

The New 821 Area Code is Coming to the South Carolina 864 Area Code Region

FOR IMMEDIATE RELEASE

Columbia, SC (*July 12, 2024*) - The South Carolina Public Service Commission today reminded residential and business customers served by the 864 area code to prepare for the start of mandatory 10-digit dialing and the introduction of the new 821 area code. The 864 area code serves the northern portion of the state and serves the larger cities of Greenville, Spartanburg, Anderson, and many other smaller communities

The 821 area code will be added as an overlay to the region currently served by area code 864 to ensure a continuing supply of telephone numbers for the area. An overlay is the addition of another area code (821) to the same geographic region served by an existing area code (864). **An overlay does not require customers to change their existing area code or telephone number.**

Beginning **July 19, 2024**, all local calls made within the 864 Area Code must be placed using the 10-digit telephone number (area code + the 7-digit telephone number). On and after this date, calls placed using just 7 digits will not be completed.

Beginning **August 19, 2024** new telephone lines or services may be assigned numbers using the new 821 area code.

What consumers need to know about the upcoming 864/821 area code overlay:

- Your current telephone number, including current area code, will not change.
- If you seek new phone service after August 19, 2024, you may be assigned a phone number with the 821 area code.
- You will need to dial area code + telephone number for all local calls, including calls within the same area code.
- You will continue to dial 1 + area code + telephone number for all long distance calls.
- What is a local call now will remain a local call.
- 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 and 988. You can also dial three digits to reach 211 and 811, as well as 311 and 511, where available.

Please remember to identify your telephone number as a 10-digit number (Area Code + 7-digit telephone number), and include the area code when giving the number to friends, family, business associates and customers, etc.

Customers should ensure all services, automatic dialing equipment, applications, software, or other types of equipment recognize the new 821 area code as a valid area code. Examples include life-safety systems, fax machines, Internet dial-up numbers, alarm and security systems,

gates, ankle monitors, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your business stationery, advertising materials, websites, personal checks, and your personal or pet ID tags to ensure the area code is included in your telephone number.

Important safety and security equipment, such as medical alert devices, and alarm and security systems must be programmed to use 10-digit dialing. Many systems operate on 10-digit dialing by default but some older equipment may still use 7 digits. Please contact your medical alert or security provider if you are not sure whether your equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit local dialing. Any needed reprogramming of alarm and home security equipment should be completed before July 19, 2024.

Remember that all local calls must be programmed using 10-digits and you need to add '1' for all long distance calls.

For additional information, please visit the South Carolina Public Service Commission at: <https://psc.sc.gov/consumer-info/public-information-notices> or contact your local telephone service provider.