On May 26, 2015, Frontier opened Docket No. 150151-TL, petitioning the Florida Public Service Commission be allowed to move to mandatory 10-digit dialing for Frontier’s two exchanges of Molino and Walnut Hill in northwest Florida in Escambia County.

This petition was filed based on the following facts:

- Both Pensacola, Florida and McCullough, Alabama are included in the local calling area for Frontier’s customers in the Walnut Hill, Florida exchange. Customers in the Walnut Hill exchange utilize 7-digit dialing when making calls to both Pensacola and McCullough.

- Frontier learned that New Cingular Wireless PSC, LLC (“NCW”) recently opened the codes 251-261 in McCullough, Alabama and 850-261 in Pensacola, Florida. As such, when NCW actually begins offering customers phone numbers 261 numbers in either the 850 area code or the 251 area code, calls from Frontier customers in Walnut Hill may not properly translate.

- For example, a customer in Walnut Hill, FL (850-327) may attempt to reach a business in McCullough, AL by dialing a 7-digit number as the customer has in the past. If the business has been assigned a number, such as 261-1234, that call to the business in McCullough may not complete, or it may be sent to a potential, identical number in Pensacola, FL, because 261-1234 also belongs to a customer in Pensacola, FL.

- Since Walnut Hill currently has 7-digit dialing into both McCullough and Pensacola, this is a very likely scenario due to NCW opening 261 number blocks in both areas. The same would be true if a customer in Walnut Hill (850-327) is contacting a friend or family member in Pensacola, FL and dials 261-7890. Because Pensacola is included in the customer’s local calling area, along with McCullough, AL, the call may not complete or may be switched to McCullough, AL, to a customer with that number.

- If, however, the customer was required to also dial the area code when placing a call, the call would then properly translate to the appropriate switch and ultimate destination.
In light of this situation, Frontier anticipates imminent problems with calling routing in this area, as well as associated customer confusion and frustration.

Therefore, Frontier’s request to implement mandatory 1+10-digit dialing for the Walnut Hill exchange for all inter-NPA local calls was granted on September 18, 2015.

Customers in Walnut Hill will be required to dial 10-digits beginning April 1, 2016, when making calls that are within their assigned local calling area.

Frontier also requested 10-digit dialing be applied to the Molino exchange as well. Because of the close proximity and community of interest between Molino and Walnut Hill, Frontier anticipates that applying the dialing requirement to both exchanges will reduce avoid confusion that could otherwise arise by virtue of a notification campaign in applicable to just one of these exchanges.

By way of this Notice, you are being advised of the change in dialing pattern for Frontier’s customers in Molino (850-587) and Walnut Hill (850-327), Florida. Please modify your switch translations as required to recognize 10-digits for incoming and outgoing dialed calls for these two areas.

Permissive 10-digit dialing in the Molino (850-587) and Walnut Hill (850-327) exchanges began on February 1, 2016.

Prior to April 1, 2016:
All telecommunications service providers (CLECs, IXCs, Wireless Carriers, and ILECs) must complete the conversion of their networks to send 10-digit signaling of the called-to party for all calls terminating in the Frontier Communications end offices, access tandems and intraLATA tandems in the existing Molino (850-587) and Walnut Hill (850-327) exchanges.

Beginning April 1, 2016:
10-digit signaling is required for all calls terminating in all Frontier Communications end offices, access tandems, and intraLATA tandems in the existing Molino (850-587) and Walnut Hill (850-327) exchanges. Failure to comply with the required 10-digit signaling will result in call failures.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager.