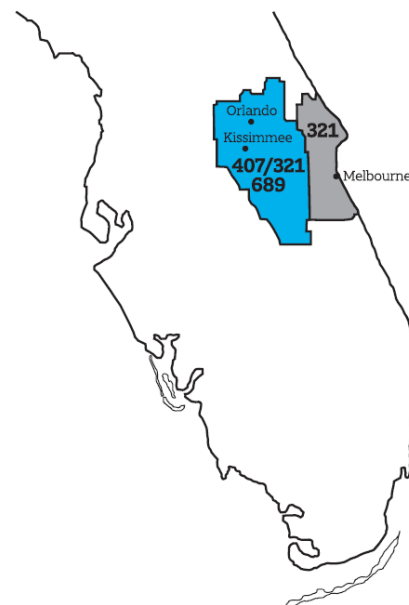


New 689 Area Code is Coming to the 407/321 Region in Central Florida

To ensure a continuing supply of new telephone numbers, the Florida Public Service Commission has approved an all services area code overlay for the 407/321 overlay region, which currently serves Orange, Osceola, and Seminole Counties, as well as parts of Lake and Volusia Counties. The new 689 area code will be “overlaid” or superimposed over the region now served by the 407/321 overlay. The portion of the 321 area code serving Brevard County is not affected and will not receive the 689 overlay.



What is an area code overlay?

This overlay is the addition of another area code (689) to the same geographic region as existing area codes (407/321). This overlay does not require customers to change their existing area code or phone number, or how they dial their calls.

Who will be affected and when will the change begin?

Beginning **June 4, 2019**, customers in Orange, Osceola, and Seminole Counties, as well as parts of Lake and Volusia Counties, may be assigned a phone number in the new 689 area code when requesting new service, an additional line, or in some cases, moving their service. The 689 area code will co-exist everywhere in this region with the 407/321 area codes. Customers with 321 phone numbers serving Brevard County are not affected.

What will customers need to do?

Customers in Orange, Osceola, and Seminole Counties, and the parts of Lake and Volusia Counties served by the 407, 321 and 689 area codes overlay should:

- Continue to dial 10 digits for all local calls within the overlay region.
- Continue to identify their telephone numbers as a 10-digit number, and include the area code when giving the number to friends, family, business associates, customers, etc.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 689 area code as a valid area code, and continue to program telephone numbers with 10-digit telephone numbers. Some examples are: stored phone numbers in contact lists in wireless and cordless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle monitors, or other similar equipment.
- Check their websites, business stationery, advertising materials, personal and business printed checks, contact information, and personal or pet ID tags to ensure the area code is included.

Customers with 321 phone numbers serving Brevard County are not affected, and may continue to dial just 7 digits for local calls within the 321 area code.

What will remain the same?

- Customers' telephone numbers, 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.
- Customers in the overlay region will continue to dial 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls and operator-assisted calls.
- Customers in Brevard County will continue to dial 7 digits for local calls within the 321 area code, 10 digits for local calls to other area codes, and 1+10 digits for long distance calls and operator-assisted calls.
- Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 or 811 if those are currently available in their community.

Who may you contact with questions?

If customers have any questions regarding information provided in this notice, they should visit the Florida Public Service Commission's website at <http://www.psc.state.fl.us>.