

Mandatory 10-Digit Dialing for the 660 and 515 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 515 area codes, 10-digit local dialing must first be implemented.

Effective October 24, 2021, if your area code is 660, you must dial the area code plus the seven-digit phone number to make local calls. This includes all Missouri GRM Networks phone customers. This also affects our customers in Iowa who can call 660 or 515 numbers as a local number. Effective October 24, 2021, seven-digit dialing will no longer work in these area codes.

660 area code customers: To complete all local calls, you need to dial **area code + telephone number**. This applies to all calls within your area code that were previously dialed with seven digits.

641 area code customers who can call a number in the 660 or 515 area codes as a local number: To complete local calls to the 660 and 515 area codes, you need to dial **area code + telephone number**. This applies to all 660 and 515 area code calls that were previously dialed with seven digits.

When did the change begin?

Effective 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 seven 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 seven-digit number.

Effective 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 seven-digit local numbers must 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 was previously a local call 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 three-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



SCC Networks Leon office 800-782-7932



/grm.net  www.grm.net

For more information visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

Mandatory 10-Digit Dialing for the 816 Area Code

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 816 area code, 10-digit local dialing must first be implemented.

Effective October 24, 2021, if your area code is 816, you must dial the area code plus the seven-digit phone number to make local calls. This includes all LTC Networks phone customers. Effective October 24, 2021, seven-digit dialing will no longer work in the 816 area code.

816 area code customers: To complete all local calls, you need to dial **area code + telephone number**. This applies to all calls within your area code that were previously dialed with seven digits.

When did the change begin?

Effective 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 seven 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 seven-digit number.

Effective 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 seven-digit local numbers must 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 was previously a local call 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 three-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:



 **877-742-5553**  **/grm.net**  **www.grm.net**

For more information visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.