

PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA
CHARLESTON

At a session of the PUBLIC SERVICE COMMISSION OF WEST VIRGINIA in the City of Charleston on the 3rd day of May, 2000.

GENERAL ORDER NO. 187.21
In the Matter of the Implementation
of 711 Access for Telecommunications
Relay Service.

COMMISSION ORDER

On April 3, 2000, Commission Staff (Staff) filed a petition requesting the Commission to issue a general order establishing the 7-1-1 dialing pattern (711) as an abbreviated dialing access to Telecommunications Relay Service (TRS) in West Virginia. [See FootNote 1](#) In support of its petition, Staff stated:

* The Federal Communications Commission (FCC) ordered Bell Communications Research (Bellcore) and the North American Numbering Plan (NANP) administrator to assign 711 as a national dialing pattern for TRS access. Petition, ¶ 1, citing "First Report and Order and Further Notice of Proposed Rulemaking," In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements, FCC 97-51, CC Docket No. 92-105 (Rel. Feb. 19, 1997).

* Use of 711 provides easier access to the TRS system, which furthers the goals of the Americans with Disabilities Act of 1990 (ADA). The ADA requires functionally equivalent access to the telephone network for persons with speech or hearing disabilities. Use of 711 nationwide facilitates consistency in accessing TRS from state to state. Id., ¶ 2.

* Staff and other telecommunications providers have discussed implementing 711 access to TRS in the state, including: AT&T Communications of West Virginia, Inc. (AT&T), the current provider of TRS in West Virginia; Bell

Atlantic - West Virginia, Inc. (BA-WV); and the Citizens LECs. [See FootNote 2](#) Based on those discussions, Staff agreed to file a petition requesting the Commission to adopt 711 for TRS in West Virginia. Id., ¶¶ 3-4.

* Local exchange telecommunications carriers will not experience any technical, engineering or other difficulties implementing 711 for TRS access. Id., ¶ 5.

* 711 access to TRS is currently scheduled to be implemented in Pennsylvania, New Jersey, the District of Columbia, Delaware and Virginia at two-week intervals, beginning May 1, 2000. Adding West Virginia will allow 711 access to TRS to be implemented in the state on July 10, 2000, preceded by a four-week integration test phase beginning on or about June 12, 2000. Id., ¶ 6.

The Commission's Executive Secretary docketed Staff's petition as a "PC" case, Case No. 00-0504-T-PC, and did not assign a general order number to this proceeding.

On April 13, 2000, Staff filed a Final Joint Staff Memorandum recommending that its filing should be approved by the Commission on an expedited basis to allow 711 access to TRS to be implemented in the state beginning on July 10, 2000.

Staff served copies of its petition on all incumbent LECs and several certificated competitive LECs contemporaneously with its filing. These LECs were also served with a copy of Staff's April 13, 2000, memorandum. None has objected to Staff's petition.

DISCUSSION

The Commission initially concludes that this proceeding, Case No. 00-0504-T-PC, should be redesignated a general order rather than a "PC" proceeding by the Commission's Executive Secretary.

Based on its review of the applicable FCC order, together with Staff's petition and the lack of objection thereto, the Commission concludes that Staff's petition should be granted. Accordingly, the 711 abbreviated dialing pattern is adopted for access to TRS within the state and shall be ordered implemented by July 10, 2000. If the implementation deadline cannot be met, Staff shall file a petition seeking an extension of time.

In addition, the Commission concludes that its Executive Secretary should be directed to cause the attached notice to be published once, in a newspaper duly qualified by the Secretary of State, published and of general circulation in each of the following cities: Beckley, Bluefield, Charleston, Clarksburg, Elkins, Fairmont, Huntington, Keyser, Lewisburg, Logan, Martinsburg, Morgantown, Moundsville, New Cumberland, Parkersburg, Point Pleasant, Welch, Wheeling, and Williamson, and to file proof of publication. In addition, all incumbent LECs and any facilities-based competitive LECs shall provide notice to their subscribers of the adoption of the 711 abbreviated dialing pattern for TRS in West Virginia in a billing insert to be mailed to subscribers by no later than July 31, 2000.

FINDINGS OF FACT

1. The FCC previously ordered Bellcore and the NANP administrator to assign 711 as a national dialing pattern for TRS access. "First Report and Order and Further Notice of Proposed Rulemaking," In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements, FCC 97-51, CC Docket No. 92-105 (Rel. Feb. 19, 1997).

2. On April 3, 2000, Staff filed a petition requesting the Commission to issue a general order establishing 711 as an abbreviated dialing pattern to provide access to TRS in West Virginia.

3. Use of 711 provides easier access to the TRS system, which furthers the goals of the Americans with Disabilities Act of 1990 (ADA), which requires functionally equivalent access to the telephone network for persons with speech or hearing disabilities. Use of 711 nationwide facilitates consistency in accessing TRS from state to state. Petition, ¶ 2.

4. Staff and other telecommunications providers have agreed to implement 711 access to TRS in the state. Id., ¶¶ 3-4.

5. Local exchange telecommunications carriers will not experience any technical, engineering or other difficulties implementing 711 for TRS access. Id., ¶ 5.

6. 711 access to TRS is currently scheduled to be implemented in Pennsylvania, New Jersey, the District of Columbia, Delaware and Virginia at two-week intervals, beginning May 1, 2000. Adding West Virginia will allow 711 access to TRS to be implemented in the state on July 10, 2000, preceded by a four-week integration test phase beginning on or about June 12, 2000. Id., ¶ 6.

7. No LEC has objected to Staff's petition.

8. The Commission adopts, as if fully restated, all recitals of fact set forth herein.

CONCLUSIONS OF LAW

1. This proceeding, Case No. 00-0504-T-PC, should be redesignated a general order rather than a "PC" proceeding by the Commission's Executive Secretary.

2. Staff's petition should be granted. Accordingly, the 711 abbreviated dialing pattern is adopted for access to TRS within the state and shall be ordered implemented by July 10, 2000.

3. The Commission's Executive Secretary should be directed to cause the attached notice to be published once, in a newspaper duly qualified by the Secretary of State, published and of general circulation in each of the following cities: Beckley, Bluefield, Charleston, Clarksburg, Elkins, Fairmont, Huntington, Keyser, Lewisburg, Logan, Martinsburg, Morgantown, Moundsville, New Cumberland, Parkersburg, Point Pleasant, Welch, Wheeling, and Williamson, and to file proof of publication.

4. In addition, all incumbent LECs and any competitive LECs certificated to provide facilities-based local telecommunications service should be required to provide notice to their subscribers of the adoption of the 711 abbreviated dialing pattern for TRS in West Virginia in a billing insert to be mailed to subscribers by no later than July 31, 2000.

5. The Commission adopts, as if fully restated, all legal conclusions set forth herein.

ORDER

IT IS, THEREFORE, ORDERED that Commission Staff's petition requesting the Commission to adopt the 711 abbreviated dialing pattern for access to Telecommunications Relay Service in the State of West Virginia, filed with the Commission on April 3, 2000, is granted.

IT IS FURTHER ORDERED that the 711 abbreviated dialing pattern for access to TRS in West Virginia is adopted and shall be implemented by July 10, 2000.

IT IS FURTHER ORDERED that the Commission's Executive Secretary cause the attached notice to be published once, in a newspaper duly qualified by the Secretary of State, published and of general circulation in each of the following cities: Beckley, Bluefield, Charleston, Clarksburg, Elkins, Fairmont, Huntington, Keyser, Lewisburg, Logan, Martinsburg, Morgantown, Moundsville, New Cumberland, Parkersburg, Point Pleasant, Welch, Wheeling, and Williamson, and file proof of publication.

IT IS FURTHER ORDERED that all incumbent LECs and any competitive LECs certificated to provide facilities-based local telecommunications service shall provide notice to their subscribers of the adoption of the 711 abbreviated dialing pattern for TRS in West Virginia in a billing insert to be mailed to subscribers by no later than July 31, 2000.

IT IS FURTHER ORDERED that Case No. 00-0504-T-PC is redesignated General Order No. 187.21 and, upon entry hereof, this proceeding shall be removed from the Commission's active docket of cases.

IT IS FURTHER ORDERED that the Commission's Executive Secretary serve a copy of this order upon all parties of record by United States First Class Mail and upon Commission Staff by hand delivery.

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PUBLIC SERVICE COMMISSION
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CHARLESTON

GENERAL ORDER NO. 187.21
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PUBLIC NOTICE

By Order entered May 3, 2000, the Public Service Commission of West Virginia adopted the 711 abbreviated dialing pattern for access to Telecommunications Relay Service (TRS) in the State of West Virginia to be implemented by July 10, 2000. TRS is a system that provides telecommunications translation service for speech- and hearing-disabled persons. Beginning July 10, 2000, customers utilizing TRS will be able to access TRS by simply dialing 711.

Footnote: 1 ¹TRS is a system that provides telecommunications translation service for speech- and hearing-impaired disabled persons.

Footnote: 2 ²The Citizens LECs refers to two affiliated local exchange telecommunications carriers (LECs): Citizens Telecommunications of West Virginia; and Citizens Mountain State Telephone Company.