitate the implementation of the plan.

Section:

5.0 NPA Relief Planning Process

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:

Sub -A - The relief options shall cover a period of at least five years beyond the predicted date of exhaust, and shall cover more than one relief activity, if necessary, during the time frame.

Sub -E - For each relief activity proposed in the plan, it is recommended that customers who undergo number changes shall not be required to change again for a period of 8-10 years.

Sub -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 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.¹

¹ Per letter dated 10-29-97 from NANC Chairman to INC Moderator.

Sub –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.² 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.

- 5.1 Determine the Expected NPA Exhaust Period - Through the use of historical growth data as well as expected changes (e.g. pooling) to NXX demands in the future, NANPA should project to the best of its ability the expected quarter of exhaust of the NPA. Every practical source of data, including the NRUF survey results should be used as an aid in this projection. Projection results should be reported to the industry as soon as the NRUF or other analysis results are available. Once the earliest likely exhaust date is determined, NANPA should suggest a mandatory dialing date six months prior to the exhaust date if the recommended relief is an overlay. If the recommended relief is a geographic split,

² In the case of an NPA overlay, cross NPA boundary calls originating from the overlay must be dialed on a 10-digit basis.

the end of the recorded announcement period should be at least six months prior to the earliest likely exhaust date.

- 5.3 Define the Attributes of Each Alternative or Method - For each of the alternative relief methods identified in 5.2, NANPA should, with assistance from the industry participants, quantify impacts to subscribers, networks and service providers and industry concerns using Appendix B. Specific calculations such as the relative lengths of the relief periods, local dialing plans using 7-digits or 10-digits should be made at this point. Examples of attributes are shown in Appendix E.
- 5.4 Notify Industry of Pending NPA Exhaust and Results of Initial Relief Planning - The next step in the NPA Relief Planning Process is to incorporate the results of the steps outlined in 5.1 through 5.3 into an Initial Planning Document (IPD) for distribution to the Industry in the affected NPA. The IPD should be attached to a letter notifying Industry members of future meeting schedules to be held for the purpose of discussing the alternative relief methods, with the objective of reaching consensus on the method to be adopted. The IPD should be provided at least four weeks prior to the first industry meeting to allow individual industry members to fully analyze the alternatives and identify impacts to their respective subscribers and networks. Industry members also should investigate any technical and operational impacts, such as required switch replacements and support system modifications.
- 5.5 Conduct Industry Meetings with the Goal of Reaching Industry Consensus on a Relief Plan – Conduct Industry Meetings/Conference Calls with the Goal of Reaching Industry Consensus on a Relief Plan – Meetings and/or conference calls should be held with all interested members of the industry within the affected NPA. Although most of these meetings are held via conference call, a face-to-face meeting may be scheduled if necessary. If a face-to-face meeting notice is issued, NANPA will state that an SP requesting a conference bridge must notify the meeting host to make arrangements (e.g., equipment, bridge number, cost of call). In order to keep the face-to-face meeting manageable, participants on the bridge shall not be accorded special consideration³. NANPA shall moderate these meetings or conference calls and be fully prepared to

³ 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.

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.

In discussing the alternatives, issues such as new NPA boundaries, local calling areas, protected codes or routes, regulatory issues, customer education, 911 issues, and the length of any necessary permissive dialing period should be considered.

All meetings and/or conference calls should be fully documented in meeting minutes, which are to be made available to the local industry within two weeks after the meeting/conference call and no less than one week prior to a subsequent meeting or call unless otherwise agreed. Copies of meeting minutes may also be forwarded to the appropriate regulatory authority.

- 5.6 Notify Appropriate Regulatory Body - When consensus is reached within the industry or when NANPA determines additional meetings would not achieve consensus, NANPA should submit to the appropriate regulatory body (or bodies) 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 Where NPA relief is required for an existing overlay complex, the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required. NANPA shall draft a relief plan petition 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 local 10-digit dialing will already be in place. The draft petition 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 petition. During the conference call, the timeframes for the implementation schedule will be determined. The recommended relief should be in place six months prior to the forecasted exhaust (see

Section 7.2). As usual, meeting minutes shall be produced and distributed by NANPA within 10 days of the conference call.

NANPA shall submit the petition 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 Where NPA relief is required for a single NPA area and NANPA has determined that only an overlay alternative will meet the guidelines, the Initial Planning Document, relief planning meeting, and industry consensus to recommend an overlay is not required.

NANPA shall draft a relief plan petition 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 two months in advance of a conference call scheduled to review and approve the draft petition. 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 two month timeframe notification may be necessary to allow individual industry members to fully analyze impacts to their respective subscribers and networks in determining the timeframes needed for implementation. Industry members may also need this time to investigate any technical and operations impacts, such as required switch replacements and support system modifications to take into consideration when determining the implementation schedule.

During the conference call, the timeframes for the implementation schedule will be determined to finalize the relief petition. The draft petition will include a recommendation for 10-digit dialing for local⁴ and toll to home NPA (HNPA) and 1+10-digit dialing to local and toll foreign NPA (FNPA), or the state's existing overlay dialing plan. The recommended mandatory dialing date should be six months prior to the forecasted exhaust (see Section 5.1). As usual, meeting minutes shall be produced and distributed by NANPA within 10 days of the conference call.

NANPA shall submit the petition 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.

⁴ As an industry Best Practice, service providers are encouraged to also provide permissive 1+ 10 digit local dialing at their discretion.

5.7 Approval by Appropriate Regulatory Body – When the regulator issues an order for NPA relief, NANPA shall confirm the approved plan meets the criteria for assignment as set forth in this document. If the approved plan meets the criteria, NANPA will assign a new NPA within one week of receipt of the approved plan. If the approved plan does not meet the criteria for assignment, NANPA will suspend the assignment pending FCC direction.

5.8 Public Statements/Press Releases - Public statements released prior to the first industry NPA relief planning meeting should, to the extent available, contain:

- factual information about the impending exhaust of the NPA
- and that questions concerning the relief effort may be directed to the NANPA

During the relief planning process, public statements are not encouraged. However, some states may require input from the public to the planning process. If questions are directed to the NANPA, or if reaction to a press article is warranted, responses should, to the extent possible, be limited to factual information (as opposed to opinion or preference) concerning relief options being considered and to agreements reached by the industry that are in the public record.

Within two weeks of the NPA assignment NANPA will issue a press release informing the public of this action. NANPA need not issue that press release if the regulatory authority wishes to do so instead. Information that may be incorporated with this notification includes a map indicating new NPA boundaries and dialing procedures.

5.9 Industry NPA Relief Implementation Meeting - NANPA will host and facilitate an Industry NPA Relief Implementation meeting via conference call following the final acceptance of a relief plan. [NANPA, on its own initiative or using input from Service Providers, has the option to convene a face-to-face meeting if the chosen plan presents unusual implementation factors.] The meeting shall occur no more than 45 days following the assignment of a new NPA. The agenda for the industry implementation meeting should include relevant dates, milestones, customer education, press releases, provision of test numbers, Planning Letter content and subsequent industry communication regarding implementation issues.

- 5.10 Planning Letter – NANPA shall post a Planning Letter to its website informing the public and the industry of pending NPA relief no more than three weeks after the initial implementation meeting. If regulatory approval of the implementation plan with interval dates is required, the Planning Letter will be published within 10 business days of regulatory approval. If an additional implementation meeting is required, the Planning Letter will be published within 3 weeks of the additional implementation meeting.

This Planning Letter should include a full disclosure of the associated testing period, permissive dialing period, affected NXXs, rate centers, records conversion dates and the beginning date for mandatory dialing of the new NPA (See time line Appendix C). Also included should be a test number for routing verification, the date it will become available and the disconnect date. Other information that may be incorporated with this notification includes a map indicating NPA boundaries, dialing procedures and a NANPA contact name and telephone number. Service providers that are code and/or block holders within the affected NPA should provide to the NANPA their company's NPA Relief Project Coordinator's contact information for inclusion in the company contact section of the Planning Letter.

Appendix B

Issues To Be Considered During NPA Relief Planning

Following are a list of issues to be considered in weighing the advantages of the relief alternatives.

Subscribers

- * quantity of subscribers who will have to undergo number changes
- * impact on customer premise equipment (CPE), e.g., reprogramming of wireless devices, automatic dialers, alarm systems, PBXs, etc.
- * public reaction to and political involvement in boundary decisions
- * impact on market identity/recognition, geographic identity, public familiarity
- * public costs such as stationery, business cards, advertising, CPE and database reprogramming.

Network and Service Providers

- * hardware and software upgrades to switching systems
- * modification to or replacement of some operations support systems
- * modification to operator services switches and/or systems
- * directory assistance impacts
- * 911 system impacts
- * directory changes
- * public notification/education requirements
- * changes to existing network routing and translations
- * impact of permissive dialing period
- * length of planning period
- * impact on dialing plan
- * experience with relief method/implementation procedure
- * interaction with appropriate regulatory bodies
- * tariff impacts
- * internal networks
- * LNP compliance impacts

Industry Concerns

- * length of relief period
- * NPA code utilization
- * Number Pooling impact on length of relief period (where applicable)

Appendix E

General Attributes of the Most Common Relief Alternatives

Geographic Splits	All-Services Overlays
<ul style="list-style-type: none">• Splits maintain a single area code for each geographic area. This may minimize confusion for customers outside the area.	<ul style="list-style-type: none">• With an overlay there will be more than one area code in a geographic area.
<ul style="list-style-type: none">• Splits require an area code change for approximately one-half of customers in a two-way split, and two-thirds of customers in a three-way split.	<ul style="list-style-type: none">• An overlay will not require existing customers to change their area code.
<ul style="list-style-type: none">• Geographic splits permit 7-digit dialing within an area code.	<ul style="list-style-type: none">• An overlay requires customers to dial 10 digits (or 1 + 10 digits) for all calls.
<ul style="list-style-type: none">• Stationery, business cards and advertising, as well as non-telephony databases, containing a ten-digit phone number will need to be revised by customers receiving the new area code.	<ul style="list-style-type: none">• There is no need to revise stationery, business cards and advertising, as well as non-telephony databases, unless they contain only seven digit phone numbers.
<ul style="list-style-type: none">• Future splits will reduce the geographic size of the area code.	<ul style="list-style-type: none">• An overlay will end further shrinking of the geographic size of the area code because subsequent relief will likely be another overlay.

This meeting aid has examples of industry developed dialing plans and implementation schedules to assist the participants in their decision of the relief alternatives being considered.

OVERLAY DIALING PLAN MEETING AND IMPLEMENTATION SCHEDULE

Type of Call	Call Terminating in	Dialing Plan
Local Call	Home NPA (HNPA) or Foreign NPA (FNPA)	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)

*1+10 digit permissible at each service provider's discretion

EVENT	TIMEFRAME
Network Preparation Period	6 months
Permissive 10-Digit Dialing and Customer Education Period <i>(Calls within existing NPA can be dialed using 7 or 10 digits)</i> Mandatory dialing period begins at the end of the Permissive Dialing Period	6 months
First Code Activation after end of Permissive dialing period <i>(Effective date for codes from the new NPA)</i>	1 month (after Mandatory Dialing Period)
Total Implementation Interval	13 months

GEOGRAPHIC SPLIT DIALING PLAN AND IMPLEMENTATION SCHEDULE

Type of Call	Call Terminating in	Dialing Plan
Local call	Home NPA (HNPA)	7 digits (NXX-XXXX)
	Foreign NPA (FNPA)	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)

EVENT	TIMEFRAME
Network Preparation Period	6 months
Permissive dialing to the old or new NPA and Customer Education Period <i>(Calls within the home NPA can be dialed using 7 or 10 digits. Calls using the old or new NPA to those changing to the new NPA are acceptable)</i> Mandatory dialing period begins at the end of the Permissive Dialing Period	6 months
Recorded Announcement Period	3 months
First Code Activation <i>(Effective date for codes from the new NPA)</i>	End of Recording Period
Total Implementation Interval	15 months

This meeting aid is a compilation of industry developed Pros and Cons and is prepared to assist the participants in evaluating the attributes of the relief alternatives being considered.

Overlay Pros and Cons:

Pros:

Alternative #					
				1	
					1 All existing customers would retain the ____ area code and would not have to change their telephone numbers.
					2 Does not discriminate against customers on different sides of a boundary line as does a geographic split
					3 Easier education process
					4 Less customer confusion and easier education process
					5 Less financial impact to business customers because there is no need to change signage, advertising and stationery
					6 Less financial impact on business customers because there is no need to change signage, advertising and stationery unless they currently only show 7-digit numbers.
					7 Residential customers do not have to update personal printed material such as checks and websites, etc. unless they currently show 7-digit numbers.
					8 Customers do not have to update personal printed material such as checks and websites, etc.
					9 Provides the most efficient distribution of numbering resources by allowing assignments to follow demand not withstanding forecasts for growth
					10 No need for synchronization of old and new NPAs in NPAC databases
					11 Minimizes call routing issues, especially with ported numbers
					12 Easier for service providers to implement from a translations, billing and service order system perspective
					13 Minimal data entries handled in national databases such as BIRRDs, LERG and the Terminating Point Master Table
					14 The PSC/PUC would not have to decide which side gets the new NPA, so no winners and losers.
					15 Does not split cities or counties into different area codes.
					16 Keeps communities of interest in tact.
					17 No impact on some wireless carriers that have to reprogram handsets manually
					18 No technical impacts to number portability, text messaging or multimedia messaging
					19 An all services overlay is simpler to implement from both a technical and customer education perspective and prevents

					having to educate customers twice.
					20 An all services overlay would have a consistent local dialing pattern, as opposed to a concentrated overlay that could have two different types of local dialing in the ____ NPA.
					21 Helps move customers toward universal 10-digit dialing, recognizing the inevitable move of technology towards an internet protocol network, which requires 10-digit dialing.

Overlay Pros and Cons:

Cons:

Alternative #					
				1	
					1 Consistent with FCC regulations, the relief plan would require 10-digit dialing for all local calls within and between the ____ NPA and the new NPA.
					2 Financial costs to add NPA to signage and printed material where only 7-digit number is shown.
					3 Customers need to reprogram phone systems for 10-digit dialing: faxes, alarms, etc.
					4 Customers would have to reprogram any auto-dialing equipment currently programmed to dial 7-digits to dial 10-digits; equipment such as alarm systems, PSAP dial systems, security gates, PBXs, life safety systems, computer modems, voicemail systems, fax machines, etc.
					5 Loss of geographic identity with an overlay.
					6 Confusion between local and toll calling – 10-d Vs 1+10-d in some states.

NPA Split Pros and Cons

Pros:

Alternative #					
				2	
					1 Customers retain seven-digit dialing for all calls within the same NPA.
					2 Maintains seven digit dialing for local calls within the same NPA
					3 Approximately ½ of customers would experience no change if they keep the XXX NPA
					4 Projected lives are balanced
					5 The projected lives are slightly more balanced than alternative

					# _.
					6 The projected lives are more balanced
					7 This alternative allows _____ to maintain operations on one side of the split line.
					8 _____ operating territory is kept in tact
					9 Retains the geographic identity with one area code.
					10 Keeps the cities on both sides of the split lines intact.

NPA Split Pros and Cons:

Cons:

Alternative #					
			2		
					1 Splits _____ operating territory between two NPAs
					2 _____ EAS calling is heavily disrupted
					3 Projected lives are imbalanced, _ years difference, least balanced of the split alternatives, could become more imbalanced if demand changes in future years
					4 Requires approximately ½ of ____ NPA customers to change their telephone numbers thus creating winners and losers.
					5 Requires NPA change for approximately ½ of ____ NPA customers
					6 Requires half of the businesses to incur costs to change their advertising for telephone #'s and stationery.
					7 Financial impact to half of businesses to incur costs to change their advertising for telephone #'s and stationery if currently show 10-digit telephone numbers or are close to the split line.
					8 Creates widespread customer 10-digit dialing confusion across the new NPA boundary.
					9 All ____ NPA customers previously went through a split _ years ago and half will have to change again
					10 Difficult PSC/PUC decision on which side retains the old NPA.
					11 Longer time period needed for service providers to implement this type of relief.
					12 Customers whose numbers change must contact friends, family and business associates with the telephone changes.
					13 More complicated and costly to implement for service providers in their billing, translations and database systems.
					14 Splits affect alarm systems and E-911 databases.
					15 Negative impacts to E911, industry and alarm system

					databases that must be updated with customers' new telephone numbers.
					16 Negative impact to directories and directory assistance databases that must be updated with customers' new telephone numbers.
					17 Timing of publication of telephone directories must be coordinated with the implementation of the new NPA.
					18 Split has a larger impact to greater number of existing customers due to change in existing customers' telephone numbers.
					19 Split requires significant challenges to service provider's operational support systems and network elements.
					20 Splits cause customer confusion with caller ID during implementation.
					21 Older wireless handsets without over-the-air programming must be manually programmed for those numbers that are changing.
					22 Splits require the old and new NPAs to be synchronized with the NPAC database to ensure accurate call routing and facilitation of port requests.
					23 Splits require a more challenging customer education process for service providers that have customers on both sides of the split line.
					24 This split disrupts the SP's host-remote switch arrangement.
					25 Splits require the 800/SMS database to be updated.
					26 Splits reduce the geographic area served by one area code.
					27 Splits the city(s), counties or legislative districts into different area codes.
					28 Splits communities of interest.
					29 For some wireless carriers, text messaging and multimedia service can only handle one version of the 10-digit number so they will fail if they are sent using the old area code during permissive dialing.

Concentrated Overlay Pros and Cons:

Pros:

Alternative #					
					1 Does not impact as many customers at once
					2 Only area of greatest code usage is overlaid (initial impact)

Concentrated Overlay Pros and Cons:

Cons:

Alternative #					
					1 Splits host-remote arrangements for _____ Telco.
					2 Very short life before expansion is required
					3 A number of EAS routes cross this boundary
					4 Will require two customer education notices, the second when the overlay is expanded to cover entire area code; two full relief efforts.
					5 Customer confusion and education problems since it will have to be expanded in _____ years.
					6 Service providers that use one switch for multiple NPAs: a conc. Overlay is difficult to implement with complicated translations
					7 Concentrated overlay boundary splits time zone
					8 Would have to start implementation immediately and come back in a short amount of time to expand the overlay
					9 Discriminates against customers inside the overlay area that have to dial 10-digits immediately vs. those that get to keep 7-digit dialing outside of the concentrated overlay.
					10 Requires judgment in projecting exhaust of specific rate centers that may be false over time.

CALIFORNIA CODES
PUBLIC **UTILITIES CODE**
SECTION 7930-7943

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.

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 conduct at least one meeting for representatives of local jurisdictions to inform them of the proposed **area code** relief options, and to afford them the opportunity to discuss the potential impact of the proposed options. Following the local jurisdiction meeting, the coordinator and the commission staff shall conduct at

least three public meetings in the affected geographical **area**. The public meetings are to inform members of the public about the proposed **area code** relief options, and to afford affected customers an opportunity to discuss the potential impact of the proposed **area code** relief options and measures that may be taken to mitigate any potential disruptions. The commission may order additional public meetings to be held at any time.

(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.

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.

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.

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.

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.

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.

7937. (a) On or before March 1, 2000, the commission shall request from each telephone corporation doing business in this state that possesses one or more telephone number prefixes, or a portion thereof, the specific telephone numbers and the quantities within the possession of the provider, both in use and not in use. The commission, for the purpose of this section, shall define the terms "in use" and "not in use." The commission shall determine the reporting requirements for the information provided to the commission

pursuant to Section 7940.

(b) Notwithstanding Section 7550.5 of the Government **Code**, the commission shall use the information obtained pursuant to subdivision (a) and any other information required by the commission, to prepare and submit to the Legislature, on or before, July 1, 2001, a study of telecommunications industry use rates.

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.

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."

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.

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.

Initial Planning Document
For
Relief of California 510 NPA

June 20, 2016

North American Numbering Plan Administration

Joseph R. Cocke
Sr. NPA Relief Planner

510 NPA Background Information

General Facts:

California became the 31st state on September 9, 1850. It has a population of over 39 million people and encompasses 155,959 square miles. Bordering states are: Arizona and Nevada to the east, Oregon to the north, with the Pacific Ocean to the west and Mexico to the south. The state flower is the California poppy, the state mineral is gold, the state animal is the California Grizzly Bear and the state bird is the California quail. California's 32nd area code went into service March 21, 2015.

The 510 NPA was introduced when it was split off of the 415 NPA in September 1991. The 510 NPA was split again when the 925 NPA was split off in 1998. The area served by the 510 NPA includes the western portions of Alameda and Contra Costa Counties. The 510 NPA serves the cities of Alameda, Albany, Berkeley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, San Leandro and Union City in Alameda County; and the cities of El Cerrito, Hercules, Pinole, Richmond, and San Pablo in Contra Costa County. This NPA has a mix of urban and suburban cities with heavy industrial areas, oil refineries, chemical plants, as well as metropolitan, commercial and residential areas with varied growth. Also included are the former Alameda Naval Air Station development, Oakland International Airport, major bay area shipping ports, several universities and colleges, hospitals, museums and three major league sports teams. The 510 NPA is bordered on the north by the 707 NPA, directly to the west by the San Francisco Bay and then further west by the 415/628 NPA overlay complex and the 650 NPA; to the east by the 925 NPA and to the south by the 408/669 NPA overlay complex.

Relief Planning Background and Assumptions:

Relief planning took place in 1998 with the CPUC approving an all services overlay in April 1999 with Decision D-99-04-024 and NANPA assigned the 341 NPA as the new overlay area code (see PL-190). Subsequently the CPUC suspended several overlays in December 1999 in D-99-12-051 (see PL-206). With the CPUC's May 3, 2007 decision (D-07-05-011) which determined that all previously filed requests for area code relief that remain pending are dismissed as moot; once rationing was lifted, in November 2010 NANPA published a planning letter (PL-413) to reflect the NPA relief project for the 510 NPA as dismissed, but retained the 341 NPA as the future relief NPA for 510 NPA. The 510 NPA has 13 rate centers of which all are in mandatory Thousand-Block-Number Pooling, which started June 29, 2001. The 510 NPA is in LATA 722. The April 15, 2016 NRUF NPA Exhaust Forecast for the CA 510 NPA is 2Q2019 with a demand rate of 17 codes per year.

CO Code Summary:

As of April 14, 2016, the 510 NPA has 727 codes assigned, 57 codes available for assignment and 16 Un-Assignable codes: N11s, 341, 510, 555, 700, 762, 950, 958 and 959. There are 44 total service providers: 39 service provider OCNs that are code holders and five service provider OCNs that are only one-thousand-block assignees.

CURRENT DIALING PLAN:

Type of Call	Call Terminating in	Dialing Plan
Local call	Home NPA (HNPA)	7 digits (NXX-XXXX)
	Foreign NPA (FNPA)	1+10 digits (1+NPA-NXX-XXXX)
Toll Call	Home NPA (HNPA)	7 digits (NXX-XXXX)
	Foreign NPA (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)

NANPA

Area Codes Map

CA - California



[Click here to view California Inset Area 1](#)
[Click here to view California Inset Area 2](#)

Follow these directions to save the map above to your computer.

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NANPA

Area Codes Map

CA - California Inset Area 1

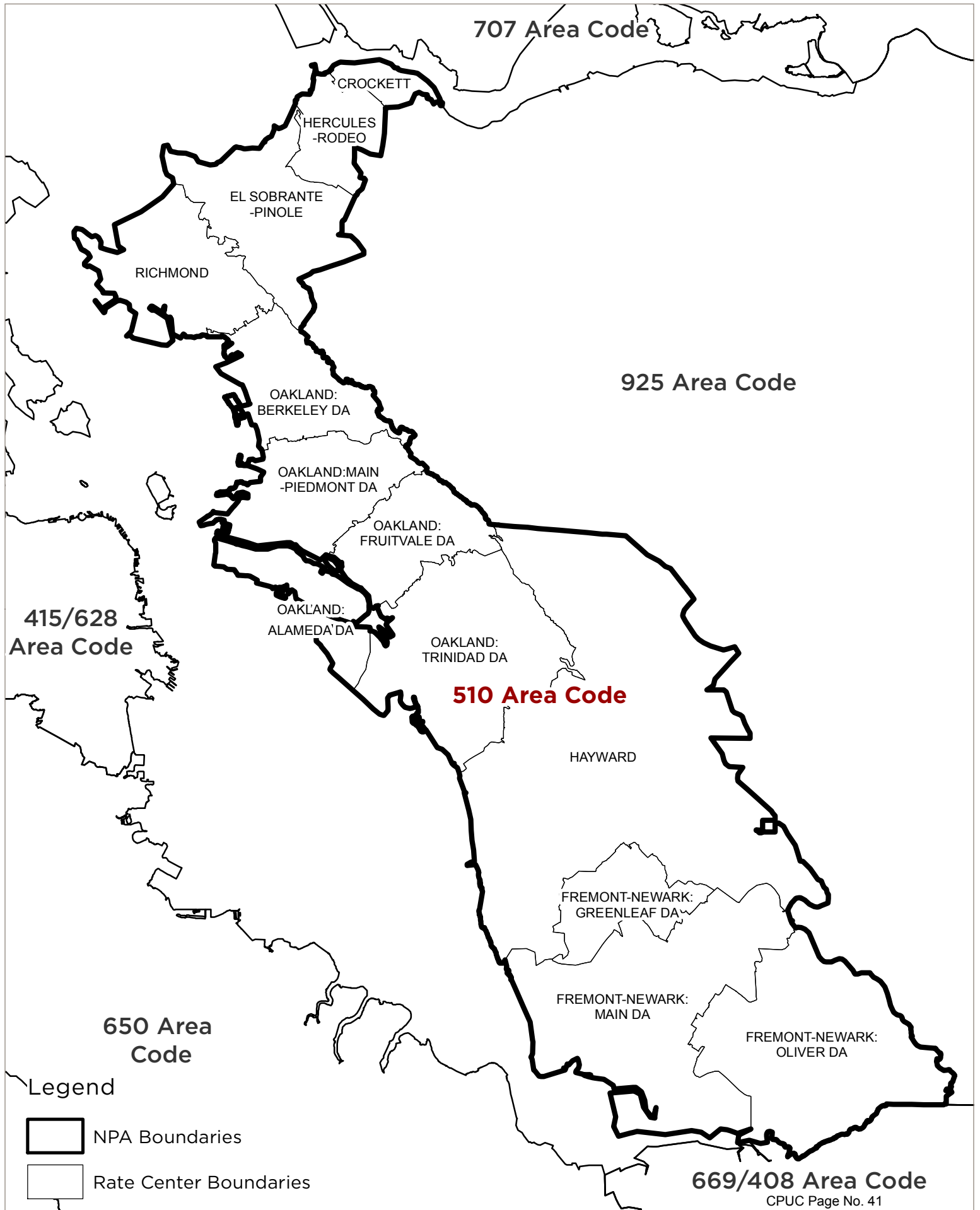


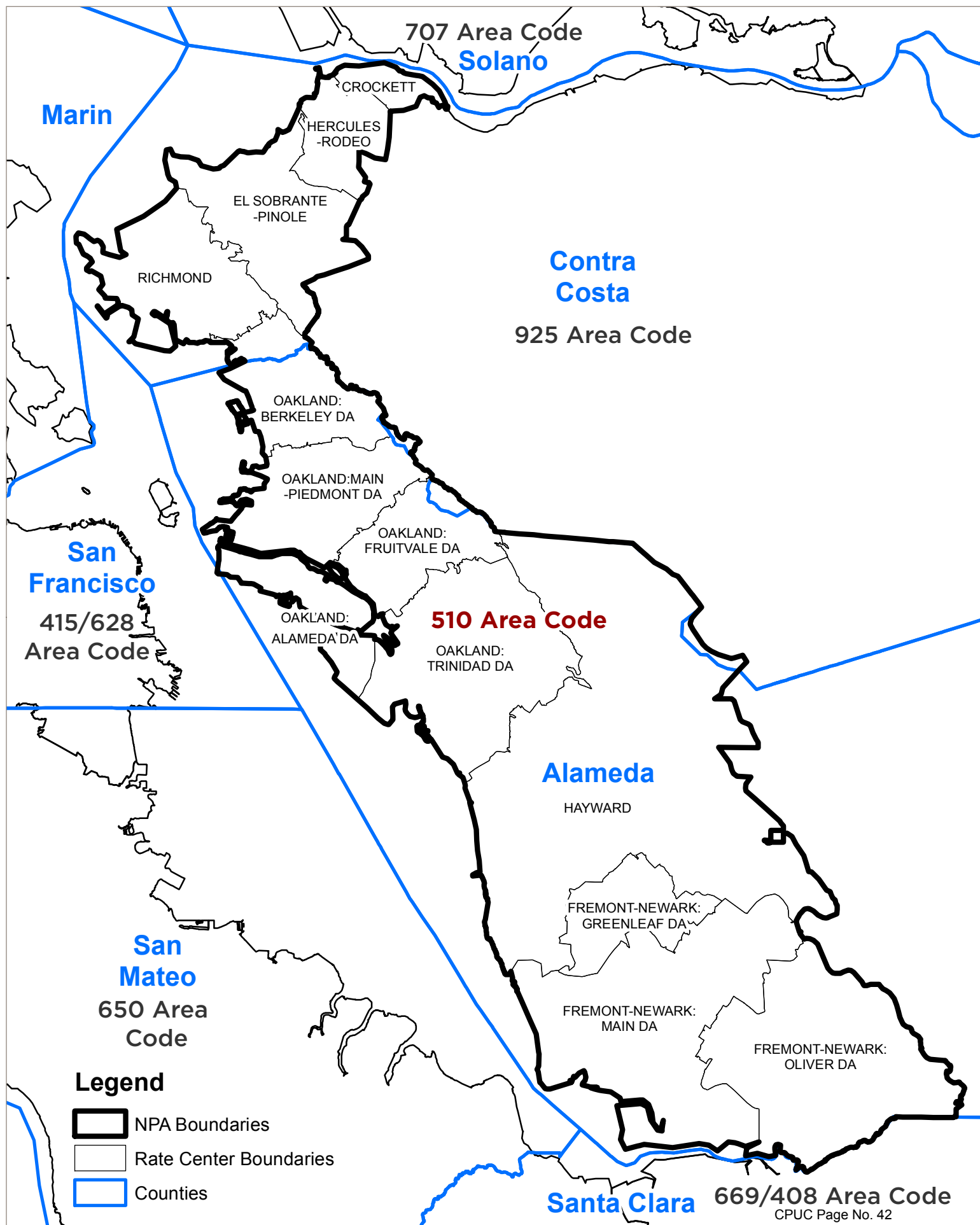
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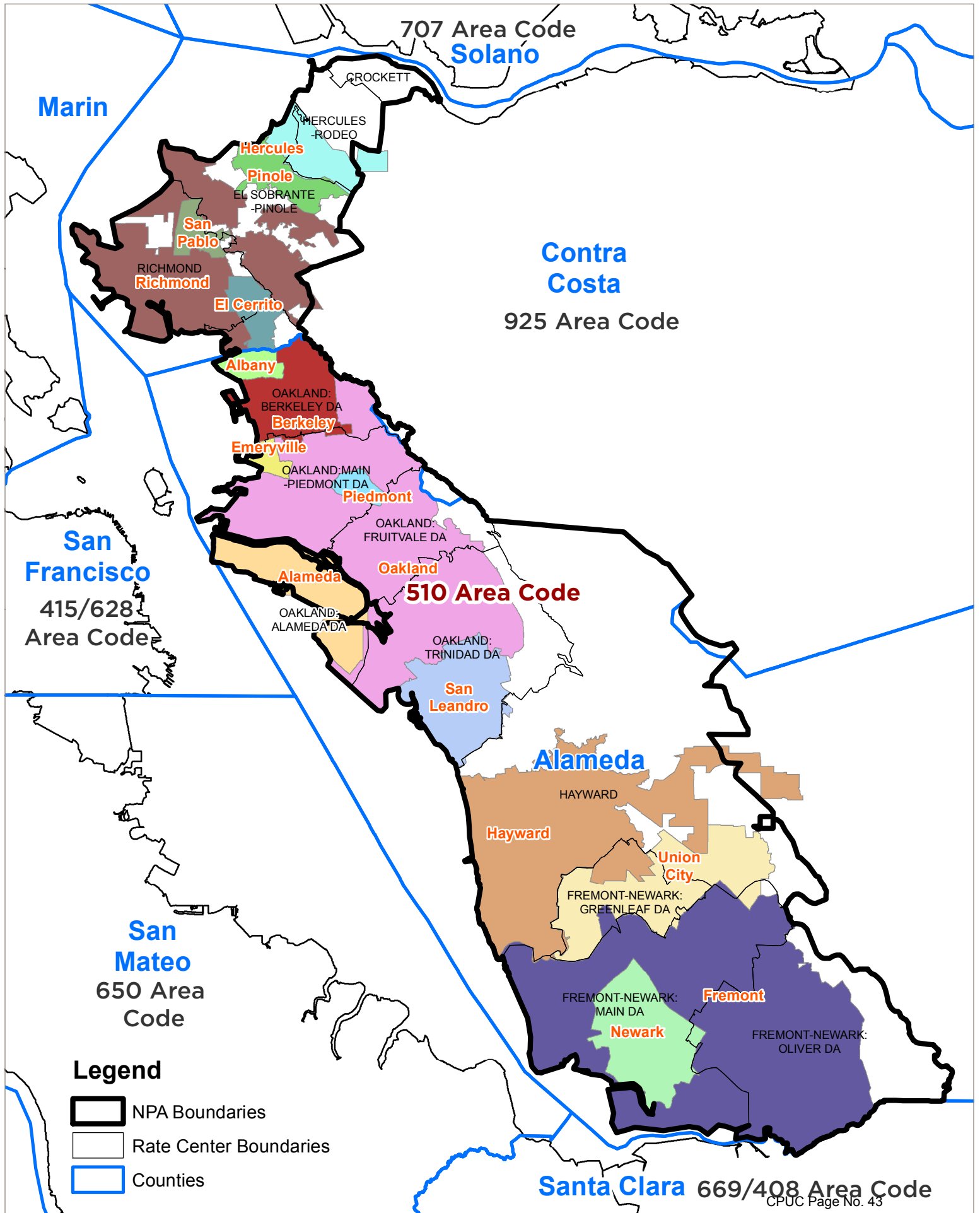
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NEW STATE POPULATION REPORT:
CALIFORNIA GREW BY 358,000 RESIDENTS IN 2014

FOR IMMEDIATE RELEASE:
May 1, 2015

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SACRAMENTO— California's population grew by 0.9 percent in 2014, adding 358,000 residents to total 38,715,000 as of January 1, 2015, according to an annual population report released today by the Department of Finance.

The report shows preliminary January 2015 and revised January 2014 population data for California cities, counties, and the state. Highlights include:

- Growth was more widely distributed among the state's geographical regions, with most cities and counties throughout the state experiencing increases in population.
- San Joaquin County was the fastest growing county in the state (1.5 percent), closely followed by Imperial County and three San Francisco Bay area counties (San Francisco, Alameda, and Contra Costa) each at 1.3 percent.
- The City of Los Angeles, California's largest city, has a population of 3,957,022 growing by almost 43,000 persons during 2014. San Diego, California's second largest city with a population of 1,368,061, added over 20,000 persons during the year. San Jose, California's third largest city, with a population of 1,016,479 added over 14,000 persons.
- The City of Taft in Kern County was the fastest growing city in California, increasing by 6.3 percent. All of the growth in Taft can be attributed to the reopening of a community correctional facility.
- The next four fastest growing cities were Sand City in Monterey County (5.8 percent), Dublin in Alameda County (4.5 percent), Imperial in Imperial County (4.1 percent), and Nevada City in Nevada County (4.1 percent). Sand City, Dublin, and Imperial all added a proportionally large number of residents from recent housing increases. The population growth in Nevada City was mostly due to an increase in county jail population.
- The biggest numeric increases, consistent with their larger population base, occurred in the state's largest cities: Los Angeles (42,663), San Diego (20,107), San Jose (14,205), and San Francisco (10,699).
- Of 482 California cities, 421 had gains in population, 50 had reductions, and 11 experienced no change.
- The city with the largest population decline was Weed in Siskiyou County (-8.8 percent), which was a direct result of housing loss from the Boles fire.

- MORE -

Other highlights include:

California's statewide housing growth, as measured by net unit growth in 2014, was up 17 percent over last year, adding 69,434 housing units compared to 59,426 units in 2013. Ranked by net housing gains, Los Angeles (8,226), San Diego (5,252), San Jose (4,449), San Francisco (3,514), and Irvine (2,399) added the most housing units in 2014.

Continuing recent trends, the state gained more multiple-family housing units (38,462) than single-family homes (30,565) in 2014. In addition, 407 mobile homes were added.

Group quarters, such as college dorms, prisons, and military barracks, comprise only 2 percent of California's population. Last year, group quarters increased by 0.3 percent statewide led by an increase in college dorm populations. Prison declines caused some smaller cities, such as Norco in Riverside County and Tehachapi in Kern County to experience significant proportional population losses in 2014. Other cities, such as Taft, Shafter, and McFarland, all in Kern County, experienced some of the largest proportional population gains in 2014 due to increases in local correctional facilities.

Background Information:

These population estimates are produced annually by the Department of Finance for use by local areas to calculate their annual appropriations limit. The State Controller's Office uses Finance's estimates to update their population figures for distribution of state subventions to cities and counties, and to comply with various state codes. Additionally, estimates are used for research and planning purposes by federal, state, and local agencies, the academic community, and the private sector.

Changes to the housing stock are used in the preparation of the annual city population estimates. Estimated occupancy of housing units and the number of persons per household further determine population levels. Changes in city housing stock result from new construction, demolitions, housing unit conversions, and annexations. The sub-county population estimates are then adjusted to be consistent with independently produced county estimates.

Related population reports are available on the Department's website:
<http://www.dof.ca.gov/research/demographic/>

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Department of Finance
Demographic Research Unit
Population Estimates for California Cities

10 Largest Cities

City	Population January 1, 2015	Percent Change 2014-15
1. Los Angeles	3,957,022	1.1
2. San Diego	1,368,061	1.5
3. San Jose	1,016,479	1.4
4. San Francisco	845,602	1.3
5. Fresno	520,159	0.8
6. Sacramento	480,105	0.9
7. Long Beach	472,779	0.5
8. Oakland	410,603	1.2
9. Bakersfield	369,505	1.1
10. Anaheim	351,433	0.9

10 Fastest Growing Cities Based on Percent Change

City	Population January 1, 2015	Percent Change 2014-15
1. Taft	9,456	6.3
2. Sand City	362	5.8
3. Dublin	55,844	4.5
4. Imperial	17,446	4.1
5. Nevada City	3,194	4.1
6. Beaumont	42,481	4.0
7. Milpitas	72,606	3.9
8. Shafter	17,970	3.6
9. Biggs	1,746	3.4
10. Chino	84,465	3.4

10 Cities Under 300,000 with the Largest Numeric Change

City	Population January 1, 2015	Numeric Change 2014-15
1. Irvine	250,384	7,708
2. Santa Clarita	213,231	4,000
3. Glendale	199,182	3,279
4. Chino	84,465	2,795
5. Milpitas	72,606	2,703
6. Oxnard	206,148	2,674
7. Temecula	108,920	2,664
8. Fremont	226,551	2,435
9. Clovis	104,339	2,431
10. Dublin	55,844	2,414

E-1: City/County/State Population Estimates with Annual Percent Change January 1, 2014 and 2015

JURISDICTION	Total Population		Percent Change	JURISDICTION	Total Population		Percent Change
	1/1/14	1/1/15			1/1/14	1/1/15	
CALIFORNIA	38,357,121	38,714,725	0.9	Danville	43,206	43,691	1.1
Alameda	1,574,497	1,594,569	1.3	El Cerrito	24,115	24,288	0.7
Alameda	75,961	76,638	0.9	Hercules	24,601	24,775	0.7
Albany	18,457	18,565	0.6	Lafayette	24,690	25,154	1.9
Berkeley	117,383	118,780	1.2	Martinez	36,891	37,384	1.3
Dublin	53,430	55,844	4.5	Moraga	16,363	16,466	0.6
Emeryville	10,481	10,570	0.8	Oakley	38,124	38,789	1.7
Fremont	224,116	226,551	1.1	Orinda	18,109	18,612	2.8
Hayward	151,047	152,889	1.2	Pinole	18,813	18,946	0.7
Livermore	84,815	85,990	1.4	Pittsburg	66,479	67,628	1.7
Newark	43,821	44,204	0.9	Pleasant Hill	33,917	34,162	0.7
Oakland	405,703	410,603	1.2	Richmond	106,388	107,346	0.9
Piedmont	11,011	11,113	0.9	San Pablo	29,499	29,730	0.8
Pleasanton	73,028	74,850	2.5	San Ramon	77,410	78,561	1.5
San Leandro	87,661	88,441	0.9	Walnut Creek	66,319	66,868	0.8
Union City	72,109	72,744	0.9	Balance of County	166,594	168,323	1.0
Balance of County	145,474	146,787	0.9	Del Norte	28,051	28,031	-0.1
Alpine	1,122	1,121	-0.1	Crescent City	6,922	6,889	-0.5
Amador	36,143	36,312	0.5	Balance of County	21,129	21,142	0.1
Amador	180	183	1.7	El Dorado	183,287	184,917	0.9
Ione	6,759	6,763	0.1	Placerville	10,607	10,673	0.6
Jackson	4,544	4,586	0.9	South Lake Tahoe	21,555	21,738	0.8
Plymouth	976	967	-0.9	Balance of County	151,125	152,506	0.9
Sutter Creek	2,442	2,457	0.6	Fresno	963,375	972,297	0.9
Balance of County	21,242	21,356	0.5	Clovis	101,908	104,339	2.4
Butte	222,901	224,323	0.6	Coalinga	16,424	16,529	0.6
Biggs	1,688	1,746	3.4	Firebaugh	7,779	7,779	0.0
Chico	88,614	89,634	1.2	Fowler	5,863	5,957	1.6
Gridley	6,759	6,780	0.3	Fresno	516,148	520,159	0.8
Oroville	16,025	16,197	1.1	Huron	6,817	6,817	0.0
Paradise	26,182	26,235	0.2	Kerman	14,289	14,314	0.2
Balance of County	83,633	83,731	0.1	Kingsburg	11,643	11,711	0.6
Calaveras	45,567	45,668	0.2	Mendota	11,185	11,211	0.2
Angels City	3,802	3,811	0.2	Orange Cove	9,374	9,358	-0.2
Balance of County	41,765	41,857	0.2	Parlier	14,964	15,095	0.9
Colusa	21,783	21,715	-0.3	Reedley	25,035	25,488	1.8
Colusa	6,205	6,191	-0.2	Sanger	24,820	25,128	1.2
Williams	5,392	5,316	-1.4	San Joaquin	4,041	4,041	0.0
Balance of County	10,186	10,208	0.2	Selma	23,893	23,912	0.1
Contra Costa	1,089,219	1,102,871	1.3	Balance of County	169,192	170,459	0.7
Antioch	106,691	108,298	1.5	Glenn	28,694	28,728	0.1
Brentwood	54,824	56,493	3.0	Orland	7,777	7,814	0.5
Clayton	11,209	11,288	0.7	Willows	6,226	6,206	-0.3
Concord	124,977	126,069	0.9	Balance of County	14,691	14,708	0.1

E-1: City/County/State Population Estimates with Annual Percent Change January 1, 2014 and 2015

JURISDICTION	Total Population		Percent Change	JURISDICTION	Total Population		Percent Change
	1/1/14	1/1/15			1/1/14	1/1/15	
Humboldt	134,790	134,398	-0.3	Lassen	32,367	32,092	-0.8
Arcata	17,842	17,898	0.3	Susanville	15,752	15,509	-1.5
Blue Lake	1,263	1,260	-0.2	Balance of County	16,615	16,583	-0.2
Eureka	27,052	26,946	-0.4				
Ferndale	1,370	1,369	-0.1	Los Angeles	10,054,852	10,136,559	0.8
Fortuna	11,994	12,032	0.3	Agoura Hills	20,635	20,767	0.6
Rio Dell	3,378	3,372	-0.2	Alhambra	84,736	85,545	1.0
Trinidad	364	363	-0.3	Arcadia	57,526	57,761	0.4
Balance of County	71,527	71,158	-0.5	Artesia	16,781	16,849	0.4
				Avalon	3,822	3,840	0.5
Imperial	180,998	183,429	1.3	Azusa	48,405	49,425	2.1
Brawley	25,967	26,273	1.2	Baldwin Park	76,749	77,047	0.4
Calexico	40,653	41,033	0.9	Bell	35,987	36,135	0.4
Calipatria	7,533	7,466	-0.9	Bellflower	77,777	78,106	0.4
El Centro	44,366	44,847	1.1	Bell Gardens	42,685	42,875	0.4
Holtville	6,178	6,246	1.1	Beverly Hills	34,693	34,833	0.4
Imperial	16,762	17,446	4.1	Bradbury	1,082	1,087	0.5
Westmorland	2,311	2,333	1.0	Burbank	105,595	106,084	0.5
Balance of County	37,228	37,785	1.5	Calabasas	23,953	24,212	1.1
				Carson	92,677	93,148	0.5
Inyo	18,614	18,574	-0.2	Cerritos	49,761	49,968	0.4
Bishop	3,879	3,881	0.1	Claremont	35,932	36,282	1.0
Balance of County	14,735	14,693	-0.3	Commerce	13,010	13,060	0.4
				Compton	98,126	98,506	0.4
Kern	868,610	874,264	0.7	Covina	48,640	48,876	0.5
Arvin	20,092	20,113	0.1	Cudahy	24,152	24,270	0.5
Bakersfield	365,504	369,505	1.1	Culver City	39,597	39,773	0.4
California City	13,196	13,165	-0.2	Diamond Bar	56,426	56,668	0.4
Delano	52,301	52,222	-0.2	Downey	113,417	113,900	0.4
Maricopa	1,172	1,169	-0.3	Duarte	21,677	21,839	0.7
McFarland	13,661	14,037	2.8	El Monte	115,118	115,774	0.6
Ridgecrest	28,451	28,419	-0.1	El Segundo	16,903	17,000	0.6
Shafter	17,346	17,970	3.6	Gardena	60,110	60,414	0.5
Taft	8,899	9,456	6.3	Glendale	195,903	199,182	1.7
Tehachapi	13,286	13,028	-1.9	Glendora	51,313	51,463	0.3
Wasco	26,019	26,130	0.4	Hawaiian Gardens	14,462	14,545	0.6
Balance of County	308,683	309,050	0.1	Hawthorne	86,685	87,657	1.1
				Hermosa Beach	19,758	19,772	0.1
Kings	149,942	149,721	-0.1	Hidden Hills	1,902	1,901	-0.1
Avenal	13,212	13,159	-0.4	Huntington Park	59,058	59,312	0.4
Corcoran	22,479	22,084	-1.8	Industry	439	440	0.2
Hanford	55,234	55,804	1.0	Inglewood	111,847	112,333	0.4
Lemoore	25,225	25,325	0.4	Irwindale	1,467	1,473	0.4
Balance of County	33,792	33,349	-1.3	La Canada Flintridge	20,544	20,592	0.2
				La Habra Heights	5,422	5,439	0.3
Lake	64,759	64,918	0.2	Lakewood	81,261	81,601	0.4
Clearlake	15,036	14,977	-0.4	La Mirada	49,198	49,521	0.7
Lakeport	4,728	4,699	-0.6	Lancaster	159,956	160,784	0.5
Balance of County	44,995	45,242	0.5	La Puente	40,496	40,690	0.5
				La Verne	32,241	33,042	2.5
				Lawndale	33,242	33,403	0.5

E-1: City/County/State Population Estimates with Annual Percent Change January 1, 2014 and 2015

JURISDICTION	Total Population 1/1/14	1/1/15	Percent Change	JURISDICTION	Total Population 1/1/14	1/1/15	Percent Change
Lomita	20,640	20,733	0.5	Marin	257,153	258,972	0.7
Long Beach	470,609	472,779	0.5	Belvedere	2,106	2,121	0.7
Los Angeles	3,914,359	3,957,022	1.1	Corte Madera	9,432	9,491	0.6
Lynwood	71,012	71,381	0.5	Fairfax	7,581	7,634	0.7
Malibu	12,871	12,935	0.5	Larkspur	12,167	12,347	1.5
Manhattan Beach	35,633	35,763	0.4	Mill Valley	14,333	14,439	0.7
Maywood	27,769	27,884	0.4	Novato	53,241	53,575	0.6
Monrovia	37,179	37,406	0.6	Ross	2,475	2,493	0.7
Montebello	63,555	64,104	0.9	San Anselmo	12,583	12,670	0.7
Monterey Park	61,805	62,063	0.4	San Rafael	58,863	59,214	0.6
Norwalk	106,679	107,166	0.5	Sausalito	7,214	7,300	1.2
Palmdale	155,734	157,009	0.8	Tiburon	9,139	9,200	0.7
Palos Verdes Estates	13,670	13,730	0.4	Balance of County	68,019	68,488	0.7
Paramount	55,076	55,302	0.4	Mariposa	17,843	17,791	-0.3
Pasadena	140,949	141,510	0.4	Mendocino	88,615	88,863	0.3
Pico Rivera	63,902	64,182	0.4	Fort Bragg	7,295	7,343	0.7
Pomona	151,785	152,419	0.4	Point Arena	450	450	0.0
Rancho Palos Verdes	42,377	42,564	0.4	Ukiah	16,072	16,073	0.0
Redondo Beach	67,749	68,095	0.5	Willits	4,899	4,902	0.1
Rolling Hills	1,896	1,904	0.4	Balance of County	59,899	60,095	0.3
Rolling Hills Estates	8,189	8,223	0.4	Merced	264,567	266,134	0.6
Rosemead	54,786	55,017	0.4	Atwater	28,905	29,023	0.4
San Dimas	34,086	34,713	1.8	Dos Palos	5,013	5,023	0.2
San Fernando	24,232	24,558	1.3	Gustine	5,606	5,618	0.2
San Gabriel	40,332	40,517	0.5	Livingston	13,696	13,735	0.3
San Marino	13,347	13,414	0.5	Los Banos	37,003	37,145	0.4
Santa Clarita	209,231	213,231	1.9	Merced	81,176	81,722	0.7
Santa Fe Springs	17,356	17,627	1.6	Balance of County	93,168	93,868	0.8
Santa Monica	92,229	93,283	1.1	Modoc	9,481	9,399	-0.9
Sierra Madre	11,098	11,133	0.3	Alturas	2,753	2,723	-1.1
Signal Hill	11,415	11,585	1.5	Balance of County	6,728	6,676	-0.8
South El Monte	20,435	20,841	2.0	Mono	14,625	14,695	0.5
South Gate	96,101	96,547	0.5	Mammoth Lakes	8,375	8,410	0.4
South Pasadena	26,022	26,174	0.6	Balance of County	6,250	6,285	0.6
Temple City	36,152	36,275	0.3	Monterey	424,774	425,413	0.2
Torrance	147,782	148,427	0.4	Carmel-by-the-Sea	3,747	3,747	0.0
Vernon	122	123	0.8	Del Rey Oaks	1,661	1,660	-0.1
Walnut	30,124	30,257	0.4	Gonzales	8,363	8,357	-0.1
West Covina	107,879	108,401	0.5	Greenfield	16,879	16,870	-0.1
West Hollywood	35,090	35,825	2.1	King City	13,179	13,417	1.8
Westlake Village	8,389	8,423	0.4	Marina	20,222	20,872	3.2
Whittier	86,577	86,948	0.4	Monterey	28,319	28,163	-0.6
Balance of County	1,047,463	1,051,872	0.4	Pacific Grove	15,394	15,388	0.0
Madera	154,354	155,878	1.0	Salinas	154,815	154,720	-0.1
Chowchilla	18,894	18,542	-1.9	Sand City	342	362	5.8
Madera	63,008	63,961	1.5				
Balance of County	72,452	73,375	1.3				

E-1: City/County/State Population Estimates with Annual Percent Change January 1, 2014 and 2015

JURISDICTION	Total Population		Percent Change	JURISDICTION	Total Population		Percent Change
	1/1/14	1/1/15			1/1/14	1/1/15	
Seaside	33,456	33,672	0.6	Westminster	91,637	92,106	0.5
Soledad	24,959	24,540	-1.7	Yorba Linda	67,055	67,719	1.0
Balance of County	103,438	103,645	0.2	Balance of County	121,458	124,014	2.1
Napa	139,074	140,362	0.9	Placer	366,678	369,454	0.8
American Canyon	19,989	20,149	0.8	Auburn	13,817	13,818	0.0
Calistoga	5,220	5,261	0.8	Colfax	2,000	1,994	-0.3
Napa	78,242	78,971	0.9	Lincoln	45,259	45,837	1.3
St Helena	5,941	6,065	2.1	Loomis	6,617	6,623	0.1
Yountville	3,017	3,017	0.0	Rocklin	59,746	60,252	0.8
Balance of County	26,665	26,899	0.9	Roseville	127,153	128,382	1.0
Nevada	97,823	98,193	0.4	Balance of County	112,086	112,548	0.4
Grass Valley	12,869	12,925	0.4	Plumas	19,682	19,560	-0.6
Nevada City	3,069	3,194	4.1	Portola	2,038	2,020	-0.9
Truckee	16,087	16,211	0.8	Balance of County	17,644	17,540	-0.6
Balance of County	65,798	65,863	0.1	Riverside	2,280,191	2,308,441	1.2
Orange	3,114,209	3,147,655	1.1	Banning	30,306	30,491	0.6
Aliso Viejo	49,939	50,204	0.5	Beaumont	40,853	42,481	4.0
Anaheim	348,369	351,433	0.9	Blythe	18,982	18,909	-0.4
Brea	42,389	43,328	2.2	Calimesa	8,225	8,353	1.6
Buena Park	82,330	82,767	0.5	Canyon Lake	10,817	10,901	0.8
Costa Mesa	111,835	113,455	1.4	Cathedral City	52,571	52,903	0.6
Cypress	48,874	49,184	0.6	Coachella	43,601	43,917	0.7
Dana Point	34,031	34,208	0.5	Corona	159,109	160,287	0.7
Fountain Valley	56,690	57,021	0.6	Desert Hot Springs	27,986	28,134	0.5
Fullerton	140,120	141,042	0.7	Eastvale	59,151	60,633	2.5
Garden Grove	173,935	174,774	0.5	Hemet	81,520	82,253	0.9
Huntington Beach	196,009	198,389	1.2	Indian Wells	5,133	5,194	1.2
Irvine	242,676	250,384	3.2	Indio	82,375	84,201	2.2
Laguna Beach	23,219	23,355	0.6	Jurupa Valley	97,738	98,885	1.2
Laguna Hills	30,848	30,994	0.5	Lake Elsinore	56,688	58,426	3.1
Laguna Niguel	64,449	64,836	0.6	La Quinta	39,023	39,694	1.7
Laguna Woods	16,575	16,652	0.5	Menifee	83,686	85,385	2.0
La Habra	61,705	62,079	0.6	Moreno Valley	199,257	200,670	0.7
Lake Forest	79,125	80,070	1.2	Murrieta	106,393	107,279	0.8
La Palma	15,890	15,965	0.5	Norco	26,566	25,891	-2.5
Los Alamitos	11,725	11,779	0.5	Palm Desert	50,424	51,053	1.2
Mission Viejo	95,320	96,652	1.4	Palm Springs	46,135	46,611	1.0
Newport Beach	86,870	87,249	0.4	Perris	72,063	72,908	1.2
Orange	139,268	140,094	0.6	Rancho Mirage	17,739	17,889	0.8
Placentia	52,084	52,427	0.7	Riverside	314,221	317,307	1.0
Rancho Santa Margarita	48,823	49,125	0.6	San Jacinto	45,537	45,895	0.8
San Clemente	64,865	65,399	0.8	Temecula	106,256	108,920	2.5
San Juan Capistrano	35,891	36,223	0.9	Wildomar	33,696	34,148	1.3
Santa Ana	332,386	335,264	0.9	Balance of County	364,140	368,823	1.3
Seal Beach	24,586	24,684	0.4	Sacramento	1,456,230	1,470,912	1.0
Stanton	38,954	39,219	0.7	Citrus Heights	84,550	85,147	0.7
Tustin	78,347	79,601	1.6	Elk Grove	160,723	162,899	1.4
Villa Park	5,932	5,960	0.5				

E-1: City/County/State Population Estimates with Annual Percent Change January 1, 2014 and 2015

JURISDICTION	Total Population 1/1/14	Total Population 1/1/15	Percent Change	JURISDICTION	Total Population 1/1/14	Total Population 1/1/15	Percent Change
Folsom	74,014	74,909	1.2	Oceanside	170,791	171,682	0.5
Galt	24,285	24,607	1.3	Poway	48,847	49,041	0.4
Isleton	814	820	0.7	San Diego	1,347,954	1,368,061	1.5
Rancho Cordova	67,841	69,112	1.9	San Marcos	89,946	90,827	1.0
Sacramento	475,871	480,105	0.9	Santee	55,658	55,805	0.3
Balance of County	568,132	573,313	0.9	Solana Beach	13,059	13,104	0.3
San Benito	57,909	58,344	0.8	Vista	95,877	96,413	0.6
Hollister	36,927	37,305	1.0	Balance of County	498,159	504,330	1.2
San Juan Bautista	1,917	1,930	0.7	San Francisco	834,903	845,602	1.3
Balance of County	19,065	19,109	0.2	San Joaquin	708,678	719,511	1.5
San Bernardino	2,084,151	2,104,291	1.0	Escalon	7,306	7,413	1.5
Adelanto	32,476	33,084	1.9	Lathrop	19,786	20,353	2.9
Apple Valley	70,687	71,396	1.0	Lodi	63,496	63,719	0.4
Barstow	23,265	23,407	0.6	Manteca	72,701	73,787	1.5
Big Bear Lake	5,115	5,165	1.0	Ripon	14,822	14,922	0.7
Chino	81,670	84,465	3.4	Stockton	299,878	306,999	2.4
Chino Hills	76,055	77,596	2.0	Tracy	84,937	85,296	0.4
Colton	53,002	53,384	0.7	Balance of County	145,752	147,022	0.9
Fontana	202,013	204,312	1.1	San Luis Obispo	272,955	274,293	0.5
Grand Terrace	12,272	12,352	0.7	Arroyo Grande	17,295	17,428	0.8
Hesperia	91,417	92,177	0.8	Atascadero	28,636	29,169	1.9
Highland	53,975	54,332	0.7	El Paso de Robles	30,423	30,522	0.3
Loma Linda	23,589	23,751	0.7	Grover Beach	13,119	13,144	0.2
Montclair	37,332	38,458	3.0	Morro Bay	10,254	10,284	0.3
Needles	4,904	4,940	0.7	Pismo Beach	7,688	7,711	0.3
Ontario	167,240	168,777	0.9	San Luis Obispo	45,484	45,802	0.7
Rancho Cucamonga	172,168	174,064	1.1	Balance of County	120,056	120,233	0.1
Redlands	69,814	70,398	0.8	San Mateo	745,635	753,123	1.0
Rialto	101,329	102,092	0.8	Atherton	6,921	6,935	0.2
San Bernardino	212,584	213,933	0.6	Belmont	26,573	26,748	0.7
Twentynine Palms	26,550	25,846	-2.7	Brisbane	4,434	4,541	2.4
Upland	75,074	75,787	0.9	Burlingame	29,700	29,890	0.6
Victorville	120,485	121,168	0.6	Colma	1,471	1,480	0.6
Yucaipa	52,598	52,942	0.7	Daly City	105,141	105,810	0.6
Yucca Valley	21,030	21,355	1.5	East Palo Alto	28,949	29,137	0.6
Balance of County	297,507	299,110	0.5	Foster City	32,187	32,390	0.6
San Diego	3,192,457	3,227,496	1.1	Half Moon Bay	11,727	12,051	2.8
Carlsbad	109,900	110,653	0.7	Hillsborough	11,266	11,420	1.4
Chula Vista	255,580	257,989	0.9	Menlo Park	32,913	33,273	1.1
Coronado	23,369	23,497	0.5	Millbrae	22,617	22,898	1.2
Del Mar	4,221	4,238	0.4	Pacifica	38,315	38,551	0.6
El Cajon	101,003	101,444	0.4	Portola Valley	4,483	4,527	1.0
Encinitas	61,042	61,518	0.8	Redwood City	80,818	81,838	1.3
Escondido	146,742	147,294	0.4	San Bruno	43,247	44,409	2.7
Imperial Beach	26,603	26,761	0.6	San Carlos	29,238	29,449	0.7
La Mesa	58,615	58,813	0.3	San Mateo	100,170	101,429	1.3
Lemon Grove	25,856	26,199	1.3	South San Francisco	65,749	66,193	0.7
National City	59,235	59,827	1.0				

E-1: City/County/State Population Estimates with Annual Percent Change January 1, 2014 and 2015

JURISDICTION	Total Population		Percent Change	JURISDICTION	Total Population		Percent Change
	1/1/14	1/1/15			1/1/14	1/1/15	
Woodside	5,500	5,539	0.7	Siskiyou	45,311	45,119	-0.4
Balance of County	64,216	64,615	0.6	Dorris	939	939	0.0
Santa Barbara	434,510	437,643	0.7	Dunsmuir	1,647	1,647	0.0
Buellton	4,911	4,931	0.4	Etna	739	741	0.3
Carpinteria	13,487	13,547	0.4	Fort Jones	716	716	0.0
Goleta	30,298	30,765	1.5	Montague	1,443	1,438	-0.3
Guadalupe	7,171	7,205	0.5	Mount Shasta	3,398	3,394	-0.1
Lompoc	43,439	43,479	0.1	Tulelake	1,013	1,013	0.0
Santa Barbara	90,612	91,088	0.5	Weed	2,961	2,699	-8.8
Santa Maria	101,383	102,087	0.7	Yreka	7,854	7,849	-0.1
Solvang	5,381	5,489	2.0	Balance of County	24,601	24,683	0.3
Balance of County	137,828	139,052	0.9	Solano	425,169	429,552	1.0
Santa Clara	1,868,038	1,889,638	1.2	Benicia	27,495	27,689	0.7
Campbell	41,871	41,857	0.0	Dixon	19,029	19,158	0.7
Cupertino	59,777	59,756	0.0	Fairfield	110,283	111,891	1.5
Gilroy	52,264	53,000	1.4	Rio Vista	7,946	8,193	3.1
Los Altos	29,884	30,036	0.5	Suisun City	28,589	28,888	1.0
Los Altos Hills	8,330	8,341	0.1	Vacaville	93,815	94,702	0.9
Los Gatos	30,443	30,505	0.2	Vallejo	118,797	119,683	0.7
Milpitas	69,903	72,606	3.9	Balance of County	19,215	19,348	0.7
Monte Sereno	3,439	3,451	0.3	Sonoma	492,320	496,253	0.8
Morgan Hill	41,079	41,779	1.7	Cloverdale	8,656	8,708	0.6
Mountain View	76,582	77,914	1.7	Cotati	7,302	7,346	0.6
Palo Alto	66,682	66,932	0.4	Healdsburg	11,564	11,687	1.1
San Jose	1,002,274	1,016,479	1.4	Petaluma	59,154	59,540	0.7
Santa Clara	120,942	120,973	0.0	Rohnert Park	40,819	41,077	0.6
Saratoga	30,798	30,799	0.0	Santa Rosa	170,974	173,071	1.2
Sunnyvale	146,724	148,028	0.9	Sebastopol	7,454	7,507	0.7
Balance of County	87,046	87,182	0.2	Sonoma	10,821	10,933	1.0
Santa Cruz	269,322	271,646	0.9	Windsor	27,161	27,335	0.6
Capitola	10,004	10,052	0.5	Balance of County	148,415	149,049	0.4
Santa Cruz	62,860	63,789	1.5	Stanislaus	528,157	532,297	0.8
Scotts Valley	11,800	11,928	1.1	Ceres	46,596	46,989	0.8
Watsonville	51,874	52,087	0.4	Hughson	7,137	7,222	1.2
Balance of County	132,784	133,790	0.8	Modesto	207,878	209,186	0.6
Shasta	178,742	178,673	0.0	Newman	10,695	10,753	0.5
Anderson	10,277	10,269	-0.1	Oakdale	21,499	21,773	1.3
Redding	90,950	91,110	0.2	Patterson	20,979	21,094	0.5
Shasta Lake	10,044	10,020	-0.2	Riverbank	23,305	23,485	0.8
Balance of County	67,471	67,274	-0.3	Turlock	70,362	71,043	1.0
Sierra	3,125	3,105	-0.6	Waterford	8,639	8,686	0.5
Loyalton	738	733	-0.7	Balance of County	111,067	112,066	0.9
Balance of County	2,387	2,372	-0.6	Sutter	95,739	95,948	0.2
				Live Oak	8,527	8,546	0.2
				Yuba City	65,557	66,363	1.2
				Balance of County	21,655	21,039	-2.8

**E-1: City/County/State Population Estimates with Annual Percent Change
January 1, 2014 and 2015**

JURISDICTION	Total Population		Percent Change	JURISDICTION	Total Population		Percent Change
	1/1/14	1/1/15			1/1/14	1/1/15	
Tehama	64,209	64,323	0.2	Yuba	73,690	74,076	0.5
Corning	7,656	7,638	-0.2	Marysville	12,078	12,051	-0.2
Red Bluff	14,238	14,260	0.2	Wheatland	3,419	3,437	0.5
Tehama	420	420	0.0	Balance of County	58,193	58,588	0.7
Balance of County	41,895	42,005	0.3				
Trinity	13,623	13,571	-0.4				
Tulare	458,827	462,189	0.7				
Dinuba	23,601	23,966	1.5				
Exeter	10,506	10,572	0.6				
Farmersville	10,901	10,908	0.1				
Lindsay	12,615	12,678	0.5				
Porterville	55,573	55,852	0.5				
Tulare	61,725	62,363	1.0				
Visalia	129,481	130,753	1.0				
Woodlake	7,687	7,702	0.2				
Balance of County	146,738	147,395	0.4				
Tuolumne	54,150	54,337	0.3				
Sonora	4,839	4,879	0.8				
Balance of County	49,311	49,458	0.3				
Ventura	842,385	848,073	0.7				
Camarillo	66,715	67,154	0.7				
Fillmore	15,333	15,441	0.7				
Moorpark	35,158	35,727	1.6				
Ojai	7,593	7,612	0.3				
Oxnard	203,474	206,148	1.3				
Port Hueneme	22,389	22,768	1.7				
San Buenaventura	108,881	109,338	0.4				
Santa Paula	30,435	30,556	0.4				
Simi Valley	126,215	126,483	0.2				
Thousand Oaks	128,942	129,349	0.3				
Balance of County	97,250	97,497	0.3				
Yolo	208,246	209,393	0.6				
Davis	66,802	66,757	-0.1				
West Sacramento	50,908	51,272	0.7				
Winters	6,970	6,954	-0.2				
Woodland	57,307	57,525	0.4				
Balance of County	26,259	26,885	2.4				

California
NPA 510 NXX Summary
Data as of 4/14/16

Attachment # 2

<u>NPA</u>	<u>510</u>					
Assigned NXXs	727					
Protected NXXs	0					
Reserved NXXs	0					
Unavailable NXXs	16	See Note				
Available NXXs	57					
Total	800					
<u>Codes Assigned NPA 916</u>	<u>01/2014</u>	<u>02/2014</u>	<u>03/2014</u>	<u>04/2014</u>	<u>05/2014</u>	<u>06/2014</u>
	0	1	3	0	1	0
	<u>07/2014</u>	<u>08/2014</u>	<u>09/2014</u>	<u>10/2014</u>	<u>11/2014</u>	<u>12/2014</u>
	3	2	3	4	2	2
	<u>01/2015</u>	<u>02/2015</u>	<u>03/2015</u>	<u>04/2015</u>	<u>05/2015</u>	<u>06/2015</u>
	0	0	3	3	1	3
	<u>07/2015</u>	<u>08/2015</u>	<u>09/2015</u>	<u>10/2015</u>	<u>11/2015</u>	<u>12/2015</u>
	1	1	4	1	2	2
	<u>01/2016</u>	<u>02/2016</u>	<u>03/2016</u>	<u>04/2016</u>	<u>05/2016</u>	<u>06/2016</u>
	1	1	0	*1		
* As of 4-14-16						
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						

POOLING STATISTICS	
<i>Provided By: Cecilia McCabe</i>	
ST/NPA:	CA 510
MEETING DATE:	6/20/2016
MEETING SUBJECT:	
<i>Relief Planning</i>	X
<i>Jeopardy</i>	
<i>Jeopardy Status Review</i>	
<i>UA NXXs</i>	
<i>Other</i>	
POOL START DATE (PSD)	6/29/2001
RATE CENTERS	
<i># Total</i>	13
<i># Mandatory</i>	13
<i># Mandatory-Single Service Providers (M*)</i>	0
<i># Optional</i>	0
<i># Excluded</i>	0
BLOCKS ASSIGNED	
<i># Total</i>	232
<i>(For time period 6/01/15- 4/15/16)</i>	
BLOCKS AVAILABLE	
<i>#Total</i>	57
<i>(As of preparation date: 4/15/16)</i>	
CODES ASSIGNED	
<i># Total</i>	17
<i># for Pool Replenishment</i>	17
<i># for Dedicated Customers</i>	0
<i># for LRNs</i>	0
<i>(For time period 6/01/15- 4/15/16)</i>	
CODES FORECASTED	
<i># Total</i>	16
<i># for Pool Replenishment and Dedicated Customers</i>	16
<i># for LRNs</i>	0
<i>(For the next twelve months as of 4/15/16)</i>	

STATE: CALIFORNIA**NPA: 510****OCN DATA DATE: April 14, 2016**

OCN Name	OCN	Codes
33 WIRELESS INC.	6967	3
ALLEGIANCE TELECOM, INC. - CA	8782	10
AMERICAN MESSAGING SERVICES, LLC	9748	13
AMERICAN MESSAGING SERVICES, LLC	6906	5
BANDWIDTH.COM CLEC, LLC - CA	981E	15
BROADVOX-CLEC, LLC - CA	916D	2
BROADWING COMMUNICATIONS, LLC - CA	8827	10
BROOKS FIBER COMMUNICATIONS OF CALIFORNIA - CA	7128	1
CELLCO PARTNERSHIP DBA VERIZON WIRELESS - CA	6006	53
CENTURYLINK COMMUNICATIONS LLC	7575	1
CF COMMUNICATIONS, LLC DBA TELEKENEX - CA	8886	6
CITRIX COMMUNICATIONS LLC - CA	033H	1
COMCAST PHONE OF CALIFORNIA, LLC - CA	7610	10
GLOBAL CROSSING LOCAL SERVICES, INC.-CA	8690	8
LEVEL 3 COMMUNICATIONS, LLC - CA	8826	11
MCI WORLDCOM COMMUNICATIONS, INC., CA	7240	10
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	7229	13
METRO PCS, INC.	5562	10
MPOWER COMMUNICATIONS CORP - CA	8322	12
MPOWER NETWORKS SERVICES INC. - CA	748D	1
NEUTRAL TANDEM-CALIFORNIA, LLC - CA	649C	2
NEW CINGULAR WIRELESS PCS, LLC	6010	69
NORTH COUNTY COMMUNICATIONS CORP. - CA	7894	2
O1 COMMUNICATIONS, INC. - CA	4129	5
ONVOY, LLC - CA	668G	1
PACIFIC BELL	9740	278
PAETEC COMMUNICATIONS, INC. - CA	4733	1
PEERLESS NETWORK OF CALIFORNIA, LLC - CA	373F	3
SBC INTERNET SERVICES, INC.	516C	2
SPRINT SPECTRUM L.P.	6664	55
TELEPORT COMMUNICATIONS GROUP - SAN FRANCISCO	7145	17
THE TELEPHONE CONNECTION LOCAL SERVICES, LLC	8491	1
T-MOBILE USA, INC.	6529	26
TNCI-OP-CO - CA	7379	23
TW TELECOM OF CALIFORNIA LP - CA	7718	9
U.S. TELEPACIFIC CORP. - CA	7453	6
USA MOBILITY WIRELESS, INC.	6630	17
UTILITY TELEPHONE, INC. - CA	9262	1

XO CALIFORNIA, INC.	7262	13
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ONE-THOUSAND BLOCK HOLDERS IN THE 510 NPA THAT HAVE NO NXX CODES ASSIGNED

AT&T – LOCAL – OCN 7421

CBEYOND – OCN 206C

PACIFIC CENTREX – OCN 3662

SONIC TELECOM – OCN 433E

YMAX – OCN 258E

STATE: CALIFORNIA

NPA: 510

RATE CENTER DATA DATE: April 14, 2016

Rate Center Name	Codes
CROCKETT	5
ELSBR-PINL	22
FRNK GRNLF	23
FRNK MAIN	72
FRNK OLIVR	43
HAYWARD	108
HRCUL-RODE	12
OKLD ALMD	36
OKLD BKLY	65
OKLD FRTVL	33
OKLD MN-PD	206
OKLD TRNID	54
RICHMOND	47

510 NPA - RELIEF ALTERNATIVES

CALIFORNIA

Numbering Plan Area Born on Date: September 2 1991

NPA RELIEF PLANING TOOL ASSUMPTIONS

NRUF DATE.....April 15, 2016
PROJECTED EXHAUST DATE.....2Q2019
ANNUALIZED CODE DEMAND PROJECTION.....17
MONTHLY CO CODE DEMAND PROJECTION.....1.4
NXX Assignment dataApril 14, 2016

NPA RELIEF ALTERNATIVES

OVERLAY ALTERNATIVE

ALTERNATIVE #1 – ALL SERVICES DISTRIBUTED OVERLAY

A new NPA code would be assigned to the same geographic area occupied by the existing 510 NPA. Customers would retain their current telephone numbers; however, 1 plus ten-digit dialing by all customers within and between NPAs in the affected area would be required. Codes in the overlay NPA will be assigned upon request with the effective date of the new area code. At exhaust of the 510 NPA all future code assignments will be made in the overlay area code.

Total CO Codes = 727
Total rate centers = 13
Area Code Life in Years = 49

GEOGRAPHIC SPLIT ALTERNATIVE

ALTERNATIVE #2 – NPA SPLIT

The 510 NPA is split into two geographic areas and the split boundary line runs along the southern boundary of Oakland: Main-Piedmont DA (rate center) between the Oakland: Alameda DA and Oakland: Fruitvale DA. The 510 NPA is retained by the area on one side of the split line and the new NPA is assigned the other area formed by the split. Seven-digit local dialing would be retained on both sides of the split line. The six rate centers north of the split line would be Area B and the seven rate centers south of the split line would be in Area A, the projected lives would be:

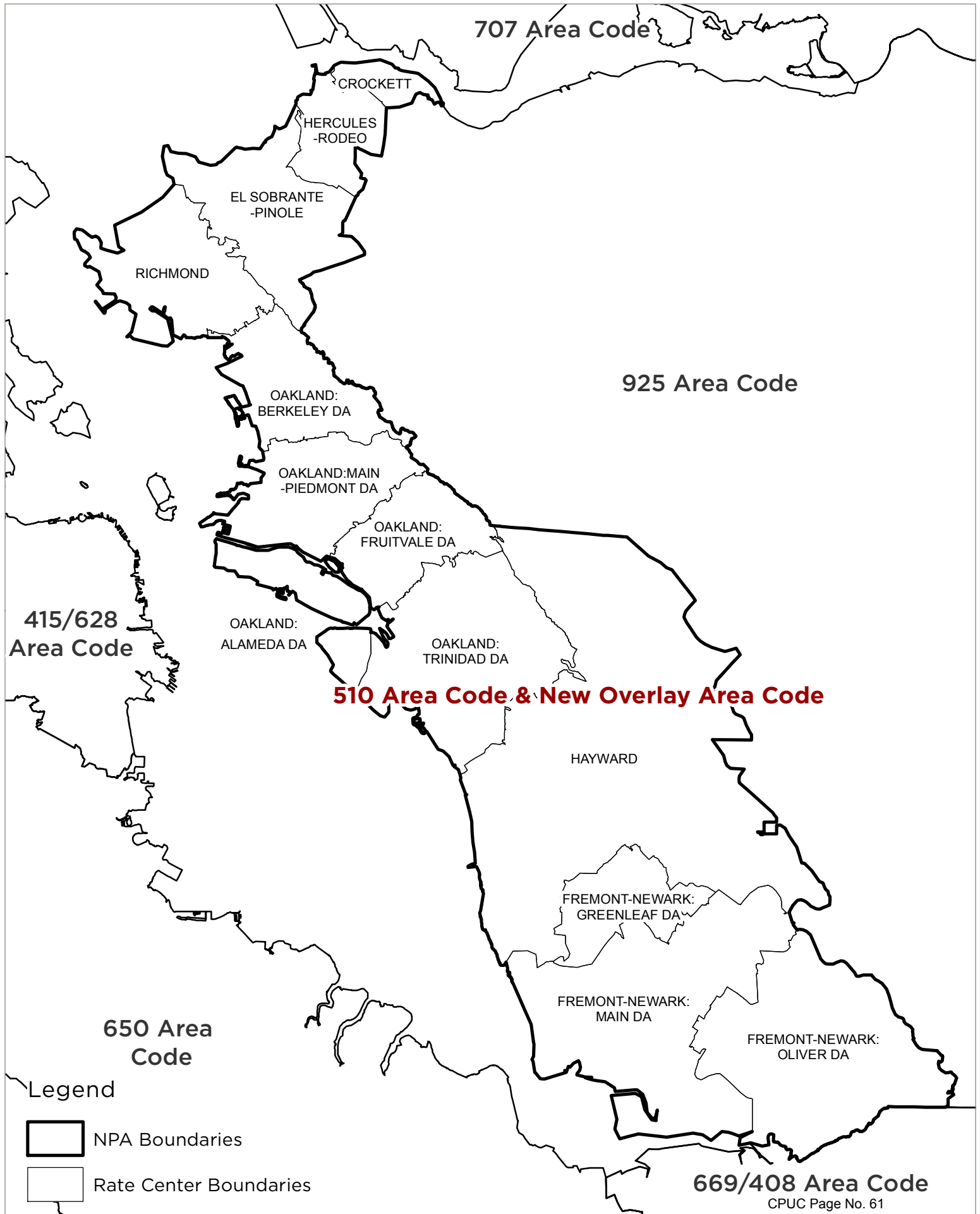
AREA “A”

Total CO Codes = 369
Total rate centers = 6
Area Code Life in Years = 47

AREA “B”

Total CO Codes = 358
Total rate centers = 7
Area Code Life in Years = 51

*It should be noted while this alternative meets the INC guidelines for acceptable projected lives, it does not meet the guidelines in recognizing the jurisdictional boundaries of the City of Oakland.



CALIFORNIA 510 AREA CODE
ALTERNATIVE # 2 - GEOGRAPHIC SPLIT RATE CENTER MAP

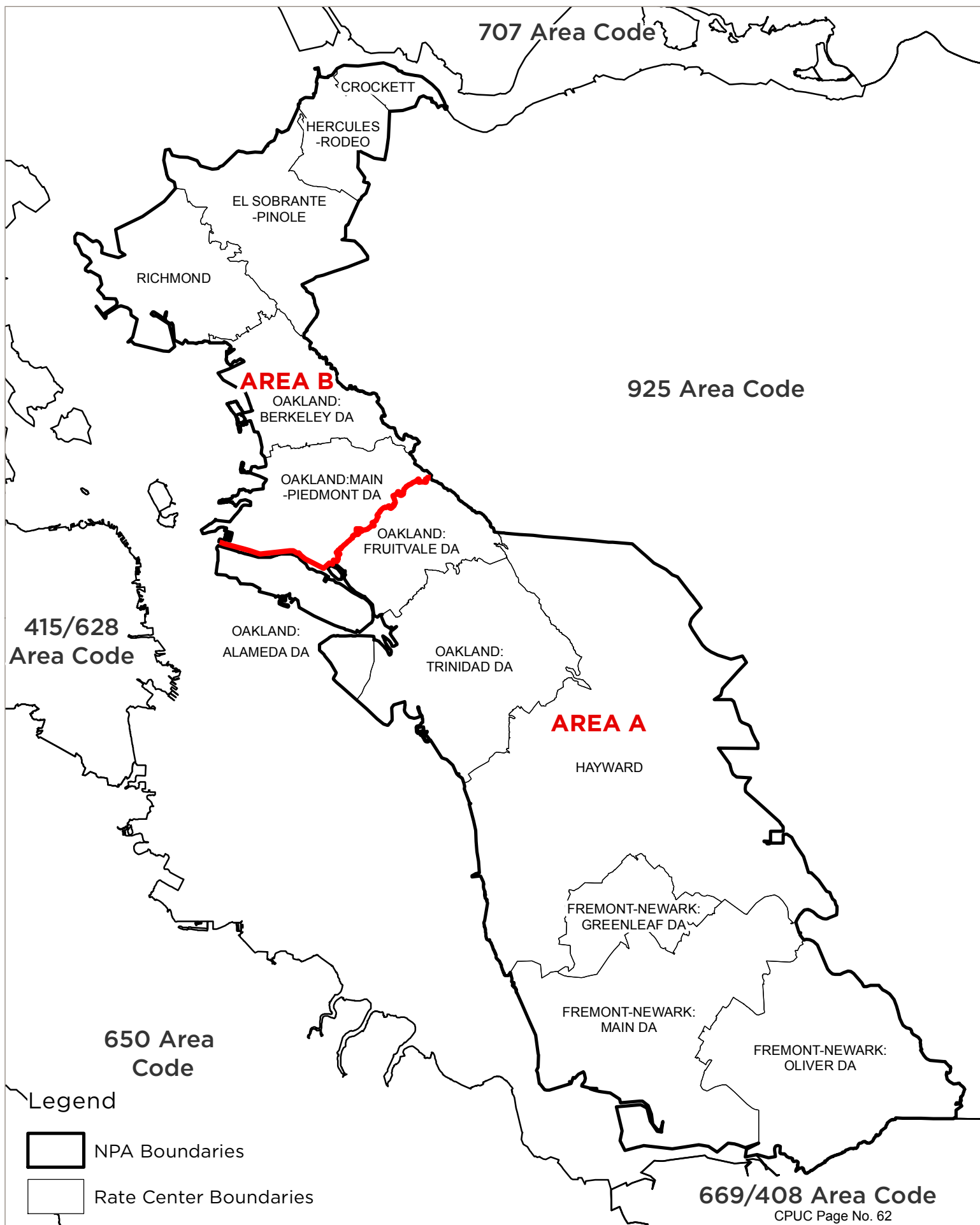


EXHIBIT B

July 17, 2016

To: All 510 NPA Code Holders and Other Industry Members (California)

Subject: Final Minutes of 510 NPA Relief Planning Meeting

Attached are the final minutes from the June 20, 2016, CA 510 NPA relief planning meeting.

Please feel free to contact me on 571-434-5690 or via email at the address below.

Sincerely,

Joseph R. Cocke
Senior NPA Relief Planner
NANPA
e-mail: joe.cocke@neustar.biz

CC: Joanne Leung – CA PUC Staff

**CALIFORNIA – 510 NPA
INITIAL RELIEF PLANNING MEETING
VIA CONFERENCE CALL
FINAL MINUTES
June 20, 2016**

WELCOME, INTRODUCTIONS & AGENDA REVIEW

Joe Cocke, Senior NPA Relief Planner–NANPA, welcomed the participants and reviewed the objective of the meeting. A list of attendees can be found in Attachment #1. Joe then reviewed the agenda and NANPA’s roles and responsibilities. Joe mentioned there will be an electronic survey immediately following the meeting.

NANPA’s ROLE AND RESPONSIBILITIES

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

- NANPA starts the relief planning process 36 months prior to exhaust of the NPA.
- Distribute the Initial Planning Document (IPD) at least four weeks prior to the Relief Meeting – posted on NNS April 17, 2016 (a reminder sent June 13, 2016).
- Review the relief alternative presented in the IPD
- Check to see if there are any additional relief alternatives from the participants
- Discuss the alternatives and list some pros and cons for each alternative
- Then, the main objective is achieved by reaching consensus on the relief alternative the industry wants to recommend to the California Public Utilities Commission.
- Also determine any additional items to include in a filing with the PUC such as dialing plan and implementation intervals, and comply with any state specific requirements such as local jurisdiction and public meetings.
- Then NANPA is charged with the responsibility of filing a relief petition, on behalf of the industry, with the regulatory authority. Once the industry comes to consensus on what should be included in the filing, NANPA will file the legal document within six weeks of today’s meeting per the INC guidelines or as decided by the industry or as required by the state statute.

REVIEW CONSENSUS PROCESS AND NPA RELIEF PLANNING GUIDELINES

Joe stated that the ATIS (Alliance for Telecommunications Industry Solutions) approved industry consensus process would be followed. He reviewed the consensus process and explained how consensus is determined. In addition, Joe 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.

Joe referred the participants to the three relief planning meeting aids included in the IPD document: the Excerpts from the INC NPA Code Relief Planning Guidelines, and the Implementation Interval and Dialing Plan charts. These meeting aids will assist the participants in their decision making and to make a recommendation for relief.

The NPA Code Relief Planning, as well as other relevant NPA assignment and relief guidelines, may be downloaded from the ATIS web site at: (www.atis.org).

NPA STATUS

The 510 NPA has 13 rate centers of which all are in mandatory Thousand-Block-Number Pooling, which started June 29, 2001. The 510 NPA is in LATA 722. On March 25, 2016 NANPA issued a Delta NRUF changing the CA 510 NPA exhaust forecast to 2Q2019 and the April 15, 2016 NRUF NPA Exhaust Forecast for the CA 510 NPA also reflects the exhaust at 2Q2019 with a demand rate of 17 codes per year.

Joe provided a read-out of the updated monthly CO Code Assignment Activity for the California 510 NPA (Attachment #2). He reported as of June 17, 2016, the 510 NPA has 732 codes assigned, 52 codes available for assignment and 16 Un-Assignable codes: Eight N11s, and the other standard UAs: 341, 510, 555, 700, 762, 950, 958 and 959. There are 44 total service providers: 39 service provider OCNs that are code holders and five service provider OCNs that are only one-thousand-block assignees.

Joe provided the annual code assignment history as follows: in 2014 there were twenty one codes assigned, in 2015 twenty one were assigned again and YTD there have been eight codes assigned, which equates to an YTD monthly average of 1.3 codes.

NUMBER POOLING INFORMATION

Cecilia McCabe, Neustar – Number Pooling Implementation Manager, reported that in the 510 NPA pooling commenced on June 29, 2001, there are 13 rate centers (RCs), all 13 RCs are mandatory pooling. In the period of June 1, 2015 to June 17, 2016, 258 blocks have been assigned in the 510 NPA, and as of 6/17/16 there are 81 blocks available for assignment to service providers. Pooling has assigned 22 codes in the same period, 22 for pool replenishment, 0 for dedicated customers and 0 for LRNs. The forecasted need for the next twelve months is 46 codes for pool replenishment and dedicated customers and none for LRNs. (Attachment #3)

PREVIOUS RELIEF PLANNING EFFORTS

Relief planning took place in 1998 with the CPUC approving an all services overlay in April 1999 with Decision D-99-04-024 and NANPA assigned the 341 NPA as the new overlay area code (see PL-190). Subsequently the CPUC suspended several overlays in December 1999 in D-99-12-051 (see PL-206).

With the CPUC's May 3, 2007 decision (D-07-05-011) which determined that all previously filed requests for area code relief that remain pending are dismissed as moot; once rationing was lifted, in November 2010 NANPA published a planning letter (PL-413) to reflect the NPA relief project for the 510 NPA as dismissed, but retained the **341 NPA** as the future relief NPA for 510 NPA.

REVIEW INITIAL PLANNING DOCUMENT (IPD) FOR THE 510 NPA

Joe reviewed the Initial Planning Document (IPD) distributed on April 17, 2016.

General Facts - CALIFORNIA:

California became the 31st state on September 9, 1850. It has a population of over 38 million people and encompasses 155,959 square miles. Bordering states are: Arizona and Nevada to the east, Oregon to the north, with the Pacific Ocean to the west and Mexico to the south. The state flower is the California Poppy, the state mineral is gold, the state animal is the California Grizzly Bear and the state bird is the California Quail.

California's 32nd area code (628 NPA) went into service March 21, 2015.

The 510 NPA was introduced when it was split off of the 415 NPA in September 1991. The 510 NPA was split again when the 925 NPA was split off in 1998. The area served by the 510 NPA includes the western portions of Alameda and Contra Costa Counties. The 510 NPA serves the cities of Alameda, Albany, Berkeley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, San Leandro and Union City in Alameda County; and the cities of El Cerrito, Hercules, Pinole, Richmond, and San Pablo in Contra Costa County. This NPA has a mix of urban and suburban cities with heavy industrial areas, oil refineries, chemical plants, as well as metropolitan, commercial and residential areas with varied growth. Also included are the former Alameda Naval Air Station development, Oakland International Airport, major bay area shipping ports, several universities and colleges, hospitals, museums and three major league sports teams. The 510 NPA is bordered on the north by the 707 NPA, directly to the west by the San Francisco Bay and then further west by the 415/628 NPA overlay complex and the 650 NPA; to the east by the 925 NPA and to the south by the 408/669 NPA overlay complex.

Joe then briefly reviewed Appendix E to the NPA Code Relief Planning Guidelines which provides the General Attributes of Common Relief Alternatives. Joe provided an overview of the 510 area code in general describing the geography and assisting the industry in familiarizing itself with the area. He also described the rate area and city maps that have been prepared for reference. Joe explained the shape of the 510 NPA in relation to the adjacent NPAs in the northern portion of the state. The following maps and related documents were then reviewed:

2015 State Census data by city and county

Map showing location of all NPAs in California

NPA 510 Rate Center Map of the 13 rate centers

NPA 510 map of Rate Centers, Counties & Cities

NPA 510 Rate Center & LATA map

Rate Center Table

Code Holder Table

EXPLANATION OF RELIEF ALTERNATIVES PREPARED BY NANPA

Then Joe reviewed the following relief alternatives and the associated maps in the Initial Planning Document:

OVERLAY ALTERNATIVE

ALTERNATIVE #1 – ALL SERVICES DISTRIBUTED OVERLAY

A new NPA code would be assigned to the same geographic area occupied by the existing 510 NPA. Customers would retain their current telephone numbers; however, 1 plus ten-digit dialing by all customers within and between NPAs in the affected area would be required. Codes in the overlay NPA will be assigned upon request with the effective date of the new area code. At exhaust of the 510 NPA all future code assignments will be made in the overlay area code.

Total CO Codes = 727
Total rate centers = 13
Area Code Life in Years = 49

GEOGRAPHIC SPLIT ALTERNATIVE

ALTERNATIVE #2 – NPA SPLIT

With this alternative the 510 NPA is split into two geographic areas and the split boundary line runs along the southern boundary of Oakland: Main-Piedmont DA (rate center) between the Oakland: Alameda DA and Oakland: Fruitvale DA. The 510 NPA is retained by the area on one side of the split line and the new NPA is assigned the other area formed by the split. Seven-digit local dialing would be retained on both sides of the split line. The six rate centers north of the split line would be Area B and the seven rate centers south of the split line would be in Area A, the projected lives would be:

AREA “A”
Total CO Codes = 369
Total rate centers = 6
Area Code Life in Years = 47

AREA “B”
Total CO Codes = 358
Total rate centers = 7
Area Code Life in Years = 51

*It should be noted while this alternative meets the INC guidelines for acceptable projected lives, it does not meet the guidelines in recognizing the jurisdictional boundaries of the Cities of Oakland and Piedmont, which would be split. Also, there is no recommendation for which side would retain the 510 NPA.

ADDITIONAL RELIEF ALTERNATIVE SUGGESTIONS

Joe sought ideas for additional alternatives or suggestions to alter the existing alternative. There were no additional suggestions during this conference call.

REVIEW OF PROS AND CONS OF ALTERNATIVES

Joe requested the attendees identify the Pros and Cons of each alternative. The chart below reflects their efforts:

Overlay Pros and Cons: 510 NPA

Pros:

Alternative #					
				1	
				X	1 All existing customers would retain the 510 area code and would not have to change their telephone numbers.
				X	2 Does not discriminate against customers on different sides of a boundary line as does a geographic split
				X	3 Less customer confusion and easier education process
				X	4 Less financial impact on business customers because there is no need to change signage, advertising and stationery unless they currently only show 7-digit numbers.
				X	5 Residential customers do not have to update personal printed material such as checks and websites, etc. unless they currently show 7-digit numbers.
				X	6 Provides the most efficient distribution of numbering resources by allowing assignments to follow demand not withstanding forecasts for growth
				X	7 No need for synchronization of old and new NPAs in NPAC databases
				X	8 Minimizes call routing issues, especially with ported numbers
				X	9 Easier for service providers to implement from a translations, billing and service order system perspective
				X	10 Minimal data entries handled in national databases such as BIRRDs, LERG and the Terminating Point Master Table
				X	11 The PUC would not have to decide which side gets the new NPA, so no winners and losers.
				X	12 Does not split cities or counties into different area codes.
				X	13 Keeps communities of interest in tact.
				X	14 No impact on some wireless carriers that have to reprogram handsets manually
				X	15 No technical impacts to number portability, text messaging or multimedia messaging
				X	16 An all services overlay is simpler to implement from both a technical and customer education perspective.
				X	17 Helps move customers toward universal 10-digit dialing, recognizing the inevitable move of technology towards an internet protocol network, which requires 10-digit dialing.

Overlay Pros and Cons:

Cons:

Alternative #					
				1	
				X	1 Consistent with FCC regulations, the relief plan would require 10-digit dialing for all local calls within and between the 510 NPA and the new NPA.
				X	2 Financial costs to add NPA to signage and printed material where only 7-digit number is shown.
				X	3 Customers would have to reprogram any auto-dialing equipment currently programmed to dial 7-digits to dial 10-digits; equipment such as alarm systems, PSAP dial systems, security gates, PBXs, life safety systems, computer modems, voicemail systems, fax machines, etc.

NPA Split Pros and Cons

Pros:

Alternative #					
			2		
			X		1 Customers retain seven-digit dialing for all calls within the same NPA.
			X		2 Approximately ½ of customers would experience no change if they keep the 510 NPA
			X		3 Projected lives are balanced

NPA Split Pros and Cons:

Cons:

Alternative #					
			2		
			X		1 Requires approximately ½ of 510 NPA customers to change their telephone numbers thus creating winners and losers.
			X		2 Requires NPA change for approximately ½ of 510 NPA customers
			X		3 Requires half of the businesses to incur costs to change their advertising for telephone #'s and stationery.
			X		4 Financial impact to half of businesses to incur costs to change their advertising for telephone #'s and stationery if currently show 10-digit telephone numbers or are close to the split line.
			X		5 Difficult PUC decision on which side retains the old NPA.
			X		6 Longer time period needed for service providers to implement this type of relief.
			X		7 Customers whose numbers change must contact friends, family and business associates with the telephone changes.

			X		8 More complicated and costly to implement for service providers in their billing, translations and database systems.
			X		9 Negative impacts to E911, industry and alarm system databases that must be updated with customers' new telephone numbers.
			X		10 Negative impact to directories and directory assistance databases that must be updated with customers' new telephone numbers.
			X		11 Timing of publication of telephone directories must be coordinated with the implementation of the new NPA.
			X		12 Split has a larger impact to greater number of existing customers due to change in existing customers' telephone numbers.
			X		13 Split requires significant challenges to service provider's operational support systems and network elements.
			X		14 Splits cause customer confusion with caller ID during implementation.
			X		15 Older wireless handsets without over-the-air programming must be manually programmed for those numbers that are changing.
			X		16 Splits require the old and new NPAs to be synchronized with the NPAC database to ensure accurate call routing and facilitation of port requests.
			X		17 Splits require a more challenging customer education process for service providers that have customers on both sides of the split line.
			X		18 This split disrupts the SP's host-remote switch arrangement.
			X		19 Splits require the 800/SMS database to be updated.
			X		20 Splits reduce the geographic area served by one area code.
			X		21 Splits the city(s), counties or legislative districts into different area codes.
			X		22 Splits communities of interest.
			X		23 For some wireless carriers, text messaging and multimedia service can only handle one version of the 10-digit number so they will fail if they are sent using the old area code during permissive dialing.

CONSENSUS ON RELIEF ALTERNATIVE RECOMMENDATION

After further discussion and using the pros and cons listed above, the industry eliminated Alternative #2. A proposal was made and consensus was reached to recommend Alternative #1, the all services overlay alternative to the California Public Utilities Commission (CPUC) as the industry's choice of relief for the 510 NPA.

The INC guidelines state the relief petition is to be filed within six weeks of the IPD meeting. However, due to the complexities of NPA relief applications submitted before the CPUC, NANPA will prepare the relief application for industry review and approval after the required local jurisdiction and public meetings have concluded. These meetings will be scheduled by the CPUC.

DIALING PLAN (ALTERNATIVE # 1)

The following represents the current uniform dialing plan for overlays in California:

Overlay Dialing Plan for Alternative # 1:

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

ESTABLISH IMPLEMENTATION SCHEDULE

It was noted that the start of mandatory dialing should avoid major holiday periods such as Thanksgiving, Christmas and New Year's. Interval dates, start of permissive dialing and mandatory dialing, will occur during non-business hours, usually early Saturday mornings.

IMPLEMENTATION ISSUES

Joe mentioned the INC guidelines state that NANPA should recommend mandatory dialing start 6-months prior to the forecasted 2Q2019 exhaust, which would be in 4Q2018.

A recommendation was made and consensus reached to recommend to the Commission a 13-month schedule for implementation of the overlay without specific interval dates and to allow the industry to select the interval dates once an order is issued. The recommended schedule is as follows:

Interval Timeframes and Dates for Alternative # 1 – Overlay:

EVENT	PERIOD	DATE
Total Implementation Period	13 Months	-
Start Network Preparation and Customer Education	6 Months	TBD
Permissive 7-digit and 10-digit Dialing Period (Calls within 510 NPA can be dialed using 7-digits or 1+10 digits) and Continued Customer Education	6 Months	TBD
NPA overlay and First Code Activation after end of Permissive dialing period. (Effective date for codes from the new NPA)	1 Month	TBD

CUSTOMER EDUCATION PLAN

Joe inquired if the participants desired to make a statement regarding customer education. The industry reached consensus on the following statement for the record to address customer education to be included in the application filing with the CPUC:

The industry has successfully educated the public in more than 30 other overlay implementations within the United States over the last 10 years, including 6 overlays already implemented in California. Based on that experience and the effective education model that the industry has developed over the years in other states, the industry has concluded that an ordered and funded Public Education Plan (PEP) in California is no longer necessary. The industry will work together as a committee to develop joint customer education materials and methods, and individual carriers will continue to be ultimately responsible for educating their own customers. The industry intends to fully educate and prepare the public regarding the dialing change by utilizing carrier notices, "special letters" to alarm associations, PSAPs and other customers that need to reprogram equipment, and press releases. Carriers may use other methods to educate customers as they deem fit, including social media. The CPUC can also sponsor TV and Radio Public Service Announcements if it so chooses.

STATEMENTS FOR THE RECORD

There were no statements for the record.

STATE STATUTE REQUIREMENTS:

Joe mentioned the PU Code (section 7931) has the state statutes of certain notification requirements: NANPA is to formally notify the CPUC at least **30 months prior** to the projected opening of a new NPA; (*if exhaust 2Q2019, open new NPA 6 months prior=Dec 2018*)

- **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 conduct at least one local jurisdiction meeting and at least three public meetings within the area needing a new area code to inform them of the proposed area code relief options;
- **Then within eleven months NANPA will file** the results of the area code relief planning process with the CPUC requesting approval to implement a plan.

Joe will notify the CPUC in writing before the end of July 2016 (per PU Code 7931 - NANPA shall notify the commission at least 30 months prior to the projected opening of the new area code), and will post an NNS notice to the industry with a copy of his letter to the CPUC. Additionally, per PU Code 7931 all service providers are to notify all affected customers within three months of the letter the need to establish a new area code.

The CPUC staff will develop a customer notice for the need to add a new area code and the meeting schedule to be used by all service providers so the same message will be sent to all customers. The text of the message must be received by the service providers in August 2016 for distribution by October 2016. Joe will send out a separate NNS notice when the PUC staff's text is ready.

The staff will be working to secure locations for the Local Jurisdiction and Public Meetings to be conducted by April 2017, (per PU Code 7931, conduct the meeting within nine months of the letter). Once the meeting schedule is known, NANPA will send an NNS notice advising the industry members so they can inform their customers of the meetings. Joe will be assisting the staff on preparing a local jurisdictions mailing list for the CPUC to send invitations to the meetings.

NANPA FILING INDUSTRY EFFORTS WITH COMMISSION

NANPA will prepare a draft of the petition that will be filed with the California Public Utilities Commission informing them of the outcome of this relief meeting. The INC guidelines reflect the relief petition is to be filed with the regulator within 6 weeks of the initial relief planning meeting unless otherwise decided by the industry. However, due to the state statutes, NANPA will file the relief petition after the local jurisdiction and public meetings have concluded. The draft filing will be reviewed by the industry on the conference call that will be held to review the results of the public meetings. CPUC Staff will provide NANPA a summary of the LJ and public meetings.

REVIEW OF DRAFT MEETING MINUTES

Consensus was reached that the draft minutes resulting from this meeting will be distributed to the industry no later than July 5, 2016 and the draft commission filing distributed to the industry after the completion of the local jurisdiction and public meetings next year. Consensus was also reached that there was no need to conduct a conference call to approve these minutes and that any changes or corrections to these minutes are to be sent to Joe no later than July 15, 2016, after which they become final. NANPA will conduct a conference call to review the results of the public meetings and approve the draft filing to the California Public Utilities Commission after the public meetings occur in 2017. NANPA will send out a notice at a later date for that conference call.

Adjourned

###

These minutes became final on July 15, 2016.

NAME	COMPANY
Micki Burton	AT&T
Jerome Candelaria	CCTA
Rita Schmitz	CenturyLink
Christyne Nadeau	Charter
Joanne Leung	CPUC
Kim Hua	CPUC
Nicolas Galvis	Inteliquent
Andres Alcaraz	Inteliquent
Casey Garza	Inteliquent
Joe Cocke	NANPA Relief Planning
Wayne Milby	NANPA Relief Planning
Beth Sprague	NANPA
Cecilia McCabe	Neustar Pooling Implementation
Karen Riepenkroger	Sprint
Shaunna Forshee	Sprint
Paula Jordan Campagnoli	T-Mobile
Esperanza Creighton	T-Mobile (Metro PCS)
Yun Lee	Verizon
Dana Crandall	Verizon Wireless

California
NPA 510 NXX Summary
Data as of 6/17/16

Attachment # 2

<u>NPA</u>	<u>510</u>					
Assigned NXXs	732					
Protected NXXs	0					
Reserved NXXs	0					
Unavailable NXXs	16	See Note				
Available NXXs	52					
Total	800					
<u>Codes Assigned NPA 510</u>	<u>01/2014</u>	<u>02/2014</u>	<u>03/2014</u>	<u>04/2014</u>	<u>05/2014</u>	<u>06/2014</u>
	0	1	3	0	1	0
	<u>07/2014</u>	<u>08/2014</u>	<u>09/2014</u>	<u>10/2014</u>	<u>11/2014</u>	<u>12/2014</u>
	3	2	3	4	2	2
	<u>01/2015</u>	<u>02/2015</u>	<u>03/2015</u>	<u>04/2015</u>	<u>05/2015</u>	<u>06/2015</u>
	0	0	3	3	1	3
	<u>07/2015</u>	<u>08/2015</u>	<u>09/2015</u>	<u>10/2015</u>	<u>11/2015</u>	<u>12/2015</u>
	1	1	4	1	2	2
	<u>01/2016</u>	<u>02/2016</u>	<u>03/2016</u>	<u>04/2016</u>	<u>05/2016</u>	<u>06/2016</u>
* As of 6-17-16	1	1	0	1	2	3*
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						

POOLING STATISTICS	
<i>Provided By: Cecilia McCabe</i>	
ST/NPA:	CA 510
MEETING DATE:	6/20/2016
MEETING SUBJECT:	
<i>Relief Planning</i>	X
<i>Jeopardy</i>	
<i>Jeopardy Status Review</i>	
<i>UA NXXs</i>	
<i>Other</i>	
POOL START DATE (PSD)	6/29/2001
RATE CENTERS	
<i># Total</i>	13
<i># Mandatory</i>	13
<i># Mandatory-Single Service Providers (M*)</i>	0
<i># Optional</i>	0
<i># Excluded</i>	0
BLOCKS ASSIGNED	
<i># Total</i>	258
<i>(For time period 6/01/15- 6/17/16)</i>	
BLOCKS AVAILABLE	
<i>#Total</i>	81
<i>(As of preparation date: 6/17/16)</i>	
CODES ASSIGNED	
<i># Total</i>	22
<i># for Pool Replenishment</i>	22
<i># for Dedicated Customers</i>	0
<i># for LRNs</i>	0
<i>(For time period 6/01/15- 6/17/16)</i>	
CODES FORECASTED	
<i># Total</i>	46
<i># for Pool Replenishment and Dedicated Customers</i>	46
<i># for LRNs</i>	0
<i>(For the next twelve months as of 6/17/16)</i>	

EXHIBIT C

July 29, 2016

To: All 510 NPA Code Holders and Other Industry Members (California)

Subject: NANPA Letter to CPUC on Need of 510 NPA Relief Planning

Attached is a letter from NANPA to the California Public Utilities Commission (CPUC) informing them of the need to introduce a new area code in the 510 NPA during the 4Q2018. The letter is pursuant to California PU Code Section 7931.

Local jurisdiction and public meetings in the 510 area code will take place by April 2017. The CPUC staff will provide an approved text for customer notices in the near future.

Please feel free to contact me on 571-434-5690 or via email at the address below.

Sincerely,

Joseph R. Cocke
Senior NPA Relief Planner
NANPA
e-mail: joe.cocke@neustar.biz

CC: Joanne Leung – CPUC Staff

July 29, 2016

Timothy J. Sullivan – Executive Director
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. Sullivan,

Subject: 510 Area Code

Neustar, Inc., the North American Numbering Plan Administrator (NANPA), is the neutral third party NPA (area code) relief planner for California under the North American Numbering Plan. Pursuant to CA PU Code, Section 7931, NANPA, as the area code relief coordinator, is providing the Commission with this notice of the expected in-service date of a new area code for the 510 area code.

The forecasted exhaust of NXX codes (prefixes) in the 510 area code is 2Q2019. A new area code will need to be implemented during the 4Q2018.

After receipt of this letter, telecommunications service providers are to notify their customers of the need for a new area code. A telecommunications industry relief planning meeting has taken place to develop a recommended relief alternative.

Scheduling is underway of public participation meetings in 510 area code, with the local jurisdictions and the general public, to present the relief plan by April 2017. Once public input is collected and reviewed by the industry, the results of the relief planning process will be submitted to the Commission for a decision on the relief plan to be implemented.

If you wish to discuss this with me, please contact me at (571) 434-5690.

Sincerely,

Joseph R. Cocke
Senior NPA Relief Planner
NANPA
Email: joe.cocke@neustar.biz

CC: Fe Lazaro, Joanne Leung - Communications Division
510 NPA Industry Planning Team

EXHIBIT D

April 18, 2017

To: All 510 NPA Code Holders and Other Industry Members (California)

Subject: CPUC Summary Report on Public Meetings

Attached is the California Public Utilities Commission staff's summary report on the 510 NPA public meetings that will be reviewed along with NANPA's draft application for relief at the industry NPA relief planning conference call on April 24, 2017. The objective of this meeting is to approve the draft application for submission to the CPUC. The details of the meeting are as follows:

Date: April 24, 2017

Time: 1:00 PM PT; 2:00 PM MT; 3:00 PM CT; 4:00 PM ET

Dial-in number: (630) 827-6799 Pass code: 8831535#

NANPA is also making an online capability available for this meeting. To join the online of the reference documents during the call please utilize the link and instructions provided below:

https://urldefense.proofpoint.com/v2/url?u=https-3A__neustar.webex.com_neustar_j.php-3FMTID-3Dm42349cb7d25ab943f4101414e579824c&d=DwMGaQ&c=MOptNIVtIETeDALC_IULrw&r=O6ub6WcNvHcqR8QyH34bdMaow0_qxONlcs mouaSKj8g&m=qv5E3fA5D37n-37bOkXc-GiS-oWqp2L4sjXseBdk8Vg&s=ztPvJXcijD9ksmcJR6fUjSm90p_FxNj6YZMOIw2kmcc&e=

Meeting Number: 627 823 541

Meeting password: 3qB8552Y

Please feel free to contact me if you have any questions regarding the above relief planning conference call, any aspect of relief planning, or have any questions about receiving notices and documents via NNS. I can be reached on 571-434-5690 or via email at the address below.

Sincerely,

Joseph R. Cocke
Senior NPA Relief Planner
NANPA
e-mail: joe.cocke@neustar.biz

CC: Joanne Leung – CPUC Staff

Attachments



STAFF REPORT

510 AREA CODE

**PUBLIC PARTICIPATION MEETINGS
HELD IN THE CITIES OF OAKLAND,
BERKELEY AND HAYWARD
ON JANUARY 17 AND FEBRUARY 15, 2017**



Prepared by the Communications Division

April 13, 2017

INTRODUCTION

The Communications Division (CD) of the California Public Utilities Commission (CPUC) held three local jurisdiction and public meetings to inform the public and solicit input about the industry-proposed introduction of a new area code to the area now served by the 510. The meetings were held over two days on January 17 and February 15, 2017, in the Cities of Oakland, Berkeley, and Hayward.

Topics discussed include: (1) History of the 510 Area Code; (2) Area code Relief Process; (3) Relief Options for the 510 Area Code; (4) Effects of the Area Code Relief Activities; and (5) Implementation Phases.

Attendees spoke at the meetings and provided written comments about their concerns. Attendees at the three 510 meetings included the general public, local jurisdiction officials, reporters and telecommunications company representatives. General public members were mostly concerned about whether they will lose their current telephone numbers and the 510 area code, while local jurisdiction officials mainly inquired about reprogramming city or county telecommunications services and equipment. CD staff and the North American Numbering Plan Administrator (NANPA) informed the attendees that the industry-proposed overlay will allow all existing customers to keep their current telephone numbers and the 510 area code. CD staff and NANPA also explained to the attendees that preparation for the industry-proposed overlay includes reprogramming telecommunications equipment, such as fax and answering machines, alarm and security devices, as well as medical alert and safety devices, in order to accommodate 1 + 10-digit dialing.

BACKGROUND

The CPUC held three local jurisdiction and public meetings to discuss the introduction of a new area code to the 510 area code, as directed by Public Utilities Code Sections 7930-7943¹. The 510 area code is projected to exhaust in the 2nd quarter of 2018². In order to provide additional prefixes and new telephone numbers for the 510 customers, a new area code must be added to the area that is currently served by the 510 area code.

The telecommunications service providers proposed to add the new area code using the overlay method. The proposed overlay, pending CPUC approval, will allow all customers to keep their current phone numbers, including their area code.

¹ Public Utilities Code Sections 7930-7943 directs the CPUC to conduct area code local jurisdiction and public meetings. www.cpuc.ca.gov

² The 510 was originally projected to exhaust by the 2nd quarter of 2019 at the time of NANPA's June 20, 2016 relief planning meeting with the CPUC and the industry. However, the 510 exhaust date has moved up to the 2nd quarter of 2018 since then due to increased code demand.

The 510 area code serves the western portions of Alameda and Contra Costa Counties. The 510 area code serves the cities shown in Table 1 below.

Table 1 – Cities Served by the 510 Area Code

Alameda County	Contra Costa County
Alameda	El Cerrito
Albany	Hercules
Berkeley	Pinole
Emeryville	Richmond
Fremont	San Pablo
Hayward	
Newark	
Oakland	
Piedmont	
San Leandro	
Union City	

NANPA notified the industry of the relief planning process on April 17, 2016.

On June 20, 2016, 36 months in advance of the 510 forecasted exhaust at the time³, NANPA held a planning conference call to discuss the area code relief details. NANPA reviewed the Alliance for Telecommunications Industry Solutions (ATIS) NPA Code Relief Planning and Notification Guidelines⁴, reported the status of the 510 area code, and discussed relief alternatives with the CPUC and thirteen telecommunications service provider representatives that were present during the call. The telecommunications service provider representatives discussed and arrived at consensus to recommend the overlay method, as it is the most beneficial to customers, because an overlay allows all customers to keep their existing phone numbers and area code.

METING SCHEDULE

The CPUC scheduled local jurisdiction and public participation meetings as shown in Table 2 below.

³ See Footnote 2.

⁴ ATIS NPA Code Relief Planning and Notification Guidelines, January 4, 2016, www.atis.org

Table 2 – Schedule and Locations of Local Jurisdiction and Public Meetings

Oakland <i>1 p.m., January 17, 2017</i> Elihu Harris State Building 1515 Clay Street 2nd Floor, Room 11 Oakland, CA	Berkeley <i>5:30 p.m., January 17, 2017</i> Berkeley Central Library 3 rd Floor, Community Meeting Rm. 2090 Kittredge Street Berkeley, CA	Hayward <i>2 p.m., February 15, 2017</i> Hayward City Council Chambers 777 B Street, 2 nd Floor Hayward, CA
---	--	---

MEETING PUBLICITY

Meeting Notices were inserted in the telecommunications service providers' customer bills in the month of November 2016 (Attachment A).

On December 19, 2016, the CPUC sent individual letters of invitation (Attachment B), along with the meeting notice, to 201 local jurisdiction entities, including the local, state and federal elected and appointed officials, the chambers of commerce and the California Highway Patrol offices in the 510 area code region.

On December 5, 2016, the CPUC issued a news release announcing the public meetings with a brief discussion of the issues to be discussed at the meetings (Attachment C).

From February 2, 2017 to February 15, 2017, a meeting notice was posted on the CPUC's daily calendar under "Other Commission Meetings" and "Public Meetings and Workshop Notices" sections (Attachment D).

MEETINGS

The meetings were conducted and moderated by CD staff, with assistance from the CPUC's Public Advisor's Office. At each of the three meetings, Joseph Cocke, NANPA senior relief planner, presented the maps of the area that will be impacted, discussed the split and overlay relief options for the 510 area code, and explained the process used to arrive at the overlay alternative that was recommended by the telecommunications service providers. Mr. Cocke explained to the attendees that although the split option meets the industry criteria for acceptable projected lives⁵, it does not meet the industry criteria and Public Utilities Code Section 7931 (c)

⁵ The split option will have the split line along the southern boundary of the *Oakland: Main-Piedmont DA* rate center between the *Oakland: Alameda DA* and the *Oakland: Fruitvale DA* rate centers. The projected life on one side of the split line is 47 years, and the projected life on the other side of the split line is 51 years. The difference in the two projected lives is under 10 years. Therefore, the split option meets the industry criteria with regard to projected lives.

on recognizing the jurisdictional boundaries of the Cities of Oakland and Piedmont, as those cities would be split.

The discussion was accompanied by a PowerPoint presentation (Attachment E). All attendees were given a handout package (Attachment F) consisting of the agenda, three maps of the 510 area code region, glossary of area code and numbering terminologies, explanation of the NANPA planning process, a set of “Frequently Asked Questions”, and a comment form.

Meeting Attendance

Table 3 shows the meeting attendance.

Table 3 –Meeting Attendance

Date and Time	Location	Service Provider Representatives	Local Jurisdiction Officials	Public Members	Media	Total Number of Attendees	Number of Speakers
1/17/2017, 1 PM	Elihu Harris State Building, 2nd Floor, Room 11, Oakland, CA	2	2	3	1	8	4
1/17/2017, 5:30 PM	Berkeley Central Library, 3 rd Floor, Community Meeting Room, Berkeley, CA	5	4	1	0	10	3
2/15/2016, 2 PM	Hayward City Council Chambers, Hayward, CA	2	3	1	0	6	0

AT&T representatives attended the meetings held in the City of Oakland on January 17, 2017 and City of Hayward on February 15, 2017. AT&T and Comcast representatives attended the meeting held in the City of Berkeley on January 17, 2017.

Summary of Comments and Questions

At the end of the staff discussion, the floor was opened for questions and comments. CD staff also reminded the attendees that they could also submit written comments by completing the comment form in the handout package or by sending an email to the Public Advisor’s Office. A number of attendees spoke at the meetings. A few also provided written comments (Attachment G) on the comment form at the end of the meetings.

A total of 27 oral and written comments were received at the public meetings, by emails sent to the Public Advisor’s Office, and/or via calls to the Area Code Hotline. Table 4 shows the breakdown of all comments received by source.

Table 4 – Number of Comments Received by Source

Source	Oral Comments	Written Comments	Total Number of Comments
Oakland Public Meeting	4	3	7
Berkeley Public Meeting	3	1	4
Hayward Public Meeting	0	0	0
Emails to the Public Advisor's Office	-	9	9
Calls to Area Code Hotline	7	-	7
Total	14	13	27

Of the 27 comments received, only one written comment, from an Oakland meeting attendee, explicitly supported the split option.

Oral Comments

At the Public Meetings

At the Oakland meeting, speakers expressed the following comments and questions.

- (1) An assembly member's representative inquired whether customers can call the CPUC to express their comments and ask questions;
- (2) A general public member questioned why cities cannot be split and commented that area codes are associated with geographic areas, and that it is convenient to have a geographical reference to an area code;
- (3) A radio reporter inquired whether a new area code has been assigned for the 510; and
- (4) Another public member asked if people are allowed to have numerous telephone numbers in more than one state.

At the Berkeley meeting, the CPUC received the following oral comments and questions.

- (1) The City of Berkeley Information Technology Department inquired:
 - Whether pet identification tags and elevators have to be reprogrammed,
 - If 1 + 10-digit dialing is required whether the CPUC approves an overlay or a split,
 - About the number of times the equipment has to be reprogrammed, and
 - Which other cities have undergone overlays.
- (2) The Alameda County Sheriff's Office asked the questions as follows:
 - Whether 911 routing to the Public Safety Answering Points need to be reprogrammed,
 - If the new area code would still be specific to certain cities, and
 - Whether telephone numbers with the new area code will be routed the same way as numbers with the 510 area code.

- (3) A general public member inquired what would happen to the existing 510 telephone numbers.

At the Hayward meeting, no attendees voiced comments or expressed concerns.

Via the Area Code Hotline

The following comments were provided by callers to the Area Code Hotline:

- (1) Stated that the proposal is a sound option, but did not specify whether preference is overlay or split;
- (2) Commented that the CPUC does not have the right to change the customers' area code, and hoped that customers' area code will remain the same;
- (3) Would like to confirm that the 510 area code will remain the same and that only the new telephone numbers will receive the new area code;
- (4) Inquired if customers can keep the prefix of their existing telephone numbers;
- (5) Concerned whether dialing 1 + area code within the same area code would result in long distance charges, and whether dialing a neighbor with the new overlay area code would result in long distance charges;
- (6) Commented that changing the area code for one city would cause the people in that city to lose touch with their friends and families, and become "invisible", and that the CPUC should continue to overlay area codes, without changing anyone's area code; and
- (7) Asked if the proposed overlay would change the existing telephone numbers, and if the proposed overlay would require all calls made from both landline and cellphones to be dialed using 1 + 10-digits.

Written Comments

From Public Meeting Attendees

At the Oakland meeting, the CPUC received the following written comments:

- (1) An assembly member's representative inquired: a) whether new area codes have been assigned in California in the past using the split method, b) if a public awareness campaign will be conducted to educate the public about the approved relief option, and c) whether financial assistance will be available to small businesses that need to update their signage.
- (2) A general public member supports the split option, because the geographical confluence between the area code and the geographical area will be maintained, unlike an overlay that will cause the loss of geographical congruity between the telephone number and the location.
- (3) Another general public member supports an overlay.

At the Berkeley meeting, a local jurisdiction official expressed in her written comments that she understands that some re-programming would be necessary whether the approved option is an overlay or a split. She noted, however, that it is more beneficial to maintain the current 510 area code numbers as they currently exist and add a new area code. Furthermore, she indicated that she supports an overlay.

Via Emails Sent to the Public Advisor's Office

The Public Advisor's Office received nine comments by email as follows:

- (1) Supports an overlay and does not have any problem with dialing the area code in addition to the telephone number,
- (2) Notes that she does not want to change her area code,
- (3) States that she prefers to keep her existing telephone number and 510 area code,
- (4) Inquiries about the Area Code Hotline availability,
- (5) Inquires about the three digits of the new area code and whether CPUC anticipates that the 510 area code customers would be dissatisfied about the new area code introduction⁶,
- (6) Asks which cities would change to the new area code and suggests "666" as the new area code,
- (7) Comments that San Leandro has a population of less than 90,000, and thereby requests that San Leandro not be split⁷;
- (8) Explains that all consumers would agree that changing from 7-digit to 10-digit dialing is troublesome, that the CPUC should consider consolidating rate centers and "leveraging number portability infrastructure" to preserve 7-digit dialing in the 510 for as long as possible, and that, if 10-digit dialing is unavoidable, the CPUC should combine the 510 with the existing neighboring area codes (415/628, 408/669, 650, 707 and 925), as it did in the case of the 213 and 323 area code boundary elimination overlay, to eventually form one large area code in Northern California; and
- (9) Suggests that the CPUC not waste resources on public meetings and discussions, and approve the overlay area code in December 2017.

NEXT STEP

This report will be provided to NANPA to incorporate in its application for relief of the 510 area code, which it will file with the CPUC in April 2017.

⁶ This comment was sent by a San Francisco Chronicle reporter.

⁷ This comment was submitted by the Office of the Mayor of San Leandro.

ATTACHMENTS

ATTACHMENT A

Schedule and Locations of Local Jurisdiction and Public Meetings

LOCAL JURISDICTION AND PUBLIC MEETINGS REGARDING ADDING NEW AREA CODE TO THE 510 AREA CODE

The California Public Utilities Commission (CPUC) will begin the process to introduce a new area code to the area now served by the 510 area code, as the 510 is expected to use up its available prefixes by June 2019. The telecommunications service providers have proposed to introduce the new area code through the overlay method. Adding a new area code to the area now served by the 510 area code will provide additional prefixes and new telephone numbers for the 510 customers. The proposed overlay, pending CPUC approval, will allow all customers to keep their current phone numbers, including their area code. To avoid service disruption, the new area code will be added to the 510 area code by December 2018, six months before depletion of prefixes. In December 2018, customers requesting new phone numbers in the 510 geographic area may be assigned a new area code.

The CPUC will be holding local jurisdiction and public meetings on January 17 and February 15, 2017, to inform the local jurisdictions and the public, and to hear concerns about adding a new area code to the 510 area code. More information is available at <http://www.cpuc.ca.gov/510areacode>.

Local Jurisdiction and Public Meetings

Oakland

1 p.m., January 17, 2017
Elihu Harris State Building
1515 Clay Street
2nd Floor, Room 11
Oakland, CA

Berkeley

5:30 p.m., January 17, 2017
Berkeley Central Library
3rd Floor, Community Meeting Room
2090 Kittredge Street
Berkeley, CA

Hayward

2 p.m., February 15, 2017
Hayward City Council Chambers
777 B Street, 2nd Floor
Hayward, CA

The CPUC welcomes your participation and comments. If you are unable to attend these meetings, you may submit written comments to the CPUC Public Advisor's Office at 320 W. 4th Street, Suite 500, Los Angeles, CA 90013, at the CPUC's website at <http://www.cpuc.ca.gov/510areacode>, or via e-mail to public.advisor@cpuc.ca.gov. Additionally, you may call the **Area Code Hotline** number for more information at (866) 340-6147.

It is the CPUC's policy to schedule hearings in locations that are accessible to everyone. If you require additional accessibility assistance, such as a sign language interpreter, please contact the CPUC Public Advisor's Office five business days prior to the meeting date toll free at 866-849-8390 or toll free TTY at 866-836-7825.

ATTACHMENT B

STATE OF CALIFORNIA

Edmund G Brown, Jr., Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 19, 2016

<HONORIFIC> <FIRST NAME> <LAST NAME>
<JURISDICTION>
<STREET ADDRESS>
<CITY, STATE, ZIP>

RE: 510 Area Code Meeting

Dear <TITLE> <LAST NAME>:

This letter is to invite you to participate in the California Public Utilities Commission (CPUC)'s decision-making process to introduce a new area code to the area that is now served by the 510 area code. The 510 area code is expected to use up all available prefixes by June 2018. Pursuant to Federal Communications Commission rules, the CPUC must adopt a plan for additional numbering resources in the 510 area. The telecommunications service providers have proposed to introduce the new area code through the overlay method, which will provide additional prefixes and ensure new telephone numbers are available for the 510 area code customers.

When the CPUC considers a change in the region served by an existing area code, the perspectives of local government officials and the community are very important. On January 17 and February 15, 2016, in conjunction with the North American Numbering Plan Administrator (NANPA), the CPUC will host meetings for the local jurisdictions and the public. At the meetings, CPUC staff and NANPA representatives will explain the changes in the region served by the 510 area code. We invite you to join us to discuss and to express your concerns about the changes. We will also present the current status of numbering resources in the 510 area code that should be useful to you in explaining the changes to your own constituents. The local jurisdiction and public meetings will take place at the following dates and locations:

JANUARY 17, 2017 - 1 P.M.

Elihu Harris State Building
1515 Clay Street
2nd Floor, Room 11
Oakland, CA

JANUARY 17, 2017 - 5:30 P.M.

Berkeley Central Library
3rd Floor, Community Meeting Room
2090 Kittredge Street
Berkeley, CA

FEBRUARY 15, 2017 - 2 P.M.

Hayward City Council Chambers
777 B Street, 2nd Floor
Hayward, CA

Enclosed is a flyer with the meeting details, along with a map of the 510 area code. Please share this area code meeting information with your constituents and encourage them to attend one of the meetings. Following the meetings, NANPA will submit an application to the CPUC for authorization to implement an area code change plan in the 510 area code.

Written comments may be submitted to the Commission's Public Advisor's Office at 320 West 4th Street, Suite 500, Los Angeles, CA 90013 or via email to public.advisor@cpuc.ca.gov. Additionally, you may provide your comments by calling the Area Code Hotline at (866) 340-6147.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jonathan Lakritz".

Jonathan Lakritz, Consumer Programs Manager
Communications Division
Enclosures

ATTACHMENT C



California Public Utilities Commission
505 Van Ness Ave., San Francisco

FOR IMMEDIATE RELEASE

MEDIA ADVISORY

Media Contact: Terrie Prosper, 415.703.1366, news@cpuc.ca.gov

CPUC To Hold Public Meetings On 510 Area Code Plans

SAN FRANCISCO, Dec. 5, 2016 - The California Public Utilities Commission (CPUC) will hold public meetings in Oakland, Berkeley, and Hayward to inform the public and hear comments on a proposed new area code that would be added to the area now served by the 510 area code in order to provide additional numbers for customers.

<u>Oakland</u>	<u>Berkeley</u>	<u>Hayward</u>
January 17, 2017, 1 p.m.	January 17, 2017, 5:30 p.m.	February 15, 2017, 2 p.m.
Elihu Harris State Building, 2 nd Floor, Room 11, 1515 Clay St., Oakland	Berkeley Central Library, Community Meeting Room, 3 rd Floor, 2090 Kittredge St., Berkeley	Hayward City Council Chambers, 2 nd Floor, 777 B St., Hayward

The proposed area code overlay, pending CPUC approval, would allow all customers to keep their current phone numbers, including their area code. Existing customers would not be required to change their phone numbers or their area code. The new area code would be added to the 510 area code by December 2017, six months before depletion of 510 prefixes. In December 2017, customers requesting new phone numbers in the 510 geographic area may be assigned a new area code.

The area served by the 510 area code includes the western portions of Alameda and Contra Costa Counties. The 510 area code serves the cities of Alameda, Albany, Berkeley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, San Leandro, and Union City in Alameda County; and the cities of El Cerrito, Hercules, Pinole, Richmond, and San Pablo in Contra Costa County. The 510



area code was created when it was split off of the 415 area code in September 1991. The 510 area code was split again when the 925 area code was split off in 1998.

Comments from the public can help the CPUC reach an informed decision so consumers are encouraged to attend a public meeting.

For those unable to attend in person, written comments on any proceeding may be submitted to: CPUC Public Advisor, 505 Van Ness Ave., San Francisco, CA 94102, or via email to public.advisor@cpuc.ca.gov.

If specialized accommodations are needed to attend, such as non-English language interpreters, please contact the CPUC's Public Advisor's Office at public.advisor@cpuc.ca.gov or toll free at 866-849-8390 at least five business days in advance of the meeting.

For more information, please visit www.cpuc.ca.gov/510areacode.

For more information on the CPUC, please visit www.cpuc.ca.gov.

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ATTACHMENT D

Public Meeting Notice: 510 Area Code Local Jurisdiction and Public Meeting

February 15, 2017

2 pm

Hayward City Council Chambers

777 B Street, 2nd Floor

Hayward, CA 94541

The 510 area code is expected to use up all available prefixes by June 2018. To ensure the availability of numbers in the 510 area code region, the California Public Utilities Commission (CPUC) has begun the process to consider the introduction of a new area code to the geography now served by the 510 area code. Adding a new area code to the 510 area code is known as an overlay, which was proposed by the telecommunications service providers. The proposed overlay, pending CPUC approval, will allow all existing customers to keep their current phone numbers, including the 510 area code.


This meeting is being held in order to provide more information about the area code relief activities in the 510 area code region and to solicit comments from the public. The public is encouraged to voice their opinion by:

- 1) Attending the Local Jurisdiction and Public Meeting scheduled above in February 2017;
- 2) Calling the area code hotline at (866) 340-6147;
- 3) Submitting written comments to the CPUC Public Advisor's Office by postal mail to 320 W. 4th St., Suite 500, Los Angeles, CA 90013; or
- 4) Sending an email to public.advisor@cpuc.ca.gov.


It is the CPUC's policy to schedule public meetings in locations that are accessible to everyone. If you require additional accessibility assistance, please contact the CPUC Public Advisor's Office five business days prior to the meeting date toll free at 866-849-8390 or toll free TTY at 866-836-7825.

More information on the 510 area code is available at <http://www.cpuc.ca.gov/510areacode/>.

ATTACHMENT E



510 Area Code



January 17 and February 15, 2017
California Public Utilities Commission

California Public Utilities Commission (CPUC)'s Role

- a) FCC holds full jurisdiction over telephone numbering system.
- b) FCC has delegated area code relief responsibilities to each state.
- c) The CPUC conducts area code relief and determines method to introduce a new area code.
 - Public Utilities Code Section 7930-7943 directs the CPUC to conduct public meetings.
- d) Area code administration is in accordance with FCC policy. Area codes are managed and assigned by the North American Numbering Plan Administration (NANPA).

History

- a) 510 area code was created in 1991 when it was split off the 415 area code.
- b) The 510 was split in 1998 to create the 925 area code.
- c) The 510 now has a limited number of prefixes remaining.
- d) NANPA forecasted the 510 area code to use up all prefixes in the 2nd quarter of 2018.

3

NANPA

- FCC contracted with Neustar, a public company, to serve as the NANPA
- NANPA's responsibilities:
 - Assigns area codes and prefixes,
 - Tracks number usage, receives numbering reports from the service providers,
 - Forecasts when area codes will run out of prefixes, or "exhaust", and
 - Coordinates planning to introduce new area code, or *Area Code Relief Planning*, which starts 36 months before the forecasted exhaust

4

Factors to Consider in Area Code Exhaust Forecast

- a) History of prefix code assignments
- b) Current growth in the telecommunications industry
- c) Annual increase in the demand for prefixes in the area code

5

Number Limitations

- a) Area codes are geographically specific.
- b) Each area code is divided into local serving areas called rate centers.
- c) There are 13 rate centers in the 510 area code. They are:

CROCKETT	FREMONT-NEWARK:OLIVER DA	OAKLAND:BERKELEY DA
EL SOBRANTE-PINOLE	HAYWARD	OAKLAND:FRUITVALE DA
FREMONT-NEWARK:GREENLEAF DA	HERCULES-RODEO	OAKLAND:MAIN-PIEDMONT DA
FREMONT-NEWARK:MAIN DA	OAKLAND:ALAMEDA DA	OAKLAND:TRINIDAD DA
		RICHMOND

- a) Every prefix is assigned to a specific rate center and may only be used for telephone services in that rate center.

6

510 Area Code Background

- a) The 510 area code has 13 rate centers, serving the western portions of Alameda and Contra Costa Counties.
- b) The 510 area code is divided into 13 rate areas over 44 service providers, including local, wireless and paging companies, and serves the following cities:

Alameda County	Contra Costa County
Alameda	El Cerrito
Albany	Hercules
Berkeley	Pinole
Emeryville	Richmond
Fremont	San Pablo
Hayward	
Newark	
Oakland	
Piedmont	
San Leandro	
Union City	

7

Number of Prefixes Remaining

- a) The 510 area code has 38 useable prefixes or about 5% remaining at this time. They are expected to run out in the 2nd quarter of 2018.
- b) A new area code is needed to replenish the supply of prefixes.

8

Each prefix is assigned to a rate center from the available inventory. Once assigned, numbers from that prefix are not available for assignment to end users in another rate center.

510 Rate Centers and Assigned Prefixes

510 Rate Centers	Prefix Assignment	510 Rate Centers	Prefix Assignment	510 Rate Centers	Prefix Assignment
CROCKETT	6	FREMONT-NEWARK-OLIVER DA	44	OAKLAND-BERKELEY DA	67
EL SOBRANTE-PINOLE	22	HAYWARD	111	OAKLAND:FRUITVALE DA	34
FREMONT-NEWARK-GREENLEAF DA	25	HERCULES-RODEO	13	OAKLAND:MAIN-PIEDMONT DA	207
FREMONT-NEWARK-MAIN DA	74	OAKLAND:ALAMEDA DA	37	OAKLAND:TRINIDAD DA	57
				RICHMOND	49

Currently there are 38 useable prefixes remaining available for assignment in the 510 area code.

9

Relief Methods

Geographic Splits	All-Services Overlays
<ul style="list-style-type: none"> Splits maintain a single area code for each geographic area. This may minimize confusion for customers outside the area. 	<ul style="list-style-type: none"> With an overlay there will be more than one area code in a geographic area.
<ul style="list-style-type: none"> Splits require an area code change for approximately one-half of customers in a two-way split, and two-thirds of customers in a three-way split. 	<ul style="list-style-type: none"> An overlay will not require existing customers to change their area code.
<ul style="list-style-type: none"> Geographic splits permit 7-digit dialing within an area code. 	<ul style="list-style-type: none"> An overlay requires customers to dial 10 digits (or 1 + 10 digits) for all calls.
<ul style="list-style-type: none"> Stationery, business cards and advertising, as well as non-telephony databases, containing a ten-digit phone number will need to be revised by customers receiving the new area code. 	<ul style="list-style-type: none"> There is no need to revise stationery, business cards and advertising, as well as non-telephony databases, unless they contain only seven digit phone numbers.
<ul style="list-style-type: none"> Future splits will reduce the geographic size of the area code. 	<ul style="list-style-type: none"> An overlay will end further shrinking of the geographic size of the area code because subsequent relief will likely be another overlay.

10

Relief Methods

- a) There has not been an area code split in the nation in the last ten years.
- b) The last split in California was thirteen years ago.
- c) California has introduced six new area codes using the overlay method and a seventh overlay was recently ordered in Los Angeles.
- d) The overlay has become the preferred form of area code relief.

11

Limitations of Area Code Split for 510

- a) The split option will have the split line along the southern boundary of the *Oakland: Main-Piedmont DA* rate center between the *Oakland: Alameda DA* and the *Oakland: Fruitvale DA* rate centers.
- b) The projected life on one side of the split line is 47 years, and the projected life on the other side of the split line is 51 years.
- c) While the split alternative meets the industry criteria for acceptable projected lives, it does not meet the industry criteria and the California Public Utilities Code requirement on recognizing the jurisdictional boundaries of the Cities of Oakland and Piedmont, as those cities would be split.

12

510 Area Code Proposed Relief Method

- Telecommunications industry proposed an overlay over the 510 area code
- Projected life of the overlay is about 49 years

13

Impacts of the Proposed Overlay

- a) All current customers will keep their existing area code and telephone number
- b) Must dial 1 + ten digits to complete all calls, including local calls
- c) Ten digit dialing is a FCC requirement so that all customers in the two area codes are treated alike
- d) Dialing '1+ an area code' does not change what a call costs and does not mean that a call is a toll or long distance call
- e) Calling areas and rates will not change
- f) What is a local call now will remain a local call
- g) Calls to 911, as well as 211, 311, 411, 511, 611, 711 and 811 will not be affected, and will continue to be dialed with 3 digits

14

Implementation Periods of the Proposed Overlay

- Permissive 1 + 10-digit dialing period
 - Customers may dial numbers from the 510 area code to other 510 numbers using 7 digits or 1+10 digits, but are encouraged to use the new 1 + 10-digit procedure.
 - Permissive period usually lasts several months
- Mandatory 1 + 10-digit dialing period
 - All calls must be dialed using 1 + 10 digits
 - Customers who dial 7 digits will reach a recording stating the call must be redialed using 1 + 10 digits
- Introduction of the new area code
 - One month after mandatory dialing period

15

Estimated Implementation Schedule of the Proposed Overlay

Estimated Implementation Intervals:

- NANPA files application with CPUC
 - *Spring 2017*
- CPUC Decision
 - *Summer 2017*
- Permissive 1 + ten digit dialing period
 - *Spring 2018*
- Mandatory 1 + ten digit dialing period
 - *Summer 2018*
- Introduction of the new area code
 - *One month after mandatory dialing period*

16

Questions & Comments?

- a) Sign up with the CPUC Public Advisors to speak
- b) Fill out the comment form in the handout packet, and
 - Give the completed form to a CPUC representative,
 - Mail the form to the CPUC Public Advisors' Office at 320 W. 4th St., Suite 500, Los Angeles, CA 90013, or
 - Email the form to the Public Advisors' Office at public.advisor@cpuc.ca.gov
- c) Call the CPUC Area Code Hotline (866) 340-6147

17

ATTACHMENT F

510 Area Code Local Jurisdiction and Public Meetings

Oakland*1 p.m., January 17, 2017*

Elihu Harris State Building

1515 Clay Street

2nd Floor, Room 11

Oakland, CA

Berkeley*5:30 p.m., January 17, 2017*

Berkeley Central Library

3rd Floor, Community Meeting Rm.

2090 Kittredge Street

Berkeley, CA

Hayward*2 p.m., February 15, 2017*

Hayward City Council Chambers

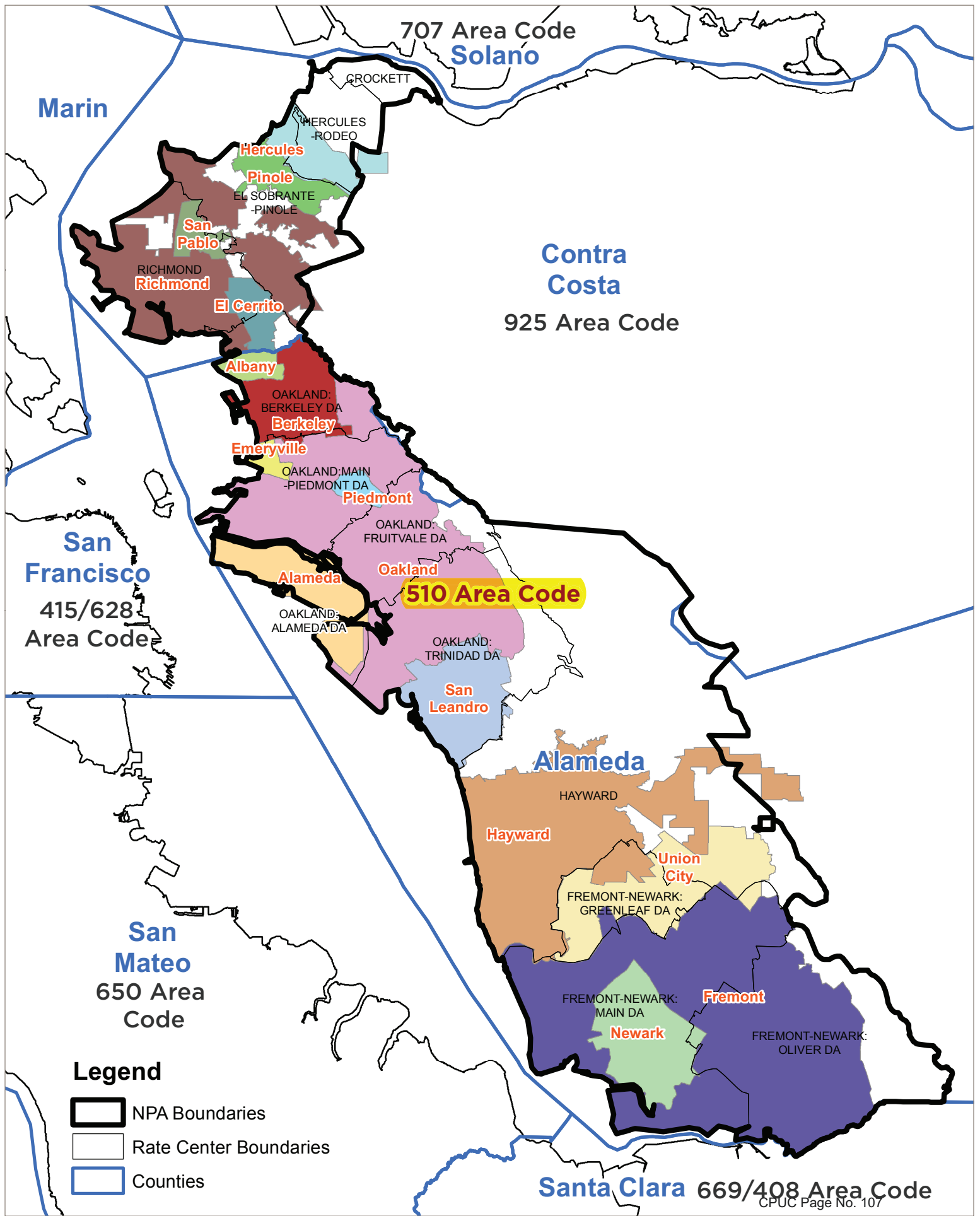
777 B Street, 2nd Floor

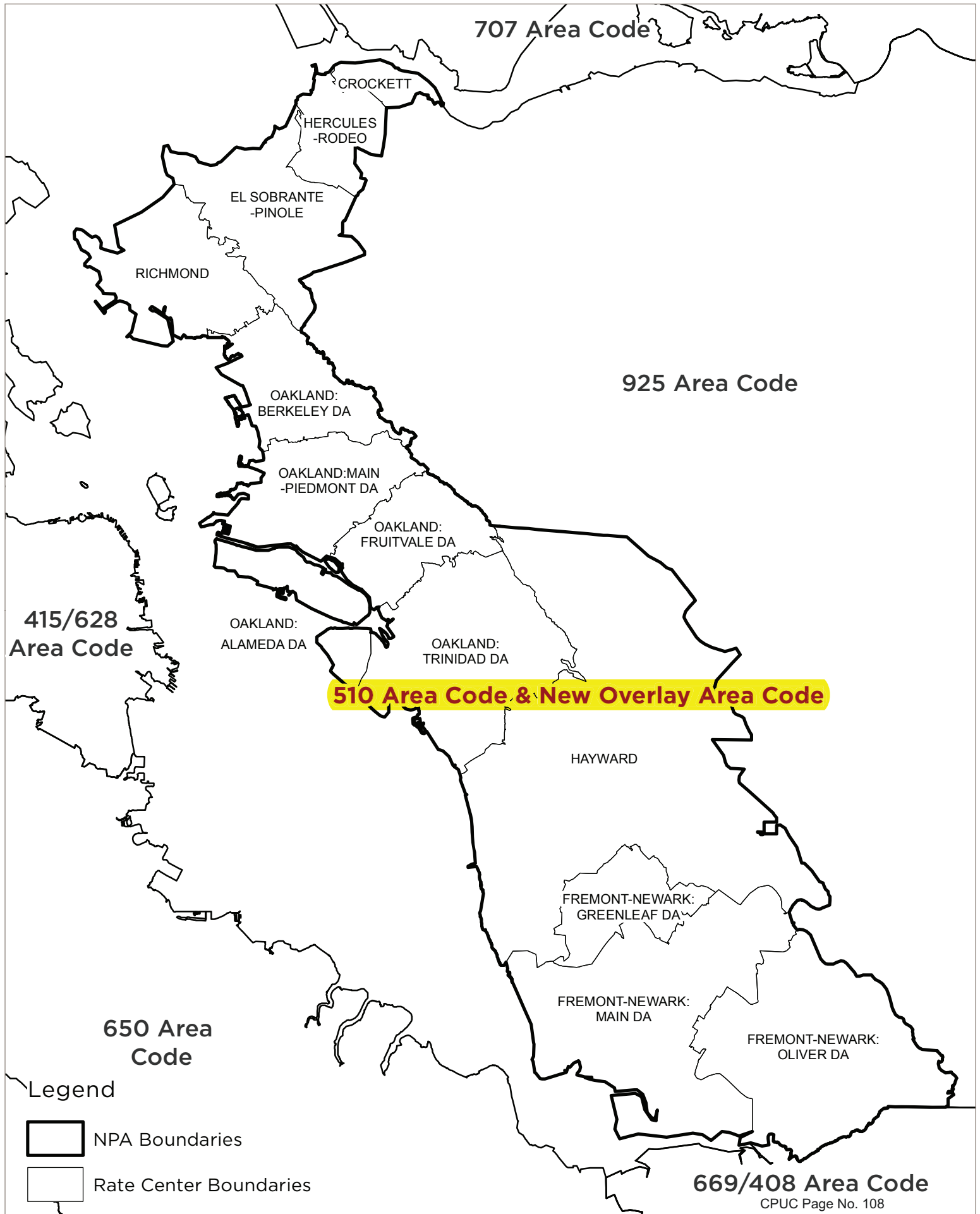
Hayward, CA

Agenda

- I. Introductions (10 minutes)**
- II. 510 Presentation (30 minutes)**
 - A. Purpose and Objectives**
 - B. Background**
 - C. Area Code Relief Planning**
 - D. Status of the 510 Area Code**
 - E. Relief Methods**
 - F. Impacts and Implementation Timeline of Industry Proposed Overlay**
- III. Question & Answers/Comments (30 minutes)**
- IV. Closing Remarks (5 minutes)**

Moderated by the California Public Utilities Commission





CALIFORNIA 510 AREA CODE ALTERNATIVE #2 -
RATE CENTER/COUNTY/CITIES SPLIT MAP



Basics of Area Code Relief Planning

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

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

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

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

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

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



Frequently Asked Questions About Area Code Changes

1. Why would another area code be necessary where I live or work?

There are a limited number of combinations of prefixes that are available to be used with an area code. Some prefixes are unavailable due to being used for public access information such as 911 or 411. Prefixes, also called codes, are assigned and are specific to, geographic locations which are called rate centers. That means that a prefix that has been assigned to one geographic location or rate center is not available in another rate center. Some rate centers run low on prefixes and require more prefixes. At some point there are no additional prefixes that are available for assignment. When there are no more prefixes available for assignment, more numbers must be made available and this means the addition of another area code.

2. What happens if another area code is needed where I live?

There is a lengthy planning process that the industry, the FCC through its' numbering contractor, the North American Numbering Plan Administration (NANPA) and the CPUC undergo to determine the most appropriate way of introducing a new area code. Public input is sought both through meetings held in the locality affected and through the CPUC's website. When the information about the best option for introducing a new area code is fully developed, NANPA applies to the CPUC for a new area code. The CPUC takes that information and information that has been developed from the public and approves an area code addition and method. At this time, area codes are added either by a geographic split, which has been the historical practice, or through an area code overlay.

3. What is an area code split?

Traditionally, the geographic area that an area codes is assigned to have been split to provide more prefixes for the telecommunications industry and its customers, thus creating smaller geographic areas. Area code splits create new area codes by splitting a geographical region into new, smaller regions. Usually the splits are in two ways with one region keeping the same area code and the other region changing to a new area code.

With the split method of introducing a new area code, a given location will only have one area code.

4. What is an area code overlay?

An area code overlay is a form of area code change that typically adds a second area code to the same geographic region. Therefore, multiple area codes can co-exist within the same geographic region. People with telephone numbers within the exhausting area code will retain their current telephone number(s) and area code. Individuals that would like to have new or additional telephone numbers or telecommunications services may be given telephone numbers with the new overlaid area code.





5. Will I be affected by an area code change?

If you have a telephone number within an area code that is running out of prefixes, you will be affected by an area code change regardless of the area code change option implemented.

If an area code split is implemented then some individuals will have to change their area code to the new code. This depends on whether the individual telephone is located in the area designated for the new area code.

If an area code overlay is implemented then individuals will be able to retain their current telephone number and area code, but will need to dial 1+ the area code and the telephone number for all calls. This ten +1 digit dialing protocol is a change from the current seven digit dialing that customers use to make local calls.

6. How about giving cellular phones, faxes, ATM machines, and other non-geographical devices or services the new area code instead?

This form of area code assignment is referred to as a technology-specific overlay.

Currently customers changing their service from a landline phone to a cellular service may move their telephone number from the landline phone to the cell phone as long as both services are in the same geographic area. Customers may also change their cell phone number to a landline within the same geographic area. This is called local number portability. Local number portability between landline and wireless services would not be available if technology-specific overlays were implemented.

In September 2005, in response to the CPUC's third request for authority to implement a technology-specific overlay, the FCC partially granted the CPUC's request. However, the FCC did not grant the CPUC authority to permanently maintain seven-digit dialing in the geographic region(s) where the technology-specific overlay would be implemented. Moreover, the phone numbers associated with wireless services were excluded from the list of those phone numbers that would get a separate area code. The FCC's partial granting of the CPUC's request did not include other important elements of the CPUC's proposal. As a result, the benefits of implementing the technology-specific overlay the FCC authorized, did not outweigh the customer costs of implementing the FCC-imposed requirements.

7. What will the new area code be?

The new area code is selected by the North American Numbering Plan Administrator.

8. Who will get the new area code in a change?

The CPUC does not decide in advance which region will receive the new area code if an area code split is implemented, and it weighs various factors in making that decision.

If an area code overlay is ordered, those consumers who order new telephone numbers or services will most likely receive the new area code if the CPUC implements an area code overlay.



9. How will customer directory listings be impacted?

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

10. When will telephone numbers with the new area code be available?

Telephone numbers with the new area code are available after the implementation of the area code change is completed.

11. Will the area code change be implemented immediately?

No. Typically the area code relief process takes at least one year before the new area code is ready for implementation.

12. Will the way I dial my calls i.e., dialing procedure, change?

No, if an area code split is implemented.

Yes, if an area code overlay is implemented. Individuals must dial 1 + the area code and the telephone number for all calls. All local calls, whether made to a telephone on the same block, next door or within the same house, must dial 1 + the area code and the telephone number.

13. Why do I have to dial 1 + the area code and then the telephone number?

The Federal Communications Commission (FCC) requires dialing the area code + telephone number for all calls where an area code overlay exists. The FCC believes that this would maximize numbering resource optimization, minimize anti-competitive effects due to dialing disparities, and avoid customer confusion.

Dialing the "1" before the telephone number signals to the telephone company routing system that your call will be going outside the area code rather than to a prefix within your area code. Use of the additional "1" allows your call to be transmitted in the most expeditious way possible.

14. Will there be a change in how I dial emergency calls to 9-1-1?

No. individuals can still just dial only three digits to reach 9-1-1. No additional digits will be required to make emergency calls.

15. Will there be a change in how I dial other N-1-1 phone numbers?

No. Individuals can still just dial only three digits to call N-1-1 phone numbers such as 211, 311, 411, 511, 611, and 711.



16. What can individuals do to prepare, if the CPUC decides to implement an area code split?

If you will receive a new area code,

- Reprogram any equipment or features i.e., automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access, etc., that use a telephone dialer.
- Update items like stationary, checks, etc. to include the new area code
- Advise families, friends, etc. to dial the new area code.
- When asking for someone else's number, remember to ask for the area code too.
- Check with your service provider if manual or over-the-air reprogramming of your cell phone is needed to account for the new area code.

17. What can individuals do to prepare, if the CPUC decides to implement an area code overlay?

- Contact security or alarm vendors, to update dial-up numbers to avoid a break in security routines and contacts.
- Reprogram equipment or features i.e., automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access etc., programmed to dial seven digits to dial "1" + area code + telephone number.
- Update items like stationary, checks, etc., to include your area code + telephone number.
- Start thinking of dialing 1 + the area code + telephone number for all calls.
- Advise families, friends etc., to dial 1 + the area code + telephone number for all calls.
- Provide your area code + telephone number, not just the telephone number, as needed.
- When asking for someone else's number, remember to ask for the area code too.
- Remember that the previous area code and the new area code will co-exist within the same geographic region.

18. What can businesses do to prepare, if the CPUC decides to implement an area code overlay?

- Notify alarm service providers of the appropriate area code + telephone number(s) so alarm service records and equipment can be updated as needed.
- Ensure security door and gate systems are reprogrammed to dial "1" + area code + telephone number.
- Reprogram any call-forwarding, automatic-dial or speed-dial features to dial "1" + area code + telephone number.
- Test telephone equipment to determine if it can dial and receive "1" + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.



- Update items like stationary, checks, business cards, advertisements, promotional items, brochures, internet web pages, catalogs etc., to include your area code + telephone number.
- Teach employees, coworkers, customers etc., to dial the area code + telephone number for all calls.
- Provide your area code + telephone number to your business contacts, not just the telephone number.

19. Who is responsible for costs incurred to update customer phone equipment, advertising materials, etc., if necessary.

Individual consumers are responsible for these costs.

20. Will the cost of a call differ because of the area code change?

No.

21. Will calls between a telephone number with the new area code and a telephone number with the old area code be considered a long distance call?

Calls that were local before the area code change will remain local calls. The distance, time of day, and length of a call determine the price of a call.

22. If I dial a "0" before the area code + telephone number, will there be special charges for that call?

It is possible for there to be special charges if an individual dials a "0" before the area code + telephone number. There may be special operator-assisted rates or credit card rates for this type of a call. It depends on your telecommunications service provider. Check with your service provider for additional information.

Area Code and Numbering Glossary

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Area Code and Numbering Glossary

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

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

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

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

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

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

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

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

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

Rate Boundary: Border between one rate center and another.

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

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

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

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

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

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

Area Code and Numbering Glossary

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

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

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

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

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

COMMENT FORM

510 Area Code Local Jurisdiction and Public Meetings

Oakland: 1/17/2017, 1 p.m. Berkeley: 1/17/2017, 5:30 p.m.

Hayward: 2/15/2017, 2 p.m.

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

Name (please print): _____

City: _____

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

[] On my own behalf

☐ On behalf of the following organization: _____

B. Which area code relief option do you prefer? Please check one below.

[] Overlay

Split

C. How can the impacts of adding a new area code be minimized for you?

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

[illegible]

WHERE TO SEND WRITTEN COMMENTS:

California Public Utilities Commission

Public Advisor's Office

320 W. 4th Street, Suite 500

Los Angeles, CA 90013

Email: public.advisor@cpuc.ca.gov

Tel: (866) 340-6147

Thank you.

We appreciate your thoughts, comments and opinions.

ATTACHMENT G

COMMENT FORM

Oakland - 3 Comment Form

510 Area Code Local Jurisdiction and Public Meetings

☒ Oakland: 1/17/2017, 1 p.m. ☐ Berkeley: 1/17/2017, 5:30 p.m.

☐ Hayward: 2/15/2017, 2 p.m.

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

Name (please print): Justin Rausa

City: Oakland

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

☐ On my own behalf

☒ On behalf of the following organization: Assemblymember Rob Bonta (AD18)

B. Which area code relief option do you prefer? Please check one below.

☐ Overlay

☐ Split

No position currently

C. How can the impacts of adding a new area code be minimized for you?

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

• Has there been an instance where a new area code assignment in CA used the geographic split, versus the overlay method?

• Will the CPUC, Nstar and/or the telecommunication companies engage in a public awareness campaign? On a related note, ~~are~~ there is there financial assistance available to small businesses who may need to update their signage?

WHERE TO SEND WRITTEN COMMENTS:

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

Email: public.advisor@cpuc.ca.gov

Tel: (866) 340-6147



ROB BONTA
ASSEMBLYMEMBER, 18TH DISTRICT

JUSTIN RAUSA
PRINCIPAL FIELD REPRESENTATIVE

CAPITOL OFFICE
P.O. Box 942849
SACRAMENTO, CA 94249-0018
(916) 319-2018
FAX (916) 319-2118

DISTRICT OFFICE
1515 CLAY STREET, SUITE 2204
OAKLAND, CA 94612
(510) 286-1670
FAX (510) 286-1888

Justin.Rausa@asm.ca.gov

Thank you.

We appreciate your thoughts, comments and opinions.

COMMENT FORM

510 Area Code Local Jurisdiction and Public Meetings

☒ Oakland: 1/17/2017, 1 p.m. ☐ Berkeley: 1/17/2017, 5:30 p.m.
☐ Hayward: 2/15/2017, 2 p.m.

RECEIVED
CALIF PUBLIC UTIL COMM
2017 JAN 27 PM 2:42
COMMUNICATIONS DIVISION
DIRECTOR'S OFFICE

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

Name (please print): CAROLYN HILLS
City: OAKLAND

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

- ☒ On my own behalf
☐ On behalf of the following organization: _____

B. Which area code relief option do you prefer? Please check one below.

- ☒ Overlay
☐ Split

C. How can the impacts of adding a new area code be minimized for you?

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

NONE

WHERE TO SEND WRITTEN COMMENTS:

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

Email: public.advisor@cpuc.ca.gov

Tel: (866) 340-6147

Thank you.

We appreciate your thoughts, comments and opinions.

COMMENT FORM

510 Area Code Local Jurisdiction and Public Meetings

 Oakland: 1/17/2017, 1 p.m. Berkeley: 1/17/2017, 5:30 p.m.

 Hayward: 2/15/2017, 2 p.m.

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

Name (please print): Colin Powell

City: OAKLAND

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

☒ On my own behalf

☐ On behalf of the following organization: _____

B. Which area code relief option do you prefer? Please check one below.

☐ Overlay

☒ Split

C. How can the impacts of adding a new area code be minimized for you?

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

I welcome advances in technology and the continued growth of our population. Understanding the necessity for a new area code in our [510] area, I strongly believe the geographied area should be SPLIT, so that there is a geographical confluence between the AREA code and the LAND area. An overlay causes the loss of geographical

WHERE TO SEND WRITTEN COMMENTS:

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

Email: public.advisor@cpuc.ca.gov

Tel: (866) 340-6147

Thank you.

We appreciate your thoughts, comments and opinions.

Berkeley — 1 comment form

COMMENT FORM

510 Area Code Local Jurisdiction and Public Meetings

___Oakland: 1/17/2017, 1 p.m. ☒Berkeley: 1/17/2017, 5:30 p.m.

___Hayward: 2/15/2017, 2 p.m.

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

Name (please print): Brenda Bruner

City: Alameda County Sheriff's Office

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

- ☐ On my own behalf
☒ On behalf of the following organization: see above

B. Which area code relief option do you prefer? Please check one below.

- ☒ Overlay
☐ Split

C. How can the impacts of adding a new area code be minimized for you?

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

The issue of re-programming equipment and databases with the new area code would be cumbersome. I realize there will be some re-programming that has to take place either way. It just seems more beneficial to maintain current 510 numbers as they currently exist and add new area codes as appropriate.

WHERE TO SEND WRITTEN COMMENTS:
California Public Utilities Commission
Public Advisor's Office
320 W. 4th Street, Suite 500
Los Angeles, CA 90013

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

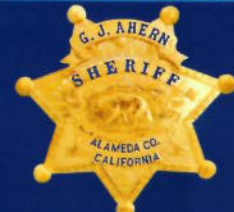
Alameda County Sheriff's Office

Gregory J. Ahern, Sheriff

Brenda Bruner
Manager

Emergency Services Dispatch

Phone (510)667-7776
Cell (510)225-5832
Fax (510)667-7728
Email: bbruner@acgov.org



2000 150th Avenue
San Leandro, CA 94578

Thank you.

We appreciate your thoughts, comments and opinions.

EXHIBIT E

May 12, 2017

To: All 510 NPA Code Holders and Other Industry Members (California)

Subject: Final Minutes of 510 NPA Follow up Relief Planning Meeting

Attached are the final minutes from the April 24, 2017 and May 1, 2017, CA 510 NPA follow up relief planning meeting.

Please feel free to contact me on 571-434-5690 or via email at the address below.

Sincerely,

Joseph R. Cocke
Senior NPA Relief Planner
NANPA
e-mail: joe.cocke@neustar.biz

CC: Joanne Leung – CA PUC Staff

**CALIFORNIA – 510 NPA
FOLLOW UP RELIEF PLANNING MEETING
VIA CONFERENCE CALL
FINAL MINUTES
April 24, 2017 and May 1, 2017**

WELCOME, INTRODUCTIONS & AGENDA REVIEW

Joe Cocke, Senior NPA Relief Planner–NANPA, welcomed the participants and reviewed the objective of the meeting. A list of attendees can be found in Attachment #1.

Joe then reviewed the purpose of the meeting was for the industry to review the CPUC's Report on the public input received at the 510 NPA Local Jurisdiction and Public Meetings held February 17 and February 15, 2017 as well as the draft application for relief. Joe noted the CPUC has presented the Split alternative to the public, as a comparison.

REVIEW CONSENSUS PROCESS AND NPA RELIEF PLANNING GUIDELINES

Joe stated that the ATIS (Alliance for Telecommunications Industry Solutions) approved industry consensus process would be followed. He reviewed the consensus process and explained how consensus is determined. In addition, Joe 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.

RELIEF PLANNING RE-CAP

Joe provided a recap of the relief planning process so far for the CA 510 NPA:

Initial Relief Planning Meeting conducted on June 20, 2016

Final minutes published on July 17, 2016.

Local Jurisdiction and Public Meetings held January 17 and February 15, 2017.

REVIEW OF CPUC STAFF REPORT ON PUBLIC MEETINGS

Joe provided an overview of the CPUC Staff's report on the local jurisdiction and public meetings:

In preparation of the public meetings notices were sent in customers' bills; the CPUC sent letters to 201 local jurisdictions including local, state and federal elected officials, police and fire agencies, the highway patrol and the chambers of commerce. A news release was provided plus the meeting schedule was posted on the CPUC website.

Three local jurisdiction and public meetings were held in Oakland, Berkeley and Hayward on January 17 and February 15, 2017. The history of the NPAs, the effects of NPA changes and the implementation process of a new NPA was discussed in the meetings. The industry's recommended relief plan was presented along with maps of the 510 NPA. Meeting attendees were encouraged to write their comments and concerns.

The CPUC Staff's report on the meetings includes the customer notices, news release, letter to the local jurisdictions, meeting handout package with maps, Basics of Area Code Relief Planning, Frequently Asked Questions about Area Code Changes, the staff's power-point presentation, sign-in sheets and comments forms.

A total of 27 oral and written comments were received at the public meetings, by emails or calls to the CPUC Public Advisor's Office. Of the 27 comments received, only one explicitly supported the split option. The staff's report will be an exhibit to the application for relief filed by NANPA.

510 NPA STATUS

Joe informed participants that the just published April 2017 Number Resource Utilization Forecast ("NRUF") still projects the 510 NPA to exhaust during the 2nd Quarter 2018.

Joe provided a read-out of the monthly CO Code Assignment Activity for the California 510 NPA. He reported as of April 24, 2017 there were 36 NXX codes available for assignment, 747 assigned NXX codes, and 17 unavailable NXX codes. There were 22 assigned in 2016 and two codes have been assigned YTD.

EXPLANATION OF INDUSTRY RECOMMENDED RELIEF ALTERNATIVE

ALTERNATIVE #1 – OVERLAY

A new NPA code would be assigned to the same geographic area occupied by the existing 510 NPA. Customers would retain their current telephone numbers; however, 1 + ten-digit local dialing by all customers within and between NPAs in the affected area would be required. CO Codes in the overlay NPA will be assigned upon request with the effective date of the new area code. At exhaust of the 510 NPA all future CO code assignments will be made in the overlay area code. The projected life of the overlay is 36 years.

SPLIT ALTERNATIVE PRESENTED AT PUBLIC MEETINGS BY CPUC

In a geographic split a line is drawn along rate center boundaries and a new NPA code would be assigned to one side of the line and the other side would retain the existing 510 NPA. Customers would retain their current 7-digit dialing in each of the area codes, but 1 + ten-digit local dialing would be required between NPAs.

The CPUC staff presented this split at the public meetings. This alternative split line runs along the southern boundary of the Oakland: Main-Piedmont DA rate center between the Oakland: Alameda DA and the Oakland: Fruitvale DA rate centers. The projected life on one side of the split line is 47 years and the projected life on the other side of the split line is 51 years with a difference of 4 years. This split does meet the difference in lives criteria set forth by the INC guidelines, but it does not meet the industry criteria and the CPUC code on recognizing the jurisdictional boundaries of the cities of Oakland and Piedmont, as those cities would be split.

CONSENSUS ON RELIEF ALTERNATIVE RECOMMENDATION

Joe stated that at the June 20, 2016 relief planning meeting the industry reached consensus to recommend Alternative #1, the all services distributed overlay alternative, to the California Public Utilities Commission (“PUC”) as the industry’s choice of relief for the 510 NPA.

DIALING PLAN (ALTERNATIVE # 1)

The following represents the current uniform dialing plan for overlays in California:

Overlay Dialing Plan for Alternative # 1:

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

REVIEW OF IMPLEMENTATION SCHEDULE

It was noted the April 2017 NRUF exhaust forecast for the 510 NPA is still 2Q2018; also that the start of mandatory dialing should avoid major holiday periods such as Thanksgiving, Christmas and New Year’s. Interval dates, start of permissive dialing and mandatory dialing, will occur during non-business hours, usually early Saturday mornings. Joe mentioned the INC guidelines state that NANPA should recommend that mandatory dialing starts 6-months prior to the forecasted exhaust.

IMPLEMENTATION ISSUES

At the June 20, 2016 meeting the industry also agreed to recommend to the Commission a 13-month implementation schedule for implementation of the overlay without specific interval dates and to allow the industry to select the interval dates once an order is issued.

STATEMENTS FOR THE RECORD

An industry member suggested to replace the previous consensus statement from the June 20, 2016 meeting addressing customer education with a new statement. However the discussions became lengthy and due to the late time of day the contribution was withdrawn to be resubmitted and reviewed at the continued meeting next week.

MEETING CONTINUATION

It was agreed that NANPA will continue this meeting on May 1, 2017 at 1:00 PM ET to continue the discussion on the industry statement for the record and to review and approve the draft application for relief. The details of the call are as follows:

Date: May 1, 2017

Time: 10:00 AM PT; 11:00 AM MT; 12:00 PM CT; 1:00 PM ET

MEETING CONTINUATION ON MAY 1, 2017

WELCOME, INTRODUCTIONS

Joe Cocke, Senior NPA Relief Planner–NANPA, welcomed the participants and reviewed the objective of the meeting. A list of attendees can be found in Attachment #1.

Joe then recapped what had already been reviewed at the April 24, 2017 meeting and explained the purpose of this meeting was for the industry to review and approve the draft application for relief.

REVIEW CONSENSUS PROCESS

Joe stated that the ATIS (Alliance for Telecommunications Industry Solutions) approved industry consensus process would be followed. He reviewed the consensus process and explained how consensus is determined.

STATEMENTS FOR THE RECORD

A joint industry member suggestion was made and consensus was reached to replace the previous consensus statement from the June 20, 2016 meeting addressing customer education with the industry consensus statement and joint customer education plan/timeline chart (see attachment #2) to be an exhibit in the application for relief.

REVIEW OF DRAFT APPLICATION

The industry reviewed and approved the draft application with several changes plus the addition of the above consensus statement on customer education and implementation timeline. NANPA will file the application with the California Public Utilities Commission in the near future.

MEETING MINUTES

The draft minutes resulting from this meeting will be distributed to the industry no later than May 5, 2017. Any changes or corrections are to be sent to Joe Cocke via email no later than May 12, 2017, after which they become final.

Adjourned

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These minutes became final on May 12, 2017.

NAME	COMPANY	April 24	May 1
George Guerra	AT&T	X	
Micki Burton	AT&T	X	X
Barbara Croft	AT&T	X	
Ken Mintz	AT&T		X
Jerome Candelaria	CCTA	X	X
Rita Schmitz	CenturyLink	X	X
Joanne Leung	CPUC	X	X
Jeanne Bell	Integra (Electric Lightwave)	X	X
Joe Cocke	NANPA Relief Planning	X	X
Wayne Milby	NANPA Relief Planning	X	X
Al Cipparone	NANPA	X	X
Beth Sprague	NANPA	X	X
Cecilia McCabe	Neustar Pooling Implementation		X
Linda Hymans	Neustar Pooling	X	
Karen Riepenkroger	Sprint	X	X
Shaunna Forshee	Sprint	X	X
Kyeva Keith	T-Mobile	X	
Esperanza Creighton	T-Mobile		X
Laura Dalton	Verizon	X	X
Yun Lee	Verizon	X	X
Dana Crandall	Verizon Wireless	X	X

Industry Consensus Statement for CA 510 Application for Relief

As with all other area code relief efforts in California, the industry once again commits itself to educating customers about the new dialing plan by incorporating into its customer education plans goals consistent with those outlined by the Commission in Decision 98-12-081:

- (1) Public awareness of the change in dialing patterns and area code identification resulting from implementation of the overlay;
- (2) Public understanding of how they will be affected by the change and the rationale behind the change;
- (3) Public assurance that the cost and quality of service will not be adversely affected; and
- (4) Promotion of positive acceptance by customers of the change.

For the past 20 years the industry has willingly embraced and successfully accomplished those Commission-established goals. However, accompanying those goals has been a Commission-mandated funding mechanism that has proven to be inefficient, inequitable and unnecessarily complex. The industry believes that the education goals and objectives articulated by the Commission are better achieved without a mandated Public Education Program (PEP) funding element.

The industry isn't asking the Commission to abandon the PEP, but respectfully requests that the Commission modify its traditional PEP by:

- eliminating the paid advertisement requirements (and thus the need to manage a complex funding mechanism),
- taking advantage of the industry's and the Commission's own staff experience and expertise with respect to the timing of customer education material distribution, and
- adopting the industry's modified PEP in Attachment 1.

The PEP Funding Mechanism is Inefficient and Doesn't Meaningfully Enhance Customer Education Efforts

- Industry experience demonstrates that paid advertisement isn't necessary to ensure customers are educated; equivalent results can be obtained through service providers' customer notices, website postings and/or social media, and press releases.
- News media typically publish news articles containing customer education information when the Commission issues the press release, just prior to the start of permissive and mandatory dialing, when public interest is at its height.
- Should the Commission contend that TV and radio media is necessary for effective customer education, it can be accomplished without paid advertisement by utilizing the Commission's access to public service announcements without incurring costs that would require a funded PEP.

The PEP Funding Mechanism is Inequitable

- As required by law, all service providers (e.g. wireline, wireless, VoIP, paging, and cable) are obligated to contribute to the PEP fund based on the number of blocks assigned, and are required to participate in the PEP implementation activities. Service providers with the most assigned resources contribute the most dollars to the PEP fund, and they often contribute the most "people" resources to the PEP effort, resulting in significant financial and human resource costs.
- In contrast, service providers with fewer assigned resources contribute fewer dollars to the PEP fund, and often are less likely to volunteer to assist with or even participate in PEP activities, so their financial and human resource costs are significantly less.
- When service providers refuse to contribute to the PEP fund or even respond, PEP task force volunteers must expend additional time making repeated attempts to contact those service providers and cajole them into submitting payments, but have no real "authority" to enforce collections.
- When PEP task force volunteer efforts are unsuccessful in collecting PEP funding payments from all service providers, they must ask Communications Division staff to intervene and enforce the collection activities, resulting in additional workload for Commission staff.

The PEP Funding Mechanism is Unnecessarily Complex

- The industry must develop a budget so the funding total can be identified to cover the costs of the key items such as paid advertising, bookkeeping services, attorney services, and mailing services for special outreach.
- The industry must hire an attorney to review the bookkeeper's contract and other contracts as needed.
- The industry must find and hire a bookkeeper to:
 - manage the PEP funds
 - obtain an IRS EIN and W-9 for the PEP fund
 - obtain not-for-profit status with the IRS
 - advance his/her own funds to open and maintain the bank account for the PEP funds
 - calculate and issue invoices to each service provider
 - collect and deposit funding payments from each service provider
 - pay invoices
 - calculate and distribute refunds from any overage collected in the PEP fund to each service provider
 - prepare and file tax forms
 - close the bank account when the implementation is complete
 - manage other tasks as needed
- The industry must find service provider volunteers to:
 - develop the list of the blocks assigned to each service provider
 - contact each service provider to verify and concur with the list of blocks
 - manage all the responses (or non-responses) from those service providers
 - oversee the bookkeeper's services
 - be responsible for signing checks from the PEP's bank account so that vendors are paid for their services
 - manage other tasks as needed
- The industry service provider volunteers must locate, vet and hire advertising agencies to develop appropriate TV, radio and newspaper ads – costs that are typically 85% or more of the total funded PEP budget.

The education goals embraced by both the Commission and the industry can be accomplished without a funded PEP, as has been demonstrated in overlays implemented in other states. The industry's customer education materials developed voluntarily in the absence of a funded PEP have been effective in:

- (1) educating customers about the dialing changes and the new overlay area codes,
- (2) explaining how customers would be affected by the change and why the change was necessary,
- (3) explaining that the overlays do not impact customers' cost or quality of service, and
- (4) promoting positive acceptance of the change by customers by allaying customer fears of number changes and by outlining the steps customers should take to prepare for the change.

To assist the Commission in comparing the industry's recommended modified PEP in Attachment 1 to the Commission's PEP ordered in Decision 17-02-010 for the 916 overlay, the modified PEP is the Commission's 916 PEP "red-lined" to identify those differences. Also, the modified PEP conforms to and exceeds the education and notice requirements in the California PU Code §7931, and takes advantage of the industry's seasoned expertise in implementing overlays.

Adopting the modified PEP will significantly improve the efficiency, and reduce the unnecessary complexity of customer education, while still accomplishing the Commission's and the industry's goals for a successful implementation. The industry recommends that the Commission adopt the modified PEP in Attachment 1 in its Decision approving an overlay for relief of the 510 NPA.

Attachment 1 -- Industry Modified Public Education Program (PEP)
(Using the 916 overlay PEP as the base document)

Activity	Description	Shared or Individual Service Provider Effort	Start Date	Commission's PEP Completion Date	Industry Modified PEP Completion Date
1	Effective date of decision approving 510 area code overlay	CPUC		Date of Decision (DOD)	<u>At least 13 months prior to the effective date of the new overlay NPA</u>
2	NANPA 510 implementation meeting	Shared		2 weeks after DOD	<u>3 weeks after Date of Decision</u>
3	Email notice to industry asking to plan to for participation participate on task force & subcommittees	Shared		2 weeks after DOD	<u>To be included in NANPA's announcement of the 510 implementation meeting above</u>
4	Overlay information distributed internally as job aid for customer service representatives to answer customer questions. Representatives should not need to refer questions to the CPUC.	Individual		1 month after DOD	<u>150 days prior to the start of permissive dialing</u>
5	510 overlay update to industry websites <u>and/or social media sites</u>	Individual		3 months after DOD	<u>90 days prior to the start of permissive dialing</u>
6	<u>Issue News releases No. 1 describing the 510 area code relief plan for distribution within the 510 area code including chambers of commerce and local governments and its geographic boundaries, the key implementation dates, the dialing change, and how customers should prepare for the overlay. Utilize the CPUC's media list and local government contacts, and post the news release to the CPUC website and social media platforms.</u>	Shared and CPUC		4 months after DOD	<u>1 week prior to the start of permissive dialing</u>
7	Notify California Relay Services to send messages alerting customers to 1 + 10 digit dialing requirement in 916/new NPA	Shared		5 months after DOD	<u>(Covered under Activity #9 below)</u>
8	Customer Notification No. 1: Announce the new area code plan to customers in the 510 NPA. Include information about 1 + 10-digit dialing and indicate affected areas, <u>the key dates, and how customers should prepare for the overlay.</u>	Individual		3 months after DOD	<u>30 days prior to the start of permissive dialing</u>

Activity	Description	Shared or Individual Service Provider Effort	Start Date	Commission's PEP Completion Date	Industry Modified PEP Completion Date
9	Email Provide letters with the information in Customer Notification No. 1, as well as PEP Task Force contact information and an offer to provide industry speakers, to senior, consumer and other advocacy/activist organizations, chambers of commerce, city councils and other key government agencies, airports, to alarm service providers and public safety organizations, PSAPs, coin-operated pay telephone providers, telephone directory publishers, and California Relay Services throughout the 510 area code. Request that these organizations distribute the information to their members.	Shared		3 months after DOD	<u>60 days prior to the start of permissive dialing</u>
10	Begin Permissive Dialing		6 months after DOD on Saturday		
11	Published Directories: Add information on cover to alert customers in 510 area code	Individual		6 months after DOD	
12	Offer industry appearances on local radio and TV talk shows	Shared	3 1/2 months after DOD	6 months after DOD	<u>(No such appearances have been requested in the last several overlays)</u>
13	Correct payphone signage to include updated dialing instructions	Individual		9 months after DOD	<u>60 days prior to the start of mandatory dialing</u>
14	<u>Issue News releases No. 2 to media serving 510 area code and adjacent area codes and statewide regarding start of mandatory dialing describing the 510 area code relief plan and its geographic boundaries, the 1+10-digit dialing requirement, the remaining key implementation dates, and how customers should prepare for the overlay. Utilize the CPUC's media list and local government contacts, and post the news release to the CPUC website and social media platforms.</u>	Shared and CPUC		11 months after DOD	<u>1 week prior to the start of mandatory dialing</u>
15	Disseminate information in relevant zoned editions of major newspapers, ethnic media, radio and television through paid advertising. (Note: The bulk of the information should be disseminated in the three weeks preceding the beginning of mandatory 1+10 digit dialing.)	Shared	6 months after DOD	12 months after DOD	<u>(News releases are sufficient to accomplish the desired result)</u>

Activity	Description	Shared or Individual Service Provider Effort	Start Date	Commission's PEP Completion Date	Industry Modified PEP Completion Date
46	Offer industry appearances on local radio or TV talk shows	Shared	10 months after DOD	12 months after DOD	(No such appearances have been requested in the last several overlays)
17	Customer Notification #2. Announce the new area code plan. Include information about mandatory 1 + 10 digit dialing, <u>and indicate affected areas, the remaining key implementation dates, and how customers should prepare for the overlay.</u>	Individual		11 months after DOD	<u>60 days prior to the start of mandatory dialing (i.e. 3 months prior to the activation of the new NPA per PU Code §7931)</u>
18	Email Provide letters with the information in Customer Notification No. 2, as well as PEP Task Force contact information and an offer to provide industry speakers, to senior, consumer and other advocacy/activist organizations, chambers of commerce, city councils and other key government agencies, airports, to alarm service providers and public safety organizations, PSAPs, coin-operated pay telephone providers, telephone directory publishers, and California Relay Services throughout the 510 area code. Request that these organizations distribute the reminder information to their members.	Shared		9 months after DOD	<u>60 days prior to the start of mandatory dialing</u>
19	Complete implementation of recorded message announcing mandatory dialing	Individual		9 months after DOD	<u>30 days prior to the start of mandatory dialing</u>
20	Begin Mandatory Dialing		1 month before 510 overlay effective date		<u>Approximately 6 months after the start of Permissive Dialing</u>
21	New NPA/Area Code assigned and <u>effective</u>; implementation completed		13 months after DOD, 1 month after mandatory dialing		<u>Approximately 1 month after the start of Mandatory Dialing</u>

EXHIBIT F

Industry Consensus Statement for CA 510 Application for Relief

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Activity	Description	Shared or Individual Service Provider Effort	Start Date	Commission's PEP Completion Date	Industry Modified PEP Completion Date
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20	Begin Mandatory Dialing		1 month before 510 overlay effective date		<u>Approximately 6 months after the start of Permissive Dialing</u>
21	New NPA/Area Code assigned and <u>effective</u>; implementation completed		13 months after DOD, 1 month after mandatory dialing		<u>Approximately 1 month after the start of Mandatory Dialing</u>