January 24, 2017

Re: NPA 726 to Overlay NPA 210 (Texas)

Dear Customer,

On July 20, 2016 the Public Utilities Commission of Texas, in Project No. 45224, approved an all services overlay as the relief method for the 210 NPA. The new 726 NPA will overlay the 210 NPA; this overlay complex generally covers the greater San Antonio area including all or portions of the cities of Alamo Heights, Balcones Heights, Castle Hills, Cibolo, Converse, China Grove, Elmendorf, Fair Oaks Ranch, Garden Ridge, Grey Forest, Helotes, Hill Country Village, Hollywood Park, Kirby, Leon Valley, Live Oak, Olmos Park, Saint Hedwig, Schertz, Selma, Shavano Park, Terrell Hills, Universal City, Von Ormy and Windcrest within the counties of Atascosa, Bexar, Comal, Guadalupe, Medina and Wilson. The new **726 NPA** will serve the same geographic area currently served by the existing 210 NPA.

**Implementation of Relief Plan**

Implementation of the overlay of the 726 NPA is as follows:

|  |  |  |
| --- | --- | --- |
|  | **Time** | **Date** |
| Network preparation and customer education period begins |  | September 24, 2016 |
| Start of permissive 7-d and 10-d local dialing and continued customer education | 12:01 AM CT | March 25, 2017 |
| Mandatory 10-d local dialing starts | 12:01 AM CT | September 23, 2017 |
| Earliest activation date of central office codes from new NPA\* |  | October 23, 2017 |
| Earliest date central office codes in the 726 NPA may be ordered through NANPA |  | August 18, 2017 |

 \*In service date of New 726 NPA

**PHASE I**

**Permissive Dialing Date –**Began March 25, 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 September 23, 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**

The dialing plan for the 210 and 726 NPAs is as follows:

|  |  |  |
| --- | --- | --- |
| Type of call | Call terminating in | Dialing plan |
| Local Call | Home NPA (HNPA) or Foreign NPA (FNPA) | 10 – digits (NPA-NXX-XXXX) |
| Toll Call | HNPA or FNPA | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Operator ServicesCredit 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.