



What is changing?

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

The reason for this change is that Idaho will soon have more than one area code. In addition to the 208 area code, a new area code (986) has been assigned to the state. Regardless of where you live in Idaho, if you request a new telephone number on or after Sept. 5, 2017, you may be assigned one with the new 986 area code.

Existing telephone numbers with the 208 area code will not change.

When will this happen?

On Aug. 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 Sept. 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 communications equipment may need to be reprogrammed to include the area code. Seven-digit dialing will no longer work as of Aug. 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.

Remember to change any advertising materials, signage, stationery, business cards and 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 enter an area code when calling three-digit services such as 211 (Idaho CareLine), 511 (Idaho Traveler Information), 811 (Digline), and 911.

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 Nov. 2, 2015, the Idaho Public Utilities Commission approved a plan for the state'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.