



## NORTH CAROLINA UTILITIES COMMISSION

**Release: Immediate**  
**Date: April 18, 2016**

**Contact: Bridget Paschal**  
**Phone: (919) 715-4006**  
**E-Mail: [paschal@ncuc.net](mailto:paschal@ncuc.net)**

# Mandatory 10-Digit Local Dialing is Here

## For Callers in the North Carolina 336 Area Code

Starting **April 23, 2016**, all local calls made within the North Carolina 336 area code must be placed using the 10 digit telephone number (area code plus the 7-digit local telephone number), whether using home telephone service or cellular service.

To ensure a continuing supply of telephone numbers, the North Carolina Utilities Commission ordered a 743 Area Code Overlay for the area currently assigned the 336 area code. This means that two area codes, 743 and 336, will now be used in the geographic area that was covered by 336 alone. Generally, the affected area covers the Piedmont, including the cities of Greensboro, Winston-Salem, High Point, Kernersville, Burlington, North Wilkesboro, Roxboro and Asheboro.

### **New MANDATORY Dialing Pattern**

Starting **April 23, 2016**, all local calls must be placed using 10-digit telephone numbers (336 or 743 plus the 7-digit local telephone number). Beginning **May 23, 2016**, customers in the 336 area code region requesting new service, adding an additional line, or in some cases moving their service, may be assigned a new number in the new 743 area code. EXISTING TELEPHONE NUMBERS BEGINNING WITH 336 WILL NOT BE SUBJECT TO CHANGE, unless such a change in service is requested.

### **Facts About the New Area Code**

The most important facts that consumers and businesses need to know about the upcoming 743 area code overlay are:

- Your telephone number, including current area code, will not change, but may if you move your service or add an additional line.
- You will need to dial 10 digits (area code + 7-digit local telephone number) for **all** local calls.
- For billing purposes, what is now a local call will remain a local call, even though 10 digits instead of 7 digits must be dialed.
- You will continue to dial 1+ area code + 7-digit local telephone number for all long distance calls.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- 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.

### **Planning for the New Area Code**

Customers should identify their telephone number as a ten digit number (area code + 7-digit local telephone number), and include the area code when giving the number to their friends, family, business associates and business customers, etc.

Customers will need to ensure that all services, automatic dialing equipment, applications, software, or other types of equipment recognize the new 743 area code as a valid area code. Some examples 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. Be sure to check your business stationery, website, advertising materials, personal checks, and your personal or pet ID tags to ensure the area code is included in your telephone number. Remember that all local calls must be programmed using 10-digits and you still need to add “1” for all long distance calls.

For more information, please visit your service provider’s website or the North Carolina Utilities Commission’s website at [www.ncuc.net](http://www.ncuc.net). If customers have any questions regarding information provided in this release, please call your service provider at the customer service number on your bill.

### **About the North Carolina Utilities Commission**

The North Carolina Utilities Commission is an agency created in 1891 by the North Carolina General Assembly to regulate the rates and services of public utilities. It is the oldest regulatory body in state government. Today, the Commission regulates providers of energy, telephony services, water, transportation, household goods and more. For additional information on the North Carolina Utilities Commission, visit [www.ncuc.net](http://www.ncuc.net).

###