

All Customers with an Illinois 217 Area Code Must Dial Area Code + Telephone Number for All Local Calls Starting February 27, 2021

Get ready to change the way you dial your local calls! To ensure a continuing supply of telephone numbers, the new 447 area code will be added to the area served by 217. This is known as an area code overlay.

What is the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number or 1 + area code + telephone number**. This means that all calls in the 217 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number or 1 + area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 447 area code.



When will the change begin?

Beginning **February 27, 2021**, you **must** use the new dialing procedures, as described above. On and after this date, if you do not use the new dialing procedures, your calls will not complete and a recording will instruct you to hang up and dial again including the area code. All customers can begin using the new dialing procedure *before* **February 27, 2021**.

Why is the Change Necessary?

To ensure a continuing supply of telephone numbers, the 447 area code is being added to the area served by the 217 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number—including calls within the same area code.

Beginning **March 27, 2021**, new telephone lines or services may be assigned numbers using the new 447 area code.

What will you need to do?

In addition to changing your dialing procedures, 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 use the new dialing procedures. Some examples are life safety systems, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials to ensure the area code is included.

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 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.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Cass Communications Management, Inc. at (800) 252-1799 or access the following websites for more information www.casscomm.com or www.icc.illinois.gov/