

Why Do Area Codes Change?

Due to advances in technology, phone numbers and area codes are being exhausted quickly. Because so many people are moving to our state, and with the increased use of cellular telephones, pagers, fax machines, computer modems, and competition in the telecommunications industry, it is necessary to assign new area codes to create more telephone numbers. Prior to 1995, Florida had only four area codes: 305, 407, 813 and 904. Since that time, another 13 area codes have been added: 954, 352, 561, 850, 727, 863, 321, 386, 239, 786, 772, 941 and 754. In addition, planning for several other area codes has begun.

24-Hour On-line Complaint Forms
www.floridapsc.com

If you have questions,
you may call the
Florida Public Service Commission at
1-800-342-3552,
fax your questions to
1-800-511-0809,
or contact the PSC via the
following E-mail address:
contact@psc.state.fl.us.
See our Internet home page at
www.floridapsc.com.

Or write to the
Florida Public Service Commission
Division of Regulatory Compliance and
Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

APRIL 2006



**COMPETITION
CALLING**
FLORIDA PUBLIC SERVICE COMMISSION

Understanding
Florida's

**AREA
CODES**

AND

Why
They
Change



How do changes in area codes happen?

Before telephone numbers in a given area code are depleted, telecommunications service providers attempt to reach an agreement on how to address the problem. If an agreement cannot be reached or if there are objections to the agreement by the affected parties, a petition may be filed asking the Public Service Commission (PSC) to decide on a relief plan that would best serve the public interest. After the PSC approves the plan, and an order is issued by the Commission, the North American Numbering Plan Administration (NANPA) assigns an area code. Thirteen area codes have been assigned to the state of Florida by NANPA since 1995 to meet the state's growing demands.

The PSC has received numerous requests to approve area code relief plans. In each case, the PSC held service hearings to let affected consumers express their views and concerns, and used the following standards to make its decision: impact on consumers, impact on businesses, and compliance to NANPA guidelines.

How will I know if my area code has been changed?

The PSC understands the impact that area code changes may have on consumers and their communities. To address these concerns, the PSC has implemented an area code education initiative. This initiative has produced a series of public service announcements, news releases and other media strategies to inform consumers on how to prepare for area code changes. We are also working with the telecommunications industry to come up with conservation measures to slow down the process of implementing new area codes.

What future changes can be expected?

The PSC believes that there may be a continued need for more area codes in the future because the demand for telephone numbers continues to grow. If you have questions regarding area codes, please call the PSC's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552. You may also contact us via Internet E-mail at contact@psc.state.fl.us, or visit the Commission's home page at <http://www.floridapsc.com>.

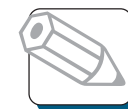
What should I do to prepare if I learn my area code is changing?



Be aware of permissive (during which either the old area code or the new area code can be dialed) and mandatory (during which the new area code must be dialed) dialing dates.



Reprogram modems, fax machines, automatic dialers, burglar alarms, security systems, cellphones, speed call lists and any other systems and equipment that use area codes.



Plan ahead when ordering stationery, checks and other supplies that list your area code so that you will not have leftover supplies with your old area code.



Don't forget to tell your friends, relatives and customers about the change in your area code.