

New East Bay's 341 Area Code Overlay

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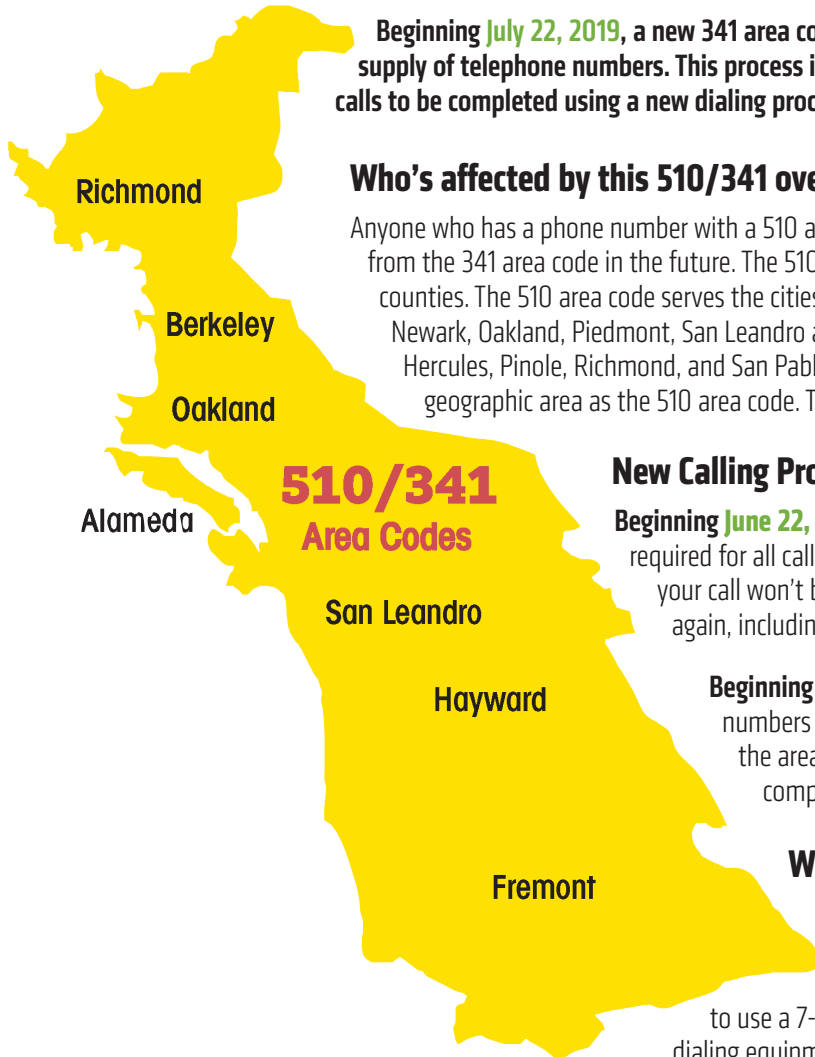
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Beginning **July 22, 2019**, a new 341 area code will be added to the 510 area code to ensure a continuing supply of telephone numbers. This process is known as an area code overlay. The overlay will require all calls to be completed using a new dialing procedure.

Who's affected by this 510/341 overlay?

Anyone who has a phone number with a 510 area code is affected, as well as anyone who receives a phone number from the 341 area code in the future. The 510 area code serves the western portions of Alameda and Contra Costa counties. The 510 area code serves the cities of Alameda, Albany, Berkeley, Emeryville, Fremont, Hayward, Newark, Oakland, Piedmont, San Leandro and Union City in Alameda County; and the cities of El Cerrito, Hercules, Pinole, Richmond, and San Pablo in Contra Costa County. The 341 area code will cover the same geographic area as the 510 area code. The map on the left shows the 510/341 overlay area.



New Calling Procedure

Beginning **June 22, 2019**, if you have a 510 area code, the new calling procedure will be required for all calls. On or after this date, if you don't use the new calling procedure, your call won't be completed and a recording will instruct you to hang up and dial again, including the area code.

Beginning **July 22, 2019**, new telephone lines or services may be assigned numbers with the 341 area code. If you have a 341 area code, you must enter the area code and 7-digit phone number on all calls or the call won't be completed.

What else will you need to do?

In addition to changing your dialing procedure, you should also complete the following items in preparing for the change:
Re-program all services and devices that are currently programmed to use a 7-digit phone number to include the area code, including automatic dialing equipment. Some examples are: Life safety systems and medical monitoring devices, Fire or burglar alarm and security systems, Security gates, Speed dialers, Call forwarding settings, PBXs and fax machines, Internet dial-up numbers, Voicemail services and similar functions. You may also want to check your personal and business stationery checks, advertising materials, websites, contact information, and personal or pet ID tags to ensure the area code is included.

What will remain the same?

Your phone number, including current area code; The price of a call, coverage area or other rates and services; Calls that are considered local now will remain local calls, regardless of the number of digits entered; 911 calls aren't affected, only 3 digits are required; If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you'll still be able to call them by entering just 3 digits. For more information: www.cpuc.ca.gov/510areacode/.

