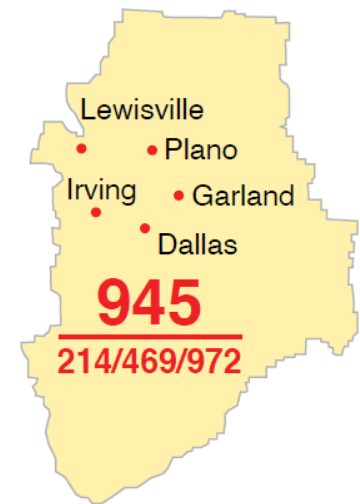


The new 945 Area Code is Coming to the Texas 214/469/972 Area Codes Region

To ensure a continuing supply of new telephone numbers, the Public Utility Commission of Texas has approved an all-services area code overlay for the 214/469/972 area code overlay region, which serves the metropolitan area of Dallas and surrounding communities such as Allen, Blue Ridge, Crandall, Frisco, Grand Prairie, Rockwall, Royse City, Venus, and Waxahachie, within the counties of Collin, Dallas, Denton, Fannin, Hunt, Johnson, Kaufman, and Tarrant. The new 945 NPA will serve the same geographic area currently served by the existing 214/469/972 area codes.



What is an Area Code Overlay?

An overlay is the addition of another area code (945) to the same geographic region as existing area codes (214/469/972). This overlay does not require you to change your existing area code or phone number, or how you dial your calls. **You will continue to dial the area code and phone number for all local calls, as you do today, within and between the 214, 469, 972, and new 945 area codes.**

Who will be affected and when will the change begin?

Beginning **January 15, 2021**, customers in the 214, 469, and 972 area code overlay region may be assigned a number in the new 945 area code when they request new service, an additional line, or in some cases, move their service. The 945 area code will co-exist everywhere in this region with the 214, 469, and 972 area codes.

What will you need to do?

Customers in the overlay region should:

- Continue to dial 10 digits for all local calls, including calls within the same area code.
- Continue to identify your telephone number 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 945 area code as a valid area code, and continue to store or program telephone numbers as 10-digit numbers. Some examples are: stored telephone numbers in contact lists in wireless 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 and or other similar equipment.
- Check items such as your website, personal and business stationery and printed checks, advertising materials, contact information, and your personal or pet ID tags 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.
- You will continue to 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- You 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 your community.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please visit the Public Utility Commission of Texas website at <http://www.puc.texas.gov/industry/maps/areacodes/TxAreaCodes.aspx>.