

Common Questions and Answers

714 Area Code

1. Why is another area code needed?
 - Whole prefixes are running out in the existing 714 area code. Once an area code no longer has any whole prefixes, it is considered to be at exhaust. The available telephone numbers in the 714 area code are limited and cannot support the needed demand for telephone numbers in the long-term.
2. What will the new area code be?
 - The new area code will be the 657 area code.
3. Will I be affected by the area code change?
 - If you have a telephone number with the 714 area code, you will be affected by the area code change regardless of the area code change option implemented.
 - If the CPUC implemented an area code overlay, but you do not have a telephone number with the 714 area code; and you work, live, go to school, in the geographical region of the 714 area code, you will be affected.
4. Who will get the new area code?
 - The CPUC has not decided which region will receive the new area code if an area code split is implemented.
 - Those consumers who order new telephone numbers or services will receive the new area code if the CPUC implements an area code overlay.
5. What is an area code split?
 - Traditionally, area codes have been split to provide more prefixes for the telecommunications industry and its customers, creating smaller geographic areas. Area code splits create new area codes by splitting a geographical region in multiple ways. Only one area code is assigned to a particular geographical region. Some people will be able to retain the 714 area code while others will have to change their area code to the new 657 area code.
6. What is an area code overlay?
 - An area code overlay is a form of area code change that adds area code(s) to the same geographic region. Therefore, multiple area codes co-exist within the same geographic region. People with telephone numbers with the 714 area code will retain their current telephone number(s) and area code. People who would like to have new or additional telephone numbers or telecommunications services may be given telephone numbers with the new 657 area code.
7. Will I have to change my telephone number or area code?
 - If an area code split is implemented then some people will have to change their area code to the new 657 area code. This depends on the rate center associated with the telephone number. Check out the list of prefixes associated with a particular rate center called Prefix and Rate Center List.
 - If an area code overlay is implemented then people will be able to retain their current telephone number and area code.
8. When will telephone numbers with the new 657 area code be available?
 - Telephone numbers with the new 657 area code will be available after the implementation of the area code change is completed.

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9. How about giving cellular phones, faxes, ATM machines, and other non-geographical devices or services the new 657 area code instead?
- This form of area code change is referred to or known as a technology-specific overlay (TSO).
 - On three occasions, the CPUC has requested the FCC for authority to implement a form of a technology-specific overlay. For the first two occasions, the CPUC requested that phone numbers from wireless services get a separate area code. However, the FCC did not respond to these CPUC requests.
 - In September 2005, in response to the CPUC's third request for authority to implement a TSO, the FCC partially granted the CPUC's request. However, the FCC did not grant the CPUC authority to permanently maintain seven-digit dialing in the geographic region(s) where the TSO would be implemented. Moreover, the phone numbers associated with wireless services were excluded from the list of those phone numbers that would get a separate area code. The FCC's partial granting of the CPUC's request did not include enough of the elements of the CPUC's proposal. As a result, the benefits of implementing the TSO the FCC authorized did not outweigh the costs of doing so.
10. Will the way I dial my calls, i.e. dialing procedure, change?
- No, if an area code split is implemented.
 - Yes, if an area code overlay is implemented. People must dial the area code + telephone number for all calls. Even if you are calling your next door neighbor or within a house, you must dial the area code + telephone number.
 - The Federal Communications Commission (FCC) requires dialing the area code + telephone number for all calls where an area code overlay exists. The FCC believes that this would maximize numbering resource optimization, minimize anti-competitive effects due to dialing disparities, and avoid customer confusion.
 - Do I have to dial a "1" before the area code and telephone number? Yes, the North American Numbering Plan Administrator no longer assigns new area codes that have a zero or one in the middle digit. This was the indicator that allowed the switching network to identify an area code. Since the new area codes look similar to prefixes, the telecommunications service providers operating in California decided to use the "1" to identify that the following three digits dialed represent the area code and not the prefix.
11. Will there be a change in how I dial **emergency calls to 9-1-1**?
- No. People can still just **dial only three digits to reach 9-1-1**. No additional digits will be required to make emergency calls. People can make emergency calls the same way they do so today.
12. Will there be a change in how I dial other N-1-1 phone numbers?
- No. People can still just dial only three digits to call N-1-1 phone numbers such as 211, 311, 411, 511, 611, and 711.

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13. How will customer directory listings be impacted?
- The telecommunications industry will be updating the directory listings in the white pages for all affected communities to identify the associated area code of a telephone number. Individual customers are responsible for any changes to listings appearing in other directories. Each customer is responsible for telephone numbers appearing in any display advertising.
14. What can individuals do to prepare if the CPUC decided to implement an area code split?
- Reprogram equipment or features, i.e. automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access, etc. programmed to dial the new 657 area code if you received the new area code.
 - Update items like stationary, checks, etc. to include the new 657 area code if you received the new area code.
 - Teach families, friends, etc. to dial the new 657 area code if you received the new area code.
 - When asking for someone else's number, remember to ask for the area code too.
 - Check with your service provider if manual or over-the-air reprogramming of your cell phone is needed to account for the new 657 area code if you received the new area code.
15. What can individuals do to prepare if the CPUC decided to implement an area code overlay?
- Contact security or alarm vendors to update dial-up numbers to avoid a break in security routines and contacts.
 - Reprogram equipment or features, i.e. automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access, etc. programmed to dial seven digits to dial "1" + area code + telephone number.
 - Update items like stationary, checks, etc. to include your area code + telephone number.
 - Start thinking of dialing the area code + telephone number for all calls.
 - Teach families, friends, etc. to dial the area code + telephone number for all calls.
 - Give your area code + telephone number, not just the telephone number, as needed.
 - When asking for someone else's number, remember to ask for the area code too.
 - Remember that the 714 and 657 area codes co-exist within the same geographic region.
 - During implementation of the area code overlay, businesses with telephone numbers with the 714 area code should do the following:
 - Notify alarm service providers of all appropriate area code + telephone number(s) so alarm service records and equipment can be updated as needed.
 - Ensure security door and gate systems are reprogrammed to dial "1" + area code + telephone number.
 - Reprogram any call-forwarding, automatic-dial or speed-dial features to dial "1" + area code + telephone number.
 - Test telephone equipment to determine if it can dial and receive "1" + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
 - Update items like stationary, checks, business cards, advertisements, promotional items, brochures, internet web pages, catalogs, etc. to include your area code + telephone number.
 - Teach employees, coworkers, customers, etc. to dial the area code + telephone number for all calls.
 - Give your area code + telephone number, not just the telephone number.

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16. Who is responsible for costs incurred to update customer phone equipments, advertising materials, etc., if necessary?
- Individual consumers are responsible for these costs.
17. Will the cost of a call differ because of the area code change?
- No.
18. Will calls between a telephone number with the 657 area code and a telephone number with the 714 area code be considered long-distance?
- Calls that were local before the area code change will remain local calls. The distance, time of day, and length of a call determine the price of a call.
19. If I dial a “0” before the area code + telephone number, will there be special charges for that call?
- It is possible for there to be special charges if one dials a “0” before the area code + telephone number. There may be special operator-assisted rates or credit card rates for this type of a call. It depends on your telecommunications service provider. Check with your service provider for additional information.