AT&T-California
Notice of Approved Area Code Overlay for 408 Area Code
April 11, 2012

Attention: California Payphone Service Providers

To ensure a continuing supply of telephone numbers, the California Public Utilities Commission has approved the addition of the 669 area code to the geographic region currently served by 408. The 408 NPA generally covers most of Santa Clara County and small portions of Alameda and Santa Cruz Counties and principally serves the communities of Campbell, Cupertino, Gilroy, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Palo Alto, San Antonio, San Jose, San Martin, Santa Clara, Saratoga, Sunnyvale and a small portion of Fremont. The new **669 NPA** will serve the same geographic area currently served by the existing 408 NPA.

What is an Area Code Overlay?

An overlay is the addition of another area code (669) to the same geographic region as an existing area code (408). 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 669 area code, all customers within the 408/669 geography will need to dial 1 + 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 1 + the full 10-digit telephone number. This means that calls from the 408 area code that are currently dialed with 7-digits will need to be dialed using 1+ **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 408 or 669 area code. Signage displayed on pay telephones in the 408 area code should be updated to reflect the new dialing procedure.

When Will the Change Begin?

Effective **April 21, 2012**, your customers should begin using the new dialing procedure whenever placing a local call from the 408 area code. If your customers forget and use the old dialing procedure of dialing just 7-digits, the call will still be completed.

Effective **October 20, 2012**, 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, their calls will not be completed, and a recording will provide instructions on how to redial their call.

Payphone signage changes should take place between **April 21, 2012** and **October 20, 2012**. 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.

Effective **November 20, 2012,** new telephone lines or services may be assigned numbers with the 669 area code.

What Will Remain the Same?

- Your telephone number, which includes your area code, will remain the same.
- The price of a call, local and long-distance calling areas and other rates and services 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 can 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, you will still dial them with just three digits.

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

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