



The Public Service Commission

State of South Carolina

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Mandatory Ten-Digit Dialing Begins for Upstate South Carolina

Columbia, SC—Residential and business customers served by the 864 area code, which serves the larger cities of Greenville, Spartanburg, and Anderson, have been electively dialing ten digits to make local calls since January as part of the rollout of the new 821 area code overlay. On July 19th, 2024, all local calls made in the region must be made with ten digits. Calls placed with just seven digits—that is, without dialing the area code first—will not be completed.

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). Please note that an overlay does not require customers to change their existing area code or telephone number.

Beginning on August 19th, 2024, new telephone lines or services may be assigned numbers that use the new 821 area code.

The new 821 area code does not replace the current 864 area code. This 821 area code will only apply to newly-issued numbers in 2024 and later—if you already have a phone line or service with an 864 area code, your number will not change.

Frequently Asked Questions:

I have a phone number with an 864 area code. Will my number change as a result of this overlay?

No—your current telephone number, including area code, will not change.

If I apply for new phone service after August 19th, 2024, what should I expect?

You may be assigned a phone number with the 821 area code.

How will this affect my dialing for local calls?

All local calls, including calls made within the same area code, will require you to dial the area code plus the seven-digit telephone number.

Will this make local calls count as long-distance calls?

No—what is a local call now will remain a local call.

Will this affect the price of a call?

No—the price of a call, coverage area, or other rates and services will not change due to the overlay.

Will this affect dialing 911 or other services?

No—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.

What else should I do to prepare?

Begin identifying your telephone number as a 10-digit number (area code plus your seven-digit number) and include the area code, whether 864 or 821, when giving the number to friends, family, business associates, customers, etc.

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 more information, please reach out to the Public Service Commission at 803.896.5100 or at contact@psc.sc.gov.