

## All customers with a 916 area code must dial 1 + area code + telephone number for ALL calls beginning February 10, 2018

To ensure a continuing supply of telephone numbers, the new 279 area code will be added to the area served by 916. This is known as an area code overlay. **Get ready to change the way you dial your local calls!**

### What is an area code overlay?

An overlay is the addition of another area code (279) to the same geographic region as an existing area code (916). An overlay does not require customers to change their existing area code, but does require them to dial "1" followed by the area code and the seven-digit telephone number on every call, including calls within the same area code.

### Who will be affected?

Everyone with a 916 area code is affected. The 916 area code serves the greater Sacramento area, including the cities of Citrus Heights, Elk Grove, Folsom, Isleton, Lincoln, Loomis, Rancho Cordova, Rocklin, Roseville, Sacramento, and West Sacramento. The new 279 area code will serve the same geographic area currently served by the existing 916 area code.

### What will be the new dialing procedure?

To complete calls from a **landline phone**, the new dialing procedure requires anyone with a 916 or 279 area code to dial **1 + area code + telephone number**, including calls within the same area code. This means that all calls in the 916 area code that are currently dialed with seven digits must be dialed using **1 + area code + telephone number**.

To complete calls from a **cellular or mobile phone**, callers must dial the **area code + telephone number** or **1 + area code + telephone number** whenever placing a call from a phone number with the 916 area code.

### When will the new dialing procedure become mandatory?

Beginning **February 10, 2018**, you must use the new dialing procedure, as described above for all calls, even for local calls. After this date, if you do not use the new dialing procedure, your calls will not be completed and a recording will instruct you to hang up and dial again using the new dialing procedure.

Beginning **March 10, 2018**, new telephone lines or services in the 916 area may be given numbers from the new 279 area code.

### What will you need to do?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are stored telephone numbers in contacts lists in phones, life safety systems and medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, alarm security systems and gates, speed dialers, call forwarding settings, voicemail services, and other similar services or equipment. You may also want to check your personal and business stationery, checks, advertising materials, websites, contact information, and personal or pet ID tags to ensure the area code is included in the telephone number.

### What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

### Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call (service provider's name and number) or access the following websites for more information: (service provider's website) or <http://www.cpuc.ca.gov/916areacode/>.

