



## Frequently Asked Questions on 10-digit Dialing

What regions are affected by 10-digit local dialing?	All local calls from anywhere in Alberta or British Columbia will require 10-digit dialing. 10-digit dialing has been in place in BC's Lower Mainland for several years, but is new to the rest of that province and to all of Alberta.
What are the new area codes?	In British Columbia, area code 778 will be extended from the Lower Mainland to cover the rest of the province. In Alberta, a new area code – 587 – will be extended over the entire province.
Will I need to change my phone number?	No. You will not be required to change any existing phone numbers.
When should businesses start including the area code in local calls?	Start using the area code now when placing local calls and reprogram other communications services right away.
Why must 10-digit dialing be used for local calls?	This dialing method will pave the way for the introduction of new area codes that will create millions of new numbers. 10-digit dialing is becoming mandatory for local communications because it allows the same number to exist in both current and new area codes.
Will local calling areas remain the same?	Yes. 10-digit dialing does not affect local calling areas in any way. The geographic boundaries of your local calling area have not changed.
How will 10-digit dialing affect communications equipment?	Some equipment (alarm systems, dial-up internet connections, faxes, etc.), some functions (auto-dialing, speed-dialing, etc.) and telephone-activated databases must be re-programmed to accommodate 10-digit dialing.
When should business start reprogramming their communications equipment?	You should begin reprogramming your communications equipment right away. Fax and other data transmission may be disrupted by the announcement reminding you to include the area code.
I need a new phone number. Do I have to have a number with the new area code?	If you are applying for a new phone number, you may receive a number with the new area code if no current area code telephone numbers are available.
Does my long distance calling area change?	No. The geographic boundaries that govern long distance will not change.
Will this affect 411 or 911?	No. All 3-digit numbers, including 211, 311, 411, 611, 811, 911 and emergency service (where applicable) will remain the same.

Questions? Contact our Support Centre at 1 866 770 3001, option 2.