August 2017

Dear Business Customer:

To accommodate the growing need for telephone numbers in California, the new 820 area code will be added to the area served by 805. This is known as an area code overlay. **An overlay does not require customers to change their existing area code but does require customers to dial "1" followed by the area code and the 7-digit phone number for all local calls, including calls within the same area code.**

Who will be affected?
Everyone with an 805 area code is affected. The 805 area code serves most of San Luis Obispo, Santa Barbara, and Ventura counties as well as small portions of Monterey and Kern Counties. Cities served by the 805 area code include Arroyo Grande, Atascadero, Buellton, Camarillo, Carpinteria, Fillmore, Oxnard Goleta, Grover Beach, Guadalupe, Lompoc, Moorpark, Morro Bay, Ojai, Oxnard, Paso Robles, Pismo Beach, Port Hueneme, San Luis Obispo, Santa

Barbara, Santa Maria, Santa Paula, Simi Valley, Solvang, Thousand Oaks, and Ventura. The new 820 **area code** will serve the same geographic area currently served by the existing 805 area code.

What is the new dialing procedure?
To complete calls from a **landline phone**, the new dialing procedure requires anyone with an 805 area code to dial **1 + area code+ telephone number**. This means that all calls in the 805 area code that are currently dialed with seven digits will need to be dialed using 1 + area code+ telephone number. To complete calls from a **cellular or mobile phone**, callers may dial **the area code+ telephone number or 1 + area code + telephone number** whenever placing a call from a phone number with an 805 area code.

When will the dialing change begin?
Effective **December 1, 2017**, you should begin using the new dialing procedure whenever you place a call from the 805 area code. If you forget and dial just seven digits, your call will still be completed.

Beginning **June 2, 2018**, you must use the new dialing procedure, as described above for all calls, including local calls. On and after this date, if you do not use the new dialing procedure, your calls will not be completed and a recording will instruct you to hang up and dial again.

Beginning **June 30, 2018**, new telephone lines or services in the 805 area may be given numbers from the new 820 area code.

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, 711 and 811.

What do business customers need to do?
In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are medical monitoring and life safety systems, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials to ensure the area code is included.

Be sure to complete the programming and dialing changes between **December 1, 2017 and June 2, 2018** (the permissive dialing period). The permissive dialing period allows either the old or new dialing procedure to be used to complete calls. On and after June 2, 2018, seven-digit calls will not be completed.

Who may you contact with questions?
If you have any questions regarding information provided in this notice, please contact your local service provider or an 805 Public Education Program (PEP) Co-Chair for assistance. For additional details, you can also visit the CPUC's website at:

http://www.cpuc.ca.gov/805areacode/.

Sincerely,
805 PEP Co-Chairs

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