

Facts About Chicago's New Area Code 872 and 11-Digit Dialing



Starting Saturday, November 7, 2009, a new area code (872) will overlay the 773 and 312 area codes, bringing 11-digit dialing to the Chicago region.

What is Changing?:

- Starting on November 7, 2009, 11-digit dialing will be necessary for all calls you make, within the City of Chicago, including calls made within the same area code (1 + Area Code + 7 digit number).
- You will no longer be able to dial 7 digits to a local number inside your area code. You will need to dial 1 + Area Code + 7 digit number.

Here is What Does Not Change:

- Your telephone number will not change. The new 872 area code will be assigned only for new telephone numbers within the City of Chicago.
- Long distance rates will not change.
- Dialing 911 and 311 will not change.

How to prepare for 11-digit dialing:

Tips For Businesses & Residents

- If you have any modems, faxes, or phone equipment set on auto dial, you will have to re-program them to dial 11 digits instead of 7 digits.
- Make sure your Web sites, stationery, advertising materials, business cards and checks include your area code.
- Update all stored local telephone numbers to include the area code for services such as call forwarding, call blocking and voicemail, and for equipment, such as wireless phones.
- You may need to reprogram or upgrade equipment such as fax machines, dial-up modems, Internet connections, multi-line key or PBX systems, or any equipment with automatic dialing features.
- If you have a security system you will need to contact your vendor to determine reprogramming needs for 11-digit dialing.

Why is the new area code being added?

To ensure a continuing supply of telephone numbers and competitive services, the 872 area code is being added to the same area served by both the 312 and 773 area codes.

What is an area code "overlay"?

An "overlay" is when more than one area code serves the same geographic area. The City of Chicago has been served by area codes 312 and 773 since 1995. When 773 was added, the existing area code, 312, was split into two distinct areas. However, the new area code, 872 is being "overlaid" onto both the 312 and 773 area codes, and will be able to serve all parts of the city.

For more information, contact the Illinois Commerce Commission (ICC)
at www.icc.illinois.gov

