July 24, 2007

Attention: Customer-Owned Pay Telephone Providers in Illinois

Due to increased demand for telephone numbers, the Illinois Commerce Commission approved the addition of a new area code, 331, for the same geographic area as the 630 area code, which includes several areas in Northern Illinois. This is what is known as an area code overlay.

What is an area code overlay?

An overlay is the addition of another area code (in this case 331) to the same geographic region as an existing area code (630). An overlay does not require customers to change their existing area code.

How does this affect customer-owned pay telephone (COPT) providers?

- As a result of the overlay, a new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 630 area code that are currently dialed with seven digits will need to be dialed using 1 + area code + telephone number. **COPT signage displayed on pay telephones in the 630 area code should be updated to reflect the new dialing procedure.**

When will the change take effect*?*

- Since July 6, 2007 customers have been able to dial 1 + area code + telephone number for local calls but are still able to complete calls using the old dialing pattern of seven digits.
- Beginning October 7, 2007 calls will not complete if not dialed as 1 + area code + telephone number.

What will you need to do?

- In addition to changing your dialing procedure, all service, automatic dialing equipment, or other types of equipment that are programmed with a seven digit number will need to be reprogrammed to use the new dialing pattern. Some examples are:

    1. Call Forwarding Settings
    2. Life Safety Systems
    3. Fax Machines
    4. Internet Dial-Up Numbers
    5. Alarm and Security Systems/Gates
    6. Speed Dialer
    7. Voicemail Services and similar functions
    8. Internet Numbers

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, and what is a local call now will remain a local call regardless of the number of digits dialed. Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611 and 711.

If you have questions, please contact the AT&T hotline at 1-800-378-2222 or www.att.com/areacodes or www.nanpa.com.