

# 818/747

## AREA CODE OVERLAY

### **What is the New Dialing Procedure?**

To complete calls from a landline phone, the new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 818 or 747 area codes need to be dialed using 1+ area code + telephone number.

To complete calls from a cellular or mobile phone, callers may dial the area code + telephone number or 1 + area code and telephone number whenever placing a call from a phone number with the 818 or 747 area code.

### **When Will the Change be Mandatory?**

Beginning April 18, 2009, you must use the new dialing procedure for all calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

### **Why is the Change Necessary?**

To ensure a continuing supply of telephone numbers, the 747 area code is being added to the area served by the 818 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number—including calls within the same area code. Beginning May 18, 2009, new telephone lines or services may be assigned numbers with the new 747 area code.

### **What Will You Need to Do?**

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit telephone number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your website, business stationery, advertising materials, personal checks, contact information, and your pet's or personal ID tags to ensure the area code is included.

### **What Will Remain the Same?**

- \* Your telephone number, including current area code, will not change.
- \* The price of a call, coverage area, or other rates and services will not change due to the overlay.
- \* What is a local call now will remain a local call regardless of the number of digits dialed.
- \* You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

### **Who May You Contact with Questions?**

If you have any questions regarding information provided in this notice, please call Charter Communications at 1-888-GET-CHARTER, or access the following websites for more information:

[www.cpuc.ca.gov/818areacode](http://www.cpuc.ca.gov/818areacode)