



California Public Utilities Commission
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FOR IMMEDIATE RELEASE

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PRESS RELEASE

Decision #: D.17-05-019

CPUC OFFERS REMINDER OF NEW DIALING PROCEDURE FOR CUSTOMERS WITH 805 AREA CODE

SAN FRANCISCO, September 25, 2017 - The California Public Utilities Commission (CPUC) today reminded residential and business customers served by the 805 area code to prepare for the introduction of the new 820 area code. The 820 area code will be added as an overlay to the 805 region to ensure a continuing supply of telephone numbers for the area. An overlay is the addition of another area code (820) to the same geographic region served by an existing area code (805).

Unlike the previous 805 area code relief plan in 1999, where the 805 area code was split, thus requiring some customers to undergo an area code change, an overlay does not require customers to change their existing area code. However, with the 805/820 area code overlay, customers must dial “1” plus the three-digit area code for all calls from telephone numbers with the 805 and 820 area codes. Customers may begin to use this new dialing procedure on December 1, 2017, when residents and businesses with an 805 area code telephone number may begin dialing 1+ area code + seven digit telephone number when making all local calls. The new dialing procedure will become mandatory for all residential and business customers on June 2, 2018.

Residents and businesses with telephone numbers from the 805 area code will retain their current telephone number(s) and area code. Beginning June 30, 2018, consumers requesting new or additional telephone numbers for services may be assigned telephone numbers with either the new 820 area code or the original 805 area code, depending on available telephone number inventory.

To prepare for the area code overlay, starting December 1, 2017, residents and businesses in the 805 region should:



- Begin dialing 1 + area code + telephone number for all calls.
- Reprogram equipment or features that currently use 7-digit dialing to dial 1+area code + telephone number, including automatic dialers, life safety systems and medical monitoring devices, speed-dialing, call forwarding, voicemail services, modems for computer or Internet dial-up access, and other similar services or equipment.
- Advise family, friends, and business contacts with 805 numbers to dial 1 + area code + telephone number for all calls.
- Ensure that alarms and security door and gate systems are reprogrammed to dial 1 + area code + telephone number.
- Test telephone equipment, such as a PBX or fax machine, 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, personal and pet ID tags, and catalogs to include the area code in the telephone number if it is not currently reflected.

Consumers will still be able to dial three digits to reach 911, 211, 311, 411, 511, 611, 711, and 811.

California and other states have successfully implemented approximately 60 area code overlays throughout the U.S. to meet the continual demand for more telephone numbers.

The 805 area code serves small portions of Monterey and Kern Counties and most of San Luis Obispo, Santa Barbara and Ventura Counties. The 805 area code serves the cities of Arroyo Grande, Atascadero, Grover Beach, Morro Bay, Pismo Beach and San Luis Obispo in San Luis Obispo County; Buellton, Carpinteria, Goleta, Guadalupe, Lompoc, Santa Barbara, Santa Maria and Solvang in Santa Barbara County; and Camarillo, Fillmore, Moorpark, Ojai, Oxnard, Port Hueneme, Santa Paula, Simi Valley, Thousand Oaks, and Ventura in Ventura County. The 805 area code is bordered on the north by the 831 area code, to the east by the 559 area code and the 661 area code, to the southeast by the 747/818 area code overlay, and to the south by the 310/424 area code overlay complex.

The 805 area code decision is available at

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M188/K456/188456367.PDF>.

For more information, consumers and businesses should contact their telephone service provider or visit www.cpuc.ca.gov/805areacode.

For more information on the CPUC, please visit www.cpuc.ca.gov.
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