

# Important Phone Dialing Update

**New 3-digit dialing code (988) to reach the National Suicide Prevention and Mental Health Crisis Lifeline becomes active July 16, 2022; Mandatory 10-digit dialing for multiple states and area codes effective October 24, 2021.**

The Federal Communications Commission (FCC) has established 988 as a new 3-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline effective July 16, 2022. All landline telephone customers should continue to dial 1-800-273-TALK (8255) to reach the Lifeline prior to July 16, 2022.

To ensure that calls to 988 reach the Lifeline, certain area codes in multiple states must fully transition to 10-digit dialing for all calls (including local calls) by October 24, 2021.

## What is happening?

Any consumer or business customers with a phone number in the impacted area codes specified below will need to utilize 10-digit dialing to complete all calls, including local calls that are currently completed with 7 digits. 10-digit dialing means you must dial the area code in addition to the prefix and last 4 digits of the phone number as illustrated below.

OLD 7-digit: 456-7890		NEW 10-digit: (123) 456-7890	
Area code	Prefix	Final four digits	
(123)	456	7890	

## Why do I now need to dial 10 digits for local calls?

In many area codes across the country, 988 is already used as the prefix (first three digits after the area code) of customer telephone numbers. To enable callers to use 988 to dial directly to the National Suicide Prevention and Mental Health Crisis Lifeline, any area code that includes the 988 prefix must transition from 7-digit dialing (dialing without the area code) to 10-digit dialing (area code plus telephone number).

## When does this change take effect?

Customers within the impacted area codes should begin dialing 10 digits (area code plus telephone number) for all local calls. A "permissive dialing period" runs through October 23, 2021 which is intended to get customers acclimated to the dialing plan change. During the permissive dialing period, if you forget and dial just 7 digits your call will still be completed. **Beginning on October 24, 2021, you must dial 10 digits (area code plus phone number) or your call may not be completed.** After October 23, 2021,



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if you inadvertently attempt to dial 7 digits, you will hear a recording indicating your call can not be completed as dialed. You should hang up and re-dial using 10 digits (area code plus phone number).

<b>Alaska</b>	907	<b>Minnesota</b>	218, 952
<b>Alabama</b>	251	<b>Mississippi</b>	662
<b>Arkansas</b>	501	<b>Missouri</b>	314, 417, 660, 816
<b>Arizona</b>	480, 520, 928	<b>Montana</b>	406
<b>California</b>	209, 530, 562, 626, 650, 707, 925, 945, 951	<b>Nevada</b>	775
<b>Colorado</b>	719, 970	<b>New Hampshire</b>	603
<b>Delaware</b>	302	<b>New Jersey</b>	856, 908
<b>Florida</b>	321 (Brevard County only), 352, 561, 941	<b>New Mexico</b>	505, 575
<b>Georgia</b>	478, 912	<b>New York</b>	516, 607, 716, 845, 914
<b>Guam</b>	671	<b>North Carolina</b>	910
<b>Hawaii</b>	808	<b>Ohio</b>	440, 513
<b>Illinois</b>	309, 618, 708	<b>South Dakota</b>	605
<b>Indiana</b>	219, 574	<b>Tennessee</b>	731, 865
<b>Iowa</b>	319, 515	<b>Texas</b>	254, 361, 409, 806, 830, 915, 940
<b>Kansas</b>	620, 785	<b>Vermont</b>	802
<b>Kentucky</b>	859	<b>Virginia</b>	276, 804
<b>Louisiana</b>	337, 504	<b>Washington</b>	509
<b>Michigan</b>	616, 810, 906, 989	<b>Wisconsin</b>	262, 414, 608, 920

### What else do I need to change due to this new dialing requirement?

If you have safety or security equipment that is programmed to complete calls to local 7-digit numbers, it will need to be re-programmed to complete calls to 10-digit numbers. This re-programming should be completed during the permissive dialing period that runs from April 24, 2021 through October 23, 2021 to avoid service interruption. Equipment to consider for re-programming includes:

1. Life safety systems or medical monitoring devices.	5. Internet dial-up numbers.
2. PBXs (business phone system).	6. Speed dialers.
3. Fax machines.	7. Mobile or other wireless phone contact lists
4. Fire or burglar alarm and security systems or gates	8. Call forwarding settings, voicemail services and other similar functions.

You should also check your website, personal and business stationery, advertising materials, personal and business checks, contact information, personal or pet ID tags and other such items to ensure the area code is included.



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