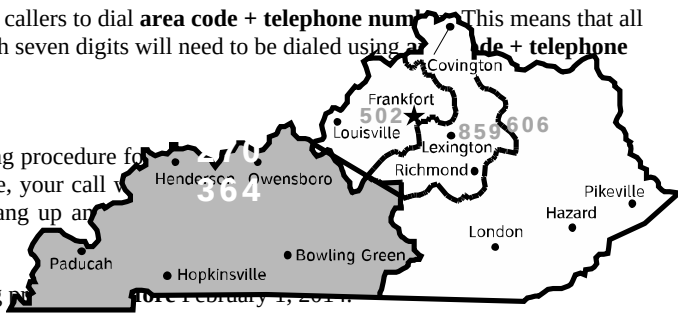
All Customers with a Kentucky 270 Area Code Must Dial Area Code + Telephone Number for all Local Calls Beginning February 1, 2014

What is the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all local calls in the 270 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**.



When will the change be mandatory?

Beginning **February 1, 2014**, you **must** use the new dialing procedure for all local calls. If you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

However, all customers **should** begin using the new dialing procedure before February 1, 2014.

Who will be affected?

The 270 area code generally covers the western half of Kentucky serving communities such as Bowling Green, Elizabethtown, Henderson, Hopkinsville, Owensboro and Paducah. The new **364 area code** will serve the same geographic area currently served by the existing 270 area code.

Why is the change necessary?

To ensure a continuing supply of telephone numbers, the 364 area code is being added to the area served by the 270 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number—including calls within the same area code.

Beginning **March 3, 2014**, new telephone lines or services may be assigned numbers with the new **364** area code. Callers must use the new dialing procedure for local calls in the new **364** area code.

What will you need to do?

In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to use the new dialing procedures. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your website, business stationery, advertising materials, personal checks, contact information, and your personal or pet ID tags to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial them 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 website) or the Kentucky PSC's website - http://psc.ky.gov/.