

725 AREA CODE OVERLAY

NORTHERN NEVADA

1150 E. William Street
Carson City, NV 89701
Phone: (775) 684-6101
Fax: (775) 684-6110

Consumer Complaints: (775) 684-6100



SOUTHERN NEVADA

9075 W. Diablo Dr., Ste. 250
Las Vegas, NV 89148
Phone: (702) 486-7210
Fax: (702) 486-7206

Consumer Complaints: (702) 486-2600

In November 2012, the Public Utilities Commission of Nevada approved a second area code in the same geographic region as the existing 702 exchange to ensure a continuing supply of telephone numbers. The new 725 area code will be added to the area served by 702. This is known as an area code overlay. See docket 12-06016 for more information about the proceedings that led to the new area code.

WHAT IS AN AREA CODE OVERLAY?

An overlay is the addition of another area code (725) to the same geographic region as an existing area code (702). **An overlay does not require customers to change their existing telephone number which includes the area code.**

WHAT WILL BE THE NEW DIALING PROCEDURE?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all calls in the 702 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**.

WHO WILL BE AFFECTED?

The 702 area code generally covers all of Clark County and principally the greater Las Vegas area, serving communities such as:

- Boulder City
- Henderson
- Las Vegas
- Laughlin
- Mesquite
- Moapa Valley
- North Las Vegas

WHEN WILL THE CHANGE BEGIN?

- Effective **August 3, 2013**, you should begin using the new dialing procedures whenever you place a call from the 702 area code. If you forget and dial just seven digits, your call will still be completed.
- Beginning **May 3, 2014**, you must use the new dialing procedures, as described above for all calls. After this date, if you do not use the new



dialing procedures, your calls will not be completed and a recording will instruct you to hang up and dial again.

- Beginning **June 3, 2014**, new telephone lines or services may be assigned numbers using the new 725 area code.

WHAT WILL YOU NEED TO DO?

In addition to changing your dialing procedures, 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 procedures. Some examples are life safety systems, PBXs, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, etc. You may also want to check your business stationery or advertising materials to ensure the area code is included.

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 will continue to dial 1 + area code + telephone number for all long distance calls.
- 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.

QUESTIONS OR COMMENTS?

- Contact your telephone service provider.
- Visit www.dial10digits.org.



[facebook.com/nevadapuc](https://www.facebook.com/nevadapuc)

WWW.PUC.NV.GOV

twitter.com/nevada_puc



January 2013