



Carrier Customer Bulletin

Date: October 2, 2020
Notice #: CCBFTR01853
Audience: IXC, Wireless, ILEC, CLEC, Reseller, ISP
Subject: Area Code Overlay for the California 909 NPA
Effective Date: Mandatory 11-Digit Dialing Begins 01/23/2021

As previously [communicated](#), the California Public Utilities Commission (CPUC) in Decision 19-06-012 approved an all-services distributed overlay as the relief method for the 909 NPA. The area served by the 909 NPA includes the southwestern portion of San Bernardino County, the eastern portion of Los Angeles County and small portions of Orange and Riverside Counties; serving communities of Big Bear City, Colton, Chino, Chino Hills, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Yucaipa as well as unincorporated areas in San Bernardino County; and the cities of Claremont, Diamond Bar, Industry, La Verne, Pomona, San Dimas, Walnut as well as unincorporated areas in Los Angeles County and the cities of Calimesa and Eastvale as well as unincorporated areas in Riverside County. The new **840 NPA** Overlay will be an all-services overlay and will serve the same geographic area currently served by the existing 909 NPA.

An area code overlay allows a new area code to be assigned over the same geographic area as an existing area code, which means any customer requesting additional or new service (e.g., landline, wireless, etc.) could have a different area code for the new number. The overlay results in the need for 11-digit (1 + area code + telephone number) dialing for all local calls.

Beginning January 23, 2021:

11-digit signaling is required for all calls terminating in all Frontier Communications end offices, access tandems, and intraLATA tandems in the existing 909 NPA. Failure to comply with the required 11-digit signaling will result in call failures.

A sample customer letter has been developed in [English](#) and [Spanish](#) to assist with communicating mandatory dialing time frames to end user customers. Please adjust the contact information accordingly.

The **909/840** overlay will not affect existing local calling areas or rates. No existing 909 NPA numbers will be changed and all existing 909 NPA numbers will retain the existing NPA.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager.

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