September 27, 2017

Re: NPA 367 to Overlay NPA 418/581 (eastern Quebec, Canada)

Dear Customer,

In Telecom Decision CRTC 2017-32 dated 2 February 2017, the Canadian Radio-television and Telecommunications Commission (CRTC) directed that relief for eastern Quebec area codes 418/581 be provided through a distributed overlay of new area code 367 starting 24 November 2018.

**Implementation of Relief Plan**

Implementation of the overlay of the 418/581 NPA is as follows:

New area code 367 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 eastern Quebec currently served by the 418 and 581 area codes. The area served by NPA Codes 418/581 and the new 367 NPA Code consists of 258 Exchange Areas, including Exchange Areas of Alma, Chicoutimi, La Malbaie, Levis, Montmagny, Québec, Rimouski, Rivière-du-Loup, Sainte-Marie-de-Beauce, St-Georges-de-Beauce, St-Felicien and Thetford Mines in the northern and eastern parts of the province of Québec in Canada. A map showing the location of the area served by NPAs 418 and 581, and a list of the 258 Exchange Areas are attached to this letter.

**PHASE I**

**Permissive Dialing Date – Not applicable:** 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 Novemeber 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**

When the new 367 NPA is introduced, the dialing plan for the 367/418/581 overlay area will be as follows:

- All local calls, including Extended Area Service calls, originating within the 367/418/581 overlay area must be dialed with 10-digits; i.e., NPA-NXX-XXXX.

- Toll and alternately billed service calls originating within the 367/418/581 overlay area will continue to be dialed with 10-digits after the appropriate prefix digit(s).

- The currently existing 7-digit local dialing from the Exchange Area of Campbellton (New Brunswick) in neighbouring NPA 506 into NPA 367/418/581 will continue.

- 7-digit local dialling from NPA 709 Labrador City – Wabush Exchange Area (Newfoundland and Labrador) to neighbouring NPA 418/581 will be discontinued once mandatory 10-digit local dialing is implemented in NPA 709/879 between 10 and 17 November 2018.

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.