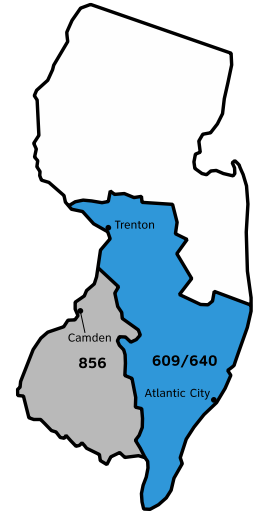


**New Dialing Procedure Required for New Jersey 609 Local Calls
And for All Calls Between the 609 and 856 Area Codes
Beginning August 18, 2018**

The new 640 area code is being added to the same geographic area currently served by area code 609. This process is known as an area code overlay, and requires a new dialing procedure. An overlay does not require customers to change their existing area code, but does require them to dial the area code and the seven-digit telephone number on calls within the same area code.

Also in connection with this overlay, the new dialing procedure requires the inclusion of the area code for all calls between the 609 and 856 area codes.



What is the new dialing procedure?

To complete calls from a 609 area code to another 609 area code telephone number, the new dialing procedure requires callers to dial the **area code + telephone number**. This means that all calls within the 609 area code that are currently dialed with seven digits will need to be dialed using ten digits, that is, the **area code + telephone number**. The same dialing procedures will apply to telephone numbers assigned to the new 640 area code.

In addition, calls made from the 609 area code to the 856 area code that are currently dialed with seven digits will need to be dialed using **1 + area code + telephone number**. The same dialing changes will apply to calls made from the 856 area code to the 609 area code. Local calls made within the 856 area code can continue to be dialed with just seven digits.

Following is a summary of the new dialing procedures:

Call From	Call To	New Dialing Procedure
609 or 640	609 or 640	Area code + 7-digit telephone number
609 or 640	856 or any area code other than 609 or 640	1 + area code + 7-digit telephone number
856	609 or 640 or any area code other than 856	1 + area code + 7-digit telephone number
856	856	7-digit telephone number

Who will be affected?

Anyone with a 609 area code is affected. The 609 area code serves portions of central and southeastern New Jersey, and the new 640 area code will serve that same geographic area.

In addition, anyone with an 856 area code using just seven digits to dial calls from the 856 area code to the 609 area code is affected.

Why is the change necessary?

To ensure a continuing supply of telephone numbers, the new area code 640 is being added to the same geographic area currently served by the existing area code 609. Since two area codes will now serve the same geographic region, seven-digit dialing in the 609 area will be eliminated and the area code must be used when dialing any telephone number, including calls within the same area code.

Beginning **September 17, 2018**, new telephone lines or services may be assigned numbers with the new 640 area code. Callers must also use the new dialing procedure for local calls in the new 640 area code.

When will the change become mandatory?

Beginning **August 18, 2018**, you **must** use the new dialing procedure for all local calls. 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.

However, all customers **should** begin using the new dialing procedure before August 18, 2018.

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 to dial a seven-digit number from a 609 area code will need to be reprogrammed to use the new dialing procedures, as well as any equipment that is programmed to dial a seven-digit number from a 856 area code to a 609 area code telephone number. (Equipment programmed to dial a seven-digit number from an 856 area code to an 856 area code does not need to be reprogrammed.) Some examples of such equipment are life safety systems and medical monitoring devices, stored telephone numbers in contact lists in phones, PBXs, fax machines, ankle monitors, Internet dial-up numbers, alarm security systems and gates, speed dialers, call forwarding settings, voicemail services, etc. Please contact your medical alert or security provider if you don't know whether your equipment needs to be reprogrammed to accommodate the

new dialing procedures. You may also want to check your personal and business stationery, checks, advertising materials, websites, contact information, and personal or pet ID tags to ensure the area code is included in the telephone number.

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 or the change in dialing procedures.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all calls to other area codes.
- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

Who may you contact with questions?

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call (**Service Provider's name**) at (**Service Provider's Contact number**) or access (**Service Provider's website**) for more information. You can also visit the New Jersey Board of Public Utilities' website at <http://www.nj.gov/bpu/> for further information.