



Public Service Commission of West Virginia

New Local Dialing Procedure Begins February 28, 2009!

Important Changes in Telephone Dialing Procedure

Why is the local dialing procedure changing in West Virginia?

As of February 28, 2009, local telephone calls made within the State of West Virginia must include 10 digits (area code + 7-digit telephone number). This change allows the implementation of a new area code, 681, providing additional telephone numbers necessary to support residential growth, additional lines and services in West Virginia. The 681 area code will be available to serve new telephone customers after March 28, 2009.

How will telephone dialing change?

Starting February 28, 2009, all land line and cell phone customers will be required to dial 10 digits for all local calls, whether the telephone number they use has a 304 or 681 area code. Starting on that date, if you do not use 10-digit dialing for local calls, your call will not be completed and a recording will instruct you to hang up and dial again.

- For a local call to the same **or** different area code, customers must dial 10 digits (Area Code + xxx-xxxx)
- For a long distance call to either area code, customers must dial 1+10-digits (1+Area Code + xxx-xxxx)

What will happen if I use “1 + Area Code + xxx-xxxx” to dial a local call?

You will not be charged for a long distance call. Depending on the carrier, however, your call will either go through as dialed or you will hear a recording instructing you to redial without using the “1”.

Will I be charged long distance charges if I use “1 + Area Code+ xxx-xxxx” for a local call?

No.

What will happen if I dial “Area Code + xxx-xxxx” *without* a “1” for a long distance call?

It depends on the long distance service provider. Some providers will allow the call to go through and assess the appropriate charges. With other providers, callers will hear a recording instructing you to use “1+area code” for long distance calls.

Will calls between a telephone number with the 304 area code and a telephone number with the 681 area code be considered long distance?

Not necessarily. Calls that were local before the area code change will remain local calls and calls that were long distance will remain long distance.

Who will be affected by the new area code?

The 681 area code will serve new customers throughout West Virginia. Essentially, everyone using a telephone in or to call West Virginia will be affected.

What is an area code overlay?

An overlay is the addition of another area code (681) to the same geographic region as an existing area code (304). An overlay does not require customers to change their existing area code or telephone number.

When will the 681 area code become effective?

New telephone numbers may be assigned with the 681 area code beginning March 28, 2009.

Will there be a change in how I dial other N-1-1 numbers?

No. Customers can continue to dial only three digits to call 211, 411, 711, 811 and 911.

What will *not* change as a result of the new area code?

- Customers with existing 304 area code telephone numbers will have no change to their area code or their telephone numbers.
- Local calling areas will remain the same.
- The price of calls will not be affected by the addition of the 681 area code.
- Coverage area or other rates and services will not change.

If it is presently a local call, it will still be a local call without any toll charges.

What should I do to ensure that my home telephone service continues to operate smoothly?

You may want to take some of the following actions to make sure your calls will be complete as dialed:

- Reprogram equipment such as programmed speed dial numbers, automatic dialers, fax machines and computer modems
- Contact security or alarm vendors to update dial-up numbers to avoid a break in security routines and contacts.
- Update items such as stationery, checks, etc. to include your area code + telephone number.
- When asking for someone else's phone number, remember to ask also for the area code.

What should I do to ensure that my business telephone service continues to operate smoothly?

- All businesses in West Virginia should verify that their telephone equipment is capable of completing calls to the 681 area code. Some telephone equipment used by businesses will not recognize the new area code until their equipment has been reprogrammed or upgraded.
- Businesses may need to reprogram or upgrade their equipment if they use specialized communications equipment such as a PBX, electronic telephone sets, auto-dial systems or multi-line key systems.
- Notify alarm service providers of all appropriate area code + telephone number(s) so alarm service records and equipment can be updated as needed.
- Ensure security door and gate systems are reprogrammed to dial the area code + telephone number, as needed.
- Check items such as stationery, checks, business cards, advertisements, promotional items, brochures, internet web pages, catalogs, etc. to ensure they include your area code + telephone number.

What other communication services might be affected?

- Calling features such as Speed Dialing and Call Forwarding may need to be updated to use the 10-digit telephone number for local calls.
- In addition to any changes in your dialing procedures, services that operate with automatic dialing equipment may require changes or reprogramming. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, security gates, speed-dialers, call forwarding settings, voicemail and other similar services.
- Cell phone users should make certain that telephone numbers programmed within their cell phone directories include the 10-digit number.

Who should I contact if I have any other questions?

If customers have any further questions, they can contact the Public Service Commission of West Virginia at 1-800-344-5113 or www.psc.state.wv.us.



LET US ASSIST YOU:

QUESTIONS:

Call: 1-800-344-5113

Visit: www.psc.state.wv.us

COMPLAINTS:

Call: 1-800-642-8544

Write: PSC of WV Executive Secretary
P.O. Box 812
Charleston, WV 25323