



Public Service Commission

For Immediate Release: 04/20/22

Rory M. Christian, Chair

Contact:

James Denn | James.Denn@dps.ny.gov | (518) 474-7080

<http://www.dps.ny.gov>

<http://twitter.com/NYSDPS>

22039/21-C-0600

New 329 Area Code for Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, Ulster, and Westchester Counties

New Area Code Assignments Begin Third Quarter of 2023

ALBANY — The New York State Public Service Commission (Commission) announced today that residential, business and wireless customers within the existing 845 area code region (Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, Ulster, and Westchester counties) should begin to prepare for the introduction of the new 329 area code, as early as the third quarter of 2023.

To meet the increasing demand for residential and business phone numbers, the Commission, on April 14, 2022, approved a new area code to be added to the current 845 area code that serves all or parts of Columbia, Delaware, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, Ulster, and Westchester counties.

Beginning the third quarter of 2023, customers in the existing 845 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 329 area code.

Existing customers in the 845-area code will not be affected by the new overlay area code. An overlay area code is the most effective possible use of numbering resources in the 845-area code region 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 the region once all existing 845 telephone numbers are exhausted, and will apply to all telephone numbers, regardless of service type. Customers will retain their current telephone numbers, and 10-digit dialing for local calls will continue. The new area code is projected to provide telephone numbering relief for approximately 28 years.

Important facts that consumers and businesses need to know about the upcoming 845 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 329 and 845 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 329 area code as a valid area code. Some examples of such 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 and entering Case Number 21-C-0600 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.