

## The New 686 Area Code is Coming to the 804 Area Code Region in Virginia

FOR IMMEDIATE RELEASE

**Richmond, VA** (January 22, 2024) - With new telephone numbers in high demand, the Virginia State Corporation Commission approved the implementation of the new 686 area code to overlay the existing 804 area code region. The 804 area code serves the central portion of eastern Virginia, including Richmond, Ashland, Charles City, Chesterfield, Columbia, Hague, Henrico, New Kent, Petersburg, Reedville, and Water View.



Starting on **February 1, 2024**, customers in the 804 area code overlay region may be assigned a number in the new 686 area code when they request new service or an additional line, but only after the 804 area code is exhausted. The 686 area code will co-exist everywhere in this region with the 804 area code. Customers receiving a 686 area code will be required to dial the area code and phone number for all local calls, just as customers with telephone numbers from the 804 area code do today. Because dialing 10 digits (3-digit area code + 7-digit telephone number) is already established in this region, the eventual addition of the new 686 area code will not require any changes to the way telephone calls are dialed, aside from using the new area code when necessary.

Following are key facts about the 804/686 area code overlay:

- Telephone numbers, including the current area code, will not change.
- Telephone numbers with the new 686 area code will only be assigned for new services after the existing 804 area code is exhausted.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- Customers will continue to dial 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- Customers can still dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, and 811 if those are currently available in their community.

Customers should ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 686 area code as a valid area code and should continue to store or program telephone numbers as 10-digit numbers.

For more information, please contact your local telephone service provider or visit the Virginia State Corporation Commission's website at <https://www.scc.virginia.gov/pages/Area-Code-Overlays>.