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Mayor Madden Reminds Troy Residents Mandatory 10-Digit Dialing Begins August 19

Troy Residents with 518 Area Code Phone Numbers Will Need to Dial Area Code and Seven-Digit Number for Local Calls

Ten-Digit Dialing Requirement Results of Addition of 838 Area Code Approved by NYS Public Service Commission

TROY, NY – Ahead of the implementation of the new 838 area code overlay across the Capital Region approved by the New York State Public Service Commission, **Mayor Patrick Madden** is reminding Troy residents and business owners that 10 digit dialing will begin Saturday, August 19, 2017. Telephone users with 518 area code phone numbers will be required to dial the area code followed by the 7 digit local telephone number in the 518/838 overlay area.

Mayor Patrick Madden said “As our region begins to implement the additional 838 area code, local governments must work to educate our community on important operational changes in our region’s telecommunication network. I am asking residents and local business owners to share this important update with your neighbors, families, friends and customers to ensure a smooth transition to ten-digit dialing in the City of Troy.”

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 the current 518 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 reach 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.

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 the 518 area code to assist residents during the overlay transition. Businesses with existing 518 area code phone numbers are reminded to update their published contact information (websites, brochures and other promotional materials). All calls within the 518/838 area code must be programmed to dial using 10-digits, and residents are asked to update local contacts to include three-digit area codes.

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