



Public Service Commission

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Western New York Residents and Businesses Prepare for New 624 Area Code

New Area Code Assignments Begin 2nd Quarter of 2024

ALBANY — The New York State Public Service Commission (Commission) announced today that residential, business and wireless customers within the existing 716 area code region should begin to prepare for the introduction of the new 624 area code, as early as the second quarter of 2024.

To meet the increasing demand for residential and business phone numbers, on October 13, 2022, the Commission approved an all-services overlay area code to be added to the current 716 area code that serves all or portions of Allegany, Cattaraugus, Chautauqua, Erie and Niagara counties. The Commission determined that, among the available relief options, the all-services overlay is the best alternative to enhance the public interest in the 716-area code region by providing long-term relief, the least expense, and minimal disruption to consumers.

The overlay area code will be assigned to newly issued telephone numbers in the region once all unassigned 716 telephone numbers are exhausted and will apply to all telephone numbers, regardless of service type. As early as the second quarter of 2024, customers in the 716-region requesting new service, an additional line, or a move in the location of their service, may be assigned a number in the new 624 area code.

Existing customers in the 716-area code will not be impacted by the new overlay area code. The new area code is projected to provide telephone numbers for approximately 29 years.

Important facts that consumers and businesses need to know about the 716-area code overlay are:

- Current telephone numbers, 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 continue to remain a local call.
- Calls between 624 and 716 area codes are local calls.
- Consumers will continue to dial the area code + telephone number for all calls to other area codes.
- Calls to reach 911 Emergency Service will remain three digits.

Customers should ensure that all services, automatic dialing equipment, applications, software, or other types of equipment recognize the new 624 area code as a valid area code. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Business stationery, advertising materials, personal checks, and personal or pet ID tags should include the area code.

The North American Number Plan Administrator, or NANPA, as designated by the Federal Communication Commission, determines the newly assigned area code. NANPA has key perspective of all available 3-digit codes to be able to set future area codes and does so years in advance of exhaust of an area code. When designating the future area code, most importantly, NANPA considers whether dialing conflicts are created within and between the new code and adjacent area codes within the State. As the transition to 10-digit local dialing continues within area codes, dialing conflicts will be of less importance when designating future area codes.

The Commission's rulings in this proceeding may be obtained by going to the Commission Documents section of the Commission's Web site at www.dps.ny.gov and entering Case Number 22-C-0358 in the input box labeled "Search for Case/Matter Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.