May 30, 2017.

Re: NPA 564 to Overlay NPA 360 (Washington)

Dear Customer,

On May 19, 2016, the Washington Utilities and Transportation Commission in its order of

Docket Number: UT-143787, Order Number 01, approved an all services overlay as the relief

method for the western Washington NPAs and the new 564 NPA will be initially overlaid over

the existing 360 NPA. The new 564 NPA will serve the same geographic area currently served

by the existing 360 NPA. A map showing the area served by these NPAs is attached.

Additionally, the order specifies that mandatory 10-digit local dialing will be implemented in the

206, 253, 360 and 425 NPAs by September 30, 2017. The 564 NPA may be assigned to the 206,

253 and 425 NPAs only when those NPAs are nearing exhaust.

**Implementation of Relief Plan**

Implementation of the overlay of the 564 NPA is as follows:

|  |  |  |
| --- | --- | --- |
|  | Time | Date |
| Start of Network Preparation and Customer Education |  | July 28, 2016 |
| Start of permissive 7-digit and 10-digit dialing | 12:01 AM PT | January 28, 2017 |
| End of permissive dialing and start of mandatory 10-digit dialing | 12:01 AM PT | July 29, 2017 |
| Earliest new NPA central office code activation date \* |  | August 28, 2017 |
| Earliest date central office codes in the new NPA may be ordered through NANPA |  | June 23, 2017 |

\*Effective Date of the New 564 NPA

During the permissive dialing period, subscribers may dial local calls within the 206-253-360-

425 NPAs 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 I**

**Permissive Dialing Date –** Began January 28, 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 July 29, 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**

Coincident with the introduction of mandatory 10-digit dialing on July 29, 2017, the dialing plan

for the 206, 253, 360, 425 and 564 NPAs will be as follows:

|  |  |  |
| --- | --- | --- |
| Type of call | Call terminating in | Dialing plan |
| Local Call | Home NPA (HNPA) or Foreign NPA (FNPA) | 10-digits (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.