AT&T-Connecticut
Notice of Approved Area Code Overlay for 860 Area Code
May 05, 2009

Attention: Connecticut Payphone Service Providers

To accommodate the growing need for telephone numbers, the 959 area code will be added to the area served by the 860 area code. The new 959 area code will serve customers in the same geographic region as the current 860 area code. The 860 NPA serves the north, east and northeastern portion of the state and serves communities such as Hartford, Torrington, Norwich and Putnam. This is known as an area code overlay.

What is an Area Code Overlay?

An overlay is the addition of another area code (959) to the same geographic region as an existing area code (860). An overlay does not require customers to change their existing area code or phone number.

Who will be affected?

All customers with a 860 number will have to change the way they dial. The new 959 area code will serve customers in the same geographic region as the current 860 area code.

How does this affect Payphone Service Providers?

To complete local calls from a **landline phone**, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all calls in the 860 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**. Signage displayed on pay telephones in the 860 area code should be updated to reflect the new dialing procedure.

When Will the Change Begin?

Beginning **May 16, 2009**, your customers should begin using the new dialing procedure whenever placing a local call from the 860 area code. If your customers forget and use the old dialing procedure of dialing just seven digits, the call will still be completed.

Beginning **November 14, 2009**, 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, local calls will not be completed, and a recording will instruct them to hang up and dial again.

Payphone signage changes should take place between **May 16, 2009** and **November 14, 2009**. This period allows either the old or new dialing procedure to be used to complete these local calls. All Payphone Service Providers should complete their signage changes during this period.

The new 959 area code telephone numbers will be assigned in the near future and no dates have been announced at this time.

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 with respect to the future 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 and 811 are currently available in your communities; 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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