



Florida Public Service Commission

813 Area Code

Fact Sheet

FEBRUARY 2020

Petition of North American Numbering Plan Administrator on behalf of the Florida telecommunications industry, for approval of an all-services overlay as the form of relief for the 813 numbering plan area. This petition represents the industry consensus recommendation to overlay a new area code over the same area currently serviced by 813.

DOCKET NO. 20190196-TP

As the population and economy continue to grow in the Tampa Bay area, available new telephone numbers using the 813 area code are depleting. The Florida Public Service Commission (PSC) is reviewing relief plans for the 813 area code, including "All-Services Overlay" and "Boundary Elimination Overlay" alternatives.

QUESTIONS & ANSWERS

1 Why is Florida adding a new area code?

Florida's 813 area code is running out of telephone numbers. A growing population along with new technologies that require telephone numbers are making the demand for new telephone numbers outpace the available supply.

2 What is the "All-Services Overlay"?

An "All-Services Overlay" assigns a new area code to the same geographic region served by the existing depleted area code.

3 Who will be affected in an "All-Services Overlay"?

All residents in the 813 area code geographic region. This region consists of Hillsborough county and parts of Pasco and Pinellas counties, including the cities of Tampa and Plant City. New customers would be assigned numbers with the new area code. Existing customers would keep their current telephone numbers; however, ten-digit local dialing by all customers would be required.

4 What is a "Boundary Elimination Overlay"?

A "Boundary Elimination Overlay" deletes the boundaries between two or more area codes. This would merge those existing area codes over the combined areas.

813 AREA CODE WORKSHOPS

Thursday, February 6, 2020
6:00 p.m.

Hillsborough Community College
Dale Mabry Campus
Student Services
DSTU Building Room 108
4001 W. Tampa Bay Boulevard
Tampa, FL 33614

Friday, February 7, 2020
12:00 p.m.

St. Petersburg Main Library
3745 9th Avenue North
St. Petersburg, FL 33713

5 Who will be affected in a “Boundary Elimination Overlay”?

Everyone living in the geographic region of the combined area codes. Like an All-Services Overlay, ten-digit local dialing would be required by customers.

6 Can the public comment on the proposed area code plans?

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the workshops or in writing.*

Written comments should be mailed to: Florida Public Service Commission, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. The PSC will also accept emailed comments at: clerk@psc.state.fl.us. Please be sure to include **Docket Number 20190196-TP** in your comments. If you have questions, contact the PSC’s Office of Consumer Assistance & Outreach at 1-800-342-3552.

7 What will customers need to do, if the PSC approves an Overlay?

- Dial 10 digits for all calls within the overlay regions.
- Identify their telephone numbers as a 10-digit number, and include the area code when providing the number.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new area code as a valid area code,

and continue to program telephone numbers with 10-digit telephone numbers. Some examples include: stored phone numbers in contact lists in wireless and cordless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle monitors, or other similar equipment.

- Check their websites, business stationery, advertising materials, personal and business printed checks, contact information, and personal or pet ID tags to ensure the area code is included.

8 If an Overlay is approved, what remains the same?

- Customers’ telephone numbers, 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.
- Customers in the overlay region will dial 10 digits for local calls, and 1+10 digits for long distance calls and operator-assisted calls.

9 When will the PSC make a decision?

The PSC staff is scheduled to file a recommendation about the 813 area code relief plan with the Commission on March 19, 2020. The Commissioners are expected to vote on this matter at the March 31, 2020 Commission Conference.

** Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida’s Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*

STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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