

## CUSTOMER EDUCATION LETTERS

### Permissive Dialing Customer Notice

Please note, if you are located in any of the below areas, you should start using 10-digit dialing as of April 24<sup>th</sup>, 2021. After October 24<sup>th</sup>, 2021 any calls made with 7 digit dialing will not be completed as dialed. The reason for this change is on July 16, 2022 you will be able to dial a 3 digit number of 988 to reach the National Suicide Prevention and Mental Health Crisis Lifeline. As a NetCarrier customer you are already set up for this change, so nothing further needs to be done. Please see information below for any questions.

### Mandatory 10-Digit Dialing Coming to Multiple States/Area Codes

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), 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

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 your area code, 10-digit local dialing must first be implemented. If your area code is included in the list above, you will need to change the way you dial local calls.

#### ***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 this change from 7-digit local dialing to 10-digit local dialing.

#### ***When will the change begin?***

Beginning **April 24, 2021**, you should begin dialing 10 digits (area code + telephone number) for all local calls. 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. 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 (emergencyservices).
- 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 NetCarrier at 1.888.575.4754 or access [www.netcarrier.com](http://www.netcarrier.com) for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.