

For Further information, contact the

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Why Do **Area Codes Change?**

Additional area codes are needed due to increased phone number usage. As more people and companies move into Florida and are assigned phone numbers in an area code, fewer phone numbers are available in that area code. Multiple cellular telephones and other technologies used in single households further decrease the available numbers. Prior to 1995, Florida had only four area codes: 305, 407, 813 and 904. Since that time, another 14 area codes have been added: 239, 321, 352, 386, 561, 689, 727, 754, 772, 786, 850, 863, 941 and 954.

Understanding Florida's **AREA CODES** and Why They Change

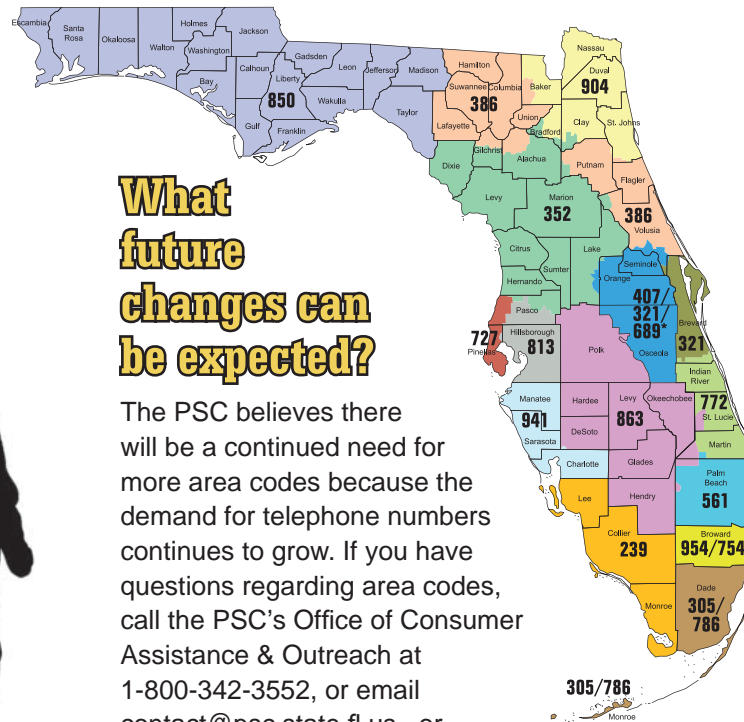
How do changes in area codes happen?

Before telephone numbers in a given area code are depleted, telecommunications service providers attempt to reach an agreement on an area code relief plan. This agreement is filed with the Public Service Commission (PSC) for approval. If there are objections to the relief plan by affected parties, they may file a petition with the PSC to address their concerns. After the PSC reviews and approves the relief plan, and an order is issued by the Commission, the North American Numbering Plan Administration assigns an area code.

In recent years, the most common form of area code relief has been to “overlay” a new area code on top of the area code that is running out of numbers. New customers will receive numbers from that new area code, but existing customers will be able to keep their number. This requires mandatory 10-digit dialing in that area.

How will I know if I will be affected by an area code overlay?

The PSC understands the impact area code changes may have on consumers and their communities. To address these concerns, the PSC issues news releases and implements other media strategies to inform consumers on how to prepare for area code changes. We also work with the telecommunications industry to implement conservation measures that slow down the need for new area codes.



The PSC believes there will be a continued need for more area codes because the demand for telephone numbers continues to grow. If you have questions regarding area codes, call the PSC's Office of Consumer Assistance & Outreach at 1-800-342-3552, or email contact@psc.state.fl.us, or visit the Commission's website: www.FloridaPSC.com.

Key facts about area code overlays

- 1 Telephone numbers including the current area code will not change.
- 2 Once implemented, customers may be assigned the new overlay area code if they are requesting new service, an additional line, or in some cases, moving their service.
- 3 The price of a call, coverage area, or other rates and services will not change due to the area code overlay.
- 4 What is a local call now will remain a local call.
- 5 Six months before a new area code overlay is implemented, customers can either dial 7-digits or 10-digits for local calls. After that time, customers will be required to dial 10-digits for local calls within and between the overlay area codes.
- 6 Modems, fax machines, automatic dialers, burglar alarms, security systems, cellphones, speed call lists, and any other systems and equipment that use area codes will need to be reprogrammed to dial 10-digits.
- 7 Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 or 811 if those are currently available in their community.
- 8 Don't forget to tell friends, relatives and customers about any phone number changes.

