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Audrey Zibelman, Chair

Contact:

James Denn | James.Denn@dps.ny.gov | (518) 474-7080

<http://www.dps.ny.gov>

<http://twitter.com/NYS DPS>

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New Area Code — 332 — for Manhattan Announced

ALBANY — The New York State Public Service Commission (Commission) today announced that a new area code has been assigned to Manhattan. The new area code — 332 — is needed to meet the increasing demand for residential and business phone numbers in Manhattan. The telephone companies are required to file an implementation plan by mid-January. It is expected that the new area code will be assigned to new telephone customers starting in the second quarter of 2017.

“The need for a new area code points to a thriving telecommunications market and growing population overall in New York City,” said Commission Chair Audrey Zibelman. “Creating a new area code will allow telephone companies to accommodate consumer demand and expand the use of wireless technologies.”

The North American Numbering Plan Administrator (NANPA), which administers the numbering system for telephone networks in the United States, projected Manhattan would run out of available central office codes in late 2017.

In response, the Commission directed all telephone companies in the 212/646/917 area code region to file an implementation plan for the 332 overlay within a nine-month network preparation schedule. With an overlay, all customers are required to dial 10 digits (the area code plus the 7-digit number) on calls in their area code, and 1 plus 10 digits for calls to numbers outside their area code.

Telephone companies serving Manhattan are also required to develop outreach and education plans to inform their customers of the implementation of the new area code. Customers will be made aware of the effective date of the new area code after companies provide an implementation plan. Once the new area code is in effect, New York will have 18 area codes.

The implementation time frame directed by the Commission allows for the new area code to be effective six-months prior to the forecasted exhaust date. This will allow all providers to make necessary network modifications and complete administrative actions without undue difficulty.