

**ALL CUSTOMERS WITH AN OHIO 937 AREA CODE MUST DIAL  
AREA CODE + TELEPHONE NUMBER  
FOR ALL LOCAL CALLS BEGINNING FEBRUARY 8, 2020**

***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 937 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number or 1 + area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 326 area code.

***When will change become mandatory?***

Beginning **February 8, 2020**, you must use the new dialing procedures, as described above. On and after this date, if you do not use the new dialing procedures, your calls will not complete and a recording will instruct you to hang up and dial again including the area code.



All customers can begin using the new dialing procedure *before* February 8, 2020.

***Who will be affected?***

The 937 area code generally covers the western region of the state serving communities such as Dayton, Wilmington, and Springfield. The new **326 area code** will serve the same geographic area currently served by the existing 937 area code.

***Why is the Change Necessary?***

To ensure a continuing supply of telephone numbers, the 326 area code is being added to the area served by the 937 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number—including calls within the same area code.

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

***What will you need to do?***

In addition to changing your dialing procedures, 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 use the new dialing procedures. Some examples are life safety systems, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials 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.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial these codes with just three digits.

***Who may you contact with questions?***

If you have any questions regarding information provided in this notice, please call Cincinnati Bell at (513) 566-4101 or access the following websites for more information:

<https://www.cincinnati-bell.com/> or <https://www.puco.ohio.gov/be-informed/consumer-topics/changing-area-codes-what-consumers-should-know/>.