AT&T - Alabama
Notice of Approved Area Code Overlay for 256 Area Code
October 8, 2009

Attention: Alabama Payphone Service Providers

To accommodate the growing need for telephone numbers, the 938 area code will be added to the area served by the 256 area code. The new 938 area code will serve customers in the same geographic region as the current 256 area code. The 256 NPA generally covers the north eastern portion of the state and serves communities such as Anniston, Florence, Gadsden and Huntsville. This is known as an area code overlay.

What is an Area Code Overlay?

An overlay is the addition of another area code (938) to the same geographic region as an existing area code (256). An overlay does not require customers to change their existing area code or phone number.

Who will be affected?

Because of the addition of the 938 area code, all customers within the 256/938 geographic region will need to dial the area code followed by the 7-digit telephone number when dialing all local calls.

How does this affect Payphone Service Providers?

To complete local calls from a **landline phone**, the new dialing procedure requires callers to dial the full 10-digit telephone number. This means that all local calls dialed from the 256 area code that are currently dialed with 7-digits will need to be dialed using the **area code + 7-digit telephone number**.

However, long distance calls will remain the same. Callers need to dial **1 + area code + 7-digit telephone number** whenever placing a long distance call from the 256 or 938 area code.

Signage displayed on pay telephones in the 256/938 area code should be updated to reflect the new dialing procedure.

When Will the Change Begin?

Beginning **November 7, 2009**, your customers should begin using the new dialing procedure whenever placing local calls from the 256 area code. If your customers forget and use the old dialing procedure of dialing just 7-digits, the call will still be completed.

Beginning **June 5, 2010**, your customers **must** use the new dialing procedure for all local calls. After this date, if your customers do not use the new dialing procedure, calls will not be completed and a recording will provide instructions on how to redial the call.

Payphone signage changes should take place between **November 7, 2009** and **June 5, 2010**. This period allows either the old or new dialing procedure to be used to complete these calls. All Payphone Service Providers should complete their signage changes during this period.

Beginning **July 10, 2010**, new telephone lines or services may be assigned numbers with the 938 area code and it will be necessary to dial the **area code + 7-digit telephone number** for all local calls within the 256 and 938 area codes.

What Will Remain the Same?

- Your telephone number, including current area code, will not change.
- The price of a call, local and long-distance calling areas and other rates and services of your telecommunications provider will not change as a result of the Area Code Overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will still dial just three digits to reach 911.
- If the 211, 311, 411, 511, 611, 711 and 811 numbers are currently available in your community, or from your provider, you will still dial them with just three digits.

Any questions may be directed to the Payphone Service Provider Account Team.

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