

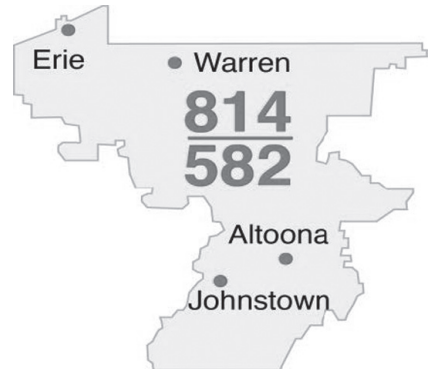


If you have any questions regarding information provided in this notice, please call Frontier 1.800.921.8101 or access the Help Center on frontier.com for more information or the Pennsylvania Public Utility Commission at <http://www.puc.pa.gov/>.

Who may you contact with questions?

All Customers with a Pennsylvania 814 Area Code Must Dial Area Code + Telephone Number for All Local Calls Starting April 3, 2021

To ensure a continuing supply of telephone numbers, the new 582 area code will be added to the geographic region served by the 814 area code. This process is known as an area code overlay. An overlay does not require customers to change their existing area code, but does require using a new dialing procedure to complete calls.



Get ready to change the way you dial your calls!

What will be 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 814 area code that are currently dialed with seven digits will need to be dialed using the area code + telephone number. The same dialing procedure will also apply to telephone numbers that are assigned in the new 582 area code.

When will the change begin?

Beginning **April 3, 2021**, if you have an 814 area code, you must dial the area code + telephone number on all calls, including calls within the same area code. On and after this date, if you do not dial the area code + telephone number, your calls will not complete and a recording will instruct you to hang up and dial again, including the area code.

Beginning **May 1, 2021**, new telephone lines or services may be assigned numbers with the new 582 area code. If you have a 582 area code, you must dial the area code + telephone number or the call will not complete.

What will you need to do?

In addition to dialing the area code + telephone number for all local calls, 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 include the area code. Some examples are life safety systems and medical monitoring devices, fire or burglar alarm and security systems or gates, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services and similar functions, etc. You may also want to check your websites, personal and business stationery and checks, advertising materials, personal and pet ID tags and other such items 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, as well as 211, 311, 411, 511, 611, 711 or 811.