

PEACE VALLEY TELEPHONE COMPANY, INC.

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

Alaska	907 251 501	Minnesota	218,952 662
Alabama	480,520,928 209,530,562,626,650,707,925 949,951	Mississippi	314,417,660,816 406
Arkansas	719,970 302	Missouri	775 603
Arizona	321(Brevard County), 352,561,941 478,912	Montana	856,908 505,575
California	671 808 309,618,708 219,574 319,515 620,785	Nevada	516,607,716,845,914 910 440,513 605
Colorado	859 337,504 616,810,906,989	New Hampshire	731,865 254,361,409,806,830,915,940 802
Delaware		New Jersey	276,804 509
Florida		New Mexico	262,414,608,920
Georgia		New York	
Guam		North Carolina	
Hawaii		Ohio	
Illinois		South Dakota	
Indiana		Tennessee	
Iowa		Texas	
Kansas		Vermont	
Kentucky		Virginia	
Louisiana		Washington	
Michigan		Wisconsin	

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.

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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 (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 Peace Valley Telephone at 417-277-5550. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

Sincerely,

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Peace Valley Telephone Co., Inc.