

All Customers With a Florida 904 Area Code Must Dial Area Code + Telephone Number For All Local Calls Beginning January 29, 2024

What is the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all calls in the 904 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 324 area code.

When will the change become mandatory?

Beginning **January 29, 2024**, you **must** use the new dialing procedures for all local calls. On and after this date, if you do not use the new dialing procedures, your calls will not complete and a recording will instruct you to hang up and dial again.

Customers can begin using the new dialing procedure *before* January 29, 2024.

Who will be affected and when will the change begin?

The 904 area code serves northeast Florida and includes all or most of Nassau, Duval, Baker, Bradford, Clay, St. Johns, and Union counties. The 904 area code serves communities including, but not limited to, Jacksonville, Jacksonville Beach, Middleburg, Yulee, Fernandina Beach, and Orange Park. The new 324 area code will serve the same geographic area currently served by the existing 904 area code.

Why is the Change Necessary?

To ensure a continuing supply of telephone numbers, the 324 area code is being added to the area served by the 904 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number—including calls within the same area code.

Beginning **February 26, 2024**, new telephone lines or services may be assigned numbers with the new 324 area code. Callers must use the new dialing procedure for local calls in the new 324 area code.

What will you need to do?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to dial the area code and phone number. Some examples are life safety systems and medical monitoring devices, PBXs and fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your website, business stationery, advertising materials, personal and business checks, contact information and your personal or pet ID tags to ensure the area code is included in your telephone number.

What will remain the same?

- Your telephone number, including current area code, will not change.
- 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 expansion of 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.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please contact Michael.ortega@vonage.com or access the following web sites for more information: <https://www.psc.state.fl.us/area-code-summaries>.

