



TCAST
Communications, Inc.

CALIFORNIA'S NEW 424 AREA CODE

GET READY TO USE THE (424) AREA CODE

To accommodate the growing need for new phone, fax, and wireless numbers in California, the 424 area code will be added to the area code served by 310.

WHO WILL BE AFFECTED?

The new (424) area code will serve customers in the same geographic region as the current (310) area code, which include the Westside and South Bay area of Los Angeles County and a small portion of Ventura County. This is known as an area code overlay.

WHAT IS AN AREA CODE OVERLAY?

An overlay is the addition of another area code (424) to the same geographic region as an existing area code (310). **An overlay does not require customers to change their existing area code.**

WHAT WILL BE THE NEW DIALING PROCEDURE?

To complete calls from a **landline phone**, the new dialing pattern requires callers to dial a 1 + area code + telephone number. This means that all calls in the (310) area code that are currently dialed with seven digits will need to be dialed using 1 + area code + telephone number.

To complete calls from a **cellular or mobile phone**, callers may dial the area code + telephone number or 1 + area code + telephone number whenever placing a call from a phone number within the (310) or (424) area codes.

WHEN WILL THE CHANGE BEGIN?

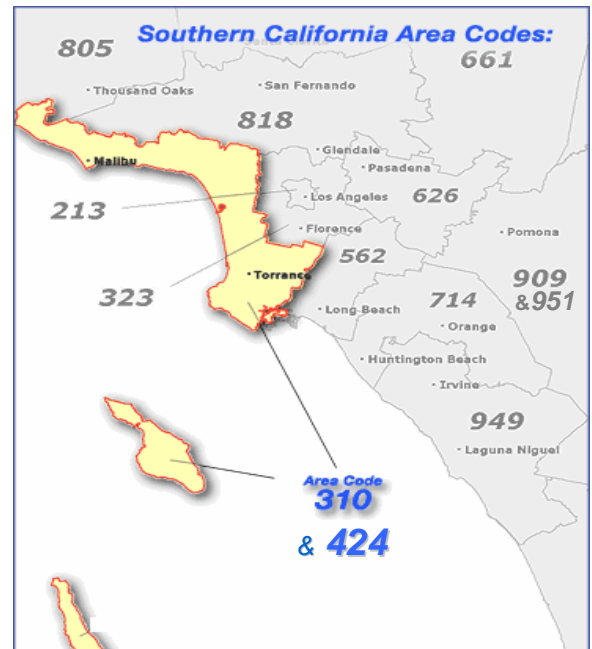
Effective **December 31, 2005**, you should begin using the new 1 + (area code) + telephone number dialing pattern whenever you place a call from the (310) area code. If you forget and use the old seven digit dialing procedure, your call will still be completed.

Beginning **July 26, 2006**, you **must** use the new 1 + (area code) + telephone number dialing pattern for all calls. If you do not use the new 1 + (area code) + telephone number dialing pattern after this date, your call will not be completed and a recording will instruct you to "Please hang up and dial again."

Commencing **August 26, 2006**, new telephone lines and/or services may be assigned numbers with the (424) area code.

WHAT WILL YOU NEED TO DO?

In addition to changing your dialing pattern, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, and similar functions. You may also want to check your business stationary or advertising materials to ensure they include the area code.



WHAT WILL REMAIN THE SAME?

When two area codes serve the same region, callers are required to dial 1+10 digits ((area code) + telephone number) to complete all local calls. It makes no difference whether your call is to the same area code. Calls from (310) to (310), (310) to (424), (424) to (424), and (424) to (310) require 1+10 digit dialing. The new dialing pattern does not affect rates for local calling areas. A local call is still a local call, and a toll call is still a toll call, regardless of the dialing pattern.

- Your telephone number, including your 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.
- Your local calling area isn't changing.
- A local call is still a local call.
- A toll call is still a toll call.
- What is a local call now will remain a local call, regardless of the number of digits dialed.
- Calls to 211, 311, 411, 511, 611, 711, and 911 remain the same for either (310) or (424) area codes. You only need to dial three digits for these calls.

Questions?

This information is provided as part of TCAST's service and quality commitment to our customers.

Please call TCAST Customer Service at (800) 759-8227 for residential and business services, or contact the following websites for more information:

<http://www.tcastcom.com>
<http://www.cpuc.ca.gov>