June 18, 2017.

Re: NPA 879 to Overlay NPA 709 (Newfoundland & Labrador, Canada)

Dear Customer,

In Telecom Decision CRTC 2017-35, dated 2 February 2017, the Canadian Radio-television and Telecommunications Commission (CRTC) directed that relief for Newfoundland and Labrador area code 709 be provided through a distributed overlay using new area code 879 effective 24 November 2018.

The new area code 879 has been assigned by the North American Numbering Plan Administrator (NANPA) and will be implemented on the relief date of 24 November 2018 as a distributed overlay over the geographic area of the province of Newfoundland and Labrador currently served by the 709 area code. The area code 709 consists of 211 Exchange Areas serving the province of Newfoundland and Labrador which includes the major communities of Corner Brook, Gander, Grand Falls, Happy Valley – Goose Bay, Labrador City – Wabush, Marystown and St. John’s. A map showing the location of the area served by NPA 709, and a list of the 211 Exchange Areas are attached to this letter.

**Implementation of Relief Plan**

Implementation of the overlay of the 709 NPA is as follows:

Commencing on 17 August 2018, many calls dialled with 7 digits will first be connected to a network announcement notifying callers that the local number they have dialled must be preceded by its area code and that their call will now proceed after which the call will be completed. Carriers operating in NPA 709 that opt to employ a network announcement will phase in this network announcement from 17 to 24 August 2018 and maintain it until mandatory 10-digit local dialling is introduced on 10 November 2018.

When mandatory local 10-digit dialling begins, many calls dialled with 7 digits will be connected to a network announcement informing the caller that the number they dialled must be preceded by its area code, their call cannot be completed as dialled, and to hang up and redial using the area code. Carriers operating in NPA 709 that opt to employ a network announcement will phase in this network announcement from 10 to 17 November 2018, and replace it by a standard network announcement starting between 2 February and 2 March 2019.

**PHASE I**

**Permissive Dialing Date –Begins August 17, 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 November 10, 2017:** 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**

The dialing plan for the area served by NPA codes 709 and 879 will be as follows:

- All local calls, including Extended Area Service calls, originating within the 709/879 overlay area and neighboring NPAs must be dialled with 10-digits; i.e., NPA-NXX-XXXX.

- Toll and alternatively billed calls originating within the 709/879 overlay area will continue to be dialed with 10-digits after the appropriate prefix digit(s).

All international and domestic Telecommunications Service Providers (TSPs) should ensure that the new 879 NPA is activated throughout their networks by 24 May 2018 which is the start date for network testing.

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.