



## **New Dialing Procedures:**

### **838 Area Code Added to 518 Area Code Calling Area**

Dear Magna5 LLC Subscriber:

A new 838 area code is being added to the current 518 area code in early 2017. This new area code is needed to meet the growing demand for telephone numbers and avoid 518 area code telephone number exhaustion. The new 838 area code will be overlaid - superimposed - on the existing 518 area code by assigning new telephone numbers with an 838 area code in those locations of the 17 eastern upstate New York counties currently comprising the 518 area code including the greater Albany area, Plattsburgh, and Lake Placid. To complete calls within the 518 area code area, a new dialing procedure will require callers to dial the area code + telephone number.

Beginning March 18, 2017, you should begin using the new area code + telephone number dialing procedures whenever placing a call from the 518 area code. Calls dialed within the 518 area code using just seven digits without the area code will still be completed.

Beginning August 19, 2017, you must dial the area code + telephone number. If you do not dial the area code after this date, your calls will not be completed and a recording will instruct you to hang up and dial again.

Beginning September 19, 2017, new telephone lines or services may be assigned numbers using the new 838 area code. All calls placed within



and between area codes 518 and 838 must be placed using the 10-digit area code + telephone number (518 or 838 plus the 7-digit telephone number).

Currently assigned telephone numbers, and local calling areas will not change. Dialing 211, 311, 411, 511, 611, 711, 811, and 911 services offered in the 518 area code will not be affected by the overlay, and those calls will still be completed with just three digits. The new area code implementation will not impact your rates.

Customers using automatic dialing equipment, or other types of equipment that are programmed with 7-digit telephone numbers such as life safety systems and medical monitoring devices, PBXs and fax machines, cellular phones, modems, alarm and security systems or gates, speed dialers, contact lists stored in telephones or mobile phones, call forwarding settings and voicemail services must be reprogrammed with 10-digit telephone numbers since the dialing patterns will be affected by the new overlay.

Additional information is available at our web site, [www.magna5global.com](http://www.magna5global.com), by contacting customer service at 866.240.1912, or via email addressed to [support@magna5global.com](mailto:support@magna5global.com).