

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).

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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, 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).

Alaska	907	Minnesota	218, 952
Alabama	251	Mississippi	662
Arkansas	501	Missouri	314, 417, 660, 816
Arizona	480, 520, 928	Montana	406
California	209, 530, 562, 626, 650, 707, 925, 949, 951	Nevada	775
Colorado	719, 970	New Hampshire	603
Delaware	302	New Jersey	856, 908
Florida	321 (Brevard County only), 352, 561, 941	New Mexico	505, 575
Georgia	478, 912	New York	516, 607, 716, 845, 914
Guam	671	North Carolina	910
Hawaii	808	Ohio	440, 513
Illinois	309, 618, 708	South Dakota	605
Indiana	219, 574	Tennessee	731, 865
Iowa	319, 515	Texas	254, 361, 409, 806, 830, 915, 940
Kansas	620, 785	Vermont	802
Kentucky	859	Virginia	276, 804
Louisiana	337, 504	Washington	509
Michigan	616, 810, 906, 989	Wisconsin	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.
- 2 PBXs (business phone system).
- 3 Fax machines.
- 4 Fire or burglar alarm and security systems or gates.
- 5 Internet dial-up numbers.
- 6 Speed dialers.
- 7 Mobile or other wireless phone contact lists
- 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.