

## FLORIDA'S NEW 10-DIGIT MANDATORY DIALING IN THE FLORIDA KEYS

*Mandatory 10-Digit Dialing Begins April 18, 2015*

### **What is Mandatory 10-Digit Dialing?**

**10-digit dialing** is the term used for including the phone number's area code when dialing, and **mandatory** means it's required when making calls.

### **Why is Mandatory 10-Digit Dialing Coming to the Keys?**

The Florida Keys' 305 area code is running out of telephone numbers! New residences and businesses, cellular telephones, facsimile machines, paging services, and computer modems all need telephone numbers, and the 305 area code is officially "exhausted."

New telephone lines or services within the Florida Keys will be assigned the 786 area code. The new 786 area code will overlay the 305 area code, requiring 10-digit dialing within the current 305 area code coverage area.

### **How Did We Get to Mandatory 10-Digit Dialing?**

The Telecommunications Act of 1996 gave the Federal Communications Commission (FCC) jurisdiction over telephone numbering plan in the US. However, the FCC delegated authority for implementing new area codes to state regulatory commissions, including the Florida Public Service Commission (PSC). Phone numbers in Florida and throughout the United States are governed by the North American Numbering Plan Administrator (NANPA).

In 2000, the PSC approved several "number conservation measures" to slow phone number exhaust within both the Florida Keys and Miami-Dade County areas. As a backup relief plan, the PSC also approved extension of the 786 area code "overlay" (which covers the Miami-Dade area) into the Florida Keys for use when all 305 area code phone numbers were exhausted. The plan requires implementation of 10-digit dialing—the three-digit area code followed by the seven-digit phone number—for all local calls within the Keys. An area code overlay implementation date was not established, pending results of the number conservation measures.

NANPA originally estimated the Keys' 305 area code to exhaust in the third quarter of 2001. The PSC's pro-active number conservation measures, however, delayed the need for another Keys area code for 14 years. In May, 2014, the PSC received notice from NANPA that the 305/786 numbering plan area exhaust date was revised to the *second quarter of 2015*. To fully prepare consumers and service providers for the upcoming exhaust date, the PSC approved a April 18 mandatory 10-digit dialing date for the Florida Keys.

### **When Will Mandatory 10-Digit Dialing Begin?**

The Florida Keys' mandatory 10-digit dialing will begin on April 18, 2015. Beginning then, customers will need to dial 10 digits—the area code and phone number—when making calls within the Keys—even to a phone number down the street. Examples of other existing overlay area codes in Florida include the 407/321 codes in Orlando, the 954/754 area codes in Broward County, and the 305/786 area codes over the Miami-Dade area.

### **What Will Change?**

The Florida Keys will be assigned the new 786 area code, and all Keys customers will need to dial 10-digit phone numbers when making a call. Telephone numbers with the 786 area code will begin to be assigned on June 1, 2015.

### **What Will Stay the Same?**

Existing customers will not have to change their phone number. Rates will not be affected. Special services that use three-digit numbers, such as 911 and 411, as well as 1+ 10-digit long distance calling remain unchanged.

### **Important! Help Spread the Word!**

To prepare for mandatory 10-digit dialing, please help spread the word about this change to your friends and business contacts within the area--and in other states and countries. This is particularly important for those who have PBX systems.

### **What Should You Do to Get Ready for 10-Digit Dialing!**

*To prepare for mandatory 10-digit dialing, businesses and residents might require some of the changes listed below to make sure your current area code—with your phone number—is included:*

#### **Reprogram Equipment and Services**

**(consult your vendor as needed)**

- PBX Systems
- Modems
- FAX Machines
- Internet Connections
- All Stored numbers to include Area Code (i.e., call forwarding, call blocking, and voicemail)
- Automatic Dialers
- Speed Calling Lists
- Pagers/Beepers
- Cellular/Mobile Services
- Burglar Alarms/Security Systems

#### **Revise Printed Materials**

- Stationery
- Business Cards
- Invoices
- Product Packaging
- Labels
- Brochures
- Checks
- Internal Records
- Company Directories
- Other

**Change Advertising**

- Print Ads
- TV and Radio
- Billboards
- Classified Ads
- Brochures
- Promotional Materials
- Websites
- Social Media
- Vehicle Signs
- Other

**Spread the Word!**

- Friends
- Employees
- Branch Offices
- Customers
- Business Associates
- Suppliers
- Other

**Questions?**

If you have questions about the 10-digit mandatory dialing, please call your local phone company or call the PSC's toll-free line, 1-800-342-3552.