

## **Consumer Information Summary on 561/728 Area Code Overlay**

It is expected that the 561 area code will soon run out of numbers. With the demand for new phone numbers and the need to ensure a continuing supply, the Florida Public Service Commission (PSC) approved an overlay plan for the 561 Number Plan Area (NPA). The new 728 area code will overlay the existing 561 NPA. This area consists of Palm Beach County. Below is information to assist customers during the transition.

### **What is an area code overlay?**

An overlay is the addition of an area code to the same geographic region as existing area codes. This overlay does not require customers to change their existing area code or phone number.

### **Who will be affected and when will the change begin?**

Beginning March 10, 2023, customers may be assigned a phone number with the 728 area code when requesting new service, an additional line, or in some cases, moving their service. The 728 area code will co-exist throughout the region with the 561 area code.

### **What will customers need to do?**

When implementation begins, customers in the Palm Beach County area served by the 561/728 area code overlay should:

- Dial 10 digits for all local calls within the overlay region.
- Identify telephone numbers as a 10-digit number, which includes the area code, when providing telephone numbers.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 728 area code as a valid area code, and program telephone numbers with 10-digit 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 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.

### **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.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 522, 611, 711, or 811 if those are currently available in their community.

For more information, you can call your current service provider, access your service provider's website or, call the PSC's toll-free number, 1-800-342-3552.