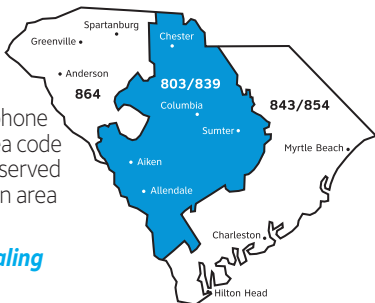


All customers with South Carolina 803 area code must dial area code + telephone number for all local calls beginning April 25, 2020

Get ready to change the way you dial your local calls! To ensure a continuing supply of telephone numbers, the new 839 area code will be added to the area served by 803. This is known as an area code overlay.



What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all local calls in the 803 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 839 area code.

When will the change become mandatory?

Beginning April 25, 2020, you must use the new dialing procedures for all local calls. After this date, if you do not use the new dialing procedures, your calls will not complete and a recording will instruct you to hang up and dial again. All customers can begin using the new dialing procedure *before* April 25, 2020.

Who will be affected?

The 803 area code generally covers the west central portion of the state serving communities such as Aiken, Allendale, Chester, Columbia, Lancaster, Orangeburg and Sumter. The new 839 **area code** will serve the same geographic area currently served by the existing 803 area code.

Why is the Change Necessary?

To ensure a continuing supply of telephone numbers, the 839 area code is being added to the area served by the 803 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number – including calls within the same area code.

Beginning **May 26, 2020**, new telephone lines or services may be assigned numbers with the new 839 area code. Callers must use the new dialing procedure for local calls in the new 839 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 to dial a 7-digit number will need to be reprogrammed to use the new dialing procedures. Some examples are life safety systems, stored telephone numbers in contact lists in phones, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials 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.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial these codes with just three digits.

Who may you contact with questions?

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://psc.sc.gov/>.

