

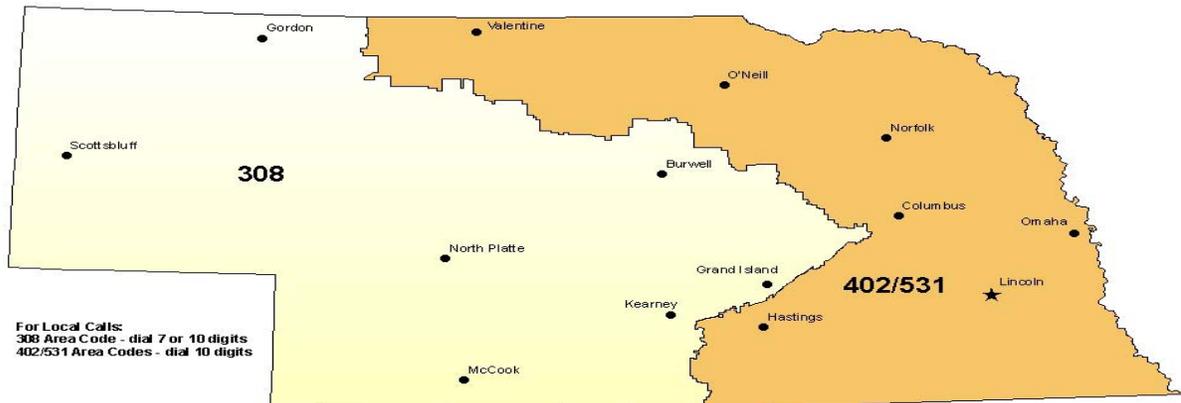
[Date]

Attention: Public Safety Answering Point (PSAP) Coordinator

To accommodate the growing need for telephone numbers in Nebraska, a new Area Code (531) will be added to the area currently served by the 402 Area Code. This method of providing new telephone numbers is commonly known as an Area Code Overlay. The new 531 Area Code will serve customers in the same geographic region as the current 402 Area Code. All customers within the 402/531 geography will need to dial the appropriate Area Code followed by the 7-digit telephone number when dialing all local calls. Long-distance calls will continue to 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 531) to the same geographic region as an existing Area Code (402). Customer telephone numbers, which include the Area Code, will remain the same.



How does this affect providers of Public Safety Answering Points (PSAPs)?

As a result of the Overlay, a new local dialing procedure requires callers to dial the **Area Code + 7-digit telephone number**. This means that all local calls in the 402 Area Code currently dialed with 7-digits will need to be dialed using the **Area Code + 7-digit telephone number**. Long-distance calls will continue to require 1+10-digit dialing. Coincident with this change, local calls in the 308 Area Code may be dialed with either 7 or 10-digits.

All PSAP equipment in the 402 Area Code, such as speed dialers and call transferring equipment must be re-programmed to include the 402 Area Code as described above. In addition, PSAPs should coordinate with the 911 provider(s) they are connected to in order to address any other potential impacts.

Nebraska 402/531 Area Code dialing plan at a glance

Type of call	Calling to	Dialing Plan
Local Calls	All Area Codes	10-digits (Area Code+XXX-XXXX)
Long Distance 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 change take place?

- Effective June 26, 2010, customers should begin using the new dialing procedure (Area Code + 7-digit telephone number) when placing local calls from the 402 Area Code. If customers forget and use the old dialing procedure of dialing just 7-digits, calls will still complete until February 26, 2011.
- Beginning February 26, 2011, customers must use the new dialing procedure for all local calls. After this date, if customers do not use the new local dialing procedure, calls will not complete, and a recording will provide instructions to hang up and dial again.
- Reprogramming of PSAP equipment should take place beginning June 26, 2010 and end prior to February 26, 2011. This period allows either the old or new dialing procedure to be used to complete calls. **All PSAPs must make their programming changes during this period.**
- Starting March 26, 2011, new telephone lines or services may be assigned numbers with the new 531 Area Code, and it will be necessary to dial the Area Code + 7-digit telephone number for all local calls from the 402 and 531 Area Codes.

What are the test numbers for the 531 Area Code?

To enable verification that equipment can complete calls to the new Area Code, special test numbers will become available on December 13, 2010 through May 13, 2011. The test numbers are as follows:

- Test Number 531-367-8378 (531-FOR-TEST) is local to the Omaha area
- Test Number 531-639-8378 (531-NEW-TEST) is local to the Lincoln area
- When making a test call that is long distance, dial 1 + the 10-digit number

What will remain the same?

The price of a call, coverage area, and 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. Customers will still dial just three digits to reach 911 and 411. If 211, 311, 511, 611, 711 and 811 are currently available in the community, these services will still be dialed with just three digits.

Questions?

Customers with questions about the dialing procedure change should be directed to their local service provider, or they can call the Nebraska Public Service Commission (NPSC) at 1-800-526-0017 or visit their website at psc.nebraska.gov for more information.

Sincerely,

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