



## State of Utah

JON M. HUNTSMAN, JR.  
Governor

GARY HERBERT  
Lieutenant Governor

## Public Service Commission

TED BOYER  
*Chairman*

RIC CAMPBELL  
*Commissioner*

RON ALLEN  
*Commissioner*

**PRESS RELEASE**  
February 19, 2009

**CONTACT: Julie Orchard**  
(801) 530-6713

### ***New 385 Area Code Coming Soon in the 801 Calling Area Callers are encouraged to start 10-digit dialing now in preparation for March 1<sup>st</sup> deadline***

Salt Lake City, February 19, 2009 · Today the Utah Public Service Commission (PSC) announced that all callers should begin dialing local calls using the full 10-digit telephone number in order to prepare for the March 1, 2009 deadline. The PSC ordered the new 385 area code to be added to the geographic area currently served by the 801 area code. This change only affects the way callers dial local calls. As a result, all current customers will retain their existing numbers and area code.

The PSC determined this approach provided the better long term solution and minimized customer confusion, impact and expense. Existing customers retain their phone numbers and will avoid the cost and inconvenience of reprogramming mobile devices, informing contacts of a number change and updating data banks. Business customers will avoid the cost of re-printing stationary, directories, signs and advertisements . costs that would likely be passed on to customers.

With the addition of the 385 area code, callers are required to dial 10 digits (area code + 7-digit telephone number) when making local calls. Long-distance calls continue to require 1+10-digit dialing. Operator assisted calls continue to require 0+10-digit dialing.

Beginning March 1, 2009, all local calls must be made with the new 10-digit dialing procedure, or calls will not be completed. A recording will instruct callers to hang up and dial using the 10-digit telephone number. Also, beginning in March 2009 new telephone subscribers may be assigned a number with the new 385 area code.

In addition to changing the way local calls are dialed, all services including automatic dialing equipment or other types of equipment that are programmed with a 7-digit number need to be reprogrammed to use the new 10-digit dialing procedure. **This includes, but is not limited to, life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, security gates, speed dialers, call forward settings, voicemail services, and similar functions. If changes have not been made for these services, they must be made before March 1, 2009.**

To enable verification that equipment can complete calls to the new area code, a special test number became available on December 1, 2008. This test number, 385-600-1234, which is located in Provo, will remain active through June 1, 2009. When making a test call that is long distance, dial 1-385-600-1234. Long distance charges will not apply when calling this special test number.

The following will not change as a result of the addition of the new 385 area code:

- Currently assigned telephone numbers in the 801 area code will not change.
- The price of a call, local and long-distance calling areas and other rates/services do not change.
- Local calls currently dialed with 7 digits will remain local calls even though 10-digit dialing is required by March 1, 2009.
- Callers will continue to dial only three digits to reach 911.
- Where currently available, 211, 311, 411, 511, 611, 711 and 811 can continue to be dialed using only three digits.

For additional questions, customers should contact their local service provider or visit the Utah PSC Website at: <http://www.psc.utah.gov/> - [www.publicutilities.utah.gov/area-code-overlay.html](http://www.publicutilities.utah.gov/area-code-overlay.html)

###