

New (838) Area Code Overlay for the State of New York in the (518) Area Code Region

To ensure a continuing supply of telephone numbers, the new (838) area code will be added to the area served by (518). This is known as an area code overlay. Get ready to change the way you dial your calls made within the (518) area code!

What is an area code overlay?

An overlay is the addition of another area code (838) to the same geographic region as an existing area code (518). An overlay does not require customers to change their existing area code.

Who will be affected?

The (518) area code covers all or part of 17 counties in eastern upstate New York, servicing communities in the Capital region of Albany and its surrounding suburbs, 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.

What will be the new dialing procedure?

This is also referred to as dialing using the ten digit dialing method. When this overlay becomes effective 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 procedure will apply to telephone numbers assigned to the new (838) area code.

When will the change begin?

Effective March 18, 2017, you should begin using the new dialing procedures whenever you place a call from the (518) area code. If you forget and dial just seven digits, your call will still be completed.

Beginning August 19, 2017, you must use the new dialing procedures as described above for all calls. After this date, if you do not use the new dialing procedures your calls will not be completed and a recording will instruct you to hang up and dial again.

Beginning September 19, 2017 new telephone lines or services may be assigned numbers using the new (838) area code. All calls made within and between area codes (518) and (838) must be placed using the 10-digit telephone number (518 plus 838 plus the 7 digit telephone number).

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, medical alert devices, safety alarm security systems and gates, ankle monitors and or other similar equipment. Be sure to check your website, business stationery, advertising materials, personal and business 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.

Think this might effect you?

If you are a Ronco customer click to get your [10 Digit Dialing Assessment](#) and have piece of mind that your system will do exactly what it does today! (or visit info.ronco.net/518-dialing-assessment)

