



Idaho's second area code, 986, will be assigned to new phone numbers starting Sept. 5.

The new area code will be applied state-wide. Since it's not restricted to a geographic area, all calls to Idaho phone numbers now require the area code in order to be completed.

If you attempt to make a call but forget to include the area code, you will hear a recording stating that the call cannot be completed without the area code.

How do I make a call?

All calls to any Idaho phone number require the area code in order to be completed.

To make a local call, dial the area code and seven-digit phone number.

The procedure for making long-distance calls within the state has not changed - dial a "1" plus the area code and seven-digit phone number.

There is no change to the procedure for calling 911, 211, 311, 411, 511, 611, 711 or 811.

Calls not being completed?

If you're having trouble completing calls, be sure to add the area code to any phone numbers stored in your phone. Be sure to add the area code when you use Call Forwarding.

If you have multiple phone lines arranged to automatically route calls to another available number, all numbers programmed into your phone system must include the area code and phone number.

You should also verify that any electronic equipment or devices with automated dialing features (security systems, medical devices, fax machines, printers, etc.) have been programmed to dial 10 digits. Most newer equipment uses 10-digit dialing as the default. Call your provider if you are unsure or cannot figure out why calls are not being completed.

What has changed?

The procedure for making a local call has changed – it now requires the area code plus seven-digit phone number.

What has not changed?

Your phone number has not changed, including your area code.

The procedure for dialing long distance has not changed.

You can still dial just three digits to reach 911.

The cost of a call, plus other rates and services have not changed, and neither has your coverage area.

Why is 10-digit dialing necessary?

The move to 10-digit dialing is related to the introduction of the state's second area code, 986.

Regardless of where you live in Idaho, if you sign up for new telephone service here on or after Sept. 5, you may be assigned a phone number with the new area code.

Since the new area code will apply to numbers issued across the state, all calls to phone numbers with an Idaho area code require the area code plus seven-digit number.

Why did the state need a second area code?

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.

In fall 2015, the Idaho Public Utilities Commission approved a plan for the state's second area code to be implemented this year.

After the Commission issued its order approving the plan, Neustar, the agency that contracts with the federal government to administer the nation's area code numbering plan, issued Idaho's second area code: 986.

Will local calls cost more?

No, this change has no impact on rates, services or coverage area.

Need to dial an area code when calling 911?

There is no need to enter an area code when calling three-digit services such as 211 (Idaho CareLine), 511 (Idaho Traveler Information), 811 (Digline) and 911.

Confused?

Call the PUC's toll-free number, (800) 432-0369.