October 13, 2017.

Re: NPA 805 and 820 All-Services Overlay (California)

Dear Customer,

On May 25, 2017 the California Public Utilities Commission (CPUC) in Decision 17-05-019

approved an all-services overlay as the relief method for the 805 NPA. The area served by the

805 NPA includes small portions of Monterey and Kern Counties and most of San Luis Obispo,

Santa Barbara and Ventura Counties. The 805 NPA serves the cities of Arroyo Grande,

Atascadero, Grover Beach, Morro Bay, Paso Robles, Pismo Beach and San Luis Obispo in San

Luis Obispo County; Buellton, Carpinteria, Goleta, Guadalupe, Lompoc, Santa Barbara, Santa

Maria and Solvang in Santa Barbara County; Camarillo, Fillmore, Moorpark, Ojai, Oxnard, Port

Hueneme, Santa Paula, Simi Valley, Thousand Oaks and Ventura in Ventura County. The new

820 NPA Overlay will be an all-services overlay and will serve the same geographic area

currently served by the existing 805 NPA.

**Implementation of Relief Plan**

Implementation of the 805-820 NPA overlay is as follows:

|  |  |  |
| --- | --- | --- |
|  | **Time** | **Date** |
| Start of permissive 1+10-digit dialing | 12:01 AM PT | December 1, 2017 |
| End of permissive dialing and start of mandatory 1+10-digit dialing | 12:01 AM PT | June 2, 2018 |
| Earliest new NPA central office code activation date\* | - | June 30, 2018 |
| Earliest date central office codes in the new NPA may be ordered through NANPA | - | April 25, 2018 |

\* In service Date of the New 820 NPA Overlay.

During the permissive dialing period, subscribers may dial calls within the overlay area on either

a 7-digit or 1+10-digit basis, but will be encouraged to dial 1+10-digits. After the permissive

period ends, all calls must be dialed using 1+10-digits.

**PHASE I**

**Permissive Dialing Date –Begins December 1, 2017:** 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 June 2, 2018:** 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.

**Dialing Plan**

Coincident with the introduction of mandatory 1+10-digit dialing on June 2, 2018, the dialing

plan for the 805 and 820 NPAs will be as follows:

|  |  |  |
| --- | --- | --- |
| Type of call | Call terminating in | Dialing plan |
| Local call | Home NPA (HNPA) or Foreign NPA (FNPA) | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Toll call | HNPA or FNPA | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Operator Services Credit card, collect, third party | HNPA or FNPA | 0 + 10-digits (0 + NPA-NXX-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.