



During the 6-month transition period:

- You should start including the 317 area code together with your 7-digit local number when providing it to others.
- Consumers, especially businesses, should ensure that all services, automatic-dialing equipment, applications, software, or other types of equipment recognize 463 as a valid area code.
- You should make sure that all preprogrammed numbers for local calls are set to include the area code. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions.
- You should check any business stationery, advertising materials, personal checks, and personal or pet ID tags and microchips to ensure that the phone number includes the 317 area code.

**Any safety and security equipment, including medical alert devices and alarm systems, must be programmed for mandatory 10-digit local dialing unless the calls are already directed to toll-free or long-distance telephone numbers.** If you are not sure whether your equipment needs to be reprogrammed, contact your medical alert or security provider. All necessary reprogramming must be completed before Sept. 17, 2016. To avoid last-minute issues, consumers are strongly encouraged to address any needed changes as soon as possible.

During and after the transition:

- Your telephone number, including current area code, will not change.
- You will need to dial area code + telephone number (a total of 10 digits) for all local calls in the 317 area.
- You will continue to dial 1 + area code + telephone number (a total of 11 digits) for all long-distance calls.
- Calls that are local now will remain local.
- The overlay will not change the price of a call, your coverage area, or other rates and services.
- You can still dial three digits to reach 911, along with other universal three-digit numbers (211, 411, 711, and 811).

More information is available from your local telephone company. You also can learn more from the OUCC's website at [www.in.gov/oucc/2800.htm](http://www.in.gov/oucc/2800.htm) or the IURC's website at [www.in.gov/iurc/2808.htm](http://www.in.gov/iurc/2808.htm).

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The **Indiana Office of Utility Consumer Counselor (OUCC)** represents Indiana consumer interests before state and federal bodies that regulate utilities. As a state agency, the OUCC's mission is to represent all Indiana consumers to ensure quality, reliable utility services at the most reasonable prices possible through dedicated advocacy, consumer education, and creative problem solving.

The **Indiana Utility Regulatory Commission (IURC)** is a fact-finding body that hears evidence in cases filed before it and makes decisions based on the evidence presented in those cases. An advocate of neither the public nor the utilities, the IURC is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable rates.