

ATTENTION 911 State/County Coordinators and PSAPs!

Effective October 24, 2021, MANDATORY 10-digit local dialing is required for all customers in the area codes below!

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	Nevada	775
	949,951	New Hampshire	603
Colorado	719,970	New Jersey	856,908
Delaware	302	New Mexico	505,575
Florida	321(Brevard County only), 352,	New York	516,607,716,845,914
	561,941	North Carolina	910
Guam	671	Ohio	440,513
Hawaii	808	South Dakota	605
Illinois	309,618,708	Tennessee	731,865
Indiana	219,574	Texas	254,361,409,806,830,915,940
Iowa	319,515	Vermont	802
Kansas	620,785	Virginia	276,804
Kentucky	859	Washington	509
Louisiana	337,504	Wisconsin	262,414,608,920
Michigan	616,810,906,989		

Why is the local dialing plan changing?

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. For 988 to work in the area codes above, 10-digit local dialing must first be implemented.

Does this apply to everyone in these area codes?

Yes. Implementation of this Order requires all covered providers to make 10-digit dialing (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan mandatory for all local calls in the entire area codes listed above and shown in blue on the maps at the end of this letter because 988 is assigned to customers as a working prefix. Areas shown in yellow on the maps below are not affected by this change.

Why is 10-digit dialing going to be required in these area codes?

The FCC ordered that any area code that has the 988 prefix and has 7-digit local dialing be transitioned to 10-digit or 1+10-digit dialing local dialing depending on dialing plan to ensure everyone is able to reach the National Suicide Prevention Lifeline using the 3-digit 988 code.

Will everyone in those area codes have to dial 10 digits for local calls?

Yes. Every customer with a number from those area codes will change to **mandatory** 10-digit dialing or 1+10-digit dialing for local calls depending on dialing plan. Dialing 7 digits for local calls will be prohibited for all customers in the entire area codes listed above.

What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number or 1+ area code + telephone number depending on dialing plan. This means that all local calls in the area codes listed above that are currently dialed with 7 digits will need to be dialed using the area code + telephone number or 1+ area code + telephone number depending on dialing plan.

When will the dialing change begin?

Beginning **April 24, 2021**, you should start dialing 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls. If you forget and dial just 7 digits, your call will still be completed.

When will the dialing change become mandatory?

Beginning **October 24, 2021**, you must dial 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls. On and after this date, local calls dialed with only 7 digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the 7-digit telephone number.

How does this affect providers of PSAP services and equipment?

All local calls in the area codes listed above that are currently dialed with 7 digits will need to be dialed using area code + telephone number or 1+ area code + telephone number depending on dialing plan.

All PSAP equipment, such as speed dialers and call forwarding equipment with a number from the area code listed above and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) or 1+10-digit dialing (1+ area code + telephone number) depending on dialing plan for all local calls in the area codes listed above. Such updates or reprogramming must occur between April 24, 2021 and October 24, 2021 (the permissive dialing period). Starting these efforts before April 24, 2021 may result in 10-digit calls not being completed (if permissive 10-digit dialing has not yet been implemented). And on and after October 24, 2021, 7-digit calls may not be completed.

**Any necessary changes for PSAPs in this area code
must be completed by October 24, 2021.**

What other changes need to be made?

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7-digit numbers will need to be reprogrammed to complete calls to 10-digit or 1+10-digit numbers. Some examples are:

- life safety systems or medical monitoring devices
- PBXs
- fax machines
- Internet dial-up numbers
- fire or burglar alarm and security systems or gates
- speed dialers
- mobile or other wireless phone contact lists
- call forwarding settings
- voicemail services, and other similar functions

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

What will remain the same?

- Your telephone number, 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 dialing change
- What is a local call now will remain a local call regardless of the number of digits dialed
- You will continue to dial 1+ the area code + telephone number for all long-distance calls
- You will continue to dial a prefix (such as "9") when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required
- You can still dial just 3 digits to reach 711 (relay services) and 911 (emergency services)
- If 211, 311, 411, 511, 611, or 811 are currently available in your community, continue to dial these codes with just 3 digits
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect

When can I begin dialing 988 to reach the National Suicide Prevention Lifeline?

Beginning **July 16, 2022**, dialing "988" will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.

Still have questions?

911 State/County Coordinators and PSAPs with questions about the dialing change can respond to this email, contact their local service provider, or they can visit the FCC website <https://www.fcc.gov/suicide-prevention-hotline>.

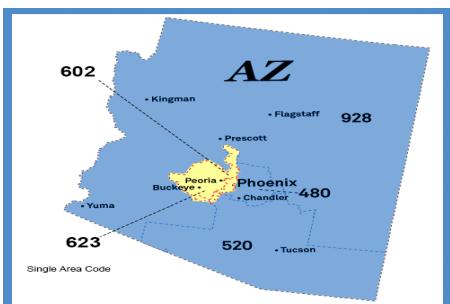
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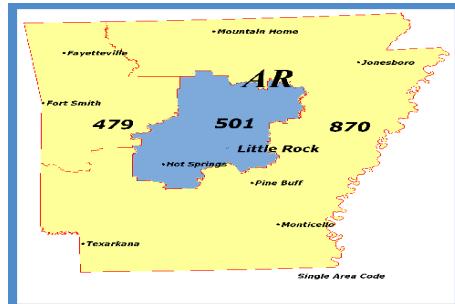
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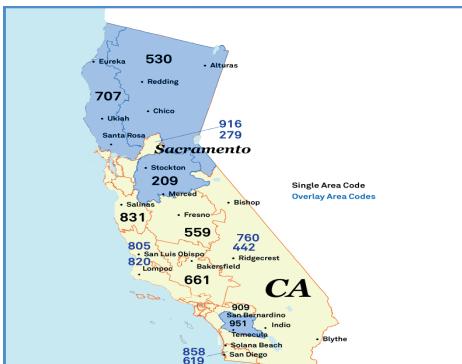
Arizona



Arkansas



California



Colorado



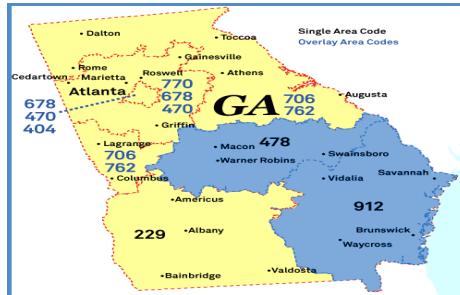
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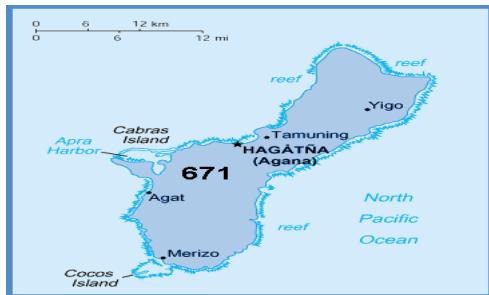
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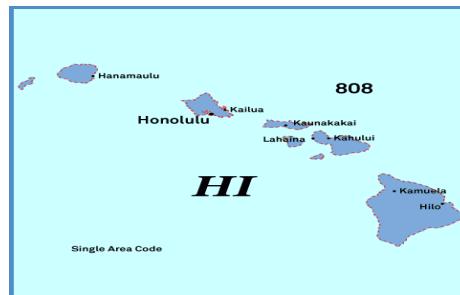
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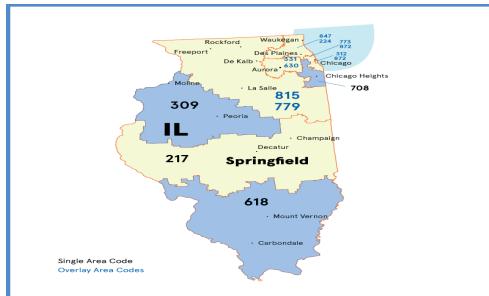
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Hawaii



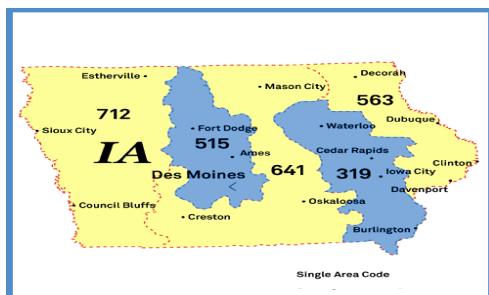
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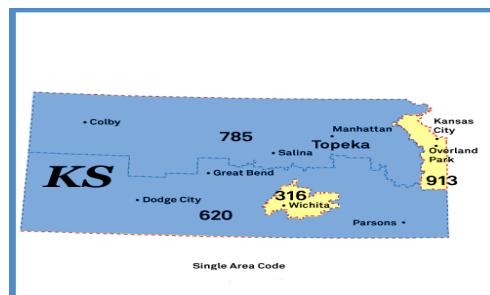
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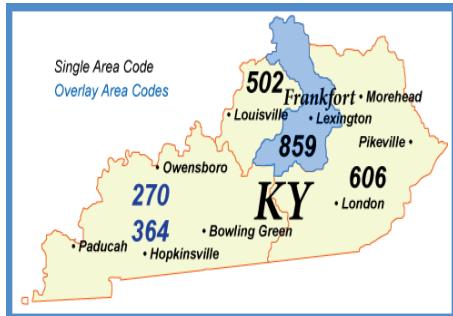
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Kansas



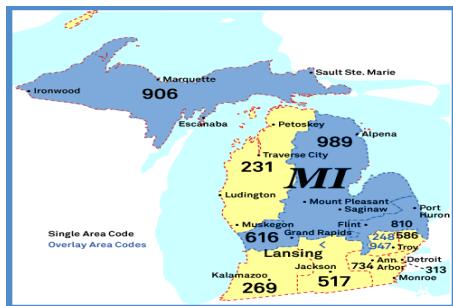
Kentucky



Louisiana



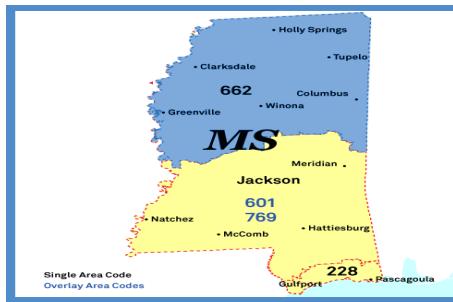
Michigan



Minnesota



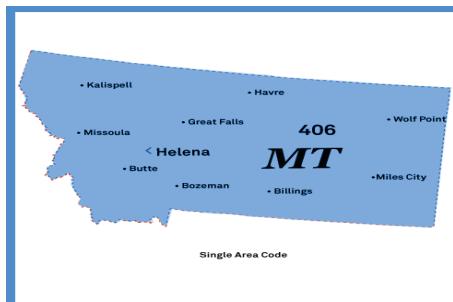
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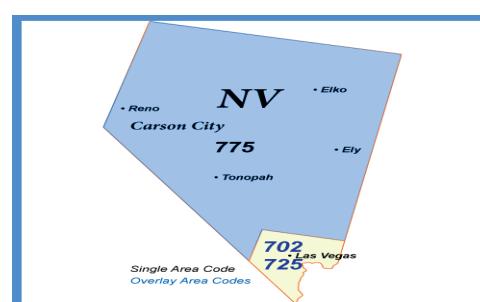
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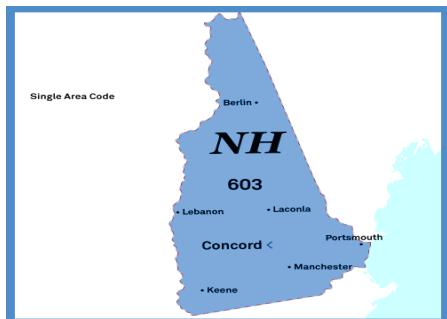
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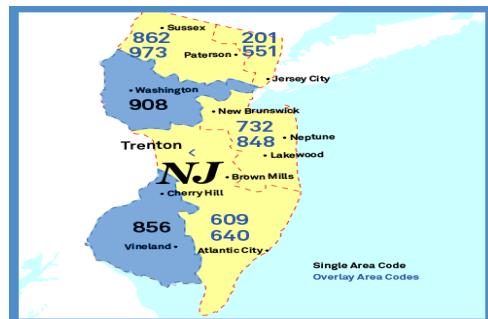
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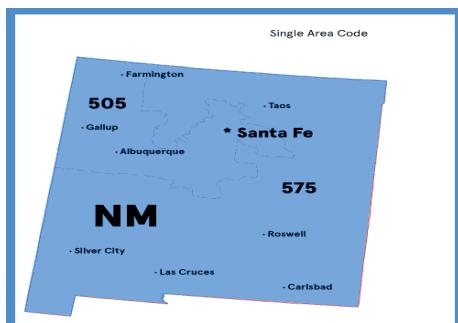
New Hampshire



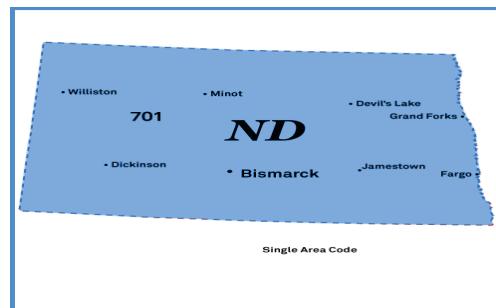
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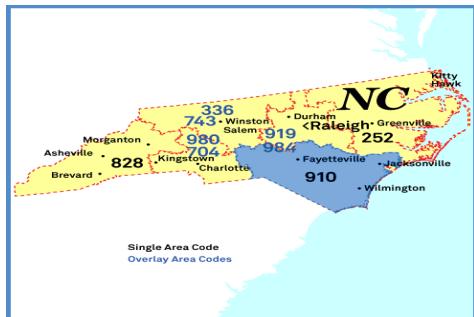
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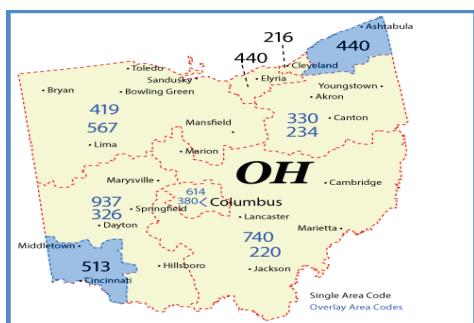
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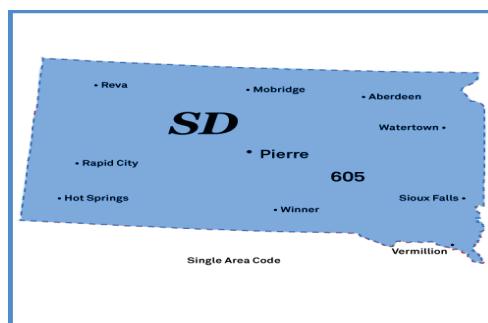
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Ohio



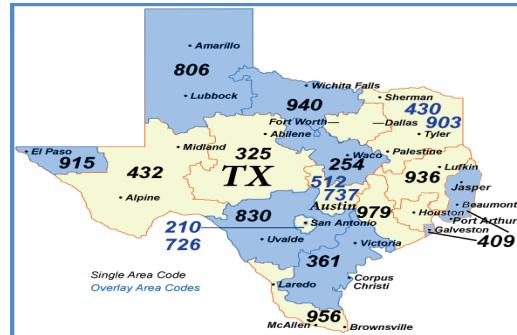
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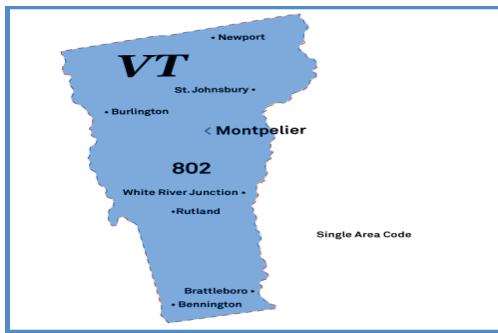
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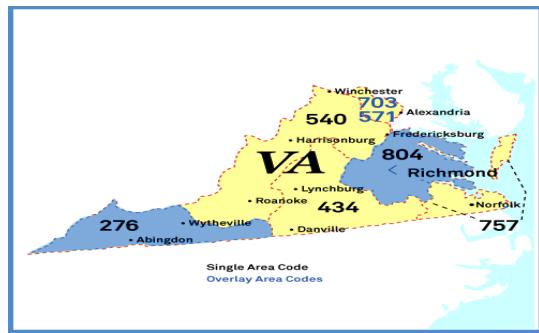
Texas



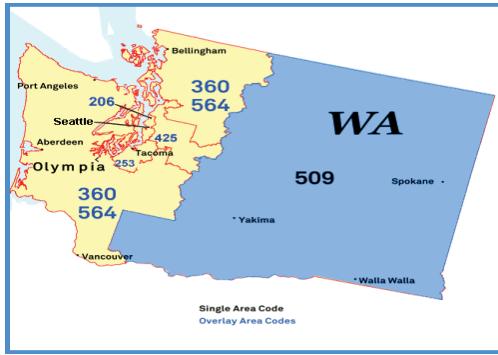
Vermont



Virginia



Washington



Wisconsin

