April 5, 2016.

Re: NPA 548 to Overlay NPA 226/519 (Southwestern Ontario, Canada)

Dear Customer,

New area code 548 has been assigned by the North American Numbering Plan Administrator and

will be implemented on the Relief Date **of 4 June 2016** as a distributed overlay over the

geographic area of southwestern Ontario currently served by the 226 and 519 area codes. The

area served by NPA Codes 226/519 and the new 548 NPA Code comprises Exchange Areas in

southwestern Ontario.

When the new 548 NPA is introduced, no changes will take place to the dialing plans in the area

that is served by NPAs 226/519 and will be served by NPA 548. The dialing plan in this area

will continue to be:

- all local calls including Extended Area Service calls will be dialed with 10 digits; and,

- toll and alternatively billed calls will be dialed with 10 digits after the appropriate prefix

digit(s).

**Implementation of Relief Plan**

Implementation of the overlay of the 548 NPA is as follows:

|  |  |  |
| --- | --- | --- |
|  | Time | Date |
| Start Network Preparation and  Customer Education |  | 04/06/2015 |
| Continue/Start permissive  seven-, ten-, and eleven-digit  local dialing | 12:01 AM ET | 03/04/2016 |
| End of permissive dialing and  start of mandatory ten-digit/  eleven-digit local dialing | 12:01 AM ET | 06/04/2016 |
| Earliest new NPA central office  code activation date \* | - | 06/04/2016 |
| Earliest date central office  codes in the new NPA may be  ordered through NANPA | - | 12/04/2015 |

\* Effective Date of the New 825 NPA

During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 10 or 11-digit basis, but will be encouraged to dial 10- or 11-digits. After the permissive period ends, all calls must be dialed using 10- or 11-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 I**

**Permissive Dialing Date –Began March 4, 2016:** 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 – June 4, 2016:** 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 10-digit dialing, the dialing plan for the 548, 226 and 519 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) |

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