

## **Consumer Information Summary on 305/786 Area Code Overlay**

Florida's 305/786 area codes will soon run out of numbers. With the demand for new phone numbers and the need to ensure a continuing supply, the Florida Public Service Commission (PSC) approved an overlay plan for the 305/786 Number Plan Area. Currently, the 305/786 area codes serve all of Miami-Dade County and the Florida Keys.

### **What is an Area Code Overlay?**

An overlay is the addition of an area code to the same geographic region as existing area codes. This overlay does not require customers to change their existing area code or phone number.

### **Who will be affected and when will the change begin?**

Beginning August 4, 2023, customers may be assigned a phone number with the 645 area code when requesting new service, an additional line, or in some cases, moving their service. The 645 area code will co-exist throughout the region with the 305/786 area codes.

### **What will current customers need to do?**

When implementation begins later this year, current customers in the Miami-Dade County and Florida Keys do not need to do anything differently since they are already in a 10-digit dialing area.

### **What remains the same?**

- Customers' telephone numbers, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change.
- What is a local call now will remain a local call regardless of the number of digits.
- Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 522, 611, 711, or 811 if those are currently available in their community.

For more information, you can call your current service provider, access your service provider's website or, call the PSC's toll-free number, 1-800-342-3552.