

Mandatory 10-Digit Dialing Coming to 660 and 816 Area Codes

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022. In order for 988 to work in the 660 and 816 area codes, 10-digit local dialing must first be implemented.

660 and 816 area code customers: To complete all local calls, you will now need to dial **area code + telephone number**. This applies to all calls within your area code that are currently dialed with seven digits.

641 area code customers who can call a number in the 660 area code as a local number: To complete local calls to the 660 area code, you will now need to dial **area code + telephone number**. This applies to all 660 area code calls that are currently dialed with seven digits.

When will the change begin?

Beginning April 24, 2021, you should begin dialing 10 digits (area code + telephone number) for local calls as described above. If you forget and dial just 7 digits, your call will still be completed.

Beginning October 24, 2021, you must dial 10-digits (area code + telephone number) for all local calls as described above. 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. You must hang up and dial again using the area code and the 7-digit number.

Beginning July 16, 2022, dialing "988" will route your call to National Suicide Prevention and Mental Health Crisis Lifeline.

What will you need to do?

In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 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+ area code + telephone number for all long distance calls.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their 3-digit codes.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255).

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call:



GRM Networks Princeton office 800-451-2301
GRM Networks Bethany office 800-551-1930
GRM Networks Leon office 800-551-1940



LTC Networks Bethany office 877-742-5553



You can access www.grm.net for more information.

You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.