

Don't Be Confused by the New 689 Area Code!

It is expected that the 407 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) recently approved an overlay plan for the 407/321 Number Plan Area (NPA), which serves Orange, Osceola, and Seminole Counties, as well as parts of Lake and Volusia Counties. The new 689 area code will be "overlaid" over the existing 407/321 NPA. Brevard County, which only uses the 321 area code, will not receive the 689 overlay. 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, or how they dial their calls.

Who will be affected and when will the change begin?

Beginning June 4, 2019, customers will be assigned a phone number with the 689 area code when requesting new service, an additional line, or in some cases, moving their service. The 689 area code will co-exist throughout the region with the 407 and 321 area codes.

What will customers need to do?

Customers in Orange, Osceola, and Seminole Counties, and parts of Lake and Volusia Counties served by the 407, 321, and 689 area codes overlay should:

- Continue to dial 10 digits for all local calls within the overlay region.
- Continue to identify telephone numbers as a 10-digit number, including the area code when providing the number.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 689 area code as a valid area code, and continue to 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.

Customers with 321 phone numbers receiving service in Brevard County are not affected, and may continue to dial 7 digits for local calls within the 321 area code.

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 in the overlay region will continue to dial 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls and operator-assisted calls.
- Customers in Brevard County will continue to dial 7 digits for local calls within the 321 area code, 10 digits for local calls to other area codes, and 1+10 digits for long distance calls and operator-assisted calls.
- 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.