

Consumer Information Summary on 904 Area Code Overlay

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. Therefore, the Florida Public Service Commission (FPC) approved an overlay plan for the 904 Number Plan Area. Currently, the 904 area code serves Jacksonville, Jacksonville Beach, Fernandina Beach, Orange Park, and surrounding communities.

What is an Area Code Overlay?

An overlay is the addition of an area code to the same geographic region as existing area codes. This overlay does not require customers to change their existing area code or phone number.

Who will be affected and when will the change begin?

Early 2024, customers in the 904 area code requesting new service, an additional line, or in some cases, moving their service may be assigned a phone number with the new 324 area code. The 324 area code will co-exist throughout the region with the 904 area code.

What will current customers need to do?

- Current customers will eventually have to dial 10-digits for all local calls within the overlay region.
- When providing their number customers will need to identify their telephone numbers as a 10-digit number, including the area code and 7-digit number.
- Ensure that all services, automatic dialing 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.

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.
- What is a local call now will remain a local call regardless of the number of digits.
- Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 522, 611, 711, or 811 if those are currently available in their community.

For more information, you can call your current service provider, access your service provider's website or, call the PSC's toll-free number, 1-800-342-3552.