



CITY OF HAYWARD AGENDA REPORT

AGENDA DATE 10/27/98
AGENDA ITEM 7
WORK SESSION ITEM _____

TO: Mayor and City Council
FROM: Director of Finance and Internal Services
SUBJECT: **INFORMATIONAL REPORT REGARDING 510 AREA CODE SPLIT**

RECOMMENDATION:

This is presented for information and no specific action is required of the Council.

BACKGROUND/DISCUSSION:

In the near future, the numbers available in the 510 area code will be exhausted. Several factors are impacting the escalation of the introduction of new area codes. Some newspaper articles have reported various reasons, including deregulation, faulty demand projections, companies that hoard numbers and the proliferation of cell phones and pagers. These problems have increasingly affected the major metropolitan areas and now our own area will be impacted.

Lockheed Martin IMS, the firm that took over handling area code administration for most of North America and working on behalf of the Public Utilities Commission, is holding public meetings to discuss alternatives available in splitting the 510 area code. The Public Utilities Commission later makes the final decision on area code relief, based on public input, as well as established FCC and telecommunications industry guidelines.

Lockheed Martin IMS will be holding a public meeting in Hayward on Wednesday, October 28, 1998 in Room 7 at Centennial Hall from 1:00 - 4:00 p.m. Public meetings are the best opportunity for all affected parties, including large organization's and area government entities to offer input into the decision-making process.

Area Code Split Alternatives

Geographic Split. This method, which is the most familiar, creates new prefixes and has the following general attributes. Splits provide a single area code for each geographic area, which may minimize confusion for customers outside the area. Future splits will reduce the geographic size of the area code. Splits require an area code change for approximately one half of customer's numbers in a two way split and two thirds of customer's numbers in a three way split. Stationery, business cards and advertising will need to be revised by customers receiving the new area code. Geographic splits permit 7 digit dialing within an area code. There is a 6-month permissive dialing period, allowing old and new area code customers to deal between the two area codes and a mandatory dialing period of 6 months after that when callers must use 1 + the appropriate area code. Incorrectly dialed calls will be referred to a recording. After one year, incorrectly dialed calls may reach a wrong number or recording.

Most areas are split geographically and it is the less complex method, as it relates to public education, since it is the method most commonly used. Also, since it is the method most frequently used, technical aspects have already been addressed and implementation is generally not problematic. The major disadvantage to this method, of course, is the cost to the commercial sector for increased advertising.

Overlays. Overlays consist of multiple area codes for each geographic area. Existing customers will not be required to change their area code. Overlays require customers to dial 1 + 10 digits for all calls within the geographic area. This is a regulatory requirement and causes all calls to conform to the same dialing pattern. Overlays, being a relatively new method used in California, require more customer education than do geographic splits. There is a 9 month formal permissive 1 + 10 digit dialing period when callers will be put through is only the 7 digit number is dialed. After this time, callers will reach a recording with correct dialing instructions.

The greatest advantage to an overlay is the cost factor. There will be some portion of commercial customers whose advertising will not have to change. These are the businesses that already include an area code on their stationery, cards, etc.

Another major advantage to an overlay is that it avoids the need for involvement concerning the 'location of the split boundaries and which side should retain the old area code. This results in savings to taxpayers as an overlay should generate fewer public meetings or hearings. However, since overlays are less familiar, customer education may be more time consuming.

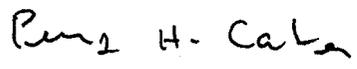
Attached is information that has been prepared on the alternatives being considered for the 510 area. Also attached is information on frequently asked questions and answers relating to changes in the area codes. A representative from the Public Utilities Commission has been invited (not yet confirmed) to attend the Council meeting of October 27, 1998 to respond to any questions that may arise.

Prepared by:



Denese Rohrer, Budget Administrator

Recommended by:



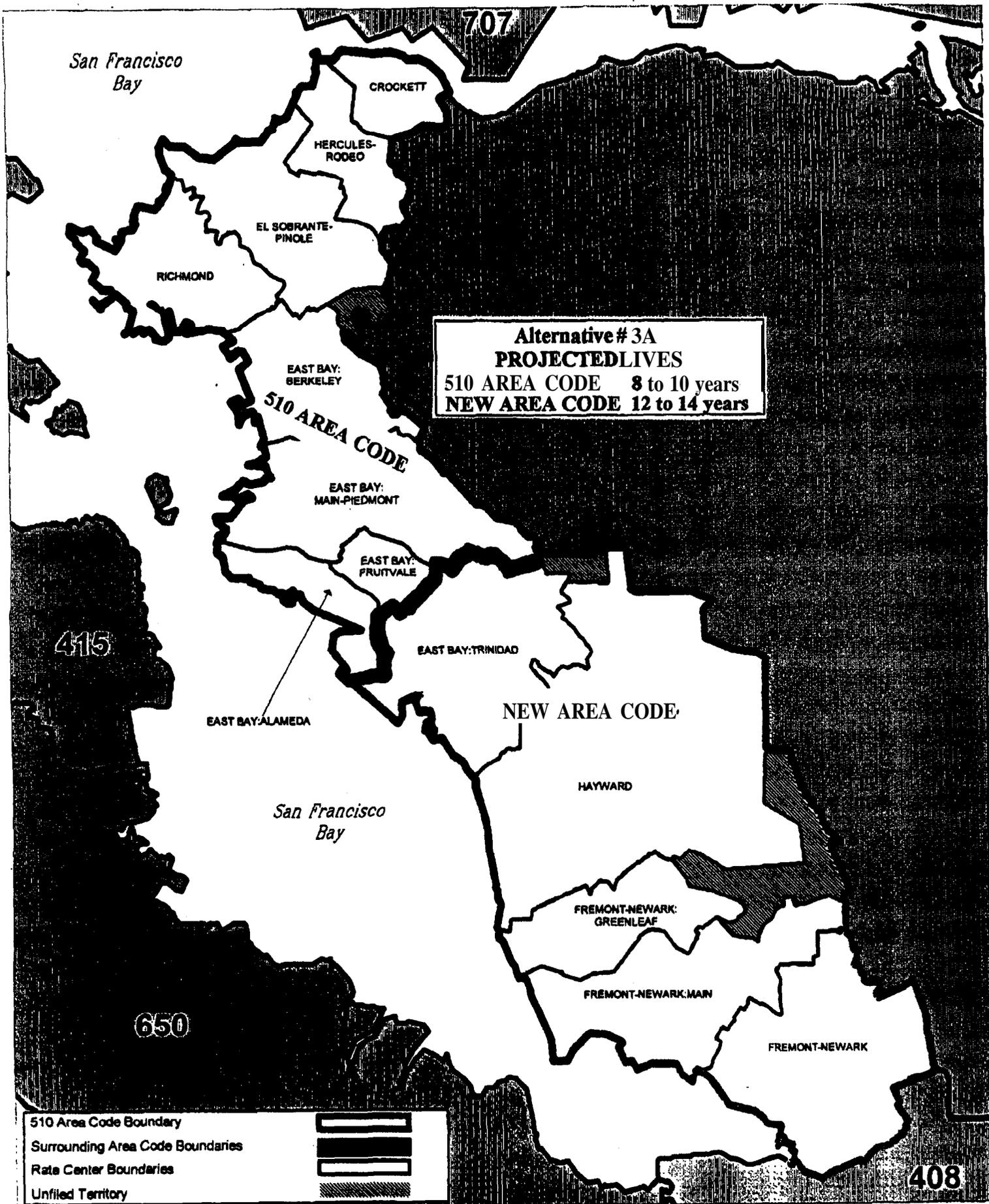
Perry H. Carter, Director of Finance and Internal Services

Approved by:

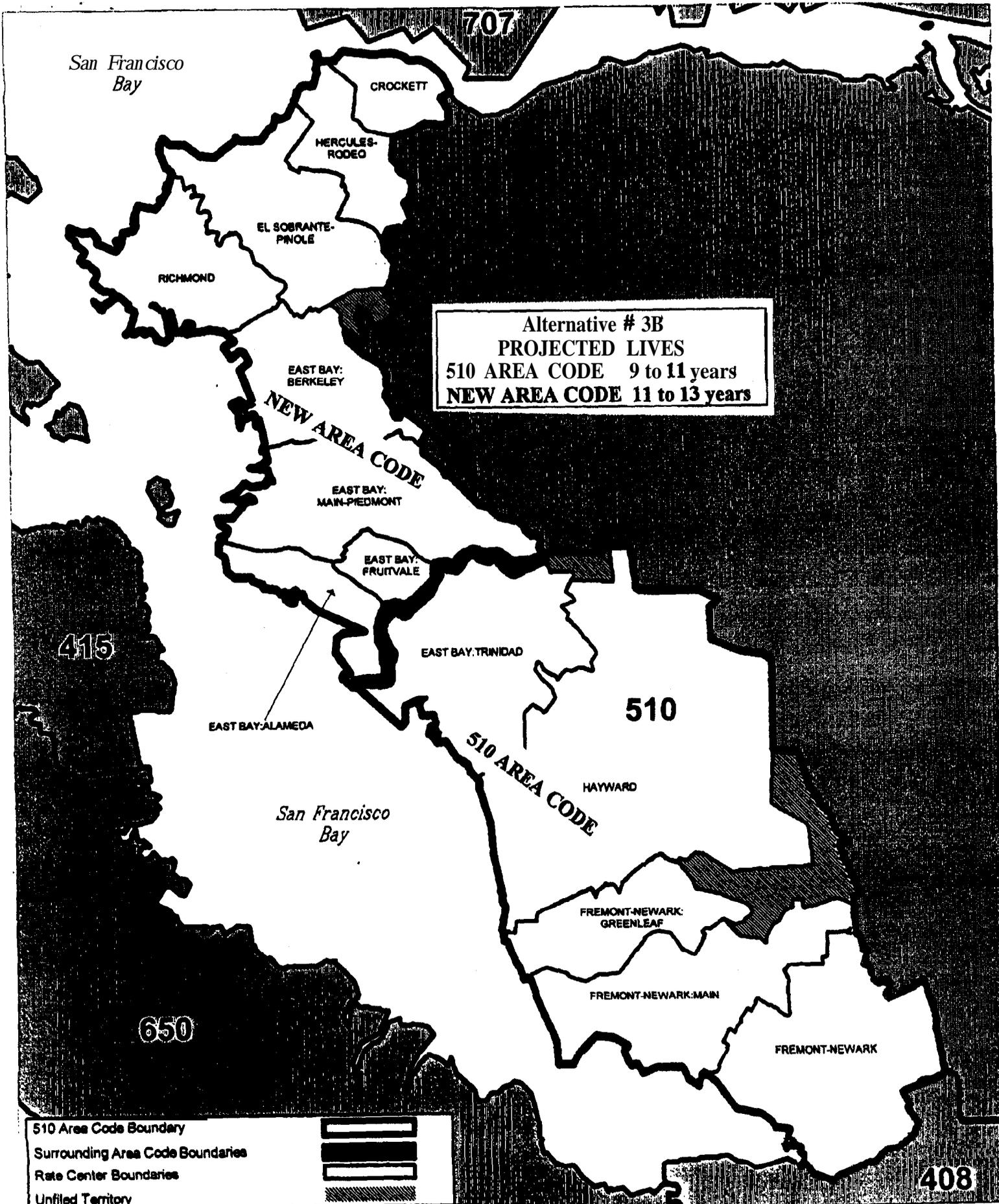
-

-

Attachments: Exhibit A Alternatives'being considered for the 510 area
 Exhibit B Area Code Relief - Frequently Asked Questions



510 Area Code
 ALTERNATIVE # 3A
 Alameda/Fruitvale/Piedmont & North

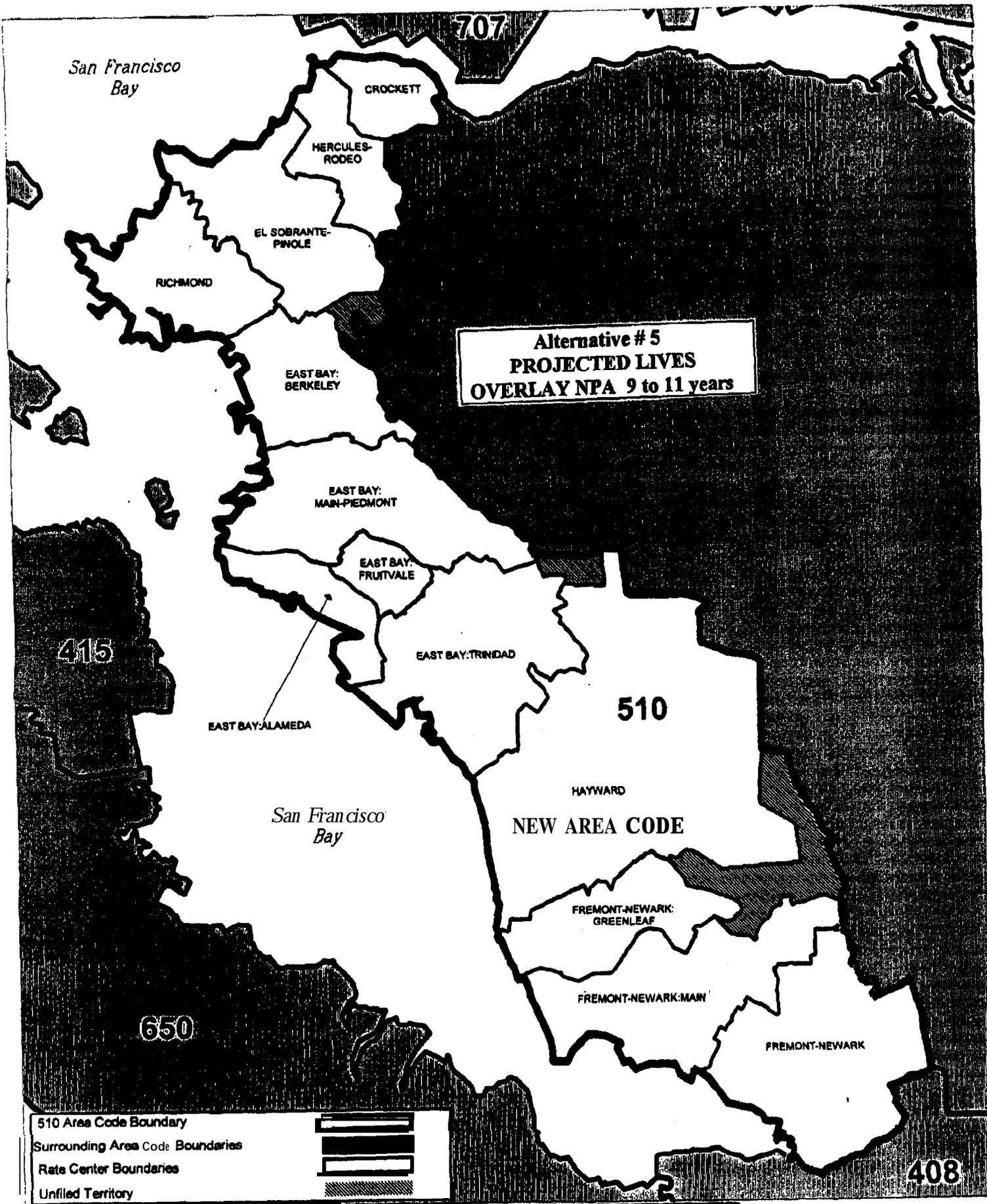


Alternative # 3B
 PROJECTED LIVES
 510 AREA CODE 9 to 11 years
 NEW AREA CODE 11 to 13 years

510 Area Code Boundary
 Surrounding Area Code Boundaries
 Rate Center Boundaries
 Unfiled Territory



510 Area Code
 ALTERNATIVE # 3B
 Trinidad Rate Area & South



**Alternative # 5
PROJECTED LIVES
OVERLAY NPA 9 to 11 years**

**510 Area Code
ALTERNATIVE # 5
OVERLAY AREA CODE**

- 510 Area Code Boundary
- Surrounding Area Code Boundaries
- Rate Center Boundaries
- Unfiled Territory



AREA CODE RELIEF

**'FREQUENTLY ASKED
QUESTIONS**

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Table Of Contents

	Page:
Why Are We Running Out Of Numbers?	3
How Are Numbers Added In California?	3
Who Decides Who Receives The New Area Code?	4
What Are The Methods Of Area Code Relief?	5-6
Why Is 1+10 Digit Dialing Required For Overlays?	7
Why Don't Area Code Boundaries Conform To Municipal Or County Boundaries?	7
What Is A Rate Area?	8
Why Not Assign A New Area Code To Fax Machines Or Wireless Services?	8
Why Must An Overlay Apply To All Services?	9
Why Not Add A Digit Or Two To The Telephone Number Instead Of Adding Area Codes?	9
How Is A New Area Code Introduced In A Geographic Split?	10
How Is A New Area Code Introduced In An Overlay?	11
What Do All Customers Need To Know?	12
What Do Business Customers Need To Know?	12-13
How Does A New Area Code Affect Other Services?	13
Where To Get Prefix And Area Code Information?	14
Who Is The Official Source Of Area Code Information?	15
Whom To Contact With Your Questions And Comments?	15
Glossary Of Terms	16-18

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Why Are We Running Out Of Numbers?

In recent years, a combination of new technologies, increased consumer demand, and the opening of local telephone markets to competition has strained existing telephone number resources. Every new request for telephones, pagers, fax machines, cellular, PCS, modems or other services has chipped away at the existing supply of numbers. As a result, telephone number shortages have occurred.

California currently has 20 area codes. With demands increasing at an ever accelerating pace, we will have 23 area codes by the end of 1998, and at least 29 area codes within the next five years.

How Are Numbers Added In California?

An area code (technically called a Numbering Plan Area, NPA) consists of 792 available prefixes, each consisting of 10,000 numbers. A prefix (NXX) is the three digit number that is between the area code and the 4 digit line number. An area code would consist of 1,000 prefixes (NXXs) if all of the numbers 0 through 9 were utilized. However, N is a number from 2 to 9 and X is a number from 0 to 9. Since no prefixes begin with 0 (0XX) or 1 (1XX) because these digits serve special functions in the network, this eliminates 200 prefixes. In addition, N11 prefixes are not available except as special use prefixes, e.g. 911 for Emergency Services so this eliminates 8 more prefixes from assignment to individual companies. This accounts for the 792 prefixes available in an area code.

Numbers are allocated to telecommunications service providers by prefix. As the 792 prefixes are allocated, the area code approaches exhaust. Exhaust, in turn, creates the need for an additional area code for that particular geographic area. The Telecommunications industry has identified some code conservation measures that could be utilized in the future to reduce the rate of code exhaust and improve code utilization rates. These measures include number pooling, Local Number Portability, and possible Rate Center Consolidation.

Telecommunications service providers, in California, request prefixes from the NANPA (North American Number Plan Administrator). NANPA assigns new prefixes, monitors the usage of prefixes within an area code, and forecasts when an area code will most likely exhaust and a new area code will be required. NANPA regularly apprises the industry of the status of the various area codes within California so that the industry can plan relief well

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

in advance of the actual area code exhaust. California state law requires that the public be informed, in writing, 24 months prior to the actual implementation of a new area code.

Who Decides Who Receives The New Area Code?

The California Public Utilities Commission (CPUC) makes the final decision on area code relief.

The North American Numbering Plan Administrator (NANPA) notifies the telecommunication industry when a particular area code will run out of prefixes in approximately three years.

The area code relief process begins with NANPA and the telecommunications industry group, comprised of more than 30 companies, meeting to identify viable solutions. When developing and evaluating area code relief plans, the industry is required to follow regulations established by the Federal Communications Commission (FCC), and the CPUC, as well as the telecommunications industry guidelines. The industry is also constrained to follow rate area boundaries.

After feasible alternatives are developed, meetings are held with government representatives and the public to gain the benefit from their experience and knowledge. The industry then meets to consider all factors and strives to reach consensus on the best plan for the area as a whole. The plan, with the Industry's recommendation, is then submitted to the CPUC. If the Industry is unable to reach consensus on a relief plan then the results are submitted to the CPUC.

The CPUC makes the final decisions on area code relief and which area will retain the existing area code or receives a new area code.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

What Are The Methods Of Area Code Relief?

1) Geographic Split

Two-Way Geographic Split

The exhausting area code is split into two geographic areas, leaving the existing area code to serve one side of the geographic area and assigning a new area code to the remaining area.

Three-Way Geographic Split

The exhausting area code is divided into three segments, two of which will receive new area codes and one of which will keep the existing area code. This method requires more new boundary lines than the single split options, but it also provides much longer relief.

Attributes of Geographic Splits

- Splits provide a single area code for each geographic area. This may minimize confusion for customers outside the area. Future splits will reduce the geographic size of the area code.
- Splits require an area code change for approximately one half of customer's numbers in a two way split and two thirds of customer's numbers in a three way split. Stationery, business cards and advertising will need to be revised by customers receiving the new area code.
- Geographic splits permit 7 digit dialing within an area code.
- Implementation is generally understood.

This method has been the alternative chosen for practically all area code relief situations nationally prior to 1995. Area code splits have occurred with enough frequency so that technical aspects have been addressed and established implementation procedures are generally understood. Public education and acceptance of the process has been made easier because of the numerous area code splits that have occurred. This method generally provides long term relief for an area.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

2) Overlay:

An area code overlay occurs when more than one area code serves the same geographic area. In an area code overlay, prefix relief is provided by opening up a new area code within the same geographic area as the area code requiring relief. Numbers from this new area code are assigned to new growth on a carrier neutral basis. Mandatory customer number changes within the affected overlay relief area are eliminated. Mandatory 1+10 digit dialing is required for all area codes covered by the area code coincident with the implementation of an overlay.

The overlay method reduces or eliminates the need for customer number changes like those required under the split and realignment methods. It also allows the option to eliminate the permissive dialing period as a part of implementation. This method will necessitate 1+10 digit dialing of all calls between and within the old and new area codes.

Attributes of Overlays

- With an overlay there will be multiple area codes for each geographic area and it will end further shrinking of the geographic size of the area code. Subsequent relief will likely be another overlay. Overlays avoid the need for public and political involvement concerning split boundaries and which side should retain the old area code.
- An overlay will not require existing customers to change their area code. There is no need to revise stationery, business cards and advertising unless they contain only seven digit phone numbers.
- An overlay will require customers to dial 1+10 digits for all calls within the geographic area.
- Because the overlay is new concept in California it will require customer education.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Why Is 1+10 Digit Dialing Required For Overlays?

1+10 dialing is a regulatory requirement established for an overlay area code by the CPUC in Decision 96-12-086 and by the FCC Second Report and Order and Memorandum Opinion and Order, (FCC 96-333).

The requirements result from a concern that customers in the original area code and customers with the overlay area code would have different dialing arrangements for the same geographic area. Those in the original area code could reach a party in their same geographic area with a 7 digit call, while those in the overlay area code would have to dial 1+10 digits to reach the same party. This disparity led both the FCC and the CPUC to require 1+10 digit dialing for all calls.

Why Don't Area Code Boundaries Conform To Municipal Or County Boundaries?

When the telecommunications industry considers new area code boundaries it is obliged to follow rate area boundaries which reflect the physical infrastructure that enables telecommunications service. The alternative to following these boundaries would be to rip out in-ground facilities and re-wire affected customers at a tremendous cost. The grid of telephone wires was in most cases laid down prior to municipal boundaries which tend to change more frequently. Implementing relief is very costly to telecommunications companies under optimal circumstances as well as technically challenging.

The CPUC does not require boundaries to match political boundaries due to the cost and complexity involved in the attendant realignment of wire center boundaries. @ (CPUC Decision No. 97-06-067).

A **wire center** is a building in which local switching systems are installed and where the outside lines, or wire, leading to customer premises are connected to the central office equipment. A **wire center boundary** is the perimeter of the area surrounding a wire center containing all customers whose lines are physically connected to a switching system at that wire center.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

What Is A Rate Area?

A rate area is that geographic area containing one or more wire centers, used as the basis to define local and toll-calling area.

Why Not Assign A New Area Code To Fax Machines Or Wireless Services?

Perhaps the most common suggestion from the public threatened with an unwelcome area code change is to create an area code that can be assigned to wireless services, fax machines, or other non-wireline, non-voice uses, e.g. credit card verification and Point of Sale. Such a use of area codes has been banned by the FCC (Declaratory Ruling and Order, FCC Docket 95-19, IAD File No. 94-102, adopted January 12, 1995). This Order specifically precludes area code plans that exclude a particular kind of telecommunications service from an area code or that segregate services and technologies into different area codes. The FCC's decision sought to protect new telecommunications services from discrimination or disadvantage. If a new area code were assigned to cellular services, for example, all calls between a cellular customer and a wireline customer would require 1+10 digits while a wireline-to-wireline call could be made with 7 digits. Such a dialing disparity would favor wireline customers at the expense of cellular customers.

The FCC has rejected appeals from Texas for a wireless-only overlay and from Pennsylvania for an exception to its requirement that all calls in an overlay require 1+10 digits. No further industry action on the FCC's decision is expected.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Why Must An Overlay Apply To All Services?

An overlay provides a second area code within the same geography as the first. Both state and federal regulators have determined that overlays are anti-competitive in their effects, advantaging incumbent providers and disadvantaging new providers and their customers. The CPUC and FCC have both prescribed the following measures to mitigate those effects. CPUC requires that Service Provider Local Number Portability (LNP) be established prior to the use of an overlay. LNP is technology that enables a customer to change local service providers without having to change telephone numbers and is expected to begin to be available by 3rd Quarter, 1998. Both CPUC and the FCC require all calls in an overlaid area to be made on a 1+10 digit basis. In addition, the FCC requires that new service providers have access to numbers in the exhausting area code. In December, 1996, the CPUC issued D.96-12-086 which precludes the use of overlays until 2001 with the possible exception of the 310 area code.

Why Not Add A Digit Or Two To The Telephone Number Instead Of Adding Area Codes?

People have also suggested various means of expanding the current dialing plan which permits 7-digit dialing within an area code and requires 1+10-digit dialing between area codes. The most frequent suggestion was adding an 8th digit to the customer line number. However, California is an integral part of the North American Numbering Plan Administration and cannot unilaterally make changes in the dialing protocol that other regions, indeed countries, rely upon. National planners are studying means of expanding the numbering system. Such changes will have to be made on a multi-national basis and will almost certainly require years to implement in a coordinated manner. Such efforts will not eliminate the need for area code relief in the immediate future.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

How Is A New Area Code Introduced In A Geographic Split?

A new area code is introduced in two steps. The steps which are designed to guide consumers, familiarize them with the new area code and facilitate the correct use of that code, include the following:

- *Permissive Dialing:*

The *permissive dialing* period begins with the introduction of the new area code and lasts approximately six months. It provides a 'get acquainted' transition period for the new area code.

Permissive dialing allows the old and new area code customers to call between the two area codes using seven-digit dialing. During this period, customers should begin to use 1 + the area code + the telephone number although calls will still complete if only the seven-digit telephone number is dialed. Customers, from outside the area; can call the new area code by dialing 1+ either the old or the new area code + the telephone number; the call will complete during the *permissive period*.

- *Mandatory Dialing:*

Approximately six months after the introduction of the new area code, a *mandatory dialing* period will begin. At this time, callers **must use 1 + the appropriate area code** plus the telephone number. Calls incorrectly dialed will be referred to a recording throughout the mandatory period. It will inform the calling party that the new area code must be used to complete the call.

After the completion of the *mandatory dialing* period, if customers do not use the correct area code they may reach a wrong number or a recording.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

How Is A New Area Code Introduced In An Overlay?

An Overlay area code is introduced in three steps. The steps are designed to guide consumers, by familiarizing them with the new area code, and dialing plan change that is required with an Overlay.

- *Formal 1+10 Digit Permissive Dialing:*

During a nine-month formal *permissive 1+10 digit dialing* period, customers are encouraged to begin using 1 + area code + the seven -digit number to place all calls within the area code, although calls will still complete if only the seven-digit number is dialed. During this time Life safety systems, alarms, PBX's, fax machine calling lists, speed dialers, auto dialers and outdialing lists on personal computer should be reprogramed.

- *Mandatory 1 +10 Digit Dialing:*

Mandatory 1 +10 digit dialing begins at the end of the nine-month formal *permissive dialing* period. Callers must use 1 + area code + the seven digit number for all calls within the area code. Calls incorrectly dialed using only seven - digits will be referred to a recording which will inform the calling party it is necessary to dial 1 + area code + the seven-digit telephone number to complete the call. This recorded announcement will remain indefinitely.

- *Introduction of New Overlay Area Code:*

Numbers in the Overlay Area Code are introduced three months after *Mandatory 1+10 digit dialing* begins.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

What Do All Customers Need To Know?

If your area code changes, you should notify family, friends and business associates of the change. You may also need to change stationery, business card and other printed material or reprogram your equipment to reflect the change.

Other changes that may be required include: address books, advertisements, alarm equipment, automatic dialers, bill statements, business cards, checks, computer lists, electronic banking information, emergency contact lists, identification bracelets, fax machines, health provider cards, number plate on your telephone, pet ID tags, and speed dial lists.

What Do Business Customers Need To Know?

Impacts For People With PBX And Other Business Equipment

Some business customers may need to upgrade or adjust their equipment to handle the new area code. *Not all business equipment will require upgrading.* Call routing lists may also need to be changed. If you have questions regarding your equipment, please contact your vendor for additional information or assistance.

PBX Vendors, Coin Telephone Vendors, Voice-Mail Providers, Telephone Answering Service Providers (TAS), and Alarm companies:

Some PBX, Coin, TAS and Alarm equipment may need to be reprogrammed to handle the new interchangeable area codes that have 2 through 9 as their middle number (which is the new area code format). Some examples are: 530, 562, 626, 650 and 760. Vendors and service providers should contact their clients regarding the possible need for reprogramming equipment.

New Area Code Test Number:

Once the new area code has been determined, a test number will be established 30 days prior to the introduction of the new area code. This will allow business customers to verify that their equipment can complete calls to the new area code. The test number is active only through the end of mandatory dialing period. The test number may be obtained on the NANPA webpage. Their web address is www.NANPA.com

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Integrated Service Digital Network (ISDN) Customers:

SOME ISDN equipment may have the area code included in the Service Profile Identifier (SPID). If so, that equipment must be reprogrammed to accommodate the new area code. ISDN customers will be notified of the specific date they need to reprogram their SPID. If the SPID is not reprogrammed on that date, the ISDN equipment won't work.

If you have any questions, contact your equipment vendor or the manufacturer to determine if the SPID in your equipment requires reprogramming. In some cases, instruction manuals or other documents provided with the equipment may show you how to make the necessary changes.

Least Cost Routing:

Customers with PBXs and use the Least Cost Routing feature may/will require upgrades to their PBX or they can eliminate the Least Cost Routing feature and allow the local exchange carrier to route the traffic.

How Does A New Area Code Affect Other Services?

911 Services will NOT be affected by the introduction of a new area code. Emergency calls will continue to be handled just as they are today.

411 Services will NOT be affected by the introduction of a new area code. Directory assistance calls will continue to be handled just as they are today. And, there is no change in the cost of a directory assistance call.

Directories, as they are published, will be updated to reflect the new area code.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Where To Get Prefix And Area Code Information?

Contact your local service provider for information using the number listed in your bill.

The following Internet address provides general information about area codes, specific information for each area code relief plan approved by the CPUC, as well as a list of prefixes that will be moving to the new area code within California:

<http://www.pacbell.com/about-pb/areacodes>

To obtain maps for California area code changes:

<http://www.syp.com>

The CPUC can be reached at:

<http://www.cpuc.ca.gov>

For a nominal fee, the Bellcore Traffic Routing Administration (TRA) document can be purchased. Contact them at 1-732-699-6700 or via their web site

<http://www.bellcore.com>

The following Internet addresses may provide additional information regarding area codes, however, the industry cannot vouch for the accuracy of the information on these sites.

A private source:

<http://www.lincmad.com>

A private company:

<http://frodo.bruderhof.com/areacode>

A private organization:

<http://thedirectory.org/pref/>

USWEST area code page:

<http://www.uswest.com/com/customerservice/codes/newcodes.html>

Ameritech's area code page:

<http://www.codefinder.com/index.html>

SBC area code page:

<http://www.swbell.com/CustServ/AC/Home.html>

BellSouth area code page:

<http://www.bellsouth.com/nc/policy/readroom/room5.htm>

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

Who Is The Official Source Of Area Code Information?

Lockheed Martin is the North American Numbering Plan Administrator.

They can be found at:

<http://www.NANPA.com>

Whom To Contact With Your Questions And Comments?

Questions or comments can be referred to your local service provider.

Questions can also be referred to the CPUC and NANPA.

California Public Utilities Commission:

Telecommunication Division

505 Van Ness Avenue

Room 2003

San Francisco, California 94102

415-703-1170

Toll - Free 1-800-649-7570

TTY/TDD 415-703-2032

The CPUC also has a web site address:

<http://www.cpuc.ca.gov>

NANPA (North American Numbering Plan Administrator)

1133 15th Street, N.W., 12th Floor

Washington, D.C. 20005

<http://www.NANPA.com>

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

GLOSSARY OF TERMS

- Code** (Central Office Code) Central Office Codes may also be referred to as prefixes.
- Community of Interest** Many items can be considered as "Community of Interest". Such as a city, closely located cities, a neighborhood, a business with multiple locations, government agencies that serve a wide area (not just one entity, i.e., county sheriff department) or other agencies/businesses with multiple locations. Basically, it involves Common Interests and Common Needs. The telecommunications industry also looks at dialing patterns to identify communities of interest.
- CPUC** California Public Utilities Commission
- Cut Date** (Effective Date) The date by which routing changes must be completed of the assigned area code. Also, the date by which the area code becomes active.
- Exhaust** A point in time at which the quantity of telephone numbers within an existing area code equals zero.
- FCC** Federal Communications Commission
- Geographic Split** The exhausting area code is split into two or more geographic areas, leaving the existing area code to serve one side of the geographic area and assigning new area codes to the remaining areas.

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

GLOSSARY OF TERMS

Growth	Growth and demand for telephone numbers are not specifically tied to population. With the technology explosion and the advent of local competition in the telecommunications industry (to provide local service), more and more telephone numbers are needed. Growth is measured in the demand for telephone numbers.
INC	Industry Numbering Committee, a standing committee of the Industry Carriers Compatibility Forum (ICCF) that provides an open forum to address and resolve industry-wide issues associated with the planning, administrations, allocation, assignment and use of numbering resources and related dialing considerations for public telecommunications with the North American Numbering Plan (NANP) area.
INPA	Interchangeable Numbering Plan Area - ("2" through "9" as second digit instead of the traditional "0" or "1")
LNP	Local Number Portability
MSAG	Master Street Address Guide (Data base for 911)
NANC	North American Numbering Council
NANP	North American Numbering Plan
NANPA	North American Numbering Plan Administrator
NPA	Numbering Plan Area (Area Code)
Overlay	An area code overlay occurs when more than one area code serves the same geographic area.
PCS	Personal Communications Services

AREA CODE RELIEF FREQUENTLY ASKED QUESTIONS

GLOSSARY OF TERMS

Prefix	See description of CODE
PSAP	Public Service Access Point - "For 9-1-1 Services"
Relief	(NPA Code Relief) Relief refers to an activity that must be performed when an area code nears exhaust of the 792 prefix capacity.
Service Provider Number Portability	The ability to keep your current telephone number and have service from any telecommunications service providers within the same rate area.
Wireless	Cellular, Paging, Specialized Mobile Radio (SMR) and Personal Communications Service (PCS) services