June 20, 2017

Re: NPA 838 to Overlay NPA 518 (New York)

Dear Customer,

On September 15, 2016, the State of New York Public Service Commission in its order of Case Number: 16-C-0297, approved an all services overlay as the relief method for the 518 NPA. The 518 NPA covers the north-east portion of New York serving communities such as Plattsburgh, Saranac and Albany. The **new 838** NPA will serve the same geographic area currently served by the existing 518 NPA.

**Implementation of Relief Plan**

Implementation of the overlay of the 838 NPA is as follows:

|  |  |  |
| --- | --- | --- |
|  | Time | Date |
| Start of Network Preparation and Customer Education |  | 10/15/2016 |
| Start of permissive 10-digit dialing | 12:01 AM ET | 3/18/2017 |
| End of permissive dialing and start of mandatory 10-digit dialing | 12:01 AM ET | 8/19/2017 |
| Earliest new NPA central office code activation\* | - | 9/19/2017 |
| Earliest date central office codes in the new NPA may be ordered through NANPA | - | 7/15/2017 |

\*In Service Date of the New 838 NPA

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 I**

**Permissive Dialing Date –**Began March 18, 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 August 19, 2017: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 518 and the 838 NPAs will be as follows:

|  |  |  |
| --- | --- | --- |
| Type of Call | Call Terminating in | Dialing Plan |
| Local & Toll Calls | Overlay NPAs (Within and between 518 and 838) | 10-digits (NPA-NXX-XXXX)\* |
| Local & Toll Calls | Foreign NPA (FNPA) outside of overlay NPAs | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Operator Services  Credit Card, collect, third party | HNPA or FNPA | 0 + 10-digits (0 + NPA-NXX-XXXX) |

\*1+10-digit dialing for all calls permissible at service provider’s discretion

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.