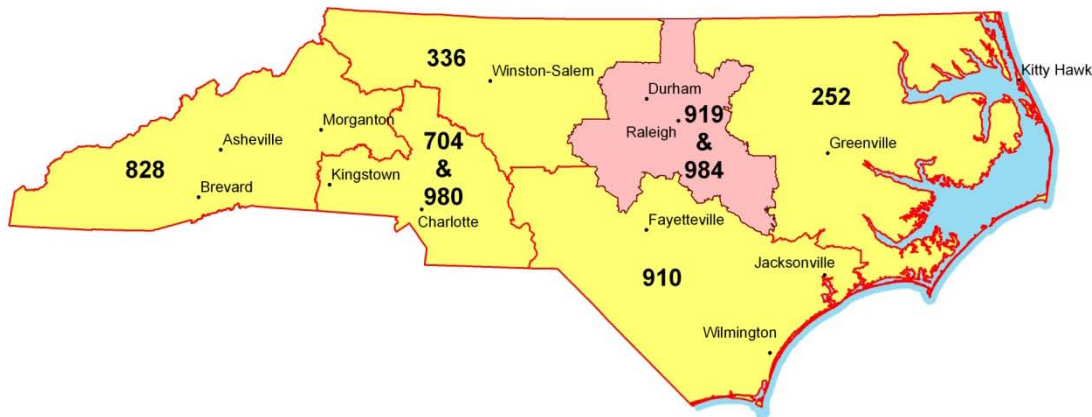


New North Carolina 984 Area Code Will Share the Existing 919 Area Code Region

To accommodate the growing need for telephone numbers in the geographic area served by the 919 Area Code, the North Carolina Utilities Commission has approved the addition of a new Area Code. The new 984 Area Code will apply to the same geographical area as the 919 Area Code, which generally covers the north central portion of North Carolina and serves communities such as Apex, Carrboro, Cary, Chapel Hill, Durham, Garner, Goldsboro, Raleigh, Sanford, Smithfield, and Wake Forest.

How will this affect me?

No one currently with a 919 Area Code will need to change their existing phone number when the 984 Area Code is introduced. All customers within the 919/984 geographical area will need to dial the appropriate 3-digit Area Code followed by the 7-digit telephone number when dialing a 919 or a 984 number. Please see the map below for an outline of the 919/984 Area Code region.



When will the 984 Area Code be assigned?

Customers seeking new telephone numbers in the affected region may be assigned the new 984 Area Code as early as April 30, 2012.

What is the dialing change?

Because of the addition of the new 984 Area Code, you will be required to dial 10 digits (Area Code + 7-digit phone number) when making local calls. Long-distance calls will require 1+10-digit dialing. Operator assisted calls will require 0+10-digit dialing. Remember to use the new 984 Area Code as needed.

North Carolina Area Code 919/984 Dialing Plan

Type of Call	Calling to	How to Dial Calls
Local and EAS Calls	919 or 984 Area Code	10-digits (Area Code + XXX-XXXX)
Toll Calls	All Area Codes	1+10-digits (1+Area Code + XXX-XXXX)
Operator Calls credit card, collect, third party	All Area Codes	0+10-digits (0+Area Code + XXX-XXXX)

When will the changes go into effect?

- Beginning October 1, 2011, you should dial a local 919 number with 10 digits (Area Code+ 7-digits).
- As of March 31, 2012, you *must* dial 10 digits to complete all local calls. If you don't dial all 10 digits, your call will not be connected.

What needs to change?

- You will need to dial 10 digits (Area Code+ 7-digit phone number) for every local call.
- You may need to reprogram or upgrade your equipment to accommodate the new dialing procedure if you use specialized communications equipment like a PBX, electronic telephone sets, auto-dial systems or multi-line key systems. Customers may see changes in the display screen on their phone sets based upon their particular type of device.
- Some automatically dialed calls may require reprogramming to include the new dialing procedure using 10 digits. These calls may include life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, speed dialers, call forwarding settings, voicemail services, and similar functions. Remember that you need to dial a "1" if these numbers are long distance.
- Check your internet websites, business stationery, advertising materials, personal checks, contact information, ID tags and other items that include your telephone number to make sure the Area Code is included.

What will remain the same?

- Your telephone number, which includes your Area Code, will remain the same.
- The price of a call, local and long-distance calling areas, and other rates and services will not change as a result the new Area Code. What is a local call now will remain a local call regardless of the number of digits dialed.
- For emergency calls, you should continue to dial 3 digits: **9 -1 -1**.
- If 211, 311, 411, 511, 611, 711 and 811 are currently available for services in your community; you still dial them with just three digits.

Questions?

If you have any questions regarding the information provided in this notice, please call the Public Staff - North Carolina Utilities Commission, Consumer Services at 1-866-380-9816.