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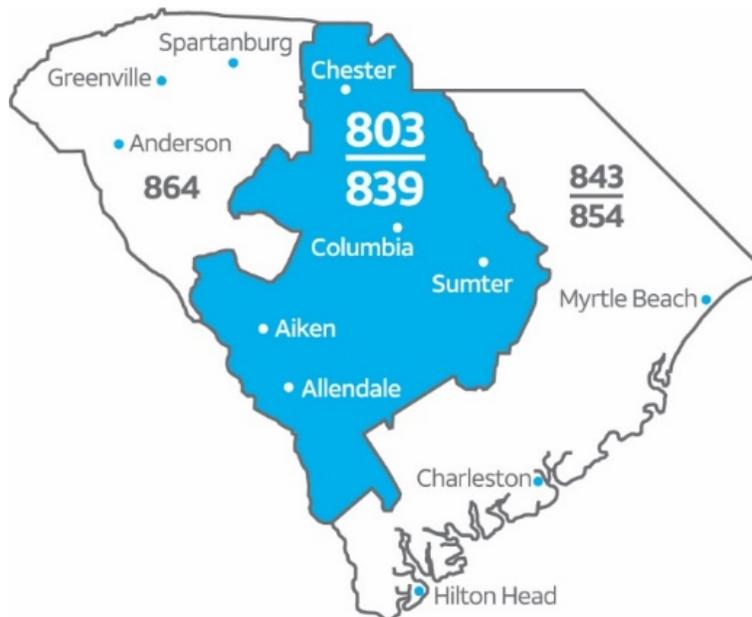
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*****FOR IMMEDIATE RELEASE*****

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October 7th, 2019

803 Area to Introduce 10-Digit Dialing in October, Require 10-Digit Dialing in April



(Pictured: Map of the 803 area code region, to which the 839 overlay will be added in October)

In May of 2020, the 803 Area Code—covering Chester, Richland, Sumter, Aiken, and Allendale counties—will have the 839 area code overlay added. This overlay, which supplements the current 803 area code rather than replacing it, will require 10 digit dialing for local calls. In preparation for this new code, customers in the 803 Area Code may begin to dial all local calls with 10 digits beginning on October 26, 2019. There will be a transition period before dialing the complete ten-digit phone number becomes mandatory on April 25th, 2020.

Consumers in this region should know the following crucial information about this new overlay:

- Current telephone numbers, including current area code, will not change. If a consumer currently has an 803 area code, that area code will remain unchanged.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- Current local call now will remain a local call regardless of the number of digits dialed.
- Consumers will still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in consumers' communities, they will still dial these codes with just three digits.

In addition to changing dialing procedures, consumers should be aware that all services, automatic dialing equipment, or other types of equipment that are currently programmed to dial a 7-digit number will need to be reprogrammed to match the new dialing procedures. Some examples are life safety systems, stored telephone numbers in contact lists in phones, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, etc. Consumers may also want to check your personal or business stationery and advertising materials to ensure the accurate area code is represented.

The timeline of the overlay is as follows:

Effective **October 26, 2019**, consumers should begin using the new dialing procedures whenever they place a call from the 803 area code. During this permissive period, if consumers dial just seven digits, their call will still complete.

Beginning **April 25, 2020**, consumers must use the new dialing procedures, as described above. On and after this date, if consumers do not use the new dialing procedures, calls will not complete. A recorded message will instruct callers to hang up and dial again, beginning with the area code.

Beginning **May 26, 2020**, new telephone lines or services may be assigned numbers using the new 839 area code.

For more information, please contact the Public Service Commission at 803.896.5100 or email robert.bockman@psc.sc.gov.

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