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**PRESS RELEASE**

Docket #: A.15-11-017

**CPUC REMINDS CUSTOMERS OF NEW DIALING PROCEDURES  
FOR 213 AND 323 AREA CODES**

SAN FRANCISCO, Nov. 15, 2016 - The California Public Utilities Commission (CPUC) today reminded customers in the 213 and 323 area codes that starting January 14, 2017, they may begin to use the new dialing procedure (1+ area code + seven digit telephone number) when making all calls within those area codes.

In July 2016, the CPUC issued an order described as a “boundary elimination area code overlay,” in which the boundary line between the 213 and 323 area codes will be removed to allow the existing 213 area code to serve the same geographic area as the existing 323 area code, and conversely, the existing 323 area code to serve the same geographic area as the existing 213 area code. This change is to ensure consumers and businesses in the Los Angeles area have continued access to telephone numbers from their wireline/wireless/Voice over Internet Protocol providers of their choice.

The boundary elimination area code overlay does not require customers to change their existing area code, nor will it change the rate for calls within these areas. The overlay requires customers with telephone numbers in the 213 and 323 area codes to dial 1+ area code + telephone number on every call, including calls within the same area codes.

The new dialing procedure will become effective and mandatory for anyone with a 213 or 323 area code on July 8, 2017. On August 1, 2017, either area code may be assigned to those who request a new telephone number or an additional telephone line.

Although including the area code will become mandatory on July 8, 2017, consumers will still be

able to dial three digits to reach 911, 211, 311, 411, 511, 611, 711, and 811, just as they do today.

To prepare for the area code boundary elimination, consumers with 213 and 323 area codes should:

- Begin dialing 1 + area code + telephone number for all calls on January 14, 2017.
- Reprogram equipment or features that currently use 7-digit dialing to dial 1+ area code + telephone number, such as automatic dialers, speed-dialing, call forwarding, modems for computer or Internet dial-up access, etc.
- Ensure that alarm and security door or gate systems are reprogrammed to dial 1 + area code + telephone number.
- Test telephone equipment, such as a PBX, to determine if it can dial and receive 1 + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
- Update items such as stationery, checks, business cards, advertisements, promotional items, brochures, Internet webpages, and catalogs to reflect the area code if they don't include the area code currently.

While a boundary elimination overlay is relatively new, California and other states have successfully implemented more than 35 area code overlays in the U.S. in the last 10 years to meet the continual growing demand for more telephone numbers.

The 213 area code is one of California's original three area codes, as it was created with the implementation of area codes nationwide in 1947. It originally covered the southern third of California. The 323 area code was created when it was split off of the 213 area code in June 1998. The area served by the 323 area code surrounds the region covered by the 213 area code and is largely made up of the City of Los Angeles as well as neighboring cities and unincorporated portions of Los Angeles County. The 213 area code is located in the center of the region covered by the 323 area code.

For more information, consumers and businesses should contact their telephone service provider or visit [www.cpuc.ca.gov/General.aspx?id=1163](http://www.cpuc.ca.gov/General.aspx?id=1163).

The CPUC's July Decision that eliminated the boundaries between the 213 and 323 area codes is available at <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M165/K371/165371046.PDF>.

For more information about the CPUC, please visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

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