

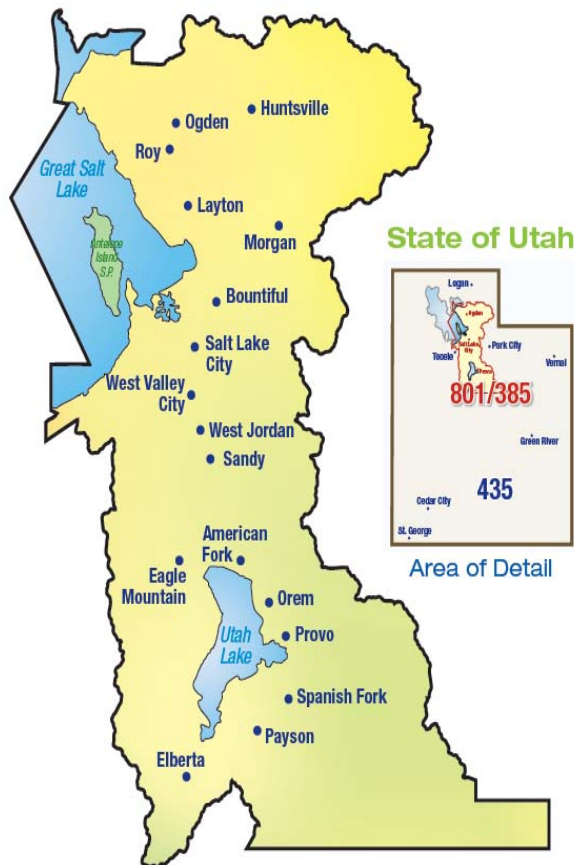


Utah (801) Area Code Overlay Notice

April 2008

Dear Business Customer:

To accommodate the growing need for telephone numbers in Utah, a new area code (385) will be added to the area currently served by the 801 area code. This method of providing new telephone numbers is commonly known as an area code overlay. The new 385 area code will serve customers in the same geographic region as the current 801 area code. All customers within the 801/385 geography, which includes the counties of Utah, Salt Lake, Weber, Davis, and Morgan, will need to dial the appropriate area code followed by the 7-digit telephone number when dialing an 801 or a 385 number. Long-distance calls will 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 385) to the same geographic region as an existing area code (801). An area code overlay does not require customers to change their telephone number, only the way they dial a call.



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What will be the new dialing procedure?

Type of call	Calling to	Dialing Plan
Local Call	801 or 385 Area Code	10-digits (Area Code+XXX-XXXX)
Toll Call or Long Distance	All Area Codes	1+10-digits (1+Area Code+XXX-XXXX)
Operator Calls <i>credit card, collect, third party</i>	All Area Codes	0+10-digits (0+Area Code+XXX+XXXX)

When will the change take place?

- Effective June 1, 2008, customers should begin using the new dialing procedure (area code + 7-digit telephone number) when placing local calls from the 801 area code. If customers forget and use the old dialing procedure of dialing just 7-digits, calls will still complete until March 1, 2009. Long-distance calls will require 1+10-digit dialing.
- Beginning March 1, 2009, customers **must** use the new dialing procedure for all calls. After this date, if customers do not use the new dialing procedure, calls will not complete, and a recording will have instructions to hang up and dial again.

What do business customers need to do?

- In addition to changing your dialing procedure, automatic dialing equipment and other types of equipment that are programmed with a seven-digit 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, call forwarding settings, voicemail services, and similar functions.
- You may also want to check your business stationery and advertising materials to ensure the area code is included.
- Be sure to complete the programming and dialing changes prior to March 1, 2009.

What is the test number for the 385 area code?

- A special test number will be established on December 1, 2008, to enable business customers to verify that their equipment can complete calls to the new area code. This special number, 385-600-1234, will remain active through June 1, 2009. Long-distance calls will require dialing 1+385-600-1234.

What will remain the same?

- The price of a call, coverage area, or other rates and services will not change due to the overlay, and 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 your community, you will still dial them with just three digits.

If you have any questions regarding the information provided in this notice, please call the Customer Care number on your invoice or contact the following websites for more information: www.xo.com or the UT PSC website www.publicutilities.utah.gov/area-code-overlay.html.