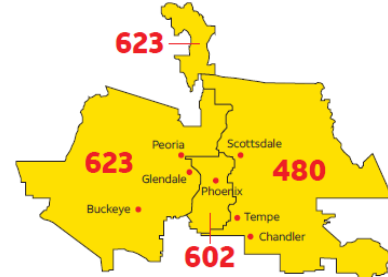


Dialing Plan Change Coming to 602 & 623 Area Codes in Arizona All Customers Should Dial 10 Digits Starting February 11, 2023

To ensure a continuing supply of telephone numbers in the Phoenix metropolitan area, the Arizona Corporation Commission has approved the elimination of area code boundaries between the 480, 602 and 623 area codes in the Phoenix metro area.

What is a boundary elimination overlay?

A boundary elimination overlay for the Phoenix metro area means the three area codes serving the Phoenix metro area will all serve the same geographic area, there will no longer be a boundary between the 480, 602 and 623 area codes and the three area codes will all serve the same combined geographic region. A boundary elimination overlay does not require you to change your existing area code or phone number but will require you to include the area code when dialing all calls, including local calls.



Who will be affected?

The boundary elimination overlay between 480, 602 and 623 area codes will affect callers in the Phoenix metro area which includes but is not limited to the communities of Avondale, Chandler, Gilbert, Glendale, Mesa, Phoenix, Scottsdale, Sun City, Sun Lakes, Tempe, and Tolleson.

When will the change begin?

Beginning **February 11, 2023**, anyone with a 602 or 623 area code should begin using 10 digits (area code + phone number) when dialing all local calls (Mandatory 10-digit dialing has already been implemented in the 480 area code). This includes all local calls which currently allow 7-digit dialing. During the permissive 10-digit dialing period, if you forget and only dial 7 digits, your calls will still complete. The permissive 10-digit dialing period will remain in place until **August 12, 2023**.

Beginning **August 12, 2023**, 10-digit dialing will become mandatory for anyone with a 602 and 623 area code, and their calls that do not include the area code will not complete. If you forget and only dial 7 digits, you will hear a recorded message that advises you to include the area code, and you will need to hang up and re-dial your call including the area code.

What will you need to do?

In addition to dialing 10-digits for all local calls, you should identify your telephone number as a 10-digit number (area code + 7-digit telephone number), and include the area code when giving the number to friends, family, business associates, and customers, etc. Please ensure all services, such as automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number are updated to include the area code. Some examples are life safety systems and medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile and cordless phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your personal and business stationery, checks, advertising materials, websites, and your personal or pet ID tags to ensure the area code is included in your telephone number.

What will remain the same?

- Your telephone number, including the current area code, will not change.
- What is currently a local call will remain a local call regardless of the number of digits dialed.
- The price of a call or other rates and services will not change.
- You will continue to dial 1+ area code + telephone number for all long-distance calls.
- You can still dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, or 811, if currently available in your community.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Michael Ortega at 703-304-8288, or visit: <https://support.vonage.com/articles/answer/Area-Codes-Overlays-Residential>. Or visit the Arizona Corporation Commission For more information: <http://www.azcc.gov/utilities/telephone/all-about-area-codes>.