

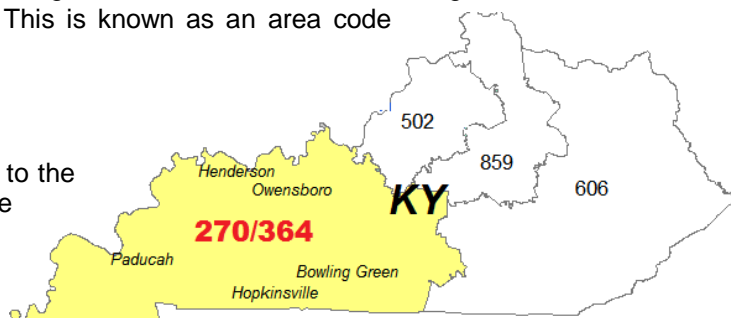
June 26, 2013

**Attention:** Alarm and Security Service/Equipment Providers

To ensure a continuing supply of telephone numbers, the new 364 area code will be added to the area served by 270. The new **364 area code** will serve the same geographic area currently served by the existing 270 area code, which generally covers the western half of Kentucky serving communities such as Bowling Green, Elizabethtown, Henderson, Hopkinsville, Owensboro and Paducah. This is known as an area code overlay.

**What is an area code overlay?**

An overlay is the addition of another area code (364) to the same geographic region as an existing area code (270). **An overlay does not require customers to change their existing area code.**



**How does this affect providers of alarm and security services and equipment?**

As a result of the overlay, a new local dialing procedure requires callers to dial area code + telephone number. This means that all local calls in the 270 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number.

Alarm and security services and equipment currently located in the 270 area code and programmed to dial only seven digits must be updated or reprogrammed to dial area code + telephone number for all calls in the 270/364 area code.

**When will the change begin?**

Effective **August 3, 2013**, callers should begin using the new dialing procedure (area code+ telephone number) whenever local calls are placed from the 270 area code. If callers forget and dial just seven digits, the call will still be completed.

Beginning **February 1, 2014**, callers must use the new dialing procedure, as described above for all local calls. After this date, if callers do not use the new dialing procedures, the call will not be completed and a recording will instruct you to hang up and dial again.

Reprogramming of alarm equipment should take place between August 3, 2013 and February 1, 2014. This period allows either the old or new dialing procedure to be used to complete calls. **All alarm service providers must make their programming changes during this period.**

To enable you to verify that equipment can complete calls to the new 364 area code, a special test number, 364-364-1364, will be in service beginning December 2, 2013 and it will remain active through April 3, 2014.

Beginning **March 3, 2014**, new telephone lines or services may be assigned numbers using the new 364 area code.

**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 will continue to dial 1+ area code + telephone number for all long distance calls.
- 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.

Customers with questions about the dialing procedure change should be directed to their local service provider, or they can visit the Kentucky Public Service Commission website at <http://psc.ky.gov/>.

Sincerely,  
KY 270/364 Overlay Industry Committee Tri-Chairs