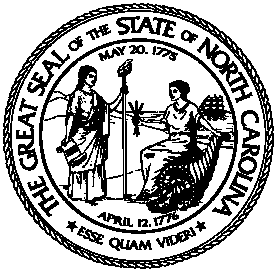
**State of North Carolina**

# **Office of Information Technology Services**

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| **Beverly Eaves Perdue** **Governor** | **Gerald L. Fralick  State Chief Information Officer** |

**01/04/12**

**ATTENTION – IMPORTANT NOTICE**

**For All State Telephone Clients in the Triangle area**

This is to notify you about changes in dialing within the 919 and soon-to-be 984 area codes.

State regulators have given consent to the local telephone companies that serve the Triangle area to add the 984 area code in the 12 North Carolina counties that currently use 919. The N.C. Utilities Commission's approval sets March 31, 2012, as the date on which the second area code will go into use. **This change will necessitate the use of dialing the full 10-digit telephone number for all ‘local’ numbers within the affected area. Ten-digit dialing will become *mandatory* after March 31, 2012.**

However, all customers have the option to begin placing calls with the full 10-digit telephone number prior to the mandatory date of March 31, 2012. Local telephone companies implemented changes within their equipment to permit 10-digit dialing beginning in **October** 2011.

Programming changes to your telephone system or other equipment (such as auto-dialers, security alarms, fire alarms, elevator phones, speed dialers, modems, and facsimile machines) may be necessary to accommodate the mandatory 10-digit local dialing plan. We respectfully request that your organization make these changes as soon as possible. Please contact your equipment vendor(s) to determine if your equipment is compatible with this dialing change.

Ten-digit dialing will **not** incur long-distance charges. With 10-digit dialing, local calls will require the 919 or 984 area code, even for calls between next-door neighbors. Long-distance calls will require 11 digits: the area code and phone number preceded by a ‘1’.

Customers with 919 area codes will not have to change their phone numbers. Only newly assigned numbers will receive the 984 area code.

Please distribute this information to those in your agency who will be affected.

If you have questions or need additional information, please contact the ITS Service Desk at (800-722-3946) or your ITS Voice Analyst or Voice Engineer at (888-787-4357).

Thank you.