December 21, 2017.

Re: NPA 916 and 279 All-Services Overlay (California)

Dear Customer,

On February 9, 2017 the California Public Utilities Commission (CPUC) in Decision 17-02-010

approved an all-services overlay as the relief method for the 916 NPA. The area served by the

916 NPA includes small portions of El Dorado, Solano, Sutter, and Yolo Counties and much of

Placer and Sacramento Counties. The 916 NPA serves the cities of Lincoln, Loomis, Rocklin and

Roseville in Placer County; Citrus Heights, Elk Grove, Folsom, Isleton, Rancho Cordova and

Sacramento in Sacramento County; and the City of West Sacramento in Yolo County. The new

279 NPA Overlay will be an all-services overlay and will serve the same geographic area

currently served by the existing 916 NPA.

**Implementation of Relief Plan**

Implementation of the overlay of the 916 NPA is as follows:

Implementation of the 916-279 NPA overlay is as follows:

|  |  |  |
| --- | --- | --- |
|  | Time | Date |
| Start of permissive 1+10-digit  dialing | 12:01 AM PT | August 12, 2017 |
| End of permissive dialing and start  of mandatory 1+10-digit dialing | 12:01 AM PT | February 10, 2018 |
| Earliest new NPA central office  code activation date\* |  | March 10, 2018 |
| Earliest date central office codes in  the new NPA may be ordered  through NANPA |  | January 3, 2018 |

\* In service Date of the New 279 NPA Overlay.

During the permissive dialing period, subscribers may dial calls within the overlay area on either

a 7-digit or 1+10-digit basis, but will be encouraged to dial 1+10-digits. After the permissive

period ends, all calls must be dialed using 1+10-digits.

**PHASE I**

**Permissive Dialing Date – Began August 12, 2017:** During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 10-digit basis, but will be encouraged to dial 10-digits. After the permissive period ends, all calls must be dialed using 10-digits.

When preparing for overlay area code relief, carriers are strongly encouraged to prepare their switches to begin sending 10 digits prior to the mandatory 10-digit dialing conversion date for customers.

**PHASE II**

**Mandatory 10 Digit Dialing Date – Begins February 10, 2018:** All callers must dial local calls with 10 digits. If you inadvertently dial 7 digits, your call will not be completed and a recording will prompt you to hang up and dial again.

**Dialing Plan**

Coincident with the introduction of mandatory 1+10-digit dialing on February 10, 2018, the

dialing plan for the 916 and 279 NPAs will be as follows:

|  |  |  |
| --- | --- | --- |
| Type of call | Call terminating in | Dialing plan |
| Local call | Home NPA (HNPA) or  Foreign NPA (FNPA) | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Toll call | HNPA or FNPA | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Operator Services  Credit card, collect, third party | HNPA or FNPA | 0 + 10-digits (0 + NPA-NXX-XXXX) |

To prepare for this overlay, please note the following:

* Notify your clients, vendors, domestic and international of your new area code.
* Inform employees, customers, and co-workers.
* Changes in telephone equipment should be directed to the equipment vendor.
* Utilize the applicable test number to make sure your equipment recognizes the new area code.
* Update all correspondence, such as stationery, business cards, checks, brochures, promotional items, internet web pages, catalogs, directory listings.
* Reprogram features such as Auto-Dialing, Speed dialing, and Call Forwarding.
* Reprogram security doors and gate systems.
* Contact your service provider to update your cell phone and other wireless communications.
* Internet dial-up connection may need reprogramming or upgraded.
* Notify Alarm system providers of the new area code + telephone number so they can update their records and equipment as needed.

The area code overlay will not affect the cost of a call. Costs incurred for updating systems and revising printed materials is the responsibility of the customer. The directory listings (white pages) will be updated by the telecommunications industry. Listings appearing in other directories will be the responsibility of the customer.

If you have any additional questions, please contact your Premier Specialist or Customer Service 1-866-847-5500.