



518 / 838

Attention: Troy Residents

Beginning August 19, 2017, residents, businesses and wireless users within the existing 518 area code (including Troy, NY) will be required to dial **10 digits** when making a phone call as a result of the introduction of the new 838 area code.

The **New York State Public Service Commission** has issued the following important information for consumers on the 518/838 area code overlay:

- Current telephone numbers, including current area code, **will not change**;
- Beginning August 19, 2017, all calls within and between 518/838 **must be dialed with the area code plus the 7-digit local telephone number** (“ten-digit dialing”);
- Consumers will continue to dial 1+ area code + telephone number for all calls to other area codes;
- What is a local call now will continue to remain a local call;
- The price of a call, and the price of other telephone services, will not change due to the new overlay area code;
- Calls to 911 Emergency Service will remain three digits; and
- If 211, 311, 411, 511, 611, 711 or 811 services are currently available in the community, consumers will still dial these codes with just three digits.

Troy residents and businesses with existing 518 area code phone numbers are reminded to update their local contact information. All calls within the 518/838 area code must be programmed to dial using 10-digits. All local government phone numbers associated with the City of Troy **will remain the same**. The City website has been updated to ensure all phone contact information includes 10 digits to assist residents during the overlay transition.



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www.troyny.gov
[facebook.com/troy518](https://www.facebook.com/troy518)

For more information on the 518/838
area code overlay, please visit:

www.dps.ny.gov