October 30, 2017

Re: NPA 445 to Overlay NPA 215-267 (Pennsylvania)

Dear Customer,

On November 9, 2016 the Pennsylvania Public Utility Commission in its order in Docket P-

2016-2560129, approved an all services overlay as the relief method for the 215/267 NPA. The

215/267 NPA serves the Philadelphia, Pennsylvania area. The new 445 NPA will serve the same

geographic area currently served by the existing 215/267 NPA.

**Implementation of Relief Plan**

Implementation of the overlay of the 445 NPA is as follows:

|  |  |
| --- | --- |
|  | Date |
| Network preparation and customer education period begins | June 3, 2017 |
| Network preparation and customer education period ends | March 3, 2018 |
| Effective date of new NPA\* | March 3, 2018 |
| Earliest date central office codes in the 445 NPA may be ordered through NANPA | December 27, 2017 |

\* In Service Date of the New 445 NPA

**PHASE I**

**Permissive Dialing Date –Begins Decemeber 27, 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 March 3, 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**

The dialing plan for the 215/267/445 NPA overlay is as follows:

|  |  |  |
| --- | --- | --- |
| Type of call | Call terminating to | Dialing plan |
| Local & Toll Calls | Within and between NPAs 215,267 & new 445 NPA | 10-digits (NPA-NXX-XXXX)\* |
| Local & Toll Calls | Foreign NPA (FNPA) outside of overlay | 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 HNPA and FNPA 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.