

Area Code Overlay Approved for the 315 Area Code

To ensure a continuing supply of telephone numbers, the new 680 area code will be added to the area served by 315.

Get ready to change the way you dial your local calls!

What is an area code overlay?

An overlay is the addition of another area code (680) to the same geographic region as an existing area code (315). An overlay does not require any current customers to change their existing area code or telephone number.

Who will be affected?

The 315 area code covers the west central portion of New York, including communities such as Syracuse, Utica and Watertown.. The new 680 area code will serve the same geographic area currently served by the existing 315 area code.

What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number for calls within the 315 area code region. This means that all calls within the 315 area code that are currently dialed with seven digits will need to be dialed using ten digits: the area code + telephone number. The same dialing procedure will apply to telephone numbers assigned to the new 680 area code.

When will the change begin?

Effective **March 12, 2016**, the new dialing procedures should be used whenever you place a call from the 315 area code. If you forget and dial just seven digits, your call will still be completed.

Beginning **February 11, 2017**, you must use the new dialing procedures, as described above. 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 **March 11, 2017**, new telephone lines or services may be assigned numbers using the new 680 area code.

What will you need to do?

In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to 10-digit numbers. Some examples are life safety systems, PBXs, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business checks and stationery, website, advertising materials and other important information containing phone numbers to ensure the area code is included.

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.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911.
- Dialing 211, 311, 411, 511, 611, 711 or 811, if currently available in your community, will not be affected by the overlay and calls will still be completed with just three digits.

Who may you contact with questions?

If you have any questions regarding the information provided in this notice, please call MetTel at 1.800.876.9823 or access the web-site of the New York State Public Service Commission at <http://www.dps.ny.gov/>.

