From: John Harvey
To: Livingston, Merilee
Date: 1/27/2009 7:40 AM
Subject: Fwd: Area Code Overlay

>>> miles constantine   1/23/2009 1:02 PM >>>
Mr: duncan:
Assuming you are the dept. head for this change.
The area code change as proposed places most of the burden on the customer rather than the utilities. Suggest an alternative
approach where the providers program their computers to respond to double-used numbers (both 801 and 385).
User dials xxx-xxxx. Only 801 number in use- call goes through.
User dials xxx-xxxx. Only 385 number in use- call goes through.
User dials xxx-xxxx. Both 801 and 385 in use. System responds and states 'which area code (801 (1) or 385 (2). Please select and
please add area code to your phone. Dials number for connect.
Since 385 won't be fully populated at the beginning, users get benefit of fewer numbers dialed as well a finding out if user has new
area code.
Puts burden on provider to program accordingly to track used numbers (already do that) and simplifies life for users. Will work
better in short and long term as every new 385 added to your system can be programmed for 385-xxx-xxxx.
Thank you.
Miles Constantine

Windows Live™ Hotmail®...more than just e-mail. See how it works. (
http://windowslive.com/howitworks?ocid=TXT_TAGLM_WL_t2_hm_justgotbetter_howitworks_012009)