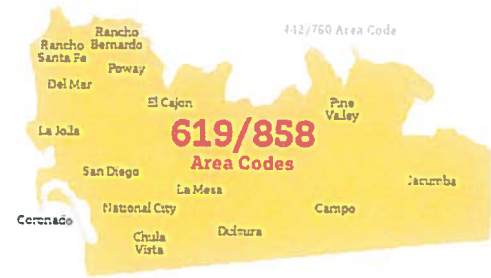


July 2017

Dear Business Customer:

To accommodate the growing need for telephone numbers in California, the boundary between the 619 and 858 area codes will be eliminated so that both area codes will serve the same geographic region, and telephone numbers from either area code will be assigned throughout the newly combined region. This is known as a boundary elimination area code overlay. **The boundary elimination area code overlay does not require customers to change their existing area code, but does require a new dialing procedure for local calls.**



#### Who will be affected?

The 619 area code principally serves the southern portion of the City of San Diego and the adjacent cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Santee and unincorporated areas of San Diego County. The 858 area code serves the northern portion of the City of San Diego along with the adjacent cities of Del Mar, Poway, Solana Beach, a small portion of the City of Encinitas, and an unincorporated area of San Diego County.

#### What is the new dialing procedure?

To complete calls from a **landline phone**, the new dialing procedure requires anyone with a 619 or 858 area code to dial **1 + area code + telephone number**. This means that all calls in the 619 and 858 area codes 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 the 619 or 858 area code.

#### When will the change take place?

- Effective **November 11, 2017**, you should begin using the new dialing procedures whenever you place a call from the 619 and 858 area codes. If you forget and dial just seven digits, your call will still be completed.
- Beginning **May 19, 2018**, you **must** use the new dialing procedures, as described above for all calls. On and after this date, if you do not use the new dialing procedures, your calls will not be completed and a recording will instruct you to hang up and dial again.
- Beginning **June 19, 2018**, new telephone lines or services in the combined 619 and 858 areas may be assigned numbers from either the 619 or 858 area codes.

#### 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 procedures, 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.

**You must complete the programming and dialing changes between November 11, 2017 and May 19, 2018** (the permissive dialing period). The permissive dialing period allows either the old or new dialing procedure to be used to complete calls, and all businesses impacted must make their changes during this time period. On and after May 19, 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 a 619/858 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/619areacode/>.

Sincerely,  
619/858 PEP Co-Chairs

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