AT&T-Illinois
Notice of Approved Area Code Overlay for 312 and 773 Area Codes
August 12, 2009

Attention: Illinois Payphone Service Providers

To accommodate the growing need for telephone numbers, the 872 area code will be added to the areas served by the 312 and 773 area codes. The 312 and 773 area codes serve the City of Chicago; the 773 area code also serves O'Hare International Airport and Midway International Airport. The new 872 area code will serve customers in the same geographic region as both the 312 and 773 area codes. Since three area codes will now serve the same geographic region, 1 + the area code must be used when dialing any telephone number—including calls within the same area code. Beginning November 7, 2009, new telephone lines or services may be assigned numbers with the new 872 area code. This is known as an area code overlay.

What is an Area Code Overlay?

An overlay is the addition of another area code (872) to the same geographic region as an existing area code or codes (312 and 773). An overlay does not require customers to change their existing area code or phone number.

Who will be affected and when is the effective date?

All customers with a 312 or 773 number should now begin dialing all local calls using the full 11-digit number (1 + the area code + 7-digit telephone number). Effective November 7, 2009, all calls must be dialed using this new dialing procedure.

How does this affect Payphone Service Providers?

To complete calls from a **landline phone**, the new dialing procedure requires callers to dial **1 + area code + telephone number**. This means that all local calls in the 312 and 773 area codes will need to be dialed using **1+ area code + telephone number**. Effective November 7, 2009, all calls must be dialed using this new dialing procedure. Signage displayed on pay telephones in the 312 and 773 area codes should be updated to reflect the new dialing procedure.

When Will the Change Begin?

Beginning November 7, 2009, your customers **must** begin using the new dialing procedure for all local calls. After this date, if your customers do not use the new dialing procedure, your customer's call will not be completed, and a recording will instruct them to hang up and dial again. All your customers should begin using the new dialing procedure before November 7, 2009.

Payphone signage changes should take place before November 7, 2009. All Payphone Service Providers should complete their signage changes before November 7, 2009.

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, as well as 211, 311, 411, 511, 611, 711 and 811.

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

USA Proud Sponsor of the U.S. Olympic Team