

## **What is changing?**

An area code must be dialed to place any call, including calls to a local telephone number. This is referred to as “10 digit dialing”.

Idaho now has more than one area code. In addition to the 208 area code, a new area code (986) has been assigned to Idaho. Regardless of where you live in Idaho, if you request a new telephone number, you may be assigned a number that includes the new 986 area code.

Existing telephone numbers with the 208 area code will not change. The new area code will only be assigned to new telephone numbers.

## **When will this happen?**

On August 5, 2017, mandatory 10 digit dialing begins. You must dial 10 digits to place a call. If you do not, you will reach a recording instructing you to hang up and dial again using 10 digits.

On September 5, 2017, the new area code will start being assigned to customers.

## **What do I need to do?**

Verify that any equipment or system that uses a pre-programmed telephone number has been programmed to use the correct 10 digit number. Fax machines, printers, alarm systems, medical alert devices, telephones and other devices and systems may need to be reprogrammed to include an area code. Seven digit dialing will no longer work as of August 5, 2017.

If you are not sure whether your equipment has been properly programmed, contact your service or equipment provider. Any needed reprogramming should be done immediately.

Change advertising materials, signage, stationery, business cards or identification tags with 7 digit phone numbers to include the area code.

## **Will I need to dial an area code when calling 911?**

No. You will not need to dial an area code when calling three-digit services such as 211 (Idaho CareLine), 511 (Idaho Traveler Information), 811 (Call before you dig), and 911 (Emergency Communication System).

## **Why is this change necessary?**

Idaho’s telecommunications providers were informed in 2015 that no new telephone numbers would be available for assignment in Idaho’s “208” area code by 2018. A second area code would need to be assigned to allow telecommunications providers to prepare for the addition of a new area code. On November 2, 2015 the Idaho Public Utilities Commission approved a plan for Idaho’s second area code to be implemented in late 2017. See Order No. [33414](#). After the Commission issued its order approving the plan, Nuestar, the agency that contracts with the Federal Government to administer the nation’s area code numbering plan issued Idaho’s second area code: 986.