

**All Customers with a New York 518 Area Code
Must Dial Area Code + Telephone Number
For all Local Calls Beginning August 19, 2017**

What is the new dialing procedure?

To complete calls within the 518 area code region, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all calls in the 518 area code that are currently dialed with seven digits will need to be dialed using ten digits, that is, the **area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 838 area code.

Who will be affected?

The 518 area code covers all or part of 17 counties in eastern upstate New York, serving communities in the capital region of Albany and surrounding areas, such as Plattsburgh and Lake Placid. The new **838 area code** will serve the same geographic area currently served by the existing 518 area code.

Why is the change necessary?

To ensure a continuing supply of telephone numbers, the 838 area code is being added to the area served by the 518 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number - including calls within the same area code.



Beginning **September 19, 2017**, new telephone lines or services may be assigned numbers with the new 838 area code. Callers must also use the new dialing procedure for local calls in the new 838 area code.

When will the change become mandatory?

Beginning **August 19, 2017**, you **must** use the new dialing procedure for all local calls. If you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

However, all customers **should** begin using the new dialing procedure before August 19, 2017.

What will you need to do?

In addition to changing your dialing procedures, all services, automatic dialing equipment, or other types of equipment that are programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are stored telephone numbers in contact lists in wireless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, etc. Medical alert devices, safety alarm security systems and gates, ankle monitors or other similar equipment must be programmed to use 10-digit dialing. Many systems operate on 10-digit dialing by default but some older equipment may still use 7 digits. Please contact your medical alert or security provider if you don't know whether your equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit dialing. You may also want to check your website, business stationery and advertising materials, printed checks, contact information, and your personal or pet ID tags to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all calls to other area codes (outside of 518 and 838).
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community you will still dial these codes with just three digits.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call (**Service Provider's name**) at (**Service Provider's Contact number**) or access (**Service Provider's website**) for more information. You can also visit the New York Public Service Commission's website at <http://www.dps.ny.gov/> for further information.