



# Telecommunications Bulletin

## Customer Service Center (CSC)

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### New 872 Area Code Overlay in Chicagoland

While the news media has been providing coverage and instructions about the new Chicago Area Code overlay, we thought a final reminder from the CSC was still in order. Effective November 7, 2009, new 11-digit dialing is required due to the 872 Area Code overlay in the Chicago vicinity. An overlay is the addition of another Area Code (872) to the same geographic region as an existing Area Code (312 and 773), but it does not require existing customers to change their existing Area Code.

Beginning this Saturday, callers in the 312, 773, and 872 regions must use the new 11-digit dialing procedure (dial one plus the appropriate Area Code and the seven-digit telephone number) for **all** local, local toll, and long distance calls to be completed. 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.

*Note:*

- *The overlay does not change any three digit dialing—i.e. 911, 211, 311, 411, 511, 611, and 711.*
- *State employees can continue to use the same four or five-digit dialing to place calls within the State's Centrex system.*

Current pricing and coverage in the 312, 773, and 872 Area Codes 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 312 or 773 Area Code was previously billed at long distance rates, new calls into the 312 and 773 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; elevators; PBX/EKS systems; and equipment with special features such as speed dialing and call forwarding. For pagers, cell phones, Blackberry devices and other wireless units, dialing the "1" is not required so dialing the 10 digits of the area code and phone number is sufficient. If your agency requires changes in PBX/EKS sites, please call the Customer Service 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 Service Center - 800-366-8768**  
**Option 4 - then Sub-Option 4**

Agencies with offices in the 312, 773, and 872 Area Codes are also reminded to check stationery, business cards, telephone directory advertisements, web sites, invoices, labels, brochures, promotional materials, internal phone directories, 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.