

April 1, 2008

385 Area Code Added to Existing 801 Area Code Region

Our goal at Qwest is to offer services that meet your communications needs and to provide timely information regarding changes or events that influence your service.

That's why I want to let you know about an upcoming change in your area. In order to accommodate the growing need for telephone numbers in Utah, the Utah Public Service Commission has ordered the new 385 overlay area code to be added to the telephone exchanges currently served by the 801 area code today.

This change will affect the way you dial your calls by requiring you to dial 10-digits for all local calls.

An area code overlay is the addition of another area code (385) to the same geographic region as an existing area code (801). An overlay does not require customers to change their existing area code or their 7-digit telephone number.

Effective **June 1, 2008**, you should begin using the new 10-digit dialing procedure whenever you place a local call from the 801 area code. If you forget and use the old procedure of dialing just 7-digits, your call will still be completed during the grace period. Long-distance calls require 1+10-digit dialing.

Beginning **March 1, 2009**, the grace period will end and you **must** use the new 10-digit dialing procedure for all local calls. On this date, if you do not dial all 10-digits, your call will not be completed, and a recording will instruct you to hang up and dial again. Additionally, new telephone lines or services may be assigned numbers with the new 385 area code at this time.

Please refer to the back of this letter for Frequently Asked Questions or call Qwest at 1 866-450-6153 with any questions regarding the addition of the 385 area code or the new 10-digit dialing requirements.

I understand that you have a choice in communications providers, and I appreciate that you have chosen Qwest.

Sincerely,



Stephanie Copeland
Vice President, Marketing

Frequently Asked Questions About the new 801/385 Area Code Change

To accommodate the growing need for telephone numbers in Utah, a new area code (385) will be added to the area currently served by the 801 area code. This method of providing new telephone numbers is commonly known as an area code overlay. The new 385 area code will serve customers in the same geographic region as the current 801 area code. All customers within the 801/385 geography, which includes the counties of Utah, Salt Lake, Weber, Davis, and Morgan, will need to dial the appropriate area code followed by the 7-digit telephone number when dialing an 801 or a new 385 number. Long-distance calls will require 1+10-digit dialing.

What is an Area Code Overlay?

An area code overlay is the addition of another area code (in this case 385) to the same geographic region as an existing area code (801). An area code overlay does not require a customer to change their telephone number, only the way they dial a call.

What Will be the new Dialing Procedure?

Type of call	Calling to	Dialing Plan
Local Call	801 or 385 Area Code	10-digits (Area Code+XXX-XXXX)
Toll Call or Long Distance	All Area Codes	1+10-digits (1+Area Code+XXX-XXXX)
Operator Calls <i>credit card, collect, third party</i>	All Area Codes	0+10-digits (0+Area Code+XXX+XXXX)

When will the Change Take Place?

- Effective June 1, 2008, customers should begin using the new dialing procedure (area code + 7-digit telephone number) when placing local calls from the 801 area code. If customers forget and use the old dialing procedure of dialing just 7-digits, calls will still complete until March 1, 2009. Long-distance calls will require 1+10-digit dialing.
- Beginning March 1, 2009, customers **must** use the new dialing procedure for all calls. After this date, if customers do not use the new dialing procedure, calls will not complete, and a recording will have instructions to hang up and dial again.

What do Business Customers Need to do?

- In addition to changing your dialing procedure, automatic dialing equipment and other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security gates, speed dialers, call forwarding settings, voicemail services, and similar functions.
- You may also want to check your business stationery and advertising materials to ensure the area code is included.
- Be sure to complete the programming and dialing changes prior to March 1, 2009.

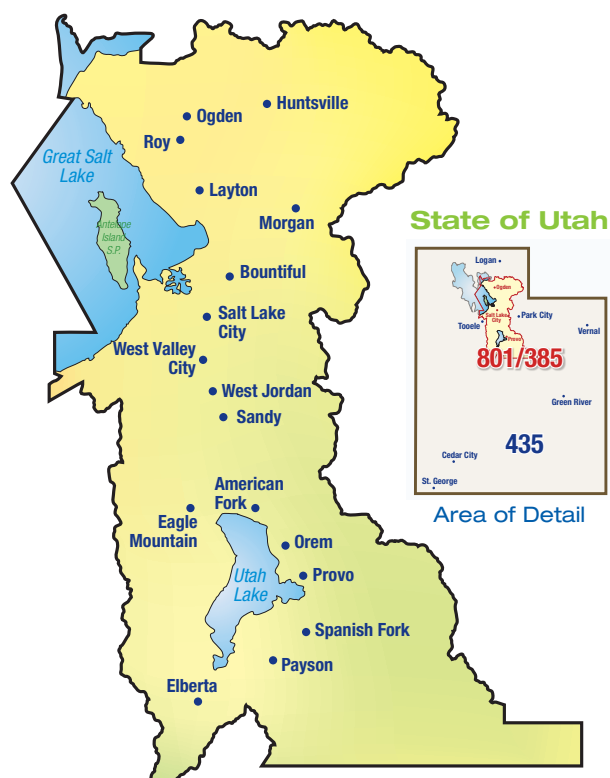
What is the Test Number for the 385 Area Code?

A special test number will be established on December 1, 2008, to enable business customers to verify their equipment can complete calls to the new area code. This special number, 385-600-1234, will remain active through June 1, 2009. Long-distance calls will require dialing 1+385-600-1234.

What Will Remain the Same?

The price of a call, coverage area, or other rates and services will not change due to the overlay, and what is a local call now will remain a local call regardless of the number of digits dialed. Customers will still dial just three digits to reach 911 and 411. If 211, 311, 511, 611, 711 and 811 are currently available in your community you will still dial them with just three digits.

If you have any questions regarding the information provided in this notice, please call 1 866-450-6153 or contact the following websites for more information: <http://www.qwest.com/announcements/UtahAreaCodeOverlay> or the UT PSC website www.publicutilities.utah.gov/area-code-overlay.html.



*The overlay will affect the following counties: Utah, Salt Lake, Weber, Davis, and Morgan.