

Boundary Elimination Area Code Overlay Approved for the 323 Area Code

To ensure a continuing supply of telephone numbers, the boundary between the current geographic region served by the 323 and 213 area codes will be eliminated so that both area codes will serve the same geographic region. This is known as a boundary elimination area code overlay. **Get ready to change the way you dial your calls!**

What is a boundary elimination area code overlay?

In this case, the boundary line between the 323 and 213 area codes is being eliminated so that the existing 213 area code will serve the same geographic region as the existing 323 area code, and conversely, the existing 323 area code will serve the same geographic region as the existing 213 area code. In other words, the two areas served by the 213 and 323 area codes are being combined and telephone numbers for either area code will be assigned in the new combined area. **A boundary elimination area code overlay does not require customers to change their existing area code but does require customers to dial at minimum the area code + telephone number on every call, including calls within the same area code.**



Who will be affected?

The 323 area code, in addition to serving a large portion of the City of Los Angeles, currently serves the cities of Alhambra, Bell, Bell Gardens, Beverly Hills, Commerce, Cudahy, Glendale, Hawthorne, Huntington Park, Inglewood, Lynwood, Maywood, Montebello, Monterey Park, Pasadena, Rosemead, South Gate, South Pasadena, Vernon and West Hollywood. The 213 area code currently serves the downtown portion of the City of Los Angeles and is surrounded by the 323 area code. Once the boundary elimination area code overlay is implemented, both area codes will serve the combined region.

What will be the new dialing procedure?

To complete calls from a **landline phone**, the new dialing procedure requires anyone with a 323 or 213 area code to dial **1 + area code + telephone number**. This means that all calls in the 323 and 213 area codes that are currently dialed with seven digits will need to be dialed using **1 + area code + telephone number**.

To complete calls from a **cellular or mobile phone**, callers may dial the **area code + telephone number or 1 + area code + telephone number** whenever placing a call from a phone number with the 323 or 213 area code.

When will the change begin?

Effective **January 14, 2017**, you should begin using the new dialing procedures whenever you place a call from the 323 or 213 area codes. If you forget and dial just seven digits, your call will still be completed.

Beginning **July 8, 2017**, you **must** use the new dialing procedures, as described above for all calls. After this date, if you do not use the new dialing procedures, your calls will not be completed and a recording will instruct you to hang up and dial again.

Beginning **August 1, 2017**, new telephone lines or services in the former 323 area may be assigned numbers using the 213 area code, and conversely, new telephone lines or services in the former 213 area may be assigned numbers using the 323 area code.

What will you need to do?

In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to use the new dialing procedures. Some examples are life safety systems and medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, alarm and security systems and gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your personal and business stationery and checks, advertising materials, websites, contact information, and 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 regardless of the number of digits dialed.
- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Time Warner Cable at 1-800-828-2211 or access the California Public Utility Commission website for more information: <http://www.cpuc.ca.gov/General.aspx?id=1163>.