

New dialing procedure for customers within 937 area code

Beginning February 8, 2020, mandatory dialing will occur where all local calls made within the Ohio 937 Area Code will have to be placed using the 10 or 11-digit telephone number (area code + the 7-digit telephone number or 1 + area code + the 7-digit telephone number).



Beginning March 8, 2020 new telephone lines or services may be assigned numbers using the new 326 area code.

The most important facts for consumers to know about the upcoming 937/326 area code overlay are:

- Your current telephone number, including current area code, will not change.
- If you seek new phone service after March 8, 2020, you may be assigned a phone number with the 326 area code.
- You will need to dial area code + telephone number or 1 + area code + telephone number for all local calls.
- You will continue to dial 1 + area code + telephone number for all long distance calls.
- What is a local call now will remain a local call.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- You can still dial just three digits to reach 911. You can also dial three digits to reach 211 and 811, as well as 311 and 511, where available.

Please remember to identify your telephone number as a 10-digit number (Area Code + 7-digit telephone number), and include the area code when giving the number to friends, family, business associates and customers, etc.

Customers should ensure all services, automatic dialing equipment, applications, software, or other types of equipment recognize the new 326 area code as a valid area code. Examples

include life-safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, ankle monitors, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your business stationery, advertising materials, personal checks, and your personal or pet ID tags to ensure the area code is included in your telephone number.

Important safety and security equipment, such as medical alert devices, and alarm and security systems must be programmed to use 10-digit dialing. Many systems operate on 10-digit dialing by default, but some older equipment may still use 7 digits. Please contact your medical alert or security provider if you are not sure whether your equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit or 11-digit local dialing. Any needed reprogramming of alarm and home security equipment should be done by February 8, 2020.

Remember that all local calls must be programmed using 10-digits or 11-digits and you need to add '1' for all long distance calls.

Source: ohio.gov