

Get Ready to Change the Way You Dial Your Calls!

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

State	Area Codes	State	Area Codes
Alabama	251	Minnesota	218, 952
Arizona	928	Mississippi	662
California	209, 530, 562, 626.707, 949, 951	Nevada	775
Florida	941	New Mexico	505
Georgia	912	New York	607, 716, 845
Iowa	515	Ohio	440, 513
Illinois	309, 618	Tennessee	731, 865
Indiana	219, 574	Texas	361, 409, 830, 940
Kansas	785	Wisconsin	262, 608, 920
Michigan	616, 810, 989		

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 or 11-digit local dialing will be implemented.

What will be the new dialing procedure?

To complete all local calls, you will now need to dial **area code + telephone number**. **California and Illinois customers will need to dial 1+ 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 or 11-digit local dialing (California and Illinois).

When will the change begin?

Beginning **October 24, 2021**, you must dial 10-digits (area code + telephone number) or 1+10 digits (**1+** area code + telephone number - California and Illinois) 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 or 1+area code and the 7-digit number (California and Illinois).

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 or 11-digit numbers (California and Illinois). 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 Frontier at 1-800-921-8101 or access the Help Center on frontier.com for more information. You can also visit the FCC website fcc.gov/suicide-prevention-hotline.