

Area Code Overlay Approved for the Florida 813 Area Code

Attention: Elevator Services and Equipment Providers

To ensure a continuing supply of telephone numbers, the new 656 area code will be added to the area currently served by 813. This is known as an area code overlay. The new **656 area code** will serve the same geographic area currently served by the existing 813 area code.



What is an area code overlay?

An overlay is the addition of another area code (656) to the same geographic region as an existing area code (813). **An overlay does not require customers to change their existing area code.**

How does this affect Elevator Service and Equipment Providers?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all calls in the 813 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 656 area code.

Elevator services and equipment located in the 813 area code and programmed to dial only seven digits must be updated or reprogrammed to dial 10 digits (area code + telephone) or 11 digits (1+ area code + telephone) for all calls in the 813/656 area code.

When will the change begin?

Effective **April 17, 2021**, you should begin using the new dialing procedures whenever you place a call from the 813 area code. If you forget and dial just seven digits, your call will still be completed.

Beginning **January 22, 2022**, 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. A recording will instruct you to hang up and dial again including the area code.

All elevator services and equipment providers must make their programming changes by January 22, 2022.

To enable you to verify that equipment can complete calls to the new 656 area code, a special test number, 656-656-1656, will be in service beginning 11/22/2021 and remain active through 03/22/2022.

Beginning **February 22, 2022**, new telephone lines or services may be assigned numbers using the new 656 area code.

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?

Customers with questions about the dialing procedure change should contact their local service provider or they can visit the Florida Public Service Commission's website at <http://www.floridapsc.com/>.