



## Public Service Commission

**For Immediate Release:** 01/24/22

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**22008 / 21-C-0473**

## **Nassau County Residents and Businesses Prepare for New 363 Area Code**

### ***New Nassau County Area Code Assignments Begin 2<sup>nd</sup> Quarter of 2023***

**ALBANY** — The New York State Public Service Commission (Commission) today announced that residential, business and wireless customers within the existing 516 Nassau County area code region should begin to prepare for the introduction of the new 363 area code, beginning the second quarter of 2023.

To meet the increasing demand for residential and business phone numbers in Nassau County, the Commission, on January 20, 2022, approved a new area code to be added to the current 516 area code serving Nassau County.

Beginning the second quarter of 2023, customers in the existing 516 area code requesting new service, an additional line, or a move in the location of their service, may be assigned a number in the new 363 area code.

Existing customers in the 516 area code that serves Nassau County will not be affected by the new overlay area code. An overlay area code is the most effective possible use of numbering resources in Nassau County and results in long-term relief, with the least expense, and the least amount of disruption and frustration to consumers as possible.

Customers will retain their current telephone numbers, and 10-digit dialing for local calls will continue. The overlay area code will be assigned to newly issued telephone numbers in Nassau County once all existing 516 telephone numbers are exhausted, and will apply to all telephone numbers, regardless of service type. The new area code is projected to provide telephone number relief in Nassau County for approximately 49 years.

Important facts that consumers and businesses need to know about the upcoming 363 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 516 and 363 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 363 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 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](http://www.dps.ny.gov) and entering Case Number 21-C-0473 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.