

June 1, 2010

Attention: Public Safety Answering Point (PSAP) Coordinator

To accommodate the growing need for telephone numbers in Oklahoma, a new Area Code (539) will be added to the area currently served by the 918 Area Code. This method of providing new telephone numbers is commonly known as an Area Code Overlay. The new 539 Area Code will serve customers in the same geographic region as the current 918 Area Code. All customers within the 918/539 geography will need to dial the appropriate Area Code followed by the 7-digit telephone number when dialing a local call. Long-distance calls will continue to require 1+10-digit dialing.

What is an Area Code Overlay?

An Area Code Overlay is the addition of another Area Code (in this case 539) to the same geographic region as an existing Area Code (918). Customer telephone numbers, which include the Area Code, will remain the same.



Please see the map to the right for an outline of the 918/539 Area Code Overlay region.

How does this affect providers of Public Safety Answering Points (PSAPs)?

As a result of the Overlay, a new local dialing procedure requires callers to dial the Area Code + telephone number. This means that all local calls in the 918 Area Code currently dialed with 7-digits will need to be dialed using the Area Code + 7-digit telephone number. Long-distance calls will continue to require 1+10-digit dialing.

All PSAP equipment in the 918 Area Code, such as speed dialers and call transferring equipment, must be re-programmed to include the 918 Area Code as described above. In addition, PSAPs should coordinate with the 911 provider(s) they are connected to in order to address any other potential impacts.

Dialing plan at a glance

Type of call	Calling to	Dialing Plan
Local Calls	All Area Codes	10-digits (AREA CODE+XXX-XXXX)
Long Distance Calls	All Area Codes	1+10-digits (1+AREA CODE+XXX-XXXX)
Operator Calls (credit card, collect, third party)	All Area Codes	0+10-digits (0+AREA CODE+XXX+XXXX)

When will the change take place?

- Effective August 7, 2010, customers should begin using the new dialing procedure (Area Code + 7-digit telephone number) when placing local calls from the 918 Area Code. If customers forget and use the old dialing procedure of dialing just 7-digits, calls will still complete until March 5, 2011..
- Beginning March 5, 2011, customers must use the new dialing procedure for all local calls. After this date, if customers do not use the new local dialing procedure, calls will not complete, and a recording will provide instructions to hang up and dial again.

- Reprogramming of PSAP equipment should take place beginning August 7, 2010 and end prior to March 5, 2011. This period allows either the old or new dialing procedure to be used to complete calls. **All PSAPs must make their programming changes during this period.**
- Starting April 1, 2011, new telephone lines or services may be assigned numbers with the new 539 Area Code, and it will be necessary to dial the Area Code + 7-digit telephone number for all local calls from the 918 and 539 Area Codes.

What are the test numbers for the 539 Area Code?

To enable verification that equipment can complete calls to the new Area Code, special test numbers will become available on January 4, 2011 through May 2, 2011. The test number is:

- 539-539-1539
- When making a test call that is long distance, dial 1 + the 10-digit number

What will remain the same?

The price of a call, coverage area, and 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. Customers will still dial just three digits to reach 911 and 411. If 211, 311, 511, 611, 711 and 811 are currently available in the community, these services will still be dialed with just three digits.

Customers with questions about the dialing procedure change should be directed to their local service provider, or they can visit the Oklahoma Corporation Commission (OCC) website at www.occ.state.ok.us

Sincerely,

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