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 Telecommunications on extension
6411 (518-388-6411) or email telecom@union.edu or you may contact your own service provider.