

April 2017

Dear Business Customer:

To accommodate the growing need for telephone numbers in California, the boundary between the 213 and 323 area codes will be eliminated so that both area codes will serve the same geographic region, and telephone numbers from either area code will be assigned throughout the newly combined area. This is known as a boundary elimination area code overlay and will require a new dialing procedure for local calls.



The boundary elimination area code overlay does not require customers to change their existing area code. However, it does require customers to dial at minimum the area code + telephone number on every call, including calls within the same area code.

Who will be affected?

The 213 area code currently serves the downtown portion of the City of Los Angeles and is surrounded by the 323 area code. The 323 area code, in addition to serving a large portion of the City of Los Angeles, currently serves the cities of Alhambra, Bell, Bell Gardens, Beverly Hills, Commerce, Cudahy, Glendale, Hawthorne, Huntington Park, Inglewood, Lynwood, Maywood, Montebello, Monterey Park, Pasadena, Rosemead, South Gate, South Pasadena, Vernon and West Hollywood. Once the boundary elimination overlay is implemented, both area codes will serve the combined region.

What is the new dialing procedure?

To complete calls from a **landline phone**, the new dialing procedure requires anyone with a 213 or 323 area code to dial **1 + area code + telephone number**. This means that all calls in the 213 and 323 area codes that are currently dialed with seven digits will need to be dialed using **1 + area code + telephone number**. To complete calls from a **cellular or mobile phone**, callers may dial the **area code + telephone number** or **1 + area code + telephone number** whenever placing a call from a phone number with the 213 or 323 area code.

When will the change take place?

- Since **January 14, 2017**, customers have been able to begin using the new dialing procedure described above when placing calls from the 213 and 323 area codes. If customers forget and dial just seven digits, calls will still be completed.
- Beginning **July 8, 2017**, customers **must** use the new dialing procedures, as described above for all calls. After this date, if customers do not use the new dialing procedures, the calls will not be completed and a recording will instruct them to hang up and dial again.
- Beginning **August 1, 2017**, new telephone lines or services in the combined 213 and 323 areas may be assigned numbers from either the 213 or 323 area codes.

What do business customers need to do?

- In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are medical monitoring and life safety systems, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials to ensure the area code is included.
- **You must complete the programming and dialing changes by July 8, 2017.** On and after July 8, 2017, seven-digit calls will not be completed.

What will remain the same?

The price of a call, coverage area, or other rates and services will not change due to the overlay, and what is a local call now will remain a local call regardless of the number of digits dialed. Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

Who may you contact with questions?

If you have any questions regarding information provided in this notice please contact your local service provider or a 213/323 Public Education Program (PEP) Tri-Chair for assistance. For additional details, you can also visit the CPUC's website at: <http://www.cpuc.ca.gov/General.aspx?id=1163>.

Sincerely,
213/323 PEP Tri-Chairs

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