



Florida Public Service Commission

561 Area Code

Fact Sheet

OCTOBER 2021

Petition of North American Numbering Plan Administrator on behalf of the Florida telecommunications industry, for approval of consensus decision to recommend to the Commission an all-services overlay as the form of relief for the 561 numbering plan area.

DOCKET NO. 20210168-TP

As the population and economy continue to grow in the Palm Beach County area, available new telephone numbers using the 561 area code are depleting. The Florida Public Service Commission (PSC) is reviewing an “All-Services Overlay” relief plan for the 561 area code.

QUESTIONS & ANSWERS

1 Why is Florida adding a new area code?

Florida’s 561 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 561 area code geographic region. New customers would be assigned numbers with the new area code. However, existing customers would keep their current telephone numbers. By order of the Federal Communications Commission, the 561 area code is already scheduled to transition to mandatory 10-digit dialing due to the national implementation of 988 to reach the National Suicide Prevention Lifeline.

4 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 virtual workshop or in writing.

To speak at the virtual workshop, you must sign up by calling (850) 413-7080 or by emailing speakersignup@psc.state.fl.us. You will need to provide your name, address, telephone number, and reference Docket No. 20210168. The deadline to sign up is noon two business days prior to the meeting.

One day prior to the meeting, speakers will be provided further instructions from PSC staff on how to participate.

VIRTUAL AREA CODE WORKSHOP

Friday, November 5, 2021
11:00 a.m.

If canceled, notice of meeting cancellation will be provided on the Commission’s website, (www.floridapsc.com), under Hot Topics found on the home page. Cancellation can also be confirmed by contacting the Office of General Counsel at (850) 413-6199.

2 - 561 AREA CODE FACT SHEET

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 20210168-TP** in your comments. If you have questions, contact the PSC's Office of Consumer Assistance & Outreach at 1-800-342-3552.

5 As a result of the implementation of the National Suicide Prevention Lifeline, what will customers in the 561 area code need to do?

- 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.

6 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.

7 When will the PSC make a decision?

The PSC staff is scheduled to file a recommendation about the 561 area code relief plan with the Commission on November 23, 2021. The Commissioners are expected to vote on this matter at the December 7, 2021 Commission Conference.

8 How can I follow the Commission Conference?

You can watch the virtual workshop and Commission Conference live from the PSC website at www.FloridaPSC.com. Look for the "Watch Live Broadcast" icon on the left side of the webpage. An audio only option is available by dialing 850-413-7999. If you are hearing or speech impaired, you may contact the PSC by using the Florida Relay Service at (800) 955-8771 (TDD).

** 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

FOLD HERE

TAPE

FOLD HERE