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October 14, 2024

Tennessee Public Utility Commission
Chairman David Jones
502 Deaderick Street, 4th Floor
Nashville, TN 37243

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Dear Chairman Jones,

I am writing to request your assistance in addressing an urgent issue affecting the residents and businesses in the (423) area code, particularly following the recent natural disaster in our area. As you may know, the Tennessee Public Utility Commission announced a transition to 10-digit dialing within the (423) area code, with a grace period set to end on February 5, 2024.

While this change is essential, the grace period has proven too short for local businesses—especially those in the alarm industry—to complete the necessary adjustments. The flooding two weeks ago has severely impacted both our ability to reach affected customers and our capacity to reprogram alarm systems that still rely on 7-digit dialing. Many accounts are without phone service, and technicians cannot access sites to make the required updates to ensure safety systems remain connected.

In light of this disaster and the ongoing recovery efforts, I am requesting your support to extend the grace period for 7-digit dialing by a minimum of six months, until August 5, 2025. This extension would allow local alarm companies and residents the necessary time to recover and make these critical system updates without compromising the safety of homes and businesses. The timing of this transition has placed undue pressure on a community that is already struggling to rebuild.

I believe extending the deadline would help ensure that fire alarms and life safety systems remain functional and monitored during this recovery period, and it would prevent unnecessary risks for residents and business owners. I am also reaching out to the Tennessee Network of Security Integrators (TNSI) to gather further support from other alarm companies that have been similarly affected.

I kindly ask for your help in advocating for this extension, which would make a significant difference in the lives of those impacted by the recent disaster.

Thank you for your time and consideration. I am hopeful that we can work together to find a solution that benefits our community during this difficult time. Please feel free to reach out to me at willf@fleenorsecurity.com or on my mobile phone at (423) 791-2969.

Sincerely,

Will Fleenor,
President
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