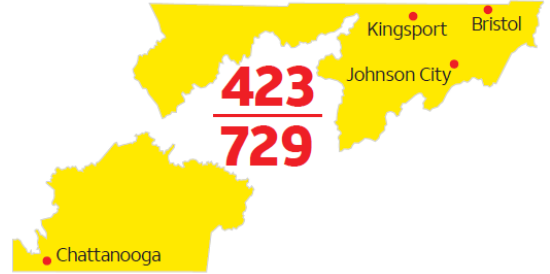


The New 729 Area Code is Coming to the Tennessee 423 Area Code Region

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

To ensure a continuing supply of telephone numbers, the Tennessee Public Utility Commission approved the addition of the new 729 area code to the geographic region served by the 423 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 (729) to the same geographic region as an existing area code (423). An overlay does not require customers to change their existing area code but does require using a new dialing procedure to complete calls.

What will be the new dialing procedure?

The new dialing procedure will require that all calls in the 423 area code that are currently dialed with seven digits will need to be dialed using 10 digits (area code + telephone number). The same dialing procedure will apply to telephone numbers that are assigned in the new 729 area code.

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

Alarm, security, and elevator services and equipment currently located in the 423 area code and programmed to dial only seven digits must be updated or reprogrammed to dial area code + telephone number for all calls to the 423 and 729 area codes. **Reprogramming of such equipment must be completed between August 5, 2024 and February 5, 2025.**

When will the change begin?

Starting **August 5, 2024**, dial the area code + telephone number whenever placing a call, including calls within the same area code. If the caller forgets and dials just seven digits, the call will still be completed.

Starting **February 5, 2025**, 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.

Starting **March 5, 2025**, new telephone lines or services may be assigned numbers with the new 729 area code. Anyone receiving a 729 number must dial the area code + telephone number or the call will not complete.

What should customers do to prepare?

- Dial the area code + telephone number for all local calls, including calls within the same area code.
- All services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to include the area code. Some examples include: life safety systems and medical monitoring devices, fire or burglar alarm and security systems or gates, fax machines, Internet dial-up numbers, contact lists in wireless or mobile phones, speed dialers, call forwarding settings, voicemail services and similar functions, etc.
- Update websites, personal and business stationery and checks, advertising materials, personal and pet ID tags and other such items to ensure the area code is included.

What will remain the same?

- Telephone number, including current area code.
- 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.
- Continue to dial just three digits to reach 911 or 988, as well as 211, 311, 411, 511, 611, 711, and 811 if currently available in the community.

Who may you contact with questions?

Customers with questions regarding the dialing change should be directed to their local service provider, or they may visit the Tennessee Public Utility Commission website at <https://www.tn.gov/tpuc/news.html>.