

New 327 Area Code Approved for the Arkansas 870 Area Code

To ensure a continuing supply of telephone numbers, the Arkansas Public Service Commission approved the addition of the new 327 area code to the geographic region served by the 870 area code. The 870 area code serves northern, eastern and southern portions of Arkansas that includes, but is not limited to the communities of El Dorado, Mountain Home, Jonesboro, Pine Bluff, Monticello and Magnolia. The new 327 area code will serve the same geographic area currently served by the existing 870 area code.

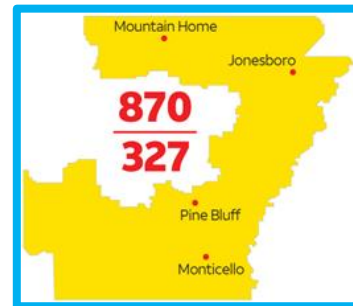
What is the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all calls in the 870 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 327 area code.

When will the change become mandatory?

Beginning **January 19, 2024**, you **must** use the new dialing procedures for all local calls. On and after this date, if you do not use the new dialing procedures, your calls will not complete and a recording will instruct you to hang up and dial again including the area code.

On **February 20, 2024**, new telephone lines or services may be assigned numbers with the new 327 area code. Callers must use the new dialing procedure for local calls in the new 327 area code.



What will you need to do?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to dial the area code and phone number. Some examples are life safety systems and medical monitoring devices, PBXs and fax machines, Internet dial-up numbers, alarm and security systems or gates, ankle monitors, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your website, business stationery, advertising materials, personal and business checks, contact information and your personal or pet ID tags to ensure the area code is included in your telephone number.

What will remain the same?

- Your telephone number, including current area code, will not change.
- What is a local call now will remain a local call.
- The price of a call, coverage area, or other rates and services will not change due to the expansion of the overlay.
- You can still dial just three digits to reach 911 and 988.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will continue to dial these codes with just three digits.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Cox Business at 866-272-5777 or access the following websites for more information: <https://www.cox.com/business/home.html> or Arkansas Public Service Commission at: <https://apsc.arkansas.gov/utilities/telephone/>