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# IT'S TIME TO THINK

# 10

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If you live in Miami-Dade County, something you probably do often is about to change. Starting July 1, all Miami-Dade telephone users must dial 10 digits instead of seven for all local calls. Long-distance calls will still take 11 digits, as they do now. And some other everyday things could be affected that you might not even think about, like your computer, your home security system, your speed-dialing.

It's time to get ready. You can start making the changes now. Here's a handy guide that we hope will answer your questions and help make your transition a perfect 10.

## Some common questions:

### Why is this happening?

The old 305 area code region, Miami-Dade County and the Keys, is running out of numbers because of so many new phones, faxes, computer modems, even in-store credit card verification machines. Establishing a new area code, 786, will allow creation of nearly eight million new numbers.

### What do I do?

For all calls within Miami-Dade County, you must dial 10 digits instead of the usual seven. At first, it'll be the area code 305 plus the old seven-digit

phone number. Later, as BellSouth starts giving out phone numbers with the new area code, you'll have to know whether to dial 305 or 786 before the seven-digit number.

### How will I know which area code to use?

This is a relatively new kind of system. Instead of dividing the county into two geographic areas, each with its own area code, as it used to do, BellSouth is creating an "overlay" system. In it, all current phones, faxes and so on in Miami-Dade County will keep their 305 area code, and all new telephone numbers will get the 786 area code.

So, if you get a new line for a fax machine, for example, it will have the 786 area code, even though the old telephone sitting on the same desk will keep its 305 area code.

### Do I have to dial 10 digits even when I'm calling from one 305 number to another, or one 786 number to another?

Yup.

### If I get a new phone number for my fax machine in July, will it have the new area code?

Not necessarily. BellSouth has carved Miami-Dade into 27 "central office" areas that assign new phone numbers when you buy new equipment. And some of those central offices have more of the old 305 area codes left than others. So some new numbers will have the 786 area code as early as mid-July; others might not have them until the end of the year.

Starting July 1, seven-digit phone numbers will be a thing of the past in Miami-Dade County. Here's what you need to know about the change to 10-digit dialing.

## FOR MORE INFORMATION

See Page 2C for lots more about 10-digit dialing. If you still have questions, call BellSouth at 1-800-691-2992.

# Reprogramming your life

## IF YOU LIVE IN MIAMI-DADE COUNTY

Changing the way you dial the phone isn't all that's involved here. Lots of the machines we take for granted every day use telephone numbers. So, here are some things that will need reprogramming for Miami-Dade numbers (and remember, you can start now):

■ **Home security alarm systems that automatically dial a central office in Miami-Dade County if a break-in occurs.**

They must be reprogrammed to dial 10 digits instead of seven. Call the company that services the system. (If your system dials an out-of-area number, nothing changes.)

■ **Several BellSouth telephone services.** (See below.)

■ **Fax machines.** See your owner's manual or call the toll-free number for the company that made the machine. Or you can find most manufacturers' numbers through toll-free directory assistance by calling 1-800-555-1212.

■ **Computer modem connections.** See the instructions for the software you use to dial your online connection. If you are connecting to the Internet, you can call your Internet service provider for instructions. But check your e-mail first. Many Internet providers have already e-mailed instructions to their customers. You can also contact your provider by e-mail to ask for instructions, or look at your service provider's home page on the World Wide Web.

If you dial a computer connection to something else — like a bulletin board service, or your company's computer system — check with their technicians for information on how to reprogram your software. One of the most popular online services is America Online. For instructions on how to reprogram it, see the box below.

■ **Cell phones.** You'll have to reprogram their speed-dialing features from seven to 10 digits. It's different for each brand. And various cell phones hold from 10 to 200 numbers. Check your owner's manual or call the manufacturer.

■ **Speed-dial buttons on your telephone.** Again, you'll need to add 305 to the Miami-Dade numbers you've saved.

■ **Computers, palmtop organizers like Sharp Wizard, or notepads like Apple Newton, that have speed-dialing features or send e-mail or connect to central computer systems via cell phones.** They must be reprogrammed to 10 digits. And some electronic phone organizers can hold 500 or more phone numbers. See your owner's manual or call the manufacturer.

Some other changes, which will affect businesses:

■ **PBX and ESSX systems.** These are phone routing systems used by big companies, and they must be reprogrammed, too. Call the company that sold you the service, or the company that services it.

■ **Gas station pay-at-the-pump features and credit card verification machines in stores.** They may have to be reprogrammed, unless they were originally programmed to dial long-distance numbers and not local, seven-digit numbers. Check with the company that sold you the system.

— FRED TASKER

## A REPROGRAMMING PRIMER

If you have any of the following BellSouth telephone services and live in Miami-Dade, you'll have to reprogram the Miami-Dade numbers:

■ **Call Block**, which lets residential customers block incoming calls from up to six other telephone numbers.

■ **Call Selector**, which lets all incoming calls through, but provides a distinctive ring pattern (say, short, long, short) for up to six telephone numbers, so you'll know who's calling before you answer.

■ **Preferred Call Forwarding**, which lets customers choose up to six incoming telephone numbers that will be automatically transferred from their homes to wherever they are at the moment.

Here's how you reprogram the above features. First, you must remove all the old, seven-digit phone numbers from each calling feature.

1. Dial the activation code for the feature you're reprogramming:

For Call Block, it's \*60.

For Call Selector, it's \*61.

For Preferred Call Forwarding, it's \*63.

2. Press \*11.

3. Dial the number you wish to remove from your list.

4. Press \*.

Then, you program in the new, 10-digit numbers:

1. Dial the activation code for the feature you're reprogramming (the same as in instruction 1 above).

2. Press the # sign.

3. Dial the area code and number you wish to add to your list.

4. Press #.

The following other BellSouth features have different reprogramming instructions:

■ **Speed Calling 8 and Speed Calling 30:** These services let customers dial only one or two digits to reach frequently called numbers, whether local or long-distance.

Here's how you reprogram these features from the old seven-digit numbers to the new 10-digit numbers. (You don't have to unprogram the old numbers; the new ones overwrite the old ones.) You might have Aunt Maud in Sweetwater programmed to ring when you press 2, and Uncle Fred in Seattle programmed to ring when you press 3.

**For Speed Calling 8:**

1. Listen for the dial tone.

2. Dial \*74.

3. When you hear a series of short tones, press one of your one-digit code numbers, using 2 through 9.

4. Dial in the area code and number you want to program.

5. Listen for a series of short confirmation tones.

6. Repeat these steps to change up to eight numbers.

**For Speed Calling 30:**

1. Same as above, except you dial \*75 instead of \*74, and you choose code numbers 20 through 49.

## NO NEED TO WORRY ABOUT THESE

A couple of BellSouth features are being reprogrammed by the phone company, so you don't have to worry about them:

■ **Caller ID:** When your phone rings, this feature displays the phone number of the person calling you on a screen, so you can decide whether to take the call. This is already reprogrammed to show you 10 digits for local numbers.

■ **Call Return:** This feature lets you dial \*69 to call back the last person who called you. BellSouth has already reprogrammed it to use 10 digits instead of seven.

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## COMMON QUESTIONS

(Continued from 1C)

**I live in the Keys; do I have to start dialing 10 digits?**

Nope. BellSouth let the Keys opt out of the new system. So, in the Keys, you still dial seven digits for numbers between locations. If you dial the Keys from Miami-Dade County (or vice versa), it's long distance, so you have to dial 1-305 plus the number, just as you do now.

**What happens if I dial 11 digits by mistake, by dialing a 1 before the area code and phone number?**

You'll hear that familiar warbling tone, and a recorded message explaining that you should dial only 10 digits.

**What if I dial only seven digits within Miami-Dade County?**

Won't work. You'll get that warbling tone, and a recorded message explaining that you have to dial all 10 digits.

**I live in Broward County. Do I have to change anything?**

Not much. If you live in Broward but have a cell phone with a 305 telephone number, you'll have to use 10 digits for Miami-Dade calls and reprogram the phone's speed-dialing feature. (More about that, above left.)

**Will any telephone rates go up?**

Nope. They'll all stay the same. The 10-digit numbers will still be local, not long-distance, calls.

**How do I dial long-distance numbers?**

Same as you always have. If you're calling, for example, Fort Lauderdale, you'll dial 1-954, then the seven-digit phone number. If you're calling collect or using a calling card, you'll dial 0-954, then the seven-digit number, just as in the past.

**Do I have to wait until July 1 to start using the new system and reprogram my telephone features to accommodate it?**

Nope. You can start today.

**I know 305 by heart, but how can I remember 786?**

Here's a tip: On your touch-tone phone, the numbers spell SUN.

**Where can I call if I have more questions?**

Call BellSouth at 1-800-691-2992.

## AMERICA ONLINE USERS

If you use the popular America Online service's dial-in network and you dial into a Miami-Dade number, here's how to change it (with AOL 3.0 for Windows):

1. Open your AOL software and when the "Welcome" box appears, click on "Setup."

2. Choose the location you're using and click on "Edit Location."

3. Add 305 to the phone number (or numbers) and click "Save."

4. When the "network and modem setup" box appears, click "OK."