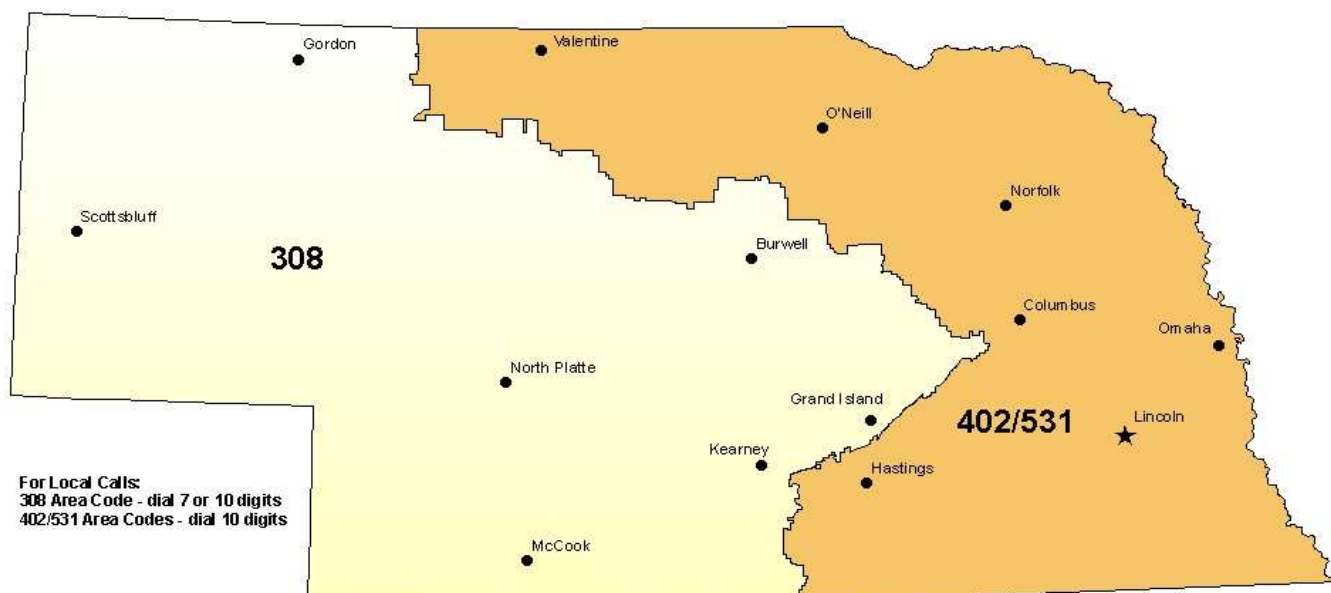


NEW NEBRASKA 531 AREA CODE WILL SHARE THE SAME GEOGRAPHIC REGION AS THE EXISTING 402 AREA CODE



To ensure a continuing supply of telephone numbers, the Nebraska Public Service Commission (NPSC) has approved the addition of the new 531 Area Code to the geographic region served by the 402 Area Code. This is called an Area Code Overlay.



How Will This Affect Me?

Because of the addition of the 531 Area Code, all customers within the 402/531 region will need to dial the correct Area Code followed by the 7-digit telephone number, when dialing any local call. Please see the map above for an outline of the 402/531 Area Code region.

What is the Dialing Change?

To complete local calls, the new dialing procedure requires callers to dial the full 10-digit telephone number. This means that all calls in the 402 area code that are currently dialed with 7-digits will need to be dialed using the **Area Code + 7-digit telephone number**. However, long distance calls will remain the same. Callers need to dial **1 + Area Code + 7-digit telephone number** whenever placing a long distance call from the 402/531 Area Codes. Additionally, local calls from some Nebraska communities that border the states of South Dakota, Iowa, Missouri and Kansas will need to be dialed using 10-digits including the appropriate Area Code for those states.

When Will These Changes go Into Effect?

Effective **June 26, 2010**, a permissive dialing period will begin and you should use the new dialing procedure whenever you place local calls from the 402 Area Code. If you forget and use the old dialing procedure of dialing just 7-digits, your call will still be completed. If you are not able to dial using 10-digits after the permissive dialing period begins, contact your local service provider. **Please note that in the Hartelco service area, you may use the new 10-digit dialing procedure immediately.**

Beginning **February 26, 2011**, the mandatory dialing period begins and you **must** use the new dialing procedure for all local calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will provide instructions on how to redial your call.

Beginning **March 26, 2011**, new telephone lines or services may be assigned numbers with the 531 Area Code if no further 402 numbering resources are available in your service area.

What Will Change?

- You will need to dial 10-digits (area code + 7-digit telephone number) for every local call.
- You may need to reprogram or upgrade your equipment if you use specialized communications equipment like a PBX, electronic telephone sets, auto-dial systems or multi-line key systems to use the new dialing procedure.
- Some automatically dialed calls may require reprogramming to include the new dialing procedure. These calls may include: life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, speed dialers, call forwarding settings, voicemail services, and similar functions.
- Check your websites, business stationery, advertising materials, personal checks, contact information, and your ID tags to ensure the area code is included.

What Will Remain the Same?

- Your telephone number, which includes your area code, will remain the same.
- The price of a call, local and long-distance calling areas, and other rates and services will not change as a result of the Area Code Overlay.
- What is a local call now will remain a local call even when dialing 10-digits.
- You should still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 and 811 are currently available in your community; you will still dial them with just three digits.
- In the Hartelco service area, 3-digit codes are used as follows:
 - **211 – United Way of the Midlands for health and human services, community resources, etc.**
 - **411 – Directory Assistance**
 - **511 – Nebraska Road Conditions**
 - **711 – Nebraska Relay Service for people who are deaf, hard of hearing, or speech disabled.**
 - **811 – Nebraska Digger’s Hotline**
 - **911 – Emergency Services**

Questions?

If you have any questions regarding information provided in this notice, please call Hartelco at 402-254-3901 or contact the Nebraska Public Service Commission (NPSC) at 1-800-526-0017 or visit their website at www.psc.nebraska.gov for more information.