



Public Service Commission Of West Virginia

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For Immediate Release

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New local dialing procedure is on the way

Beginning July 26, 2008, West Virginia telephone users should start preparing for the introduction of the 681 area code by getting accustomed to dialing 10 digits for local calls (area code + 7-digit telephone number). Starting on that date, calls will be completed regardless of whether the old or new dialing procedure is used. However, this new local dialing procedure (10-digits) must be used starting February 28, 2009, by everyone in West Virginia. Customers subscribing for new service in West Virginia may receive the new 681 area code after March 28, 2009.

In addition to changing their dialing procedure, customers are encouraged to begin reprogramming their automatic dialing equipment, including life safety systems, fax machines, internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services and similar functions. Customers are also urged to check with their security or alarm companies to ensure that their systems are programmed to correctly implement the new dialing pattern.

It is important to remember that a local call will still be a local call regardless of the area code. After the new area code is assigned, your next door neighbor could potentially have a different area code than you. However, whatever is a local call to you now, will remain the same after the switch.

The procedure for dialing long distance calls will not change. Continue to dial a 1 plus the appropriate area code, then the telephone number. Also, the way you dial special service numbers will not change. You can continue to dial only three digits to call 211, 411, 711, 811 and 911.

The 681 area code is being added to West Virginia because of the possible exhaustion of available numbers in the 304 area code. 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. If you currently have a telephone number with the 304 area code, your telephone number **will not** change.

Further information may be obtained by contacting the Public Service Commission at 1-800-344-5113 or accessing the website, www.psc.state.wv.us and clicking “10-Digit Dialing.”

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