



Public Utility Commission of Texas
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New 621 Houston Area Code to Take Effect This Month

Beginning January 23, 2025 new phone numbers in Houston area to have new area code

AUSTIN, TX – Responding to high demand for new telephone numbers in the greater Houston area, the Public Utility Commission of Texas (PUC) has approved an additional area code for the region. The new 621 area code will encompass the greater Houston metropolitan area and surrounding communities such as Baytown, League City, Missouri City, Pasadena, Pearland, Sugar Land, and The Woodlands, reaching from Harris County into Austin, Brazoria, Chambers, Fort Bend, Galveston, Liberty, Montgomery, San Jacinto, and Waller Counties. Existing area codes 281, 346, 713, and 832 will remain in use.

Beginning **January 23, 2025**, telephone customers requesting a new phone number in the 281/346/713/832 area code overlay region may be assigned a number beginning with 621. Whether they're requesting new service, adding a line, or in some cases, moving their service, customers could be assigned one with the new 621 code.

Telephone customers should know the following key facts about the 621 area code:

- Existing telephone numbers will not change.
- The price of a call, coverage area, or other rates and services will not change due to the new area code.
- What qualifies as a local call now will remain a local call.
- Customers in the new area code region will continue to dial 10 digits for local calls within and between the Houston-area 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, or 811 if those services are currently available in their community.

Telephone customers should continue to identify their telephone number as a 10-digit number (3-digit area code + 7-digit telephone number) and include the area code when sharing the number.

Customers should ensure the accurate area code is reflected across their devices and personal identification. This includes any equipment that uses their phone number (ie. automatic dialing equipment, wireless phones, PBXs, fax machines, internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle



monitors). It also includes printed communications including websites, personal and business stationary and printed checks, advertising materials, contact information, and personal or pet ID tags.

For more information, please contact your local telephone service provider.

Texas consumers with questions or concerns about their telecommunications service should contact their provider first. If they do not feel the provider's response adequately addressed their needs, they should contact the PUCT's Consumer Protection Division using the contact information listed here: [Consumer Protection](#).

About the Public Utility Commission of Texas

Our mission is to serve Texans by regulating the state's electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <https://www.puc.texas.gov>.