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From: webmaster@pa.gov
Sent: Saturday, March 12, 2016 4:32 PM
To: PC, PCWEBMASTER
Subject: PUC Feedback

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Importance: High

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Feedback: I have no idea how to contact PUC about the pending need to add and change area codes. I worked in telecommunications for 42 years and can tell you the best way to handle the change is to put all new subscribers on a new area code. The expense and effort needed to convert existing customers to another area code is immense. For businesses this means changes in all correspondence and publications, interactive voice systems, advertising and contact list. For all other customer it means they have to inform all their contacts including insurance companies, utilities, doctors, pharmacies, etc. of their new phone numbers. This also means updating the 911 systems. It is overwhelming and should not be done. We have enough chaos in our world without initiating more. Please do not do this. Put only new customers on the new area codes.

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