



Attention Consumers in the 570 Area Code

Beginning October 21, 2013, customers in the 570 area code region requesting new service, an additional line, or in some cases, moving their service may be assigned a number in the new 272 area code. **Because a new area code is being implemented, customers in the existing 570 area code will be required to dial ten digits (the area code plus the seven digit number) in order to complete local calls.**

Currently a transition period is in effect. During this time, customers may reach numbers in the current area code by dialing either ten or seven digits. Beginning September 21, 2013, the mandatory dialing period will begin in the 570 area code. During this mandatory period, all calls must be made using the area code plus the seven digit number. If only the seven digit number is dialed, customers will hear a recorded announcement stating they must hang up and redial the number using the area code plus the seven digit number. This recording will be available on a permanent basis.

Important facts to remember during this transition:

- Your telephone number, including current area code, will not change.
- You will need to dial area code + telephone number for all local calls.
- You will continue to dial 1+ area code + telephone number for all long distance calls.
- What is a local call now will remain a local call.
- The price of a call, coverage area, or other rates and services will not change due to this change.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will dial these codes with just three digits.
- Customers should include the area code when giving out their telephone number, even when speaking to people who are also in the 570 area code.

Do you have telephone numbers pre-programmed in your home telephone or wireless handset? If “yes,” then you may need to reprogram numbers to include the area code.

For more information on this transition, please contact your telephone service provider or contact the Office of Consumer Advocate at 1-800-684-6560.