Texas 512/737 Area Code Overlay Information

To: **All Southwest employees**

What: Questions may come up regarding the overlay of the new 737 area code in the current 512 area code.

When: Area Code + Seven-Digit Number Mandatory Dialing begins for all customer lines with 512 telephone numbers starting on **June 1, 2013.**

Action Item: See details below.

Who Will be Affected?

The new 737 area code will serve customers in the same geographic region as the current 512 area code that generally covers the greater Austin area and principally in the counties of Bastrop, Burnet, Caldwell, Hays, Lampasas, Milan, Travis and Williamson.

What Will be the New Dialing Procedure?

To complete **all direct dialed** calls, local and long distance, from a **landline phone**, the new dialing procedure requires callers in those locations to dial the **area code + telephone number**. This means that all calls in the 512 area code that are currently dialed with seven digits will need to be dialed using **the area code + telephone number**.

To complete calls from a **cellular or mobile phone**, callers may dial the **area code + telephone number or** whenever placing a local 512 call.

When Will the Overlay Change Take Place?

Beginning **June 1, 2013** the customer **must** use the new dialing procedure for all local calls. After this date, if customers do not use the new dialing procedure, their call will not be completed, and a recording will instruct them to hang up and dial again.

B**eginning July 1, 2013** new telephone lines or services in that area may be assigned numbers with the 737 area code. Calls within the 737 area code will also require the same dialing procedures as the 512 area code.

What Will the Customer Need to Do?

In addition to changing their dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a seven-digit number must be reprogrammed to use the new dialing procedure. Some examples are **PBX**, life safety systems, fax machines, **Internet dial-up numbers**, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, and similar functions. Customers may also want to check their business stationery or advertising materials to ensure the area code is included.

What Will Remain the Same?

. The customer's telephone number, including current area code, will not change.
. The price of a call, coverage area, and other rates and services will not change due to the overlay.
. What is considered a local call now will remain a local call regardless of the number of digits dialed.
· Toll calls can still to be dialed with a 1 + area code + number.
. You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

Who May The Customer Contact with Questions?

If the customer has questions about Texas new area code, visit our Web site at ***att.com/areacode***. For assistance by phone, customers may call AT&T at the toll-free customer service number listed on their bill.