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Cc:  
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Subject: CPUC Reminds Customers In 408 Area Code Of Mandatory New Dialing Procedure For Calls: CPUC Press Release

**FOR IMMEDIATE RELEASE  
PRESS RELEASE**

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)

**CPUC Reminds Consumers in 408 Area Code  
of mandatory New Dialing Procedure for calls**

SAN FRANCISCO, October 17, 2012 – The California Public Utilities Commission (CPUC) today reminded consumers in the 408 area code that on October 20, 2012, they must start dialing 1+ area code + telephone number in order to complete their calls (those dialing from a cell phone do not need to dial 1 before the area code).

Last year, the CPUC approved an all-services overlay that added a new 669 area code to the same geographic region as the existing 408 area code in order to provide additional telephone numbers to meet increasing consumer demand.

After October 20, 2012, calls made without 1 + the 10-digit number will not be completed and the caller will be instructed to hang up and dial again. Beginning November 20, 2012, new communications services may be assigned numbers with the new 669 area code.

The 669 overlay will only change dialing patterns. It will not change a customer's existing telephone number, including current area code, or the cost of a telephone call, coverage area, or other rates and services. A local call will remain a local call regardless of the number of digits dialed.

The 408 area code is predominantly in Santa Clara County, as well as neighboring cities and small unincorporated portions of Alameda and Santa Cruz Counties. Cities in the 408 area code include San Jose, as well as the cities of Campbell, Cupertino, Gilroy, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Santa Clara, Saratoga, Sunnyvale, and a portion of Palo Alto.

To prepare for the new 669 area code, consumers should ensure that their automatic dialing equipment or other types of equipment that are programmed with a 7-digit telephone number are re-programmed to use the new dialing procedure. Some

examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, speed dialers, gates, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions.

Consumers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711, and 811 at no charge.

For more information on the 408/669 area codes overlay, please visit [www.cpuc.ca.gov/PUC/Telco/generalInfo/Area+Codes/408+Area+Code.htm](http://www.cpuc.ca.gov/PUC/Telco/generalInfo/Area+Codes/408+Area+Code.htm).

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

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