

November 11, 2015

Re: NPA 825 to Overlay NPAs 403/587/780 (Alberta Canada)

Dear Customer,

New area code 825 has been assigned by the North American Numbering Plan Administrator and will be implemented on the Relief Date of **9 April 2016** as a distributed overlay over the geographic area of the province of Alberta currently served by the 403, 587 and 780 area codes.

When the new **825 NPA** is introduced, no changes will take place to the dialling plans in the area that is served by NPAs 403/587/780 and will be served by NPA 825. The dialling plan in this area will continue to be:

- all local calls including Extended Area Service calls will be dialled with 10 digits; and,

- toll and alternatively billed calls will be dialled with 10 digits after the appropriate prefix digit(s).

PHASE I

**Permissive Dialing Date –Begins January 10, 2016:** During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 10-digit basis, but will be encouraged to dial 10-digits. After the permissive period ends, all calls must be dialed using 10-digits.

When preparing for overlay area code relief, carriers are strongly encouraged to prepare their switches to begin sending 10 digits prior to the mandatory 10-digit dialing conversion date for customers.

PHASE II

**Mandatory 10 Digit Dialing Date – Begins April 9, 2016:** All callers must dial local calls with 10 digits. If you inadvertently dial 7 digits, your call will not be completed and a recording will prompt you to hang up and dial again.

The below chart illustrates the new dialing procedure:

|  |  |  |
| --- | --- | --- |
| **Dialing from Area Codes (825) and (403) and (587) and (780)** | | |
| **Local Calls** | 1+10 Digits | 1+AREA CODE-XXX-XXXX |
| **Toll Calls** | 1+10 Digits | 1+AREA CODE-XXX-XXXX |

To prepare for this overlay, please note the following:

* Notify your clients, vendors, domestic and international of your new area code.
* Inform employees, customers, and co-workers.
* Changes in telephone equipment should be directed to the equipment vendor.
* Utilize the applicable test number to make sure your equipment recognizes the new area code.
* Update all correspondence, such as stationery, business cards, checks, brochures, promotional items, internet web pages, catalogs, directory listings.
* Reprogram features such as Auto-Dialing, Speed dialing, and Call Forwarding.
* Reprogram security doors and gate systems.
* Contact your service provider to update your cell phone and other wireless communications.
* Internet dial-up connection may need reprogramming or upgraded.
* Notify Alarm system providers of the new area code + telephone number so they can update their records and equipment as needed.

The area code overlay will not affect the cost of a call. Costs incurred for updating systems and revising printed materials is the responsibility of the customer. The directory listings (white pages) will be updated by the telecommunications industry. Listings appearing in other directories will be the responsibility of the customer.

If you have any additional questions, please contact your Premier Specialist or Customer Service 1-866-847-5500.