

**AGENCY
TELECOMMUNICATIONS
REPRESENTATIVE
BULLETIN**

Date: August 22, 2012

ATR 12-02

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SUBJECT: 408 AREA CODE OVERLAY INFORMATION

This bulletin is to inform CALNET 2 Customers that the 669 area code has been added to serve the 408 area code to ensure a continuing supply of telephone numbers within the same geographic region. Please ensure that fax machines, call forwarding settings, voicemail, etc., are reprogrammed prior to October 20, 2012.

Beginning November 20, 2012, new telephone lines or services may be assigned numbers with the new 669 area code and after November 20, 2012, you must use the new dialing procedure specified below for all calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

Additional Area Code Overlay information has been provided below:

What is an Area Code Overlay?

An overlay is the addition of another area code (669) to the same geographic region as an existing area code (408). An overlay does not require customers to change their existing area code.

Who will be affected?

The 408 area code generally covers most of Santa Clara County and small portions of Alameda and Santa Cruz Counties and principally serves the communities of Campbell, Cupertino, Gilroy, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Palo Alto, San Jose, San Martin, Santa Clara, Saratoga, San Antonio, Sunnyvale and a small portion of Fremont.

What will be the New Dialing Procedures?

To complete calls from a landline phone, the new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 408 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 and telephone number whenever placing a call from a phone number with the 408 or 669 area code.

When will the change begin?

Effective April 21, 2012 permissive dialing began and you should use the new dialing procedure whenever you place a call from the 408 area code. If you forget and use the old dialing procedure of dialing just seven digits, your call will still be completed.

Beginning October 20, 2012, you must use the new dialing procedure for all calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

Beginning November 20, 2012, new telephone lines or services may be assigned numbers with the 669 area code.

What will customers need to do?

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

What will remain the same?

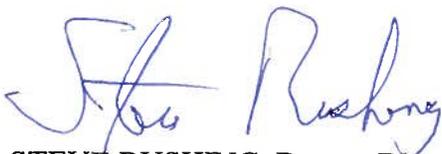
Telephone numbers, including area code, will not change.

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 three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

For additional information: Access the following websites www.att.com/areacodes or www.cpuc.ca.gov/408areacode.



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