

All Customers with a Virginia 757 Area Code Must Dial Area Code + Telephone Number for all Local Calls Beginning April 9, 2022

Attention: Alarm, Security, and Elevator Service/Equipment Providers

To ensure a continuing supply of telephone numbers, the Virginia State Corporation Commission approved the addition of the new 948 area code to the geographic region served by the 757 area code. This process is known as an area code overlay.

What is an area code overlay?

An overlay is the addition of another area code (948) to the same geographic region as an existing area code (757). An overlay does not require customers to change their existing area code or telephone number, but does require using a new dialing procedure to complete calls.

What will be the new dialing procedure?

The new dialing procedure requires that all calls in the 757 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**. The same dialing procedure will apply to telephone numbers that are assigned with the new 948 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.

Alarm, security, and elevator services and equipment currently located in the 757 area code and programmed to dial only seven digits must be updated or reprogrammed to dial ten digits (area code + telephone number) for all calls in the 757 and 948 area codes.

Reprogramming of alarm equipment should be completed by April 9, 2022.

To verify that equipment can complete calls to the new 948 area code, a special test number, 948-990-TEST (8378), will be in service beginning February 9, 2022 and it will remain active through June 9, 2022.

When will the change begin?

Beginning **April 9, 2022**, the new dialing procedure must be used, as described above. On and after this date, if callers do not use the new dialing procedure, calls will not complete. A recording will instruct the caller to hang up and dial again including the area code.

Beginning **May 9, 2022**, new telephone lines or services may be assigned numbers using the new 948 area code. Anyone with a telephone number that has a 948 area code must dial the area code + telephone number or the call will not complete.

What will remain the same?

- 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.
- Emergency services can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, these calls may still be dialed using just three digits.

Who may you contact with questions?

Customers with questions regarding the dialing procedure change should be directed to their local service provider, or they can contact the Virginia State Corporation Commission at <https://www.scc.virginia.gov>.

Sincerely,

Co-Chairs for the VA 757/948 Area Code Industry Team:

Laura Dalton, laura.r.dalton@verizon.com

Nicole Febles, nicole.febles@t-mobile.com

