

March, 2009

Dear Business Customer,

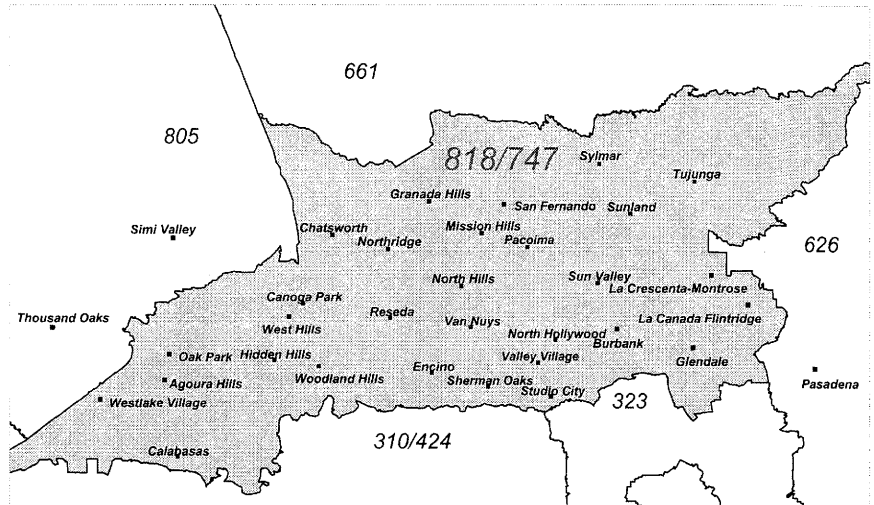
To ensure a continuing supply of telephone numbers, the 747 area code will be added to the area served by 818. The new 747 area code will serve customers in the same geographic region as the current 818 area code, which includes the communities in the San Fernando Valley, as shown on the map, and small parts of Pasadena and Thousand Oaks. This is known as an area code overlay.

What is an area code overlay?

An overlay is the addition of another area code (in this case 747) to the same geographic region as an existing area code (818). An overlay does not require customers to change their existing area code.

What is the new dialing procedure?

To complete calls, the new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 818 area code that are currently dialed with seven digits will need to be dialed using 1 + area code + telephone number.



Map does not include all cities in the 818 area code. For a complete list, please go to www.cpuc.ca.gov/818areacode.

When will the change take place?

- Beginning April 18, 2009 you **must** use the new dialing procedure for all calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.
- Between now and April 18, 2009, you should practice using the new dialing procedure (1 + area code + telephone number) when placing calls from the 818 area code. If you forget and use the old dialing procedure of dialing just seven digits, calls will still be completed.
- Beginning May 18, 2009, new telephone lines or services may be assigned numbers with the new 747 area code.

What do business customers need to do?

- In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a seven-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, and similar functions.
- You may also want to check your business stationery and advertising materials to ensure the area code is included. Be sure to complete the programming and dialing changes prior to April 18, 2009.

What is the test number for the 747 area code?

A special test number has been established to enable business customers to verify that their equipment can complete calls to the new area code. This special number, (747) 222-TEST (8378), will remain active through August 18, 2009.

What will remain the same?

The price of a call, coverage area, or other rates and services will not change due to the overlay, and what is a local call now will remain a local call regardless of the number of digits dialed. Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711, and 811.

Questions about the dialing procedure change should be directed to your local service provider. Information about the overlay is also available at www.cpuc.ca.gov/818areacode.

Sincerely,

818 Public Education Program