



Notification: 18-04

Date: January 16, 2018

****ACTION REQUIRED****

SUBJECT: 805 AREA CODE OVERLAY

This notification is to inform CALNET Customers that the 820 area code has been added to serve the 805 area code. This will ensure a continuing supply of telephone numbers within the same geographic region.

Beginning June 30, 2018, new telephone lines or services in the 805 may be given numbers from the new 820 area code and after June 30, 2018, you must use the new dialing procedure specified below for all calls. After this date, if you do not use the new dialing procedure, your call will not be completed and a recording will instruct you to hang up and dial again using the new dialing procedure.

What is an Area Code Overlay?

An overlay is the addition of another area code (820) to the same geographic region as an existing area code (805). An overlay does not require customers to change their existing area code.

Who will be affected?

Everyone with an 805 area code is affected. The area code serves most of San Luis Obispo, Santa Barbara, and Ventura counties as well as small portions of Monterey and Kern counties. Cities served by the 805 area code include Arroyo, Grande, Atascadero, Buellton, Camarillo, Carpenteria, Fillmore, Goleta, Grover Beach, Guadalupe, Lompoc, Moorpark, Morro Bay, Ojai, Oxnard, Paso Robles, Pismo Beach, Port Hueneme, San Luis Obispo, Santa Barbara, Santa Maria, Santa Paula, Simi Valley, Solvang, Thousand Oaks, and Ventura.



What will be the New Dialing Procedure?

To complete calls from a landline phone, the new dialing procedure requires anyone with an 805 or 820 area code to dial 1 + area code + telephone number. This means that all calls in the 805 area code 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 805 or 820 area code.

When will the change begin?

Effective December 1, 2017, you should begin using the new dialing procedure whenever you place a call from the 805 area code. If you forget and dial just seven digits, your call will still be completed.

Beginning June 2, 2018, you must use the new dialing procedure, as described above for all calls, even for local calls.

What will customers need to do?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems and medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, alarm security systems and gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your personal and business stationery, checks, advertising materials, websites, contact information, and personal or pet ID tags to ensure the 1 + area code is included in the telephone number.

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.

For additional information:

If you have any questions regarding information provided in this notice, please call AT&T at 800.288.2020, or access the following websites for more information: att.com or <http://www.cpuc.ca.gov/805areacode/>.

Please forward this bulletin to others within your organization that may need this information.

If you have any questions regarding this Bulletin, please contact the CALNET Customer Service Line at (916) 657-9150 or email CIOCALNEThelp@state.ca.gov for assistance.