

TELECOMMUNICATIONS BULLETIN

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CMS FY 08- 04

Bureau of Communication
and Computer Services

From:

Theresa Starling, Manager
Customer Solution Center

New Area Code Overlay in Illinois

Effective July 6, 2007, a new 331 Area Code was implemented and overlaid the current 630 territory. An overlay is the addition of another area code (331) to the same geographic region as an existing area code (630), but it does not require existing customers to change their existing area code.

Between July 6, 2007 and October 6, 2007, customers within the 630/331 Area Code can complete a local call by either dialing seven or 11 digits (1 + area code + telephone number). However, beginning October 7, 2007, callers must use the new 11-digit dialing procedure for all calls. Effective October 7th callers dialing only seven digits will be connected to a recording that will instruct them to hang up and dial again using the full 11-digit procedure. The overlay does not change any three digit dialing—i.e. 911, 211, 311, 411, 511, 611, and 711.

Current pricing and coverage in the 630/331 Area Code remain the same. What is currently billed as a local call will remain a local call, regardless of the number of digits dialed. If a call into the 630 Area Code was previously billed as long distance, new calls into either the 630 or 331 Area Codes will continue to be billed at long distance rates. Simply stated, costs for all calls will remain the same.

Any equipment that stores and dials telephone numbers should be re-programmed to allow for 11 digit dialing. This includes numbers dialed from telephones, call forward numbers, computer modems, fax machines, alarm systems, PBX/EKS systems, and equipment with special features such as speed dialing and call forwarding. If your agency requires changes in PBX/EKS sites, please call the Customer Solution Center and open an "Incident Case" (formerly known as a Trouble Ticket). The Incident Case will be handled as routine maintenance at no charge.

Customer Solution Center
800-366-8768

[in Springfield at 217-524-4784]

Option 1: Telecommunications
Sub-Option 1: Repair Services
Sub-Option: 1: Voice/Telephone Services

Agencies with offices in the 630/331 area code are also reminded to check stationery, business cards, telephone directory advertisements, and other media to ensure the correct area code is included. If Coordinators have other questions regarding the area code overlay, or need any additional information, please do not hesitate to contact your assigned CMS Communications System Specialist.

For more information...
visit our website at
www.bccs.illinois.gov