NEW YORK STATE OF OPPORTUNITY. | Department of Public Service

Public Service Commission
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Kimberly A. Harriman
General Counsel
Kathleen H. Burgess
Secretary

July 8, 2016

Dear Community Leader/Elected Official:

In May 2016, the New York State Public Service Commission (Commission) instituted a proceeding to investigate and evaluate options for making additional telephone numbers available in the 518 area code. The area code serves all or part of seventeen counties in eastern upstate New York, including Albany, Clinton, Columbia, Dutchess, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Warren and Washington.

The North American Numbering Plan Administrator (NANPA), the entity that administers area codes throughout the United States, has advised that the 518 area code could be out of assignable telephone numbers by the first quarter of 2019. Staff of the Department of Public Service prepared a White Paper examining the potential relief options available.

To ensure full public participation in this proceeding, the Department will conduct a series of informational sessions and public statement hearings to seek input and comments from your community on Staff's White Paper and proposed relief options. At the information session, Staff will provide an overview of the available options and will be available to answer questions. The information session will be immediately followed by a public statement hearing at which all those who wish to comment on the 518 area code relief proceeding and the Staff White Paper will have an opportunity to make a statement on the record, for the Commission to consider in its deliberations.

It is the Department's intention to facilitate and encourage active and meaningful public participation throughout the entire 518 Area Code Relief Proceeding. If you cannot attend one of the hearings, I encourage you and your constituents to comment using one of the methods described in the attached factsheet. Additional information regarding the 518 Area Code Relief Proceeding, including Staff's White Paper, is available on the Department's website at www.dps.ny.gov under Case Number 16-C-0297.

Sincerely,

Michael Corso

Michael Corso
Consumer Advocate and Director
Office of Consumer Services

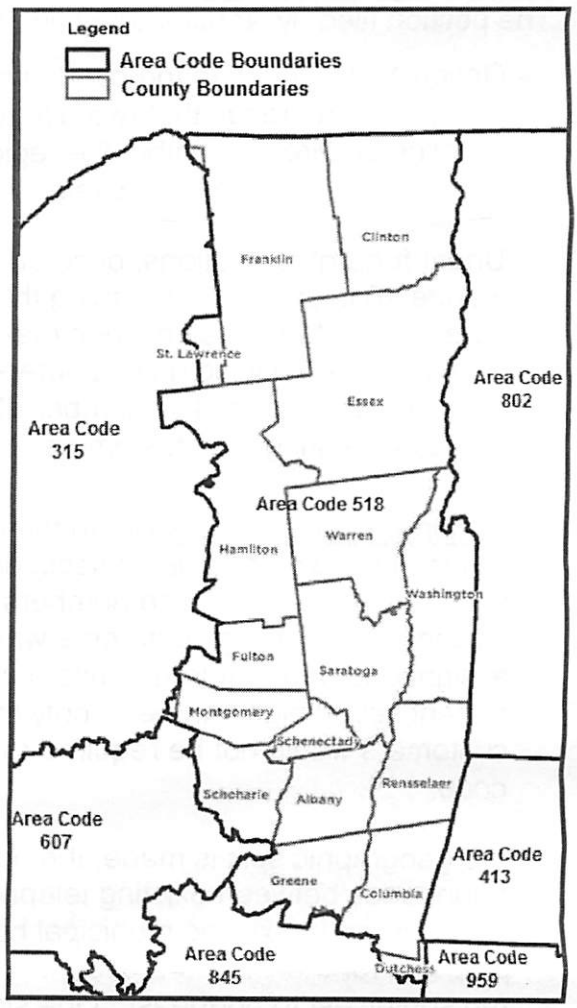
Enc.

NEW YORK STATE OF OPPORTUNITY. | **Public Service Commission**

Factsheet and Notice of Public Hearing

518 Area Code Relief
Case 16-C-0297

In May 2016, the New York State Public Service Commission (Commission) instituted a proceeding to investigate and evaluate options for making additional telephone numbers available in the 518 area code. The area code serves all or part of seventeen counties in eastern upstate New York, including: Albany, Clinton, Columbia, Dutchess, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saint Lawrence, Saratoga, Schenectady, Schoharie, Warren and Washington.



The proceeding commenced when Neustar, the North American Numbering Plan Administrator (the entity designated by the Federal Communications Commission to administer area codes throughout the United States), determined that the 518 area code could run out of assignable telephone numbers by the first quarter of 2019 and filed a petition with the Commission on behalf of the telephone industry. Commission action is necessary to ensure the continued availability of telephone numbers in the area currently served by the 518 area code. The Commission's goal is to develop a plan that provides long-term area code relief while minimizing disruption to consumers and businesses in the area.

Public Statement Hearings and Information Sessions

Options for providing additional telephone number resources for the 518 area code region have been identified by Neustar. These options are detailed in a Staff White Paper, issued July 8, 2016, and described below. The DPS is seeking public comment on these proposals. Interested members of the public are invited to attend an information session to learn more about the area code relief proposals. Following each of the information sessions, members of the public may provide their comments regarding this matter at a public statement hearing.

An Administrative Law Judge will preside over the gathering of public comments and all evidence relating to the area code relief. The comments made at the hearings will become part of the formal record in this proceeding and provided to the Commission for consideration. It is not necessary to make an appointment in advance or present written material in order to speak at the hearings.

A list of hearing dates and locations is available at the end of this factsheet.

SUMMARY OF THE CASE

In the North American Numbering Plan approved by the Federal Communications Commission, each telephone line is assigned a ten-digit number made up of a three-digit area (NPA) code, a three-digit central office (NXX) code and a four-digit station number. The most recent forecasts indicate that the 518 area code could be out of assignable central office codes by the first quarter of 2019. This proceeding has been initiated in order to have timely and effective relief for the 518 NPA in place prior to number exhaust.

Proposed Relief Options:

The petition filed by Neustar identified two options for area code relief:

- Option 1 - Overlay: In the overlay option, a new area code is superimposed on the existing 518 region with the result that two different area codes serve the same region. Current customers (wireline or wireless) within the region keep the 518 area code and seven digit number assigned to them while new telecommunication services are assigned the new area code.

  Under federal regulations, once an overlay is established, all calls within the existing region will require 10 digit dialing, meaning that the three digit area code plus the seven digit number will always have to be dialed when making a call. For example, anyone calling a number within the new area code, including customers assigned to the new area code, must dial the new area code plus the seven digit number. Similarly, anyone calling a number within the 518 area code, including existing 518 customers, must dial 518 plus the seven digit number.

- Option 2 - Geographic split: In the geographic split option, the existing 518 area code would be divided into two geographic sections. In one section, current and new customers would continue to use telephone numbers with the existing 518 area code. In the other section, all customers, including customers who were previously using the 518 area code, would be assigned to and required to use a new area code. However, these customers would retain their current seven digit number – only the area code would change. With a geographic split, customers would not be required to use 10-digit dialing when making calls within their area code.

  If a geographic split is made, the boundary between these two sections would follow the boundaries between existing telephone "rate centers." For this reason, these boundaries may not conform to existing municipal boundaries or physical landmarks. In the geographic split proposal for the 518 area code, the dividing line between the two sections would generally run southwest to northeast. One side of the boundary (Area A) would include the cities of Albany, Troy, Catskill and Hudson and the other side (Area B) would include the cities of Schenectady, Gloversville, Saratoga Springs, Glens Falls, Lake Placid and Plattsburgh.

Staff's White Paper:

Staff's White Paper examined both of the proposed relief options and concurs, pending public comment, with Neustar's recommendation that the Commission adopt the overlay option. The White Paper, including maps that show the two options, may be viewed online at DPS's www.dps.ny.gov website. From the homepage, click on "Search," and enter the case number (16-C-0297) in the "Search by Case Number" field.

There are also several other ways to participate in the 518 Area Code Relief Proceeding, including:

- **Request Party Status:** Some individuals or groups participate in proceedings by becoming a party in the case. Generally, parties commit to contribute to the development of a complete record in a proceeding by conducting discovery, submitting testimony, briefs, or other formal written comments, and/or participating in evidentiary hearings, procedural conferences and other formal events conducted in the case. Interested groups or individuals can submit a request for party status online through the Commission's www.dps.ny.gov website by searching for Case 16-C-0297 and clicking the "Request for Party Status" link at the top of the page. Alternatively, a request form can be downloaded from the website or obtained by calling 518-474-4520. The requestor will be provisionally given party status, subject to the right of other parties to object and subject to the determination of the Judge.

- **Join the Service List**: Interested persons who wish to monitor the proceedings of a particular case can do so without the formal commitment to become a party to the proceeding. The persons who subscribe to the service list of a case will receive an e-mail with a direct link to the documents issued by the Commission, such as orders, notices, and rulings. Persons unable or unwilling to receive such electronic notification will receive hard copies of Commission-issued documents by regular mail.

  To register online, click on the "Subscribe to Service List" link at the top of the dedicated page for Case 16-C-0297. A "Service List and Mail Service List Request Form" can be downloaded from the site and the completed form sent by e-mail to Hon. Kathleen H. Burgess, Secretary at secretary@dps.ny.gov or by mail to: Secretary, Public Service Commission, Three Empire State Plaza, Albany, NY 12223-1350.

- **Provide Comments**: There are opportunities to attend public outreach events to learn about the proposals and provide comments. All comments can be submitted at the public statement hearings held during July and August 2016 or through the methods below:

  - **Via the Department's Website:** Comments may also be entered directly into the case by locating the case via the home page of the Commission's website, www.dps.ny.gov, by clicking on "Search," and entering the associated case number (noted above) in the "Search by Case Number" field. After clicking to open the case, enter comments in the "Post Comments" section located at the top of the page.

  - ***Via Mail/E-Mail:*** Submit comments electronically to Kathleen H. Burgess, Secretary, at secretary@dps.ny.gov or by mail or delivery to Secretary Burgess at the Department of Public Service, Three Empire State Plaza, Albany, New York 12223-1350. Comments delivered in these manners should reference "518 Area Code Relief" (16-C-0297).

  - **Via Toll-Free Opinion Line**: Individuals may choose to submit comments by calling the Commission's toll-free Opinion Line at 1-800-335-2120. This line is set up to receive in-state calls 24-hours a day. Callers should press "1" to leave comments about "518 Area Code Relief" (16-C-0297)." Comments received via the Opinion Line are not transcribed, but a summary is provided to the Commission for their consideration.

Comments submitted via these alternative means will be accepted at any point while this proceeding is pending, but are requested by August 19, 2016 to ensure full consideration. All comments will become part of the record considered by the Commission.

Public Statement Hearings and Information Session
518 Area Code Relief (16-C-0297)

Date	Location	Time
Tuesday, July 26	Crandall Library Christine L. McDonald Community Rm 251 Glen Street Glens Falls, NY 12801	5:00 p.m. – Information Session 6:00 p.m. – Public Statement Hearing
Thursday, July 28	Colonie Town Hall 534 New Louden Road Latham, NY 12110	12:00 noon – Information Session 1:00 p.m. – Public Statement Hearing
Thursday, July 28	Ichabod Crane High School Auditorium 2910 Route 9 Valatie, NY 12184	6:00 p.m. – Information Session 7:00 p.m. – Public Statement Hearing
Tuesday, August 2	Gloversville City Hall Council Chambers 3 Frontage Road Gloversville, NY 12078	6:00 p.m. – Information Session 7:00 p.m. – Public Statement Hearing
Wednesday, August 3	Town of Plattsburgh Town Hall 151 Banker Road Plattsburgh, NY 12901	6:00 p.m. – Educational Forum 7:00 p.m. – Public Statement Hearing
Thursday, August 4	Olympic Regional Dev. Authority Conf. Center at Lake Placid 2608 Main Street Lake Placid, NY 12946	1:00 p.m. – Information Session 2:00 p.m. – Public Statement Hearing

Persons with disabilities who require a reasonable accommodation should call the Department of Public Service's Human Resources Management office at 518-474-2520 between the hours of 8:30 am to 4:30 pm. Individuals with difficulty understanding or reading English are encouraged to call the Department in advance of any public event at 1-800-342-3377 for free language assistance services. Telecommunications Relay Service users may call this number through the New York Relay Service at 711 or 1-800-662-1220 or have a representative call directly to the office.