## New Area Code Added to Pennsylvania 570 Region

## Get ready to change the way you dial your calls!

To ensure a continuing supply of telephone numbers, the new 272 area code will be added to the area served by 570 . This is known as an area code overlay.

## What's an area code overlay?

An overlay adds another area code (272) to the same geographic region as an existing area code (570). An overlay does not require customers to change their existing area code or telephone number.

## Who is affected?

The 570 area code covers the northeastern portion of the state serving communities such as Scranton, Williamsport and Wilkes-Barre.

## What is the new dialing procedure?

To complete local calls within the home area code, begin
 to dial the area code + telephone number. This means that all calls in the 570 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number, for example, 570-555-1212.

## When does the change begin?

Effective immediately you can begin using 10 digits whenever you place a local call from the 570 area code. If you forget and dial just seven digits, your call will be completed until September 21, 2013.

Starting September 21, 2013 you must use 10-digit calling for your call to complete. If you don't, your call won't be completed and a recording will instruct you to hang up and dial again.

As of October 21, 2013, new customers in the 570 geographical area may be assigned telephone numbers with the 272 area code. What is a local call now will remain a local call regardless of the number of digits dialed and whether area code is 272 or 570 .

## What do I need to do?

In addition to changing your dialing procedure, reprogram your automatic dialing equipment, such as, life safety systems, telephone sets, PBXs, fax machines, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services to 10 -digit dialing from 7 -digit. Revise your business stationery or advertising materials to ensure the area code is included.

## What will remain the same?

- Your telephone number, including the current area code.

Your price for your calls, coverage area, and other rates and services. What is a local call now will remain a local call regardless of the number of digits dialed.

- You will continue to dial $1+$ area code + telephone number for local and long distance calls made outside the home area codes of 272 and 570.
- Emergency service remains just three digits, 911.
- If $211,311,411,511,611,711$ or 811 are currently available in your community; you can still use these codes with just three digits.


## Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call (service provider's name and number) or access the following websites for more information: (service provider's web site) or PA PUC website: http://www.puc.pa.gov/consumer info/telecommunications/area codes.aspx.

