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10-Digit Local Dialing: Customer Changes!

With the growing popularity of new communication services, the demand for new numbers will soon exceed the supply. As a result, starting August 23, 2014, 10-Digit dialing will apply to all local communications in Nova Scotia and Prince Edward Island.

Important Dates:

August 23, 2014:

Seaside customers must now dial the area code followed by the 7-Digit phone number for all local calls. Any customers failing to use 10-Digit dialing will receive a network announcement reminding them to include the area code going forward.

It is important to adapt the 10-Digit dialing and reprogram all telephone functions and communications equipment to comply with 10-Digit dialing and reprogram all telephone functions and communications equipment.

November 16, 2014:

Any calls made without the area code or do not comply with 10-Digit local calling will not be completed.

November 30, 2014

Area code 782 will gradually be introduced in Nova Scotia and Prince Edward Island. The addition of the area code will enable the creation of additional telephone numbers as area code 902 is almost taken.

The new code will simply join the current one, with no impact on existing telephone numbers. The new area code will only be assigned to new telephone numbers.

How to Prepare:

Customers can prepare by reprogramming all applicable equipment and services with the new 10-Digit dialing format (902 + 7-Digit telephone number)

Customer Checklist

Functions, Equipment and Systems to Reprogram

- Speed Lists
- Telephone Options and Functions (Call Forwarding)
- Fax Machines
- Cellular Phones
- Security Systems
- Voice Messaging

Who to Contact

- Friends and Family
- Business Contacts

Updating Communication Tools

- Email Signatures
- Stationary, Cheques, business cards, and advertisements

10-Digit Dialing-Frequently Asked Questions

What will happen if I dial a 7-Digit number after August 23, 2014?

A network announcement will remind customers to use 10-Digit dialing the next time, and the call will be connected. Because this message may disrupt data transmission (faxes), it reinforces the importance of quickly adopting 10-digit dialing.

Starting November 16, 2014, all local calls will have to begin with the area code, otherwise they will not be connected.

How should a telephone number be written?

When written or printed, the 10-digit telephone number should be visually separated by dashes, spaces or periods in accordance with the international standards (example: 902-539-6250 or 902 539 6250). The area code should not appear in brackets since this may lead the caller to believe 7 digit dialing is optional.

If someone accidentally dials “1” before the 10-digit local phone number, will long distance charges apply?

No, the call will be recognized as a local call, and the caller will hear a network announcement to that effect before the call is connected.

Will long-distance calls be affected or change how they performed?

Long Distance calls will continue to be made in the same manner as current practices. Simply enter “1” before the 10-digit number.

What will happen to my security system? Will it still work?

Yes, but you should follow-up with your security company to ensure they have updated your settings to ensure there is not delay in responses.

Why must 10-Digit dialing be used for local calls?

This dialing method will pave the way for the introduction of a new area code, which will then provide availability of new telephone numbers. 10 Digit dialing is becoming mandatory for local communications because it allows the same telephone number to exist in both area codes.

What is the new area code, and when will it come into effect?

The new area code is 782, and it will be used after November 30, 2014 depending on demand for the provinces of Nova Scotia and Prince Edward Island.

Will my current phone number change?

No, your current phone number will not change. However, when providing your number, the area code will need to be included.

Can I pick the area code I want?

Customers requesting a new number will not be able to reserve or request a specific area code.

Do I have to dial the area code before calling 911?

Existing 3-digit numbers such as 911, 611, 511, and 411 will continue to be 3-digits and will not be affected.

Who made this decision?

The addition of a new area code is the result of a decision by the Canadian Radio-Television and Telecommunications Commission (CRTC).

Who can I contact if I have any questions?

If you have any questions or concerns, please contact one of our customer service team at 902-539-6250 Phone option 2, or technical support at 902-539-6250 Phone option 3.