



**NOTICE TO ALL CUSTOMERS IN THE 714 AREA CODE  
(For all service locations in California)**

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***NOTICE TO ALL CUSTOMERS IN THE 714 AREA CODE  
DIAL 1 + AREA CODE + TELEPHONE NUMBER FOR ALL CALLS***

Everyone should now begin dialing all calls using 1+ area code + telephone number. Effective August 23, 2008, all calls **must** be dialed using this new dialing procedure.

**What is the New Dialing Procedure?**

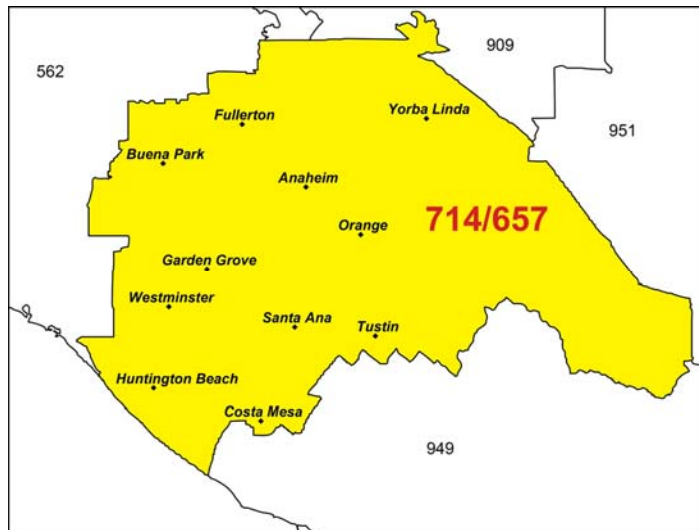
To complete calls from a **landline phone**, the new dialing procedure requires callers to dial **1 + area code + telephone number**. This means that all calls in the 714 or 657 area codes need to be dialed using 1+ area code + telephone number.

To complete calls from a **cellular or mobile phone**, callers may dial the **area code + telephone number** or **1 + area code and telephone number** whenever placing a call from a phone number with the 714 or 657 area code.

**When Will the Change Begin?**

Beginning **August 23, 2008**, you **must** use the new dialing procedure 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.

However, all customers should begin using the new dialing procedure before August 23, 2008.



*Map does not include all cities in the 714 area code. For a complete list, please go to [www.cpuc.ca.gov/714areacode](http://www.cpuc.ca.gov/714areacode).*

**Why is the Change Necessary?**

To ensure a continuing supply of telephone numbers, the 657 area code is being added to the area served by the 714 area code. Since two area codes will now serve the same geographic region, the



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area code must be used when dialing any telephone number—including calls within the same area code. Beginning **September 23, 2008**, new telephone lines or services may be assigned numbers with the new 657 area code.

**What Will You Need to Do?**

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit telephone number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your business stationery, advertising materials, personal checks, and your pet's ID tags 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, as well as 211, 311, 411, 511, 611, 711, and 811.

**Who May You Contact with Questions?**

If you have any questions regarding information provided in this notice, please call the Customer Care number on your invoice or access the following websites for more information: [www.xo.com/care](http://www.xo.com/care) or [www.cpuc.ca.gov/714areacode](http://www.cpuc.ca.gov/714areacode).