



# Florida Public Service Commission

## 904 Area Code

### Fact Sheet

MARCH 2022

*Petition of North American Numbering Plan Administrator on behalf of the Florida telecommunications industry, in the matter of the implementation for relief of the 904 numbering plan area.*

DOCKET NO. 20220036-TP

*As the population and economy continue to grow in Northeast Florida, available new telephone numbers using the 904 area code are depleting. The Florida Public Service Commission (PSC) is reviewing relief plans for the 904 area code, including an “All Services Distributed Overlay” and “Boundary Elimination Overlay” alternatives.*

#### QUESTIONS & ANSWERS

### 1 Why is Florida adding a new area code?

Florida’s 904 area code is running out of telephone numbers. A growing population along with new technologies that require telephone numbers are making the demand for new telephone numbers outpace the available supply.

### 2 What is the “All-Services Distributed Overlay”?

An “All-Services Distributed Overlay” assigns a new area code to the same geographic region served by the existing depleted area code.

### 3 Who will be affected in an “All-Services Distributed Overlay”?

All residents in the 904 area code geographic region. New customers would be assigned numbers with the new area code. However, existing customers would keep their current telephone numbers.

### 4 What is a “Boundary Elimination Overlay”?

A “Boundary Elimination Overlay” deletes the boundaries between two or more area codes. This would merge those existing area codes over the combined areas.

### 5 Who will be affected in a “Boundary Elimination Overlay”?

All residents in the geographic regions of the combined area codes will be impacted. Like an All-Services Distributed Overlay, ten-digit local dialing would be required.

#### VIRTUAL AREA CODE WORKSHOP

Wednesday, March 23, 2022  
11:00 a.m.

### 6 Can the public comment on the proposed area code plans?

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the virtual workshop or in writing.

If canceled, notice of meeting cancellation will be provided on the Commission’s website, ([www.FloridaPSC.com](http://www.FloridaPSC.com)), under Hot Topics found on the home page. Cancellation can also be confirmed by contacting the Office of General Counsel at (850) 413-6199.

To speak at the virtual workshop, you must sign up by calling (850) 413-7080 or by emailing [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us). You will need to provide your name, address, telephone number, and reference Docket No. 20220036. The deadline to sign up is noon two business days prior to the meeting.

One day prior to the meeting, speakers will be provided further instructions from PSC staff on how to participate.

Written comments should be mailed to:

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850.

The PSC will also accept emailed comments at [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us). Please be sure to include **Docket Number 20220036-TP** in your comments. If you have questions, contact the PSC's Office of Consumer Assistance & Outreach at 1-800-342-3552.

### **7** If an Overlay is approved, what remains the same?

- Customers' telephone numbers, including current area code, will not change.
- 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 regardless of the number of digits dialed.

### **8** What will customers need to do if the PSC approves an Overlay or a Boundary Elimination?

- Dial 10 digits for all local calls within the overlay region.
- Identify their telephone numbers as a 10-digit number, and include the area code when providing the number.
- Ensure that all services, automatic dialling equipment, or other types of equipment recognize the new area code as a valid area code, and continue to program telephone numbers with 10-digit telephone numbers.

### **9** When will the PSC make a decision?

The PSC staff is scheduled to file a recommendation about the 904 area code relief plan with the Commission on, 2022. The Commissioners are expected to vote on this matter at the , 2022 Commission Conference.

### **10** How can I follow the Commission Conference?

You can watch the virtual workshop and Commission Conference live from the PSC website at [www.FloridaPSC.com](http://www.FloridaPSC.com). Look for the "Watch Live Broadcast" icon on the left side of the webpage. An audio only option is available by dialing 850-413-7999. If you are hearing or speech impaired, you may contact the PSC by using the Florida Relay Service at (800) 955-8771 (TDD).

*\* Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*



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