

IMPORTANT NOTICE

FCC 10-Digit Dialing Starts October 24

Dial 509 + Number for ALL Local Calls

Mandatory 10-Digit Dialing for the 509 and all other 3-Digit Area Codes.

Why this new change?

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.**

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

In order for 988 to work, the mandatory 10-digit local dialing is being implemented in the 509 area code. You will need to dial the area code for all local calls starting on October 24, 2021.

When will the change begin?

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

What will be the new dialing procedure?

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.

Who will be affected?

Anyone with a telephone number from your area code will need to make a change from 7-digit local dialing to 10-digit local dialing.

Do you use another vendor other than LocalTel to service your phone system?

If you have LocalTel phone service but your phone system is serviced by another vendor, you will need to contact them for assistance.

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.
- 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, 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).

What will I 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 with 10-digit numbers.

Below are examples to check to ensure the area code is included.

Business

- Phone Systems
- Speed dialers
- Mobile phone contacts
- Call forwarding
- Voicemail services
- Fax machines
- Internet dial-up numbers
- Check your website
- Business stationery
- Advertising materials
- Business checks
- Contact information

Residential

- Life safety systems
- Medical monitoring devices
- Phone Systems
- Internet dial-up numbers
- Speed dialers
- Mobile phone contacts
- Call forwarding settings
- Voicemail services
- Personal checks

Security

- Security systems
- Burglar alarm
- Gates, doors etc
- Fire alarms systems

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call LocalTel Communications at 509-888-8888 or visit LocalTel.com for more information. You can also visit the FCC website [Here](#)