



10-DIGIT DIALING FOR LOCAL CALLS

The New York State Public Service Commission recently announced they are adding a new 838 area code to the same geographic area served by the 518 area code to ensure a continuing supply of telephone numbers. Effective, August 19, 2017, all local calls will require the area code followed by the phone number (10-digit dialing). To make local calls from an on-campus phone, you must dial "9," before the area code and phone number.

What will remain the same?

- On-campus calls can be made using the 5-digit extension
- Dial just three digits to reach 911
- 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
- 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 including toll free and long distance calls (outside of 518 and 838)
- You will continue to be prompted for your Personal Security Code for long distance or toll calls

What will you need to do?

- Fax machines, other automatic dialing equipment, or other any equipment programmed to dial a 7-digit number will need to be reprogrammed to use the new dialing procedure
- Update stored telephone numbers in contact lists in wireless phones, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, etc.
- Medical alert devices, safety alarm security systems and gates, fire alarm systems and other monitors or other similar equipment must be programmed to use 10-digit dialing. If you are unsure if your equipment is needs to be reprogrammed, or is already programmed for 10-digit dialing, please contact your vendor or security provider
- You may also want to check your website, business stationery and advertising materials, voicemail recordings and contact information to ensure the area code is included.
- If you do not dial the area code, your call will not be completed, and a message will tell you to try again

For more information about the 10 digit dialing change and the new 838 area code, please refer to the following links from the New York State Public Service Commission:

[http://www3.dps.ny.gov/W/AskPSC.nsf/96f0fec0b45a3c6485257688006a701a/3208929225b720c785257ff600707084/\\$FILE/518%20area%20code%20QA%20Fact%20Sheet%20final%202-7-17.pdf](http://www3.dps.ny.gov/W/AskPSC.nsf/96f0fec0b45a3c6485257688006a701a/3208929225b720c785257ff600707084/$FILE/518%20area%20code%20QA%20Fact%20Sheet%20final%202-7-17.pdf)