

Mandatory 10-Digit Dialing in the 317 Area Code Starts in Less than a Year

FOR IMMEDIATE RELEASE

INDIANAPOLIS (Sept. 21, 2015) – Next year, all residential and business consumers throughout Indiana’s 317 area code will need to make changes in their telephone dialing patterns.

Beginning on **Sept. 17, 2016**, all local calls made within the 317 area will have to be placed using the 10-digit telephone number (area code + the 7-digit telephone number). Calls that are currently local will continue to be local, even though 10-digit dialing will be required.

A six-month grace period will start on **Mar. 19, 2016** to give consumers adequate time to adjust to the changes. During that period, local calls can be made with either 7 or 10 digits.

To ensure a continuing supply of telephone numbers, the new 463 area code will be added next year to the 317 region covering Indianapolis and most of its suburbs. The new 463 area code will be “overlaid” or superimposed over the same geographical area as 317.

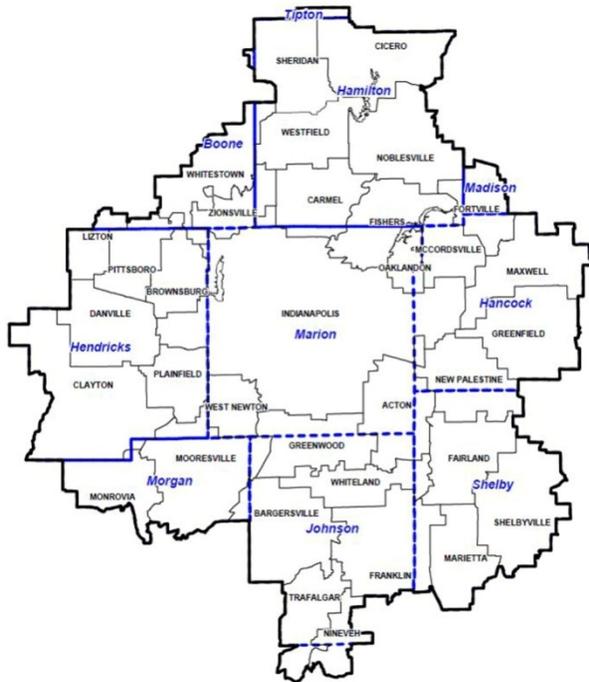
The Indiana Utility Regulatory Commission (IURC) ordered an area code overlay for the 317 region in April 2015, following a nine-month case that included a lengthy public comment period and five public field hearings throughout the Indianapolis metropolitan area. The Indiana Office of Utility Consumer Counselor (OUCC) filed testimony supporting the overlay method because it is the least disruptive option available.

An overlay is the addition of a new area code to the same geographic region as a pre-existing area code. In this case, the 463 area code is being added to the area currently served by 317. **An overlay does not require customers to change their existing area code.**

Beginning **Oct. 17, 2016**, new telephone lines or services may be assigned numbers using the new 463 area code.

The most important facts for consumers to know about the upcoming 463 area code overlay are:

- Your current telephone number, including current area code, will not change.
- If you seek new phone service after Oct. 17, 2016, you may be assigned a phone number with the 463 area code.
- You will need to dial area code + telephone number for all local calls.
- You will continue to dial 1 + area code + telephone number for all long distance calls.
- What is a local call now will remain a local call.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- You can still dial just three digits to reach 911. You can also continue to dial three digits to reach 211 and 811, as well as 311 and 511, where available.



Please remember to identify your telephone number as a 10-digit number (Area Code + 7-digit telephone number), and include the area code when giving the number to friends, family, business associates, and customers, etc.

Customers should ensure all services, automatic dialing equipment, applications, software, or other types of equipment recognize the new 463 area code as a valid area code. Examples include 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. Be sure to check your business stationery, advertising materials, personal checks, and your personal or pet ID tags to ensure the area code is included in your telephone number.

Important safety and security equipment, such as medical alert devices, and alarm and security systems must be programmed to use 10-digit dialing. Many systems operate on 10-digit dialing by default but some older equipment may still use 7 digits. Please contact your medical alert or security provider if you are not sure whether your equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit local dialing. Any needed reprogramming of alarm and home security equipment should be done between Mar. 19, 2016 and Sept. 17, 2016.

Remember that all local calls must be programmed using 10-digits and you need to add "1" for all long distance calls.

For more information, please visit the IURC website at www.in.gov/iurc/2808.htm, visit the OUCC website at www.in.gov/oucc/2800.htm, or contact your local telephone service provider.

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Media Contacts:

IURC: Chetrice Mosley, (317) 232-2297

OUCC: Anthony Swinger, (317) 233-2747